

**Texas Lottery Commission**  
**Lottery Operations and Services RFP**  
**Evaluation Scoring Matrix Documentation**

<b>Vendor Name:</b> <i>Scientific Games, Inc.</i>
<b>Evaluator Name:</b> <i>Ron Pigott</i>

<b>Pre-Qualification</b>		<b>Date / Time</b>
<b>A.</b>	<b>Mandatory Pre-Proposal Conference and Non-Disclosure Statement</b>	
A.1	The Proposer attended one of the mandatory pre-proposal conferences and submitted a signed non-disclosure statement.	
<b>B.</b>	<b>Cost Proposal and Proposer's Commitment Submission</b>	
B.1	The Proposer submitted the Cost Proposal and Proposer's Commitment in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	
<b>C.</b>	<b>Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond Submission</b>	
C.1	The Proposer submitted the Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	

<b>Round 1: Minimum Qualification Requirements</b>		
<b>A.</b>	<b>Financial Status of the Proposer</b>	
A.1	The Proposer is financially viable and Office of the Controller has validated the financial status of the Proposer.	Pass/Fail
<b>B.</b>	<b>Historically Underutilized Businesses (HUB)</b>	
B.1	Whether the Proposer performed the good faith effort required by the HUB subcontracting plan. *HUB Subcontracting Plan *Mandatory HSP Workshop	Pass/Fail

The RFP references are intended as a guide for Proposers in preparing responses to this RFP, but do not limit the Texas Lottery's review of any Proposal in evaluating responsiveness to the RFP requirements and selecting a Proposer whose solution provides the best value to the agency.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points	Evaluator Notes
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>		550	470	
2.1.1	Contract performance issues, which include, but are not limited to: --contract terminations --sanctions / liquidated damages / goods or services in lieu of sanctions/LDs --significant or material audit findings or compliance issues --disciplinary action for substandard work or unethical practices --pending/past litigation --gaming license status	4.2.5(a), (b), (c), (d), (e), (f), (g)	440	380	<ul style="list-style-type: none"> <li>The Proposer shall state in its Response whether or not any of the following have occurred during the last five (5) years:                             <ol style="list-style-type: none"> <li>The Proposer has had a contract terminated and, if so, shall provide full details, including the other party's name, address and telephone number.</li> <li>The Proposer has been assessed any sanctions or liquidated damages under any existing or past contracts with any state, provincial or other lottery, and if so, note the jurisdiction, the reason for and the amount of the sanction or liquidated damages for each incident. (See Section 3.44 for continuing disclosure requirement.)</li> <li>The Proposer has provided goods or services in consideration of contractual sanctions or liquidated damages that would have been assessed, and if so, note the jurisdiction, the reason for the penalty or liquidated damages and the goods or services provided in lieu of the assessment.</li> <li>The Proposer has had any material or significant audit findings.</li> <li>The Proposer was the subject of (i) any disciplinary action for substandard work and unethical practices or (ii) any order, judgment or decree of any federal or state authority barring, suspending or otherwise limiting the right of the Proposer to engage in any business, practice or activity.</li> <li>The Proposer has been involved in any material civil or criminal litigation or indictment either threatened or pending as fully described in Section 3.43.</li> <li>The Proposer has applied for, has sought renewal of, has received, has been denied, has pending, or has had revoked a gaming license of any kind, or had fines, penalties sanctions or liquidated damages assessed against its gaming license, contract or operation, and the disposition of such in each such state or jurisdiction. If any lottery or gaming license or contract has been revoked or terminated or has not been renewed or any lottery or gaming license or application has been either denied or is pending and has remained pending for more than six (6) months, all of the facts and circumstances underlying the revocation, termination, non-renewal or the failure to receive such a license shall be disclosed.</li> </ol> </li> </ul>
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110	90	<ul style="list-style-type: none"> <li>4.4 - Proposers must provide verifiable references which include contact person, name of company, phone, fax number and e-mail address if available for each engagement identified in Section 4.2.1. The Texas Lottery reserves the right to verify all information in the Proposal submitted by the Proposer and seek other information it deems necessary to conduct a thorough review.</li> </ul>

<b>Total Points</b>			

	<ul style="list-style-type: none"> <li>2.22 -The Texas Lottery, in its sole discretion, reserves the right to conduct site visits and/or to require Proposers to make oral presentations prior to the Contract Award. Site visits may include visits to a state lottery(ies) with whom a Proposer currently contracts. Proposers will be notified in writing and will be provided with equal advance notification of site visits and/or oral presentation assignments and guidelines.</li> </ul> <p><b>Some comments at the site visits were concerning about their understanding of the Texas solution.</b></p>
<b>470</b>	

<b>2.2</b>	<b>Personnel. The qualifications of the Proposer's personnel.</b>		<b>800</b>
2.2.1	Executive Management – General Manager/Site Director, Assistant General Manager, and any other officers or key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(a)	160
2.2.2	Data Center/Operations – Data Center Supervisor, Software Development Manager, Texas Lottery Liaison and any other staff who will have oversight or manage system operations for the Texas Lottery account.	4.3.2(b)	80
2.2.3	Call Center – Call Center Manager, Retailer Support Supervisor, Dispatch and Supply Inventory Supervisor or other key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(c)	80
2.2.4	Sales and Marketing – Sales Manager, Marketing Manager, Promotions Manager/Coordinator, District/field Sales Managers, Corporate/Chain Account Manager, New Business Development/Recruitment Manager, Research Associate, and any other staff who will provide sales or marketing input, direction or recommendations for the Texas Lottery account.	4.3.2(d)	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80
2.2.6	Transition Team – Project Manager and key personnel assigned to the transition and implementation of the Texas Lottery account.	4.3.2(f)	120
2.2.7	Organizational structure for Texas Lottery account, which includes position titles and number of positions and staffing schedule for unfilled positions and dates when key management will be available.	4.3.1; 4.3.5 and 4.3.6	120

<b>755</b>	
<b>150</b>	<ul style="list-style-type: none"> <li>Proposers must provide resumes for all key management staff.</li> </ul> <p><b>John Osenenko will be GM.</b></p>
<b>80</b>	Same as (a) <b>IT team is impressive.</b>
<b>80</b>	Same as (a)
<b>145</b>	Same as (a) <b>Mr. Molica did not seem to understand the Proposal during his call-in of the site visit. Since he's not an employee of SGI, his involvement at this level is questionable.</b>
<b>80</b>	Same as (a) •
<b>100</b>	Same as (a) <b>Head of training had a very poor presentation at the site visit. Was nervous throughout the entire presentation. As a trainer, speaking to a group should be a strength.</b>
<b>120</b>	<ul style="list-style-type: none"> <li>4.3.1 - Proposers must provide an organizational chart which identifies all staff who will support the Texas Lottery account. The organizational chart should include the position titles, number of positions, and where applicable names of personnel ( e.g., key management staff). The</li> </ul>

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**Total Points**

	<p>organizational chart should include corporate directors and/or officers who will provide direction or oversight to the Texas Lottery account.</p> <ul style="list-style-type: none"> <li>4.3.5 - Proposers must provide a staffing schedule indicating the projected dates that each of the unfilled positions will be filled.</li> <li>4.3.6 - Proposers must indicate when key management employees will be available to commence providing services under any contract awarded hereunder.</li> </ul>
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**755**

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>		<b>2,600</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		<b>130</b>
2.3.1.1	Account management; Service level monitoring; Service management, which includes incident and problem management, capacity management and performance management; Compliance review.	6.2 through 6.5	46

<b>2,180</b>	
<b>110</b>	
<b>40</b>	<p><b>6.2 Account Management</b> DRs: 11-17</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b></li> <li>The Proposer must provide a description of its proposed account management process.</li> </ol> <p><b>6.3 Service Level Monitoring</b> DR: 6</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b></li> <li>The Proposer must provide a description of its proposed Service Level monitoring and reporting process.</li> <li>The Proposer must identify how SLRs as defined in Sections 3.60 and 3.61 of this RFP, will be measured and reported.</li> <li>The Proposer must provide an example of service level reports and its notification process that satisfies the requirements as defined in Sections 3.60 and 3.61 of this RFP.</li> <li>The Proposer must describe the automated reporting capabilities that it will make available to the Texas Lottery, including the Texas Lottery's ability to access data (real time) and generate reports.</li> </ol> <p><b>During site visit, David Douglas appeared to be the only person who understood the significance of the service level requirements and liquidated damages.</b></p> <p><b>6.4 Service Management</b> <b>6.4.1 Incident and Problem Management Response</b> DRs: None</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b></li> <li>The Proposer must provide a description of its proposed incident and problem management process to ensure adequate resources are available to meet the Texas Lottery's Service Level Requirements.</li> </ol>

				<p><b>6.4.2 Capacity Management Response</b> DRs: None</p> <ol style="list-style-type: none"> <li>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>2. The Proposer must provide a description of its proposed capacity planning process to ensure adequate resources are available to meet the Texas Lottery's Service Level requirements based on current and future growth expansion over the life of the Contract.</li> </ol> <p><b>6.4.3 Performance Management</b> DRs: None</p> <ol style="list-style-type: none"> <li>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>2. The Proposer must provide a description of its proposed performance management processes.</li> <li>3. The Proposer must describe how the Proposer plans, develops, modifies, monitors and reports on System and network performance. The Proposer must demonstrate knowledge and experience of capacity and performance tools for managing the Lottery Gaming System and all managed services defined within this RFP.</li> </ol> <p><b>6.5 Compliance Review</b> DRs: 9-10</p> <ol style="list-style-type: none"> <li>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>2. The Proposer must describe how it will meet compliance review requirements. This must include a description of the policies and practices to prevent, detect, and resolve compliance issues. In addition, the Proposer must demonstrate experience, ability, and intent to meet all contractual compliance requirements.</li> </ol> <p><b>Compliance process is robust and is prominent in their organization.</b></p>
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	<p><b>15</b></p> <p><b>Facilities Support</b> DRs: 4-24</p> <ol style="list-style-type: none"> <li>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>2. The Proposer must describe all recommended facilities, to include at a minimum, the locations and types of facilities, functions to be supported, accommodations for Texas Lottery and Proposer staff and warehousing capacity.</li> <li>3. The Proposer must describe other services, procedures, materials, supplies, programs, policies, equipment and facilities it believes necessary for successful daily operations. The Successful Proposer shall be responsible for providing all necessary items for each proposed facility.</li> <li>4. The Proposer must indicate the proposed hours of operation for the central distribution warehouse.</li> </ol> <p><b>Meets requirements.</b></p>
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	<p><b>25</b></p> <p><b>Business Continuity and Disaster Recovery</b> DRs: 9-11</p> <ol style="list-style-type: none"> <li>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>2. The Proposer must provide a description of its proposed Business Continuity and Disaster</li> </ol>

				Recovery capabilities. This must include a description of how primary site system recovery will meet Texas Lottery requirements set forth in this section.
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	3. The Proposer must describe its data backup and restore process. 4. The Proposer must describe how tickets will be delivered should its primary delivery service become unavailable. <b>Plan to have National Call Center as back-up for Texas is not possible, given the clarification that the National Call Center is relocating to Texas.</b>
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		<b>780</b>	<b>30</b> <b>Training Response</b> DRs: 7-21 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide a description of its proposed training activities for each requirement. <b>Lottery UniverCity is interesting training program.</b>
	<b>On-Line Games</b>		<b>47</b>	<b>623</b>
2.3.2.1	On-Line game development which includes demonstrated experience and success in On-Line game development, research and implementation.	7.2.1	21	<b>32</b> <b>16</b> <b>On-Line Game Response</b> DRs: 20-24 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its On-Line game development, research and implementation process. 3. The Proposer must provide evidence to demonstrate its experience and success in developing and implementing new On-Line Game concepts. Examples must include On-Line games currently in the market, sales expectations and actual performance, and implementation strategy. <b>Meets requirements.</b>
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	<b>7</b> <b>On-Line Game Control Response</b> DRs: 3-5 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its approach and experience with the development and monitoring of On-Line Game Control features. <b>Meets requirements.</b>
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	14	<b>9</b> <b>Drawings Response</b> DRs: 6-10 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its proposed System's capability to meet the Texas Lottery's drawing requirements. <b>Meets requirements.</b>

	<b>Instant Ticket Game Management</b>		<b>47</b>	<b>40</b>	
2.3.2.4	Lottery Gaming System's capability to support the volume, scope, development and management of the Texas Lottery's Instant Ticket operations, which includes the ability to inquire, track and monitor pack activity both globally and at the Retailer level, and monitor game inventory levels and order statuses.	7.3	47	<b>40</b>	<p><b>Instant Ticket Game Management Response</b> DRs: 3-11</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>The Proposer must provide a description of the proposed Lottery Gaming System's capability to support the volume, scope, development and management of the Texas Lottery's Instant Tickets operations as described in this section.</li> </ol> <p><b>Invited Option</b></p> <ol style="list-style-type: none"> <li>As an Invited Option, the Proposer must describe if its Lottery Gaming System will support single Instant Ticket accounting. This includes the functionality to track all transactions (e.g., location, status, sales, validation, etc.) and activities at the ticket level. (check to see if included in base price)</li> </ol> <p><b>Didn't come up with single ticket accounting. Leave it open with questions for requirements development.</b></p>
	<b>Claims and Validations</b>		<b>47</b>	<b>37</b>	
2.3.2.6	Lottery Gaming System's validation capabilities, which include Integrated On-Line and Instant Ticket claims, validations and payments, and check writing software and hardware for use at Texas Lottery headquarters and each of the Texas Lottery Claim Centers.	7.4	37	<b>32</b>	<p><b>Claims and Validation Response</b> DRs: 5-7 and 9-35</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>The Proposer must describe how it will provide an integrated System for On-Line and Instant Ticket claims, validations and payments, which includes check writing software and hardware for use at Texas Lottery headquarters and each of the Texas Lottery claim centers.</li> <li>The Proposer must describe the validation capabilities of its proposed System.</li> </ol> <p><b>Meets requirements</b></p>
2.3.2.7	Lottery Gaming System's functionality for a secured method (and equivalent backup method) of applying required signature(s) to the check stock during the check printing process.	7.4	10	<b>5</b>	<p><b>Claims and Validation Response</b> DRs: 8</p> <ol style="list-style-type: none"> <li>The Proposer must describe its proposed System's secured method (and equivalent backup method) of applying required signature(s) to the check stock during the check printing process.</li> </ol> <p><b>Meets requirements.</b></p>
	<b>Retailer Management</b>		<b>47</b>	<b>37</b>	
2.3.2.8	Integrated Lottery Gaming System to support the Texas Lottery's retailer management functions, which includes retailer maintenance and license application processing, inventory management, accounting and access control.	7.5	33	<b>28</b>	<p><b>Retailer Management</b> DRs: 8-29</p> <ol style="list-style-type: none"> <li>The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.]</li> <li>The Proposer must describe how it will provide an integrated System to support the Texas Lottery's Retailer management functions. At a minimum, the System must include licensee management functions such as Retailer maintenance and license application processing, inventory</li> </ol>

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					management, accounting and access control. 4. The Proposer must describe the System's capability to accept online submissions of original and renewal Retailer applications via an internet-based system and how payments for application fees would be processed. <b>Meets requirements.</b>
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	<b>9</b>	<b>Retailer Management</b> DRs: 10 3. The Proposer must describe the System's ability to provide online access to transactional data. <b>Meets requirements.</b>
	<b>Lottery Gaming System General Requirements</b>		<b>94</b>	<b>82</b>	
2.3.2.10	Lottery Gaming System's ability to meet the Texas Lottery's configuration, capacity and performance requirements; detect and report fraudulent transactions and activities; and meet data exchange requirements.	7.6.1 and 7.6.2	42	<b>40</b>	<b>7.6.1 System Configuration and Capacity Response</b> <u>Battelle Benchmark Report</u> DRs: 5-20 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe how its System will meet the configuration and capacity requirements. 3. The Proposer must demonstrate how its proposed System can meet or exceed the Texas Lottery's performance requirements. 4. The Proposer must describe its System's capability for detecting and reporting fraudulent transactions and activities.  <b>7.6.2 Electronic Data Exchange Response</b> DRs: 10-11 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe how it will meet the data exchange requirements outlined in this section and the Data Exchange Report.
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	<b>14</b>	<b>Sales and Marketing System General Response</b> DRs: 3-6 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its System's capabilities for providing player and retailer promotions. <b>Meets requirements.</b>
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and mail order subscription services which includes transaction handling, prize payout and age verification features. including the processing of all	7.6.3	33	<b>28</b>	<b>Sales and Marketing System General Response</b> DRs: 7-8 3. The Proposer must describe its System's capability to support Web-based "Second-Chance Drawings" for On-Line Games. <i>This system will not involve the sale of lottery products via the internet, but will only involve the submission of non-winning On-Line Game tickets for secondary</i>

	subscription orders, age verification of players, and payment of prizes.				drawings as approved by the Texas Lottery.
	System Management, System Security and ICS System and Vendor Requirements		78		
2.3.2.1 3	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8		4. The Proposer must describe its proposed Web-based system for a player registration program that involves registering players for various informational, promotional (e.g., unique player-printed coupons), and data-gathering purposes. 5. The proposer must describe its mail order subscription database system for lottery players as authorized by Texas Government Code Section 466.3052, including the processing of all subscription orders, age verification of players, and payment of prizes.
				56	
				3	<b>System Management Response</b> DRs: 21-23 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its software development life cycle including, but not limited to, change and release management processes, recommended frequency for changes, review and approval process, documentation activities and associated assigned resources to support the software development life cycle process. 3. The Proposer must describe the proposed test environment and access for conducting QA and UAT. <b>Meets requirements.</b>
2.3.2.1 4	Lottery Gaming System's security plan, which includes physical and logical security components and an overview of the policies and practices to prevent, detect, and resolve security breaches.	7.8	35		
				30	<b>System Security Response</b> DRs: 8-10 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its System security plan 3. The Proposer must describe the physical and logical security components of the Lottery Gaming System. At a minimum, this must include an overview of the policies and practices to prevent, detect, and resolve security incidents. In addition, the Proposer must demonstrate experience, ability, and intent to meet security requirements. <b>Meets requirements.</b>
2.3.2.1 5	Processing transactions from the Lottery Gaming System to the internal control system, which includes handling out-of-balance incidents and accomplishing electronic funds transfers.	7.10	35		
				23	<b>ICS System and Vendor Response</b> DRs: 4-10 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the process for providing support to the third party ICS vendor and how transactions from the Lottery Gaming System will be processed. 3. The Proposer must describe how out-of-balance incidents are handled and electronic funds transfers are accomplished. <b>This was not addressed.</b>
	<b>Reporting</b>		47		
				42	

2.3.2.1 6	Reporting functions which include the ability of the Lottery Gaming System to produce a variety of reports as well as the ability of Texas Lottery staff to create ad-hoc Systems reports using user-friendly graphical tools.	7.9	47	<b>42</b>	<b>Reporting Response</b> DRs: 6-12 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its proposed System's reporting functions. This must include the ability of the Lottery Gaming System to produce a variety of reports as well as permit Texas Lottery staff to create ad-hoc reports using user-friendly report development tools including graphical reporting capabilities. <b>Meets requirements.</b>
<b>System Supported Terminal Functions</b>			<b>47</b>	<b>42</b>	
2.3.2.1 7	System supported terminal functions, which include the Lottery Gaming System's capability to inquire and log ticket prize inquiries from all sales terminals, including player activated, and communication of winning, non-winning and actual prize amount data.	7.11	47	<b>42</b>	<b>System Supported Terminal Functions Response</b> DRs: 2-32 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the terminal functions supported by the Lottery Gaming System that meet the requirements of this Section. 3. Each Proposer must provide information on the functionality or capability of all On-Line devices to interact with the back-office systems of Retailers. 4. The Proposer must describe its System's capability to inquire and log ticket prize inquiries and validations from all Terminals to the Lottery Gaming System. 5. The Proposer must describe its Terminals' capability (including Player Activated Terminals) to provide ticket prize inquiry communication of winning, non-winning and actual prize amount data. <b>Meets requirements.</b>
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>	<b>68</b>	
2.3.2.1 8	Sales Terminals and related System equipment that offer the broadest diversity of options for deployment in support of current and future Texas Lottery retail venues.	7.12	61	<b>45</b>	<b>Sales Terminals and Related System Sales Equipment Response</b> DRs: 3-24 <b>DR 7 not met because the Information Redacted §552.101/466.022/552.139</b> 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the proposed Retailer Sales Terminals and related System equipment that meets the requirements defined in this section. Proposers must offer the broadest diversity of terminals and related System sales equipment options for deployment in support of current and future Texas Lottery retail venues. Proposers must fully describe all solutions and how the proposed equipment would support the Texas Lottery's current retail environment, as well as new retail venues. Proposers should indicate if the proposed Retailer Sales Terminals and related System equipment have been successfully deployed in other jurisdictions. <b>Specified and Invited Options –</b> 6. As a Specified Option, the Proposer must offer in-lane terminals <b>solutions</b> designed for use in multi-lane stores such as supermarkets. The Proposer shall thoroughly describe the design, installation, maintenance and functionality of the terminal <b>solution</b> . If the Texas Lottery exercises

					<p>this option, the Proposer must install and maintain the terminals-solutions.</p> <p>7. As an Invited Option, the Proposer may offer specialty terminals and equipment, to include new and emerging technology, for future deployment. <b>Proposers shall not include terminals or equipment for video lottery, casino gaming, internet-based lottery sales, or other activities not authorized by law.</b> (check to see if included in base price)</p>
2.3.2.1 9	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	<b>14</b>	<p><b>Sales Terminals and Related System Sales Equipment Response</b> DRs: None</p> <p>3. The Proposer shall include information on the functionality or capability of all Terminal devices to interact with the back-office systems of Retailers.</p> <p><b>Meets requirements.</b></p>
2.3.2.2 0	Sample Retailer training manual and other options for training Retailers such as including training manual within the Retailer Terminal.	7.12	14	<b>9</b>	<p><b>Sales Terminals and Related System Sales Equipment Response</b> DR: 25</p> <p>4. The Proposer must provide a sample of its Retailer Training Manual and explain other options for training Retailers such as including an online training manual within the Terminal.</p> <p><b>Meets requirements.</b></p>
	<b>Installation, Relocation and Removal and Maintenance and Repair</b>		<b>47</b>	<b>27</b>	
2.3.2.2 1	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	<b>7</b>	<p><b>Installation, Relocation and Removal Response</b> DRs: 12-14</p> <p>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b></p> <p>2. The Proposer must describe how it will meet the equipment installation, relocation and/or removal requirements.</p> <p><b>Meets requirements.</b></p>
2.3.2.2 2	Plan and procedures for the maintenance and repair of all terminals and related Sales Equipment, which includes a preventative maintenance schedule and procedures for resolution of chronic problems.	7.12.2	12	<b>7</b>	<p><b>Maintenance and Repair Response</b> DRs: 6-9</p> <p>1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b></p> <p>2. The Proposer must describe in detail the proposed plan and procedures for the maintenance and repair of all Terminals and related sales equipment. The plan must include a preventative maintenance schedule.</p> <p>4. The Proposer must describe in detail its proposed plan and procedures to address resolution of chronic equipment problems.</p> <p><b>Meets requirements.</b></p>
2.3.2.2 3	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	<b>7</b>	<p><b>Maintenance and Repair Response</b> DRs: None</p> <p>3. Proposer must indicate its proposed staffing levels to cover repair functions and the planned location of staff.</p> <p><b>Meets requirements.</b></p>

2.3.2.2 4	Lottery Gaming System capability to remotely monitor all deployed equipment for proper operational functionality and identification of equipment malfunctions or failure.	7.12.2	11	<b>6</b>	<b>Maintenance and Repair Response</b> DRs: None 5. The Proposer must describe its capabilities to remotely monitor all deployed equipment at the system level for proper operational functionality and identification of equipment malfunctions or failure. <b>Meets requirements.</b>
	<b>Call Center Support</b>		<b>60</b>	<b>55</b>	
2.3.2.2 5	Call Center staffing and management to support the Texas Lottery's diverse Retailer base; ensure timely, professional, courteous and accurate response to all calls; achieve required performance levels; and plan for handling chronic problems.	7.13	60	<b>55</b>	<b>Call Center Response</b> DRs: 10-19 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its call center system including its capabilities. 3. The Proposer must describe how the call center will be staffed and managed to ensure timely, professional, courteous and accurate response to all calls. 4. The Proposer must describe how the staffing and management of the call center will support the Texas Lottery's diverse Retailer licensee base. 5. The Proposer must indicate how it will achieve the required performance levels for the call center. 6. The Proposer must document how chronic problems will be handled. <b>Meets requirements.</b>
	<b>Ticket Inventory Supply and Management</b>		<b>78</b>	<b>63</b>	
2.3.2.2 6	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	<b>7</b>	<b>Call Center Response</b> DRs: None 7. The Proposer must describe any innovative solutions it proposes to enhance inventory order and distribution beyond the noted requirements of this section. <b>Meets requirements.</b>
2.3.2.2 7	Staffing and management of the ticket inventory and supply management functions to support the Texas Lottery's diverse Retailer base. Procedures to process special, out of cycle, express, expedited or emergency orders.	7.13	43	<b>38</b>	<b>Call Center Response</b> DRs: 20 and 22-24 8. The Proposer must describe how the staffing and management of the ticket inventory and supply management functions will support the Texas Lottery's diverse Retailer licensee base. 9. The Proposer must describe what procedures are included to process special, out of cycle, express, expedited, or emergency orders from Retailers. <b>Meets requirements.</b>
2.3.2.2 8	Ability to allow Retailers to order at anytime through an automated system, rather than ordering in response to a telemarketing call, which includes the ability to manage and place proper controls on this ordering process.	7.13	23	<b>18</b>	<b>Call Center Response</b> DRs: 21 10. The Proposer must describe its range of automated systems to allow Retailers to order at anytime, rather than only ordering in response to a telemarketing call. Additionally, the Proposer must describe its ability to manage and place proper controls on this ordering process. <b>Meets requirements.</b>
	<b>Communications Network</b>		<b>47</b>	<b>42</b>	

2.3.2.2 9	Communications network, which includes information and diagrams to support the performance capabilities of the Lottery Gaming System and the Texas Lottery.	7.14	47	<b>42</b>	<b>Communications Network Response</b> DRs: 15-25 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer shall provide detailed information and communications network diagrams to address the performance capabilities of the communications network based on the Proposer's System requirements and the Texas Lottery's system requirements. <b>Meets requirements.</b>
<b>2.3.3</b>	<b>SALES AND MARKETING</b>		<b>910</b>	<b>794</b>	
	<b>Sales Management and Business Development and Marketing</b>		<b>182</b>	<b>164</b>	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	<b>10</b>	<b>Sales Management and Business Development Response</b> DR: 13 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 4. The Proposer must describe how it would provide a route sales model to support Retailer locations. <b>Response does not adequately address "route sales" as the TLC defined it.</b>
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	<b>68</b>	<b>Sales Management and Business Development Response</b> DRs: 4 2. The Proposer must identify the sales management staff whose full-time responsibilities are to help the Texas Lottery identify new selling and business development opportunities. Proposers must also identify any staff who may assist with these activities, but will not be assigned to the Texas Lottery account on a full-time basis (e.g., corporate sales staff). <b>Meets requirements.</b>
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	<b>50</b>	<b>Marketing Response</b> DRs: None 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must identify the marketing staff whose full-time responsibilities are to help the Texas Lottery identify new product and marketing strategies. Proposers must also identify any staff who may assist with these activities, but will not be assigned to the Texas Lottery account on a full-time basis (e.g., corporate marketing staff). <b>Meets requirements.</b>
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	<b>36</b>	<b>8.2 Table 79</b> DRs: 5-12 and 14 3. The Proposer must describe its sales organization structure and how it will support and optimize Texas Lottery sales. <b>S GI put a lot of work into their strategy for online games.</b> 5. The Proposer must describe how it would coordinate face-to-face meetings among the Texas Lottery, Successful Proposer and Retailers to facilitate communications. The Proposer must describe its plans for conducting meetings to reach Retailers across the State of Texas to include proposed frequency of meetings and the strategy for engaging the Texas Lottery's diverse Retailer

	<b>Lottery Sales Representatives</b>		<b>136</b>
2.3.3.5	LSR organization structure and how it will support Lottery Retailers across the entire geographic and population diversity of the State of Texas, which includes the proposed staff to Retailer ratio for the provision of Lottery Sales Representative activities.	8.4	82
2.3.3.6	Incentive plan for LSRs.	8.4	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27
	<b>Retailer Visit</b>		<b>91</b>
2.3.3.8	Retailer visits and support.	8.4.1	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27

	licensee base. <b>8.3 Table 81</b> DRs: 10-14 3. The Proposer must describe its marketing organization structure and how it will support and optimize Texas Lottery sales.
<b>121</b>	
<b>77</b>	<b>LSR Services Response</b> DRs: 28 and 30 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its LSR organization structure and how it will support Lottery Retailers across the entire geographic and population diversity of the State of Texas. Proposers must identify the Proposer's staff to Retailer ratio for the provision of Lottery Sales Representative activities. <b>Meets requirements.</b>
<b>22</b>	<b>LSR Services Response</b> DRs: 29 3. The Proposer must provide an overview of its incentive plan for LSRs. <b>Meets requirements.</b>
<b>22</b>	<b>LSR Services Response</b> DRs: 27 and 31 4. The Proposer must describe how sales services will be customized to strategically optimize sales performance. <b>Meets requirements.</b>
<b>76</b>	
<b>22</b>	<b>Retailer Visit Response</b> DRs: 11 -12, 14-17 and 19-21 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. <b>The Proposer must describe its overall approach to Retailer visits and support.</b> The Proposer must describe its plan for enhanced visits to Retailers that exceeds the minimum required visits for general support and sales activity and that emphasizes sales optimization among the Retailer base. The Proposer must provide an overview of the methodology and strategy that will be used to enhance sales. <b>Meets requirements.</b>
<b>22</b>	<b>Retailer Visit Response</b> DRs: 18 and 22 3. The Proposer must describe how it will monitor and manage LSR performance to ensure that all LSR visit standards are being met. <b>Meets requirements.</b>

2.3.3.1 0	Enhanced schedule for Retailer visits that exceeds the minimum required visits for general support and sales activity that emphasizes sales optimization. Overview of the methodology and strategy that will be used to enhance sales.	8.4.1	37	<b>32</b>	<b>Retailer Visit Response</b> DR: 13 2. The Proposer must describe its overall approach to Retailer visits and support. <b>The Proposer must describe its plan for enhanced visits to Retailers that exceeds the minimum required visits for general support and sales activity and that emphasizes sales optimization among the Retailer base. The Proposer must provide an overview of the methodology and strategy that will be used to enhance sales.</b> <b>Meets requirements.</b>
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		<b>73</b>	<b>63</b>	
2.3.3.1 1	Perform ticket retrieval, transfers and returns to optimize the inventory mix at retail locations in coordination with Retailers.	8.4.2	36	<b>31</b>	<b>LSR Ticket Retrieval, Transfers and Returns Response</b> DRs: 7-8 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b> 2. The Proposer shall describe how it will perform ticket retrieval, transfers and returns to optimize the inventory mix at retail locations in coordination with Retailer. <b>Meets requirements.</b>
2.3.3.1 2	Retailer-to-Retailer pack transfers utilized to optimize inventory availability, which includes the methods for carrying out these transfers and the security and control measures that will be put in place and how system records will be maintained.	8.4.2	37	<b>32</b>	<b>LSR Ticket Retrieval, Transfers and Returns Response</b> DRs: 9 3. The Proposer must describe how Retailer-to-Retailer pack transfers will be utilized to optimize inventory availability. Proposers must describe the methods for carrying out these transfers and the security and control measures that will be put in place and how system records will be maintained. <b>Meets requirements.</b>
	<b>Instant Ticket Game Close</b>		<b>46</b>	<b>41</b>	
2.3.3.1 2	Process for handling Instant Ticket game close.	8.4.3	46	<b>41</b>	<b>Instant Ticket Game Close Response</b> DRs: 4-5 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b> 2. The Proposer must describe its process for handling Instant Ticket Game close. <b>Meets requirements.</b>
	<b>Retailer Contests and Retailer-based Player Promotions</b>		<b>91</b>	<b>81</b>	
2.3.3.1 3	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	<b>41</b>	<b>Retailer Contests and Retailer-based Player Promotions Response</b> DRs: 19-21 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. <b>[NOTE: Applies to all sections where applicable.]</b> 2. The Proposer must describe how it will utilize Retailer and player contests and promotions to increase Instant and On-Line ticket sales. <b>Meets requirements.</b>

2.3.3.1 4	Incentive programs for Retailers, which includes when such programs should be initiated and the benefits of such programs in maximizing revenue to the State from the sale of Texas Lottery Products.	8.5	45	40	DRs: 17-18 3. The Proposer must describe its incentive programs for Retailers, including when such programs should be initiated and the benefits of such programs in maximizing revenue to the State from sales of Texas Lottery Products. <b>Meets requirements.</b>
<b>Promotional Events and Retailer Promotions</b>			<b>91</b>	<b>81</b>	
2.3.3.1 5	Promotional equipment and capabilities to support the Promotions Plan, which also includes approach to promotions and how the plan is developed.	8.6	59	54	<b>Promotional Events Response</b> DRs: 25 and 28-36 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide a description of the promotional equipment and capabilities to support the promotions plan and describe the Proposer's approach to promotions and how the plan will be developed. 4. The Proposer may offer an alternative approach and equipment for conducting promotional events and Retailer promotions in support of Lottery Products. The Texas Lottery reserves the sole right to select the approach and equipment to be used for all promotional events. <b>Meets requirements.</b>
2.3.3.1 6	Promotions program team to run the statewide Promotions Plan, which includes how the team will be coordinated and trained to maximize the benefits of the program.	8.6	32	27	<b>Promotional Events Response</b> DRs: 26-27 3. The Proposer must identify the entire promotions program team whose full-time responsibility will be to develop and run the statewide promotions plan. Proposers must provide detailed resumes <b>job descriptions</b> for all the promotions team members <del>outlining their experience conducting promotional activities</del> . The Proposer must describe its use of full-time dedicated team members working on the program and must also identify any other staff who will assist with the promotions plan, describing how the team will be coordinated and trained to maximize the benefits of the program. <b>Meets requirements.</b>
<b>Marketing Materials and Related Equipment</b>			<b>91</b>	<b>81</b>	
2.3.3.1 7	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	54	<b>Marketing Materials and Related Equipment Response</b> DRs: 4 5-8 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of the marketing materials and related equipment that will be used to support sales and marketing activities for all Lottery Products. <b>Meets requirements.</b>
2.3.3.1 8	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	27	<b>Marketing Materials and Related Equipment Response</b> DR: 4 3. The Proposer must describe its capability to update signage within the Retailer environment via wired/wireless communication with the Retailer Sales Terminal/Lottery Gaming System. <b>Meets requirements.</b>

	<b>Research and Lottery Product Development</b>		<b>109</b>	<b>86</b>	
2.3.3.1 9	Research and development process for new games and new game introductions, which includes the research methods utilized to develop, gather, analyze and report data.	8.8	43	<b>35</b>	<b>Research and Game Development Response</b> DRs: 7-8, 10-12, 14 <b>DR 14 not fully addressed</b> 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its research and development process for new games and new game introductions. This must include an overview of all the variety of research methods utilized to develop, gather, analyze and report data. <b>Meets requirements.</b>
2.3.3.2 0	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	22	<b>17</b>	<b>Research and Game Development Response</b> DRs: 9 3. The Proposer must describe the methods that will be utilized to obtain and use geographic and psychographic information for making business recommendations to the Texas Lottery. <b>Meets requirements.</b>
2.3.3.2 1	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	<b>17</b>	<b>Research and Game Development Response</b> DRs: None 4. The Proposer must identify the research and development staff whose full-time responsibilities are to conduct research on new selling opportunities and new marketing strategies. Proposers must also identify any staff who may assist with these activities, but will not be assigned to the Texas Lottery account on a full-time basis. <b>Meets requirements.</b>
2.3.3.2 2	Research and/or data analyst staff to respond to special reporting requests, develop / respond to requests for specialized sales analysis, etc.	8.8	22	<b>17</b>	<b>Research and Game Development Response</b> DRs: 13 5. The Proposer must identify the research and/or data analyst staff whose full-time responsibilities are to respond to special reporting requests, develop / respond to requests for specialized sales analysis, etc. Proposers must also identify any staff who may assist with these requirements, but will not be assigned to the Texas Lottery account on a full-time basis. <b>Meets requirements.</b>
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		<b>520</b>	<b>433</b>	
	<b>New Instant Ticket Delivery and Storage</b>		<b>114</b>	<b>99</b>	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	<b>41</b>	<b>New Instant Ticket Delivery and Storage Response</b> DRs: None 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the level of automation to be used in managing, fulfilling, and storing Instant Ticket orders. <b>Meets requirements.</b>
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	<b>29</b>	<b>New Instant Ticket Delivery and Storage Response</b> DRs: 11-12

2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34
<b>Instant Ticket Delivery</b>			<b>104</b>
2.3.4.4	Plan for processing and shipping all ticket orders, including on weekends, holidays, and other times based on ticket ordering activity, delivery to Retailers in geographically remote areas, and under special circumstances as required by the Texas Lottery.	9.3	36
2.3.4.5	Process (including security features) to be used to document the delivery of tickets and obtaining proof of signed delivery receipts from individual Retailers.	9.3	22
2.3.4.6	Procedures and materials used to package Instant Tickets for delivery to Retailers, which includes the process used to prevent Instant Ticket Manufacturer omitted packs or other defective packs from being shipped to Retailers.	9.3	10
2.3.4.7	Methods, procedures, hardware and software used to monitor inventory and ensure optimum inventory levels are maintained at each Retailer location.	9.3	36
<b>Warehouse Instant Ticket Return Verification</b>			<b>52</b>

	3. The Proposer must describe the proposed staging and distribution plan for simultaneous Instant Ticket game sales launches. <b>Meets requirements.</b>
<b>29</b>	<b>New Instant Ticket Delivery and Storage Response</b> DRs: 10-11 and 13-16 4. The Proposer must describe in detail its warehousing and distribution methodology and staffing plan, including any automated functions. <b>Meets requirements.</b>
<b>84</b>	
<b>31</b>	<b>Instant Ticket Delivery Response</b> DRs: 6-8 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe its plan for processing and shipping ticket orders on weekends, holidays, and other times based on ticket ordering activity and under special circumstances as required by the Texas Lottery. 4. The Proposer must describe its proposed ticket order delivery plan for Retailers in geographically remote areas. <b>Meets requirements.</b>
<b>17</b>	<b>Instant Ticket Delivery Response</b> DRs: 10-11 3. The Proposer must describe the process (including security features) to be used to document the delivery of tickets and obtain proof of signed delivery receipts from individual Retailers. <b>Meets requirements.</b>
<b>5</b>	<b>Instant Ticket Delivery Response</b> DRs: 9 and 12 5. The Proposer must describe the procedures and materials that will be used to package Instant Tickets for delivery to Retailers. 6. The Proposer must describe the process that will be used to prevent Instant Ticket Manufacturer omitted packs or other defective packs from being shipped to Retailers. <b>Meets requirements.</b>
<b>31</b>	<b>Instant Ticket Delivery Response</b> DRs: None 7. The Proposer must describe the methods, procedures, hardware and software to be used to monitor Instant Ticket inventory and ensure that optimum inventory levels are maintained at each Retailer location. <b>Meets requirements.</b>
<b>42</b>	

2.3.4.8	Process and procedure (including security features) used to document and store partial packs of Instant Tickets returned from Retailers, which includes the tracking system that will be used to follow the packs returned to the warehouse.	9.3.1	26	<b>21</b>	<b>Warehouse Instant Ticket Return Verification Response</b> DRs: 7, 9 -11 and 16 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the process and procedure (including security features) that will be used to document and store partial packs of Instant Tickets returned from Retailers and the tracking system that will be used to follow the packs returned to the warehouse. <b>Meets requirements.</b>
2.3.4.9	Procedures for locating Instant Tickets that are in a "Hold," "Lost Warehouse," "Lost Retailer," or "In Transit" status longer than the permitted time limit.	9.3.1	26	<b>21</b>	<b>Warehouse Instant Ticket Return Verification Response</b> DRs: 8 and 12 -15 3. The Proposer must describe the procedures for locating Instant Tickets that are in a "Hold," "Lost Warehouse," "Lost Retailer," or "In Transit" status longer than the permitted time limit. <b>Meets requirements.</b>
<b>Stolen and Damaged Instant Ticket Reporting</b>			<b>52</b>	<b>40</b>	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	<b>40</b>	<b>Stolen and Damaged Instant Ticket Reporting Response</b> DRs: 5-6 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe how damaged and stolen tickets will be processed. <b>Process proposed will not work for TLC because they cannot Time is of the essence in these cases.</b>
<b>Ticket and On-Line Ticket Stock Destruction</b>			<b>42</b>	<b>37</b>	
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	<b>37</b>	<b>Instant Ticket and On-Line Ticket Stock Destruction Response</b> DRs: 5-7 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the process and/or procedures to ensure the destruction of Instant Tickets, On-Line Ticket stock and other materials will be performed only with permission of the Texas Lottery and under the direct supervision of Texas Lottery personnel. 3. The Proposer must describe its process for the destruction of Instant Tickets, On-Line Ticket stock and/or other materials. <b>Meets requirements.</b>
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			<b>52</b>	<b>42</b>	
2.3.4.13	Receipt of promotional items and POS, which includes how and where the items will be received, stored and distributed to meet Texas Lottery requirements.	9.5	26	<b>21</b>	<b>Promotional Item and POS Verification and Receiving Response</b> DRs: 7 and 9 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe how and where promotional items and POS will be received, stored and distributed to meet Texas Lottery requirements.

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					<b>Very little discussion in 9.5. Requirements met.</b>
2.3.4.1 4	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	<b>21</b>	<b>Promotional Item and POS Verification and Receiving Response</b> DRs: 8 3. The Proposer must describe the process for the verification, receiving, and ongoing inventory of promotional items. <b>Meets requirements.</b>
	<b>Promotional Merchandise Inventory</b>		<b>52</b>	<b>47</b>	
2.3.4.1 5	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	<b>47</b>	<b>Promotional Merchandise Inventory Response</b> DRs: 3-5 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the process for handling incoming and ongoing inventory of all Texas Lottery promotional merchandise. <b>Meets requirements.</b>
	<b>Warehouse and Distribution General Requirements</b>		<b>52</b>	<b>42</b>	
2.3.4.1 6	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	<b>21</b>	<b>Warehouse and Distribution General Response</b> DRs: 6-10 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must describe the processes that will be utilized to accomplish Instant Ticket order processing and packing at the central distribution warehouse. <b>Meets requirements.</b>
2.3.4.1 7	Process utilized to prevent the theft of returned Instant Tickets and rolls of On-Line Ticket stock being returned to and stored at the Central Distribution Warehouse.	9.7	26	<b>21</b>	DRs: none 3. The Proposer must describe the process that will be utilized to prevent the theft of Instant Tickets and rolls of On-Line Ticket stock being returned to and stored at the central distribution warehouse. <b>Meets requirements.</b>
<b>2.3.5</b>	<b>CONVERSION</b>		<b>260</b>	<b>220</b>	
	<b>Integration and Testing</b>		<b>52</b>	<b>42</b>	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	<b>21</b>	<b>Integration and Testing Response</b> DRs: 28-37 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its proposed integration and testing process. 3. The Proposer must provide its proposed acceptance testing process and provide its standard acceptance testing criteria. 4. The Proposer must provide its proposed integration and test Plan.

2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26
<b>Implementation and Migration</b>			<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	52
<b>Conversion Plan and General Requirements</b>			<b>104</b>
2.3.5.9	High level conversion plan, which includes the project management process, the structure and content of process documentation, an information sharing and communication plan, expected participation from Texas Lottery and the level and duration of involvement from the current vendor.	10.1 and 10.4	62

	<b>Meets requirements.</b>
<b>21</b>	<b>Integration and Testing Response</b> DR: 38 5. The Proposer must describe its Lottery Gaming System backup, recovery, failover process and test plan. <b>Meets requirements.</b>
<b>47</b>	
<b>47</b>	<b>Implementation and Migration Response</b> DRs: 12-14 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide a description of its proposed implementation and migration strategy and processes. <b>Meets requirements.</b>
<b>89</b>	
<b>57</b>	<b>Conversion Plan Response</b> <b>10.1 Table 123</b> DRs: 3 and 11-18 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer must provide an overview of its proposed Conversion Plan and process. 3. The Proposer must provide its proposed Conversion Plan project management process. 4. The Proposer must identify, including names and resumes, the conversion staff whose full-time responsibilities are to convert the Texas Lottery to the Proposer's System. Proposers must also identify any staff who may assist with these activities, but will not be assigned to the Texas Lottery account on a full-time basis (e.g., corporate technical staff). <b>10.4 Table 130</b> DRs: 2-11 2. The Proposer must provide a proposed high-level Conversion Plan that would be appropriate for the size and complexity of the Texas Lottery's needs as described in this RFP. The Conversion Plan must include an information sharing and communication plan and expected participation from the Texas Lottery and the level and duration of involvement from the current vendor. 3. The Proposer must describe the structure and content of its process documentation and explain how the documentation will be customized to fit Texas Lottery needs. <b>Meets requirements.</b>

2.3.5.1 1	Project Management methodology for the transition, which includes at a minimum: a) Project Management; b) Business Change Management; c) Issue Management; d) Risk Management and Mitigation; and e) Transition Reporting (Type and Frequency).	10.4	10	5	<b>10.4 Table 130</b> DRs: 13 4. The Proposer must describe the project management methodology that will be employed during the transition, which will address the following at a minimum: a) Project Management; b) Business Change Management; c) Issue Management; d) Communication Strategy e) Knowledge Transfer; f) Relationship Management; g) Risk Management and Mitigation; and h) Transition Reporting (Type and Frequency). <b>Meets requirements.</b>
2.3.5.1 2	Initial distribution plan for Instant Tickets, On-Line Ticket stock, Retailer Terminals and associated system sales equipment, Point-of-Sale materials, On-Line play slips, promotional merchandise, playstations, signage and other materials, as required. Quality control procedures included in the plan.	10.4	16	16	<b>10.4 Table 130</b> DRs: 3 5. The Proposer shall provide a detailed initial distribution plan for Instant Tickets, On-Line Ticket stock, Retailer Sales Terminals and associated System sales equipment, Point-of-Sale materials, On-Line play slips, promotional merchandise, playstations, signage and other materials, as required. Quality control procedures should be included in this plan. <b>Like that they can . Very good implementation solution to reduce risk to TLC</b>
2.3.5.1 3	Validation of winning tickets sold prior to the conversion.	10.4	16	11	<b>10.4 Table 130</b> DR: 12 6. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] <b>Detail Requirements #12</b> <i>The Successful Proposer must accommodate and provide validation of winning tickets that have been sold prior to the conversion, either by reading the bar code or by accepting manual entry of the "old" winning ticket's serial number into the new system. The goal, during conversion and after, is to minimize confusion and effort for the players and Retailers.</i> <b>Meets requirements.</b>
	<b>Conversion Milestones</b>		<b>26</b>	<b>21</b>	
2.3.5.1 4	Conversion plan and time chart identifying the major milestones to be accomplished for the construction, equipment delivery, software programming, installation, testing, user training, data conversion, and documentation of the proposed System.	10.5	26	21	<b>Conversion Milestones Response</b> DRs: None 1. The Proposer must provide a Conversion Plan and time chart (Gantt, PERT, or similar format) identifying the major milestones to be accomplished for the construction, equipment delivery, software programming, installation, testing, user training, data conversion, and documentation of the proposed System. The Proposer must also provide the dates (expressed as the number of Days from Contract Award) for the described milestones in the Conversion Milestone table above (Table 131) as part of the Proposal. The detailed Conversion Plan must include acceptance testing

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	<b>Conversion Plan</b>		<b>26</b>
2.3.5.1 5	Processes and factors related to End of Contract Conversion, which includes knowledge transfer to the Texas Lottery or Replacement Provider, risk management and mitigation, exit reporting, handover procedures, license transfers, etc.	10.6	26

Total Points

	and security plan milestones. <b>Meets requirements.</b>
<b>21</b>	
<b>21</b>	<b>End of Contract Conversion Plan Response</b> DRs: 12-13 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. [NOTE: Applies to all sections where applicable.] 2. The Proposer shall describe the following processes and factors related to End of Contract Conversion with the Texas Lottery: a) People Processes: 1. Knowledge transfer to the Texas Lottery or replacement provider b) Management Processes: 1. Issue Management 2. Risk Management and Mitigation 3. Exit Reporting (Type and Frequency) c) Technology 1. Handover Procedures 2. Tools, Software, Network Connections and Data Transfer d) License Transfer (Indicate Where This Would Be Required) <b>Meets requirements.</b>
<b>2180</b>	

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>		<b>550</b>
2.4.1	Past 10 years of experience providing the services as specified in the RFP for engagements of comparable complexity and scale.	4.2.1 and 4.2.4	275

<b>535</b>	
<b>260</b>	<ul style="list-style-type: none"> <li>4.2.1 - Years of Experience. The Proposer must indicate the number of years' experience the Proposer has in providing the services as specified in this RFP and shall include detailed descriptions documenting its experience for all engagements of comparable complexity and scale for the past ten (10) years.</li> <li>4.2.4 - The description of experience shall be detailed and cover all contracts the Proposer and any subcontractors have or have had that provided experience similar to this Contract which qualifies the Proposer to meet the requirements of this Contract, including but not limited to: <ul style="list-style-type: none"> <li>(a) Size of contract.</li> <li>(b) Reason for contract termination/expiration, if contract is no longer in effect.</li> <li>(c) Types of services directly provided by the Proposer and whether the Proposer was the proposer or subcontractor.</li> <li>(d) Term and type of contract, including effective dates.</li> </ul> </li> </ul>

				(e) Any problems encountered. <b>SGI appears to have good experience and numerous contracts in the U.S. Sales Force experience is the only area not really strong, but they do have it.</b>
2.4.2	Previous lottery experience or other relevant experience providing similar services as specified in the RFP to governmental or private entities.	4.2.2 and 4.2.4	165	<b>165</b> <ul style="list-style-type: none"> <li>4.2.2 - Proposers must indicate any previous lottery experience or other relevant experience providing similar services, as noted in Section 1.1.4, to governmental or private entities, including name of the entity, type of work performed, and duration of project.</li> <li>4.2.4 - The description of experience shall be detailed and cover all contracts the Proposer and any subcontractors have or have had that provided experience similar to this Contract which qualifies the Proposer to meet the requirements of this Contract, including but not limited to: <ul style="list-style-type: none"> <li>(a) Size of contract.</li> <li>(b) Reason for contract termination/expiration, if contract is no longer in effect.</li> <li>(c) Types of services directly provided by the Proposer and whether the Proposer was the proposer or subcontractor.</li> <li>(d) Term and type of contract, including effective dates.</li> <li>(e) Any problems encountered.</li> </ul> </li> </ul> <b>See above.</b>
2.4.3	Previous experience in transition activities between vendors when providing similar services, in scope and size, as specified in the RFP.	4.2.3 and 4.2.4	110	<b>110</b> <ul style="list-style-type: none"> <li>4.2.3 - Proposers must indicate any previous experience in transition activities between vendors when providing similar services, in scope and size, as noted in Section 1.1.4. Proposers must include the name of the entity, type of transition/conversion work performed, duration of the project and any service interruptions encountered.</li> <li>4.2.4 - The description of experience shall be detailed and cover all contracts the Proposer and any subcontractors have or have had that provided experience similar to this Contract which qualifies the Proposer to meet the requirements of this Contract, including but not limited to: <ul style="list-style-type: none"> <li>(a) Size of contract.</li> <li>(b) Reason for contract termination/expiration, if contract is no longer in effect.</li> <li>(c) Types of services directly provided by the Proposer and whether the Proposer was the proposer or subcontractor.</li> <li>(d) Term and type of contract, including effective dates.</li> <li>(e) Any problems encountered.</li> </ul> </li> </ul> <b>SGI appears to have strong experience with transitions.</b>
			<b>Total Points</b>	<b>535</b>

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	<b>550</b>	<b>470</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>755</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2,180</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>535</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,940</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:  
 Lowest Cost Proposal Amount / Other Cost Proposal Amount = % of total points available for the Cost Proposal.

**Total Possible Points**

**TOTAL POINTS AWARDED**

**Total Possible Points**

---

**Battelle's Briefing on Proposal**

- Wave terminal is main offering
- Terminal can have flash drive or hard disk drive
- Terminal can have resistive screen on SAW touchscreen or APR acoustic screen (this is a new option)
- Using \_\_\_\_\_ on tickets
- Can read 40 play slips in a minute (but must be fast and accurate in feeding them)
- Being able to see the paper roll was useful in benchmarking tests
- Ticket printer was 8" per second, stacks 100 tickets
- 
- Able to install Wave terminals on legacy system, so they are deployed before cutover.

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**Part 1 – General Information**

*none*

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**Part 2 – Proposal Process**

*none*

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**Part 3 – Contractual Terms and Conditions**

*none*

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**Part 4 – Required Information**

*none*

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**6.2 – Account Management**

*All requirements met*

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**6.3 – Service Level Monitoring and Reporting**

*All requirements met.*

---

**6.4 – Service Management**

*No detailed requirements*

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**6.5 – Compliance Review**

*All requirements met*

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**6.6 – Facilities Support Services**

*All requirements met*

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## **6.7 – Business Continuity & Disaster Plan**

*All requirements met*

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## **6.8 – Training**

*All requirements met*

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## **7.2 – On-Line Games**

*All requirements met*

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## **7.3 – Instant Ticket Game Management**

- Didn't come up with single ticket accounting. Leave it open with questions for requirements development.

*Does not meet #11.*

---

## **7.4 – Claims and Validation**

*All requirements met*

---

## **7.5 – Retailer Management**

*All requirements met*

---

## **7.6 – Lottery Gaming System General Requirements**

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*All requirements met*

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## **7.7 –System Management**

*All requirements met*

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## **7.8 – System Security**

*All requirements met*

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## **7.9 – Reporting**

*All requirements met*

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### 7.10 – ICS System & Vendor Requirements

#3 is not met – don't say how they will handle out of balance and electronic fund transfers.

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### 7.11 – System Supported Terminal Functions

All requirements met

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### 7.12 – Sales Terminals & Related System Sales Equipment

- The “average of 20 drawers” does not comply with requirement to provide up to 24 drawers.
- is an efficient services system.

CONFIDENTIALITY CLAIMED  
NOT RELEASED  
§552.110

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All requirements met.

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### 7.13 – Call Center Support

All requirements met.

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### 7.14 – Communications Network

- 

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All requirements met.

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### 8.2 – Sales Management & Business Development

All requirements met.

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### 8.3 – Marketing

- Put a lot of work into strategy for online games.

All requirements met.

---

### 8.4 – Lottery Sales Representatives

All requirements met.

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### 8.5 – Retailer Contests & Retailer-Based Player Promotions

All requirements met.

---

### 8.6 – Promotional Events & Retailer Promotions

All requirements met.

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## **8.7 – Marketing Materials & Related Equipment**

*All requirements met.*

---

## **8.8 – Research & Lottery Product Development**

*#14 not fully addressed.*

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## **9.2 – New Instant Ticket Delivery and Storage**

- Warehouse hours not consistent with previous statement.

*All requirements were met.*

---

## **9.3 – Instant Ticket Delivery**

- of the essence. Information Redacted Time is  
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*All requirements met.*

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## **9.4 – Instant Ticket and On-Line Ticket Stock Destruction**

*All requirements met.*

---

## **9.5 – Promotional Item and Point of Sale Verification and Receiving**

- Very little discussion in this section.

*All requirements met.*

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## **9.6 – Promotional Merchandise Inventory**

*All requirements met.*

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## **9.7 – Warehouse and Distribution General Requirements**

*All requirements met.*

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## **10 – Conversion Plan**

*All requirements met.*