IGT INDIANA

Working on Behalf of the:

HOOSIER LOTTERY

Request for Proposal

THIRD PARTY TESTING

November 11, 2024

IGT Indiana, LLC, (IGT Indiana) a subsidiary of IGT Global Solutions Corporation (IGT), is seeking a firm to provide software acceptance testing services. The ideal candidate will have lottery industry experience, IGT systems experience, and be knowledgeable of gaming system functionality for traditional lottery products.

Capitalized terms and abbreviations used in the RFP shall have the meanings ascribed to them in Schedule 1. Other special terms and abbreviations may be used in the RFP, but they are localized and defined where they appear rather than in Schedule 1.

Background Information

IGT Global Solutions Corporation provides the gaming system to IGT Indiana, which has entered into an Integrated Services Agreement (ISA) with the Hoosier Lottery (Lottery) to manage the operations of the Hoosier Lottery, including without limitation, furnishing on-line gaming terminals and associated equipment at Lottery retailer sites. A copy of the ISA, and related documents can be found at: ISA.pdf.pdf (hoosierlottery.com)

The scope of technology being delivered includes:

- Central gaming system to manage Online games (Powerball, Mega Millions, Hoosier Lotto Plus, Cash4Life, Cash POP, Cash 5, Quick Draw, Daily 3, Daily 4, and Fast Play).
- The same central gaming system will also manage Instant Tickets. Functionality includes Inventory Management, Order and Distribution, TelSel, and online validations of Instant Tickets.
- Retailer Services, which is used to manage both existing retailers as well as new retailer applications.
- Retailer Accounting, which is responsible for tracking all retailer financial activity, reporting of retailer activity, weekly billing, and weekly EFT sweep of retailer bank accounts.
- A Claims and Payment system (“CAP”) used for the payment of prizes via check and EFT.
- Lottery terminals and peripherals used at the retailer sites
- Retailer POS Terminals and Self Service Terminals used for the dispensing of both online and instant tickets
- Data Warehouse for analytical and daily operational reporting

RFP PROCESS AND TIMETABLE

The following dates are set forth for informational and planning purposes. IGT Indiana reserves the right during this procurement to change any of the dates. If changes are made, IGT Indiana will contact the Bidders.

RFP Schedule	DATE
RFP release	November 11, 2024
RFP Questions Due	December 2, 2024
Bidder proposal due	December 13, 2024

RFP Schedule	DATE
Selection of Bidder	January 10, 2025
Contract begins (no later than)	February 24, 2025

Required Services

System Testing Services to be performed:

- Generate test plan based on IGT's Software Requirements Specifications (SRSs). IGT will make available our test scripts for reference and provide pre-CAT training.

- Conduct Acceptance Testing of the gaming system ensuring the system functions, without major error, in accordance with IGT's Software Requirements Specifications (SRSs) and compliance with MUSL Certification.

- All testing activity must be conducted at the Hoosier Lottery headquarters, located at 1302 N. Meridian St., Indianapolis, Indiana 46202.

- Provide qualified personnel to work onsite with the IGT QA team. Qualifications include: a minimum of 2 years work experience within the Lottery Industry and certification of testing practices (e.g. ISQTB, CSTE, CSQA)

- Unless agreed to in advance, vendor will provide the Services under this contract during normal business hours, *(8:30 AM to 5:00 PM, local time, Monday through Friday)*, except holidays. If necessary, IGT will provide after-hours access to facilities. Out-of-town personnel may work hours other than those defined as normal business hours to accommodate their travel schedules.

- Provide daily updates on any defects found with the following information: Short name, date found, description of defect, severity level (H, M, L), product where defect was found, detail of the issue, name of tester. A list of products and definitions of the severity levels will be provided. See required fields below:

    - Summary
    - Reporter
    - Description
    - Defect Symptom
    - Product
    - Severity
    - Priority
    - Reproducible
    - Found-In Batch

- Meet with QA Lead daily to review the list of defects, both new and pending.

- Provide observations, advice, and recommendations weekly following the conduct of the assessment of the testing procedures and test results. IGT acknowledges and agrees that

the firm will not be responsible for the accuracy or completeness of any data made available to the firm through any third-party tool, database, or software application.

Key Deliverable

The firm will develop a report summarizing the results of the testing procedures on a weekly basis. The report will include details of procedures executed and observations related to the project scope stated above.

Draft reports will be delivered to IGT Indiana and shared with IGT on a weekly basis and the final report will be issued to the Hoosier Lottery after receiving comments correcting potential errors and incorporating appropriate clarifications and modifications.

IGT Indiana & IGT's Responsibilities

In connection with this engagement and in addition to IGT's obligations described below, it is understood that IGT Indiana and IGT management is committed to provide the following:

1. Access to the ES system in a non-production test environment at the Hoosier Lottery facility at 1302 North Meridian St, Indianapolis, Indiana 46202.

2. IGT QA management will assign an individual to assist with the logistical aspects of the examinations and testing (e.g. providing workspace, scheduling meetings and responding to requests).

IGT is, and will continue to be, solely responsible for establishing and maintaining an effective system of internal control over its systems development process, including, without limitation, systems designed to assure achievement of its control objectives, compliance with applicable laws and regulations, and that the ES system meets its requirements. IGT Indiana is responsible for the results of the project, including the final assessment of the findings and any other deliverables resulting from the project.

Response Submission

Bidder must submit a complete and detailed description of its corporate information as required by this Section no later than December 13, 2024. *This is a continuing disclosure requirement. Any such information or matter that arises or changes after submission of a Response, and with respect to the Subcontractor after Subcontract execution, must be disclosed within 15 days in a written statement to IGT Indiana.* Bidder is required to demonstrate corporate experience, technical capability to perform the Subcontract Services, and financial means to support the Subcontract. Additional information is invited; however, any presentation beyond that sufficient to present a complete and effective Response is not desired. Bidder must respond to all requirements in this Section.

- Name and address of the entity submitting the Response including telephone and e-mail addresses.
- Type of business entity (e.g., corporation, partnership, limited liability company, limited liability partnership, sole proprietorship). If a corporation, include place of incorporation.

- Number of years Bidder has been providing the types of services specified in this letter.
    - Number of years, if any, Bidder has worked on lottery accounts
    - Number of years, if any, Bidder has worked on IGT systems
- Briefly describe the history and current mission and vision of Bidder's company.
- Briefly state Bidder's quality and reliability goals.
- Please advise if Bidder is currently doing business with the State of Indiana or if the Bidder is in the process of bidding on any work with the State.
- Describe any unique features of Bidder's business.
- List of Bidder's strategic partners.
- Bidder's total number of employees.
- Provide five (5) references and contact information for a company which is similar in size and presence to IGT Indiana.
- Whether any of the following have occurred in Bidder's experience during the last five (5) years and, if so, provide details as to each: (i) a contract was terminated before completion; (ii) Bidder was assessed liquidated damages or other sanctions on a contract; (iii) Bidder has been involved as a defendant in any material civil or criminal litigation.
- Hourly fee and all other associated costs for services rendered. Pricing must be submitted separately.

By submitting a response, Bidder grants IGT Indiana the right to obtain any information from any lawful source regarding (i) the past history, practices, conduct and ability of Bidder to perform the services and otherwise to fulfill the requirements under this letter, and (ii) the past history, practices, conduct and ability of any director, officer or key employee of Bidder. By submitting a Response, Bidder generally releases from liability and waives all claims against any party providing information about Bidder at the request of IGT Indiana. Such information may be taken into consideration in evaluating responses.

By submitting a response, Bidder further acknowledges and agrees that, (i) it shall cooperate in any due diligence or other inquiry conducted by IGT Indiana, an IGT Indiana customer or any appropriate governmental agency on behalf of an IGT Indiana customer or in connection with a procurement, with respect to the Bidder and its directors, officers, employees and stockholders; and that (ii) if it is the Successful Bidder, any Subcontract entered into with IGT Indiana shall be subject to the satisfactory results, as determined by IGT Indiana , of a background investigation of Bidder and its key employees (including, without limitation, all employees assigned to perform services for IGT Indiana).

PROPOSAL QUESTIONS & CLARIFICATION PROCESS

Bidders may submit questions regarding this RFP to IGT Indiana no later than 12 Noon ET on December 2, 2024.

IGT Indiana may request clarifications from a Bidder for the purpose of clarifying ambiguities or questioning information presented in its Proposal. Clarifications may occur throughout the Proposal evaluation process.

EVALUATION

IGT Indiana will appoint a committee to act as the proposal evaluation team. The Evaluation Committee will be responsible for evaluating proposals with regard to compliance with RFP requirements. Evaluation Committee personnel will use the evaluation criteria and deliverables stated in this RFP. The Evaluation Committee will be made of qualified subject matter experts to ensure that the best possible terms are arrived at for IGT.

BEST AND FINAL OFFERS (BAFOs)

Following completion of the evaluation process, IGT Indiana may request BAFOs from the two or more highest rated Bidders. IGT Indiana reserves the right to make an award based on original Proposals, without requesting BAFOs. Therefore, Proposals should be submitted with the most favorable terms and pricing Bidders can offer.

AWARD DECISION

IGT Indiana's evaluation committee will determine the Successful Bidder(s). IGT Indiana may negotiate with the Bidder(s) identified as the Successful Bidder(s). Subcontract Award(s) will be made to the Successful Bidder(s) who's Proposal(s), in IGT Indiana's sole discretion, best demonstrates the highest likelihood of success with the lowest potential risk in performing the required services. IGT Indiana decision on the award of any Subcontract(s) in this procurement shall be final.

NOTIFICATION OF AWARD

IGT Indiana will notify the Successful Bidder(s) of the intended Subcontract Award.

SUCCESSFUL EXECUTION OF A SUBCONTRACT

If a Subcontract between IGT Indiana and the Successful Bidder cannot be executed by both parties within two (2) full business weeks after the notice of intent to award the Subcontract, IGT Indiana reserves the right to reject Successful Bidder's Proposal and proceed to award the Services to another Bidder.

IGT expects the Subcontract to start no later than February 2025. Subject to the approval of the Lottery, this contract is anticipated to run for an initial term of three (3) years with up to four (4) consecutive one (1) year Renewal Terms.

NOTE: The Successful Bidder shall be required to submit background information regarding each of its employees to be assigned to the work, and further regarding each proposed lower tier subcontractor's employees to be assigned to the work, both on forms to be provided by IGT Indiana.

IGT Indiana shall not disclose its evaluation process for selecting a firm for above services.

Responses must be delivered to the following person:

IGT Indiana
Attention: Jayne McCleland
1302 N. Meridian St.
Indianapolis, IN 46202

Electronic submittal via email is acceptable to jmccleland@hoosierlottery.com

NEWS RELEASES

Bidders shall not issue any written or oral statement or other written or oral communication to any press or other media representative with regard to IGT, IGT Indiana, or the Lottery, or this RFP, unless such communication is specifically approved in advance by IGT Indiana.

BACKGROUND CHECKS

In accordance with the Integrated Services Agreement between IGT Indiana and the State Lottery Commission, all employees of the selected bidder working on the Hoosier Lottery account will be required to go through a background check.

DISCLAIMER

By issuing this RFP, IGT Indiana does not guarantee that a contract will be awarded. Furthermore, any Subcontractor must meet all requirements set forth in the Integrated Services Agreement between the Commission and the Lottery. A link for the Integrated Services Agreement, and subsequent Amendment, can be found above.

OWNERSHIP OF PROPOSALS

Proposals and any other materials submitted by a Bidder in response to this RFP will become the exclusive property of IGT Indiana upon receipt and will not be returned.

PROPOSAL COSTS

IGT Indiana is not liable for any costs incurred by Bidders as a result of responding to this RFP.

Schedule 1 – Definitions and Abbreviations

“Bidder” means an entity that submits a proposal in response to the RFP.

“Fast Play” means a lottery game that is printed through terminals connected to the central system by a communications network and in which winners are instantly determined by a random selection where numbers, play symbols or other insignia provide whether the player has won a prize. The prize amount will act as a growing jackpot.

“Instant tickets” means preprinted tickets on which the game play data area is uncovered either by removing a tab or latex, to reveal immediately whether the player has won a prize.

“Lottery” means the State Lottery Commission of Indiana created by Indiana Code 4-30.

“Online game” means a lottery game in which a player selects a combination of numbers or symbols, either manually or by an automated picking system, and winning tickets are determined by appropriately matching the combination of numbers or symbols randomly selected by the commission at a designated future drawing or selection event.

“Renewal Term” means an optional one (1) year period following the Initial Term during which an agreement between the Lottery and the Subcontractor under the RFP is valid.

“RFP” means this Request for Proposal as issued by the Lottery.

“Subcontractor” means a person who provides or proposes to provide goods or services to the Lottery.