



Texas Lottery Commission

CREATE JOBS IN TEXAS

JOBS FOR TEXANS REVENUE FOR TEXAS



Intralot's Proposal for
Lottery Operations
and Services



TECHNICAL PROPOSAL

BINDER 2

RFP Number: 362-10-0001

intralot

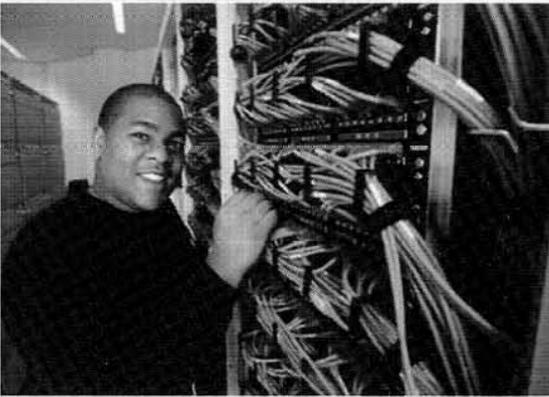
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6.1 Overview

Account Management and Administration activities apply to the provision and delivery of all services that are required to provide and support the Lottery Gaming System, sales and marketing, and warehouse and distribution, and related services as further described in Section 1.1.4.

INTRALOT understands, acknowledges, and agrees to comply with the requirements as stated above. INTRALOT finds the information presented as informational and no response is required.



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6.2 Account Management

Account Management Services are those activities associated with the ongoing management of the service environment. The following table identifies the Account Management requirements.

Table 4 Account Management Response Requirements

Response Requirements

- | |
|---|
| 1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. |
|---|

INTRALOT acknowledges and accepts the roles and responsibilities and agrees to comply with the detail requirements defined in Table 3, Account Management Requirements and in Table 5, Account Management Service Level Requirements (SLR)s.

2. The Proposer must provide a description of its proposed account management process.

INTRALOT views its future relationship with the Texas Lottery as a partnership. The success of our implementation and continued operations in Texas not only reflects on our reputation in the industry but affects the reputation of the Lottery with its retailers and the public in general. We will take this relationship very seriously and to that end, we will manage the information technology components of our delivery in accordance with the globally recognized Information Technology Infrastructure Library best practices. Retailers call the call center (Service Desk) to report issues with their equipment or our games. The Service Desk deals with the incident (mitigates the problem over the phone or dispatches a field service tech to the retailer's establishment). Issues identified by the Lottery or internally are similarly communicated to the Incident Management organization for tracking and resolution. Our Problem Management group investigates and identifies the root cause of the incidents. They may need to collaborate with Capacity Management to design solutions. Service Level Management is alerted if the SLA has been violated. Change Management coordinates changes to hardware, software and procedures to implement solutions. Release Management controls when changes are implemented and updates Configuration Management with the details of new releases and versions. The Configuration Management process ensures that the configuration data bases are updated throughout the process.



As an additional indication that INTRALOT takes SLR's and compliance seriously, we will conduct a yearly compliance audit using an independent auditor of the Lottery's choosing at our cost.

Intralot will ensure that all critical management team members are ITIL certified and that ITIL best practices govern how we will conduct the business of delivering lottery services to the Texas Lottery. Additionally, we will supply a full-time Compliance Manager that will ensure we meet our contract and SLA obligations to the Lottery, its retailers and the players. INTRALOT will comply with all requirements defined in the RFP and the Contract and meet or exceed all SLR's defined in the RFP. This will require daily monitoring by the Compliance Manager assisted by our Compliance Analyst who will meet with the Lottery on a regular basis to provide the Lottery with the information needed to confidently ensure that we are meeting our obligations as set forth in the RFP and Contract.

All Department heads are aware of all Service Level Requirements (SLR) that pertain to their areas of responsibility. If an incident arises that violates a SLR, the General Manager and Compliance Manager are immediately notified. The Lottery Executive Director, associated lottery functional manager and other personnel, as required, will receive an oral incident report for critical incidents via phone. Formal incident reports with incident resolutions, the impact on retailers, players, or

users, and the corrective action taken will be provided immediately upon restoration of required service levels. Incidents referred to Problem Management root cause analysis and resolution process will be tracked and reported to the Lottery as part of on-going communications regarding potential changes to the features and functions of our systems and processes. Meetings will be immediately scheduled with the Lottery to implement emergency system solutions or new procedures to resolve critical problems with solutions developed during the problem management process. The Compliance Manager and General Manager will meet with the Lottery on a regular basis to discuss the report and present solutions that will prevent the problem from occurring in the future.

INTRALOT's Compliance Manager will periodically review internal procedures and SLA Key Performance Indicators (KPIs) with the Lottery and with Corporate Compliance to ensure contract and SLA requirements are met. The manager will provide proper reporting and audit controls that will give the Lottery the confidence that we are doing our job according to ITIL Best Practices. The Compliance Manager will meet with the General Manager and department heads on a regularly scheduled basis to review the status and results of our performance, Texas Lottery concerns, and other issues regarding contract compliance and service levels. This meeting will occur on a monthly basis shortly after conversion and start-up.

The Compliance Manager will meet with the General Manager and department heads on a regularly scheduled and on an as needed basis to review the status and results of internal reviews, Texas Lottery investigator concerns, and other issues regarding compliance. After the conversion and start-up period, we anticipate this meeting will occur on a monthly basis.

INTRALOT will work with the Lottery during the conversion process to define and document additional account management procedures that the Lottery would like to see implemented. We currently work on a daily basis with our existing clients using jointly developed procedures and guidelines that have proven to be efficient and comprehensive to both INTRALOT and our clients. Additionally, INTRALOT's Compliance Manager will submit a semi-annual report card survey to the lottery so that the lottery can grade us on all aspects of our service delivery. This report card will serve as additional information regarding the Lottery's satisfaction with our performance. Areas found to be below "good" performance will immediately be investigated and a manager assigned to develop a plan to move that area of concern to good/exceptional.

INTRALOT will maintain optimal staffing levels to meet all the service level requirements defined in the RFP. We will hire personnel that are well qualified for the positions that they will fill. We seek only professionals that are certified to meet the highest standards in their fields of expertise. Most of the technical professionals we currently have on staff have professional certifications including Project Management Professional and ITIL certifications. INTRALOT plans on staffing our Texas organization with Texan's whenever possible, reinforcing our commitment to the Texas Lottery to provide jobs to the people of Texas during these difficult economic times. INTRALOT considers all of our employees as valuable assets and, as such, provides continued training in each person's area of expertise as required. We will implement programs to rapidly train and certify our data center, warehouse, training, sales and call center associates in each of their positions. These certifications ensure that each associate has the knowledge, experience and authority to execute all



the tasks they are assigned efficiently and effectively, thereby dramatically reducing self inflicted incidents, errors and omissions.

INTRALOT's management team will work with the Lottery to define and refine reports that provide meaningful operational statistics, trends, audits and service level performance. We understand that the Lottery's requirements may change during the course of the contract and INTRALOT will meet those requirements.

The Compliance Manager will review and update the HUB Subcontracting plan on a continuing basis and provide compliance reports on a schedule that is required by the Lottery. The Compliance Manager will also meet regularly with our Management Team to ensure that the record retention schedule defined by the Lottery and approved by the Texas State Library and Archives Commission is followed. We will review the schedule on a periodic basis as dictated by the Lottery and adjust the plan accordingly.

All financial records for the Texas Lottery account will be maintained at our corporate headquarters in Duluth, Georgia. Copies of financial data will be available at our central site in Austin, Texas. We agree to invoice the Texas Lottery on a weekly basis for services rendered. Invoices will be sent from our corporate headquarters.

The following table summarizes each SLR, the process used to achieve compliance and the responsible management position.

SLR	SLR Description	PROCESS	RESPONSIBLE
3.60.6	Failure to permit an audit or examination	Provide audits as required	General Manager CFO
3.60.7	Failure to produce accurate records or provide accurate information	Provide accurate records/information as requested.	General Manager
3.60.8	Failure to produce timely records and/or information	Provide timely records/information as requested.	General Manager
3.60.9	Failure to disclose litigation	Disclose materials related to litigation.	General Counsel
3.60.10	Failure to obtain prior written approval before issuing news release	Obtain written approval for news releases.	General Manager VP Marketing
3.60.11	Failure to notify the Texas Lottery of changes of lobbyist, consultant and/or advisor information	Notify the Texas Lottery of changes of lobbyist, consultant and/or advisor information	General Counsel VP Governmental Affairs
3.60.12	Failure to comply with non-disclosure terms	Comply with non-disclosure terms	General Manager General Counsel
3.60.13	Unauthorized purchase of Texas Lottery tickets	Complete and maintain an updated list of employees, sub-contractors, and related family members. Maintain gaming system database with updated list.	General Manager General Counsel Operations Manager
3.60.14	Failure to report significant incidents and anomalies	Immediately report all significant incidents and anomalies to the Executive Director verbally, by email, and with an approved Incident and Anomaly Report form.	General Manager Operations Manager Compliance Manager
3.60.15	Failure to timely notify the Texas Lottery of a change in	Notify the Texas Lottery of a change in financial	CFO General Counsel



SLR	SLR Description	PROCESS	RESPONSIBLE
	financial condition, change in key management, or change in ownership	condition, change in key management, or change in ownership.	
3.60.16	Failure to provide information and/or cooperate fully with contract compliance review	Provide information and/or cooperate fully with contract compliance review.	Compliance Manager Audit Manager
3.60.17	Failure to correct audit and/or compliance finding	Correct audit and/or compliance finding.	General Manager
3.60.18	Failure to receive Texas Lottery written approval at least 24 hours in advance for visitors to the central distribution warehouse	Provide the Lottery with a written request for warehouse visitation no less than 24 hours prior to the visit.	Warehouse Manager
3.60.19	Failure to comply with code ch. 202 Information Security Standards	Comply with Title I TAC 202 Information Security Standards.	Security Manager
3.60.20	Failure to backup and restore data in a manner and/or format for business processing	Backup and restore data in a manner and/or format for business processing.	Operations Manager
3.60.21	Failure to perform retailer training	Provide retailer training as required.	Marketing Manager Field Service Manager
3.60.22	Failure to perform retailer retraining	Provide retailer retraining as required.	Marketing Manager Field Service Manager
3.60.23	Failure to implement new online games	Develop implementation plan and monitor development, testing, installation	General Manager Operations Manager Development Manager
3.60.24	Failure to conduct intellectual property search	Conduct intellectual property search	General Counsel
3.60.25	Failure to update jackpot amount throughout the lottery gaming system	Update Jackpot amount as required and log activity	Operations Manager QoS Manager
3.60.26	Lottery Gaming System inability to cash any winning tickets for any online or instant game at a retailer location	Notify proper personnel Identify, resolve, and document problem and resolution.	Operations Manager QoS Manager
3.60.27	Lottery Gaming System inability to cash winning tickets for specific games at a retailer location	Notify proper personnel Identify, resolve, and document problem and resolution.	Operations Manager QoS Manager
3.60.28	Lottery Gaming System inability to cash winning tickets at a Texas Lottery claim center	Notify proper personnel Identify, resolve, and document problem and resolution.	Operations Manager QoS Manager
3.60.29	Inability of the Lottery Gaming System to conduct retailer, licensing, inventory, accounting	Notify proper personnel Identify, resolve, and document problem and	Operations Manager QoS Manager

SLR	SLR Description	PROCESS	RESPONSIBLE
	or other management functions	resolution	
3.60.30	Performance Degradation	Notify proper personnel Identify, resolve, and document problem and resolution	Operations Manager QoS Manager
3.60.31	Failure to test backup lottery gaming system	Backup system as scheduled	Operations Manager QoS Manager
3.60.32	Failure of the Lottery Gaming System to execute planned online promotion	Implement promotions as planned	Operations Manager QoS Manager
3.60.33	Failure to provide software fixes and/or enhancements	Provide software fixes and enhancements as scheduled	Development Manager
3.60.34	Failure to implement change or release management without incident	Implement Release management process	Development Manger Operations Manager
3.60.35	Failure to comply with Texas Administrative Code Title 1, Chapter 202 Resulting in a security incident		Security Manger
3.60.36	Failure to provide new reports and/or to modify existing reports	Implement report changes and new reports as scheduled	Development Manager
3.60.37	Failure of the internal control system to update downstream lottery applications	Provide all interface files as scheduled	Operations Manager ICS Vendor QoS Manager
3.60.38	Out-of-balance condition between LGS and ICS systems	Investigate, resolve and document problem and resolution Notify ICS vendor of pertinent LGS changes	Operations Manager ICS Vendor
3.60.39	Failure to load debit, credit, and/or new retailer files from the Texas Lottery into the Lottery Gaming System	Load third-party files as scheduled	Operations Manager QoS Manager
3.60.40	Instant ticket Confirmation or Activation functions unavailable to all retailers.	Monitor system/ application health using appropriate tools	Operations Manager QoS Manager
3.60.41	Instant ticket Confirmation or Activation functions unavailable to a specific retailer.	Monitor system/ application health using appropriate tools	Operations Manager QoS Manager
3.60.42	Failure to produce accurate terminal reports or make terminal reports available	Balance LGS system as scheduled. Balance LGS and ICS as scheduled	Operations Manager Development Manager QoS Manager
3.60.43	Failure to install, relocate or remove lottery sales and/or validation equipment within the	Schedule, monitor and track terminal and equipment movements	Field Service Manager Compliance Manager



SLR	SLR Description	PROCESS	RESPONSIBLE
	required timeframe	via MAC forms	
3.60.44	Failure to install, relocate or remove lottery non-sales and/or validation equipment with the required timeframe	Schedule, monitor and track terminal and equipment movements via MAC forms	Field Service Manager Compliance Manager
3.60.45	Failure to resolve a terminal or validation equipment non-sales problem within the specified timeframe	Monitor open calls, and escalate priority of service to meet the required timeframe.	Field Service Manager Call Center Manager Compliance Manager
3.60.46	Failure to meet Call Center Answer time requirements	Ensure proper staffing for current and planned activities	Call Center Manager Compliance Manager
3.60.47	Failure to meet Call Center busy signal time	Ensure proper staffing for current and planned activities	Call Center Manager Compliance Manager
3.60.48	Failure to meet Call Center abandonment rate	Ensure proper staffing for current and planned activities	Call Center Manager Compliance Manager
3.60.49	Failure to meet Call Center hold time requirements	Ensure proper staffing for current and planned activities	Call Center Manager Compliance Manager
3.60.50	Failure to meet Call Center availability requirements	Ensure proper staffing for current and planned activities	Call Center Manager Compliance Manager
3.60.51	Failure of LSR to visit retailers on required basis.	Develop visitation schedule, and maintain staff levels to meet requirements	Marketing Manager Compliance Manager
3.60.52	Meet Retailer Satisfaction Target	Monitor retailer satisfaction through Call Center	Marketing Manager Call Center Manager Compliance Manager
3.60.53	Improperly process or assign on-line ticket stock	Follow established procedures for filling orders.	Warehouse Manager Compliance Manager
3.60.54	Improperly process packs of instant tickets	Follow established procedures for filling orders.	Warehouse Manager Compliance Manager
3.60.55	Failure to support a promotional event	Plan and schedule adequate personnel to cover scheduled promotional events.	Marketing Manager Compliance Manager
3.60.56	Inability to program the programmable signs	Update test signs first to uncover /resolve any problems	Operations Manager Field Service Manager QoS Manager
3.60.57	Inability of the programmable signs to communicate	Update test signs first to uncover /resolve any problems	Operations Manager Field Service Manager QoS Manager

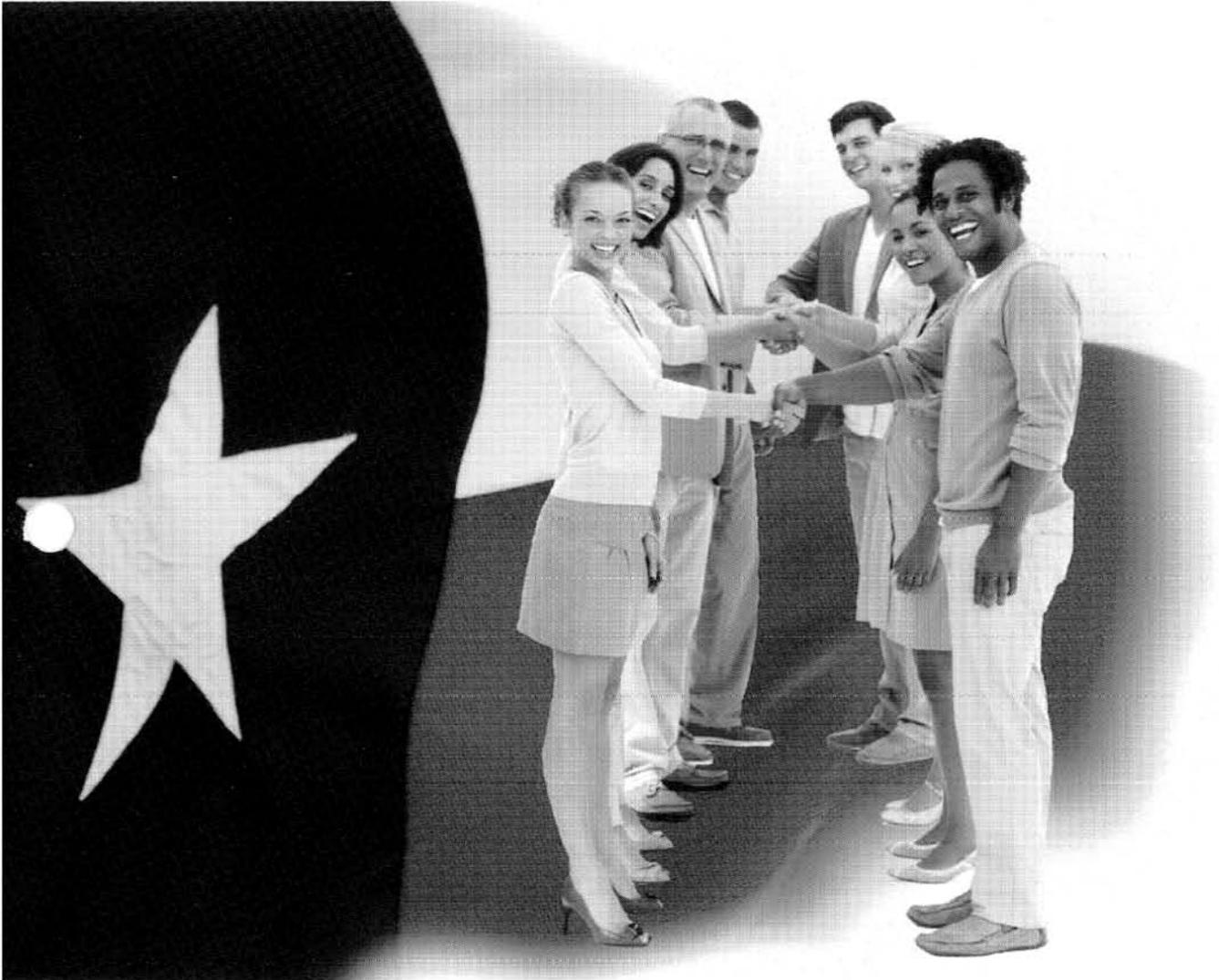
SLR	SLR Description	PROCESS	RESPONSIBLE
3.60.58	Failure to load instant game files as required	Update Operations schedule to accommodate new game load.	Operations Manager Compliance Manager
3.60.59	Instant ticket packs not delivered to Texas Lottery retailers in the required timeframe	Establish pick and pack and shipping schedules to meet requirements	Warehouse Manager Compliance Manager
3.60.60	Instant ticket packs not returned to the warehouse as required	Establish return procedures	Warehouse Manager Compliance Manager
3.60.61	Warehouse instant ticket return verification	Establish and maintain pack and ticket handling procedures	Warehouse Manager Compliance Manager
3.60.62	Failure to timely provide accurate annual instant ticket inventory report	Establish physical inventory schedule and reconcile with system in a timely manner	Warehouse Manager Operations Manager Compliance Manager
3.60.63	Failure to cooperate fully in the conversion to a new system	Establish guidelines and policies to facilitate the conversion	General Manager Project Manager Compliance Manager
3.60.64	Failure to provide a detailed conversion plan within required timeframe.	Provide detailed project plan at contract signing	Project Manager Compliance Manager
3.60.65	Failure to deliver according to the approved detailed conversion plan	Establish review guidelines and milestones to ensure project remains on track.	Project Manager Compliance Manager
3.61.5	Gaming System unavailability	Minimize downtime through the proactive use of monitoring tools	Operations Manager Compliance Manager
3.61.6	Inability of retailer terminals to communicate with the gaming system	Minimize downtime through the proactive use of monitoring tools	Operations Manager Compliance Manager
3.61.7	Failure to resolve Retailer terminal and related sales equipment problems	Maintain and enforce processes that provide retailer service consistent with SLRs	Field Service Manager Compliance Manager
3.61.8	Instant tickets missing from the warehouse	Establish, maintain and enforce inventory control procedures, with periodic physical inventory audits.	Warehouse Manager Compliance Manager



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6.3 Service Level Monitoring and Reporting

Those activities associated with monitoring and reporting service levels that have sanctions and liquidated damages are documented in Sections 3.60 and 3.61 of this RFP. The following table identifies the Service Level Monitoring and Reporting requirements.

Table 7 Service Level Monitoring and Reporting Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and agrees to comply with the detail requirements defined in Table 6 Service Level Monitoring and Reporting Requirements.

2. The Proposer must provide a description of its proposed Service Level monitoring and reporting process.

INTRALOT's goal for Service Level Monitoring (SLM) is to maintain and improve service quality through a constant cycle of monitoring and reporting service levels and the implementation of actions to eliminate poor service. Service Level Agreements (SLAs) will be established for all services being provided. SLM is the planning, identification, measurement, analysis, monitoring and reporting of agreed upon SLAs. SLAs provide the basis of managing the relationship between INTRALOT and the Texas Lottery. A SLA is a written agreement between the provider and customer defining the key service targets and the responsibilities of both parties. INTRALOT in concert with the Lottery will develop a mutually agreed upon service catalog that will list the services being provided, a summary of their characteristics and descriptions of the customers and maintainers of each service. Service levels must be measurable at commonly agreed upon points. The SLA should include an acceptable target for the number of associated incidents that can be tolerated in a defined reporting period. Incident reports will be created where SLA targets have been breached and investigations via the Problem Management process will be initiated to permanently correct the problem. SLA reporting mechanisms, intervals and report formats must be defined and agreed upon. Additionally, these reporting mechanisms, intervals and formats must be periodically reviewed to establish currency and validity. Service review meetings can be held formally or informally on a schedule defined by both parties.

INTRALOT will ensure that SLA delivery is incorporated into our Texas Operations culture by posting the SLAs associated by each area of our organization in their work locations. We will measure and post each individual contributor's historical performance associated with those SLAs.



Annual pay increases and incentives will be closely linked to each individual’s relative success delivering services that meet or beat the service level targets INTRALOT agrees to with the Texas Lottery. We have discovered that our staff is highly motivated by seeing how their performance compares to their peers. Their desire to be recognized by their peers as “the best” rapidly drives the performance of entire areas of the organization higher and higher.

SLAs typically include an introduction containing the parties to the agreement, SLA Title, description of the services covered, scope of what is in and excluded from the SLA, roles and responsibilities of provider and the Lottery. It then identifies the Key Performance Indicators for service hours, availability, reliability, support, etc. The SLA should describe performance incentives and penalties. Finally it should describe the content, frequency, distribution of SLA reports and review meetings.

Many of the SLR's defined in *Sections 3.60 and 3.61* are non-technical or not easily measurable by automated means. In these cases the Compliance Manager and Compliance Auditor will develop procedures and policies with input from the Texas Lottery to ensure the SLR is met. Appropriate documentation for each policy and procedure will be generated that will provide an audit trail for the Lottery and its auditors.

There is one SLA that INTRALOT is particularly proud of. An SLA that none of our competitors can claim to have achieved on every contract. INTRALOT has always delivered their Lottery Gaming System going online on time (on or before the date agreed upon with the Lottery).

The tools used to monitor SLR's depend on the departments function. These tools are discussed in Response Requirement 3 below. Below is a summary of the SLRs in Sections 3.60 and 3.61 and indicates how they will be measured followed by the reporting mechanism indicating the reporting mechanism for each of the SLRs.

SLR	SLA Target	Reporting Mechanism
3.60.1	N/A	N/A
3.60.2	N/A	N/A
3.60.3	N/A	N/A
3.60.4	N/A	N/A
3.60.5	N/A	N/A
3.60.6	100% responsiveness to auditor/examiner’s request	Intralot incident notification procedures for past due compliance
3.60.7	100% accurate records and information	Intralot incident notification procedures for inaccurate records and information
3.60.8	100% timely records and information	Intralot incident notification procedures for past due reports and information
3.60.9	100% of all Litigation Declared.	Monthly Litigation Reports
3.60.10	100% of all news releases approved by the Texas Lottery	Intralot incident notification procedures
3.60.11	100% Full disclosure of lobbyist, consultant and/or advisor	Intralot incident notification procedures

SLR	SLA Target	Reporting Mechanism
	information. Reporting Mechanism	
3.60.12	100% compliance with Non-Disclosure Statements	Intralot incident notification procedures
3.60.13	100% compliance with Texas Gov't Code Section 466.254 (Employees and Family prohibition against lottery purchases)	Intralot incident notification procedures
3.60.14	100% immediate notification of all significant incidents and anomalies	Intralot incident notification procedures
3.60.15	% immediate notification of key financial, management and ownership data	Intralot incident notification procedures
3.60.16	100% cooperation with contract compliance reviews	Intralot incident notification procedures
3.60.17	100% prompt resolution of audit or compliance findings	Intralot incident notification procedures
3.60.18	100% of Warehouse visitors are approved by the Texas Lottery at least 24 hours in advance of visit	Intralot incident notification procedures
3.60.19	100% resolution to audit or compliance findings within agreed deadline.	Intralot incident notification procedures
3.60.20	100% of data backups are complete and available	Intralot incident notification procedures
3.60.21	100% of retailer retraining is completed on time	Monthly retailer training report
3.60.22	100% of retailer retraining is completed on time	Monthly retailer training report
3.60.23	100% on time delivery of new games	Intralot incident notification procedures
3.60.24	100% of intellectual property searches are completed	Intralot incident notification procedures
3.60.25	100% of Jackpots are updated on time	Intralot incident notification procedures.
3.60.26	100% Lottery Gaming System availability, with up to five (5) two-minute grace periods per week	Monthly system availability and performance report
3.60.27	100% Lottery Gaming System cashing availability	Monthly system availability and performance report
3.60.28	100% Lottery Gaming System cashing availability at Texas Lottery Claim Centers.	Monthly system availability and performance report
3.60.29	100% Lottery Gaming System Lottery management function	Monthly system availability and performance report.

SLR	SLA Target	Reporting Mechanism
	availability (with 1 hour grace period per week)	
3.60.30	80%+ transactions processed on time.	Daily Lottery System Performance Report
3.60.31	100% on time testing of Lottery Gaming System backup	Monthly Backup Testing Reports
3.60.32	100% planned promotions executed successfully	Intralot incident notification procedures
3.60.33	100% on time delivery of software fixes and/or enhancements	Intralot incident notification procedures
3.60.34	100% of changes and releases implemented without incident	Intralot incident notification procedures
3.60.35	No Lottery Gaming System Security Incidents	Intralot incident notification procedures
3.60.36	100% on time delivery of reports	Intralot incident notification procedures
3.60.37	100% on time updates of Texas downstream applications by the Internal Control System.	Intralot incident notification procedures
3.60.38	100% of transactions and amounts between ICS and Lottery Gaming System Balance.	Intralot incident notification procedures
3.60.39	100% on time load of debit, credit, and new retailer files into the Lottery Gaming System.	Intralot incident notification procedures
3.60.40	100% Retailer availability to confirm or active instant ticket packs (five (5) minute grace period.	Intralot incident notification procedures
3.60.41	% Retailer availability to confirm or active instant ticket packs (five (5) minute grace period	Intralot incident notification procedures
3.60.42	100% terminal report accuracy and availability 100% Retailer availability to confirm or active instant ticket packs (five (5) minute grace period.	Intralot incident notification procedures.
3.60.43	100% on time terminal and/or validation install/move/removal	Monthly equipment installation report
3.60.44	100% on time non-sales and/or validation install/move/removal	Monthly equipment installation report
3.60.45	100% response and resolution to retailer service calls on time	Monthly Service Call Report
3.60.46	95% of inbound calls to be answered within forty-five (45) seconds	Monthly Call center report

SLR	SLA Target	Reporting Mechanism
3.60.47	99% of inbound calls received without a busy signal	Monthly Call center report
3.60.48	Call center call abandon rate less than 5%. Reporting	Monthly Call center report
3.60.49	Maximum call center hold time less than 2 minutes per call	Monthly Call center report
3.60.50	100% Service Desk availability (15 minute grace period per week)	Monthly Call center report
3.60.51	100% of retailers visited by Lottery Sales Representatives (LSR) every 2 weeks	Monthly Sales Force Performance Report
3.60.52	100% meets Target Retailer Satisfaction	Quarterly Satisfaction Survey Report
3.60.53	100% properly processed online ticket stock	Monthly Ticket Stock Retailer Inventory report
3.60.54	100% properly processed instant ticket packs	Monthly Instant Ticket Processing Report
3.60.55	100% promotion support	Intralot incident notification procedures
3.60.56	Ability to program 100% of Programmable signage	Intralot incident notification procedures
3.60.57	100% of Programmable signage able to be updated	Intralot incident notification procedures
3.60.58	100% of Instant Game files loaded on time	Intralot incident notification procedures
3.60.59	100% on time instant ticket delivery to retailers	Monthly Instant Ticket Delivery Report
3.60.60	100% of returned packs received on time at the warehouse	Monthly Instant Ticket warehouse performance report
3.60.61	100% of Instant Ticket packs/tickets not damaged, lost or stolen	Monthly Instant Ticket warehouse performance report.
3.60.62	100% instant ticket inventory accuracy and report delivered on time	Annual Instant Ticket warehouse inventory report
3.60.63	100% cooperation and participation in conversion schedule	Weekly Conversion Project Progress Report
3.60.64	On time submission of detailed conversion plan	Intralot incident notification procedures
3.60.65	100% on time delivery of conversion project milestones and deliverables	Weekly Conversion Project Progress Report
3.61.1	N/A	N/A
3.61.2	N/A	N/A
3.61.3	N/A	N/A

SLR	SLA Target	Reporting Mechanism
3.61.4	N/A	N/A
3.61.5	SLA Target: 100% availability of online games	Monthly Gaming System Availability and Performance Report
3.61.6	Target: 100% availability of Lottery Gaming System	Monthly Gaming System Availability and Performance Report
3.61.7	SLA Target: 100% availability of Retailer Terminals	Monthly Terminal Performance Report
3.61.8	100% availability of unassigned Ticket Packs in Warehouse	Monthly Instant Ticket Inventory Report

INTRALOT has developed guidelines and procedures that have been tested and verified in actual operating environments, and have undergone continual review and improvement to reach a state that safeguards the smooth operation of all of the Lottery’s Systems. These guidelines and procedures have permitted INTRALOT to maintain high service levels with our other customers. In addition to proven procedures, INTRALOT offers highly-qualified personnel with the necessary expertise and specialized skill sets in administration and supervision of sophisticated IT Systems to ensure all-around superior performance of the total System hardware and software.

INTRALOT uses the following procedures to ensure all SLR's are met:

- Standard Operating Procedures
- Information and Statistics Procedures
- Game Draw Procedures
- Retailer Management and Monitoring Procedures
- Retailer Accounting Procedures
- Security Procedures

Standard Operating Procedures – (SOPs)

Execution of our SOPs is ingrained into our culture. We have an extensive training and certification program for all of our critical service delivery areas for Texas. New employees are required to learn and demonstrate knowledge, experience and skills associated with all facets of SOP execution. Promotions are based upon successfully learning and demonstration of the practical execution of the required knowledge both in daily operations and in our local certification boards staffed by previously certified staff. This training and certification program drives higher and higher levels of professionalism and that results in meeting or beating our SLAs.

Standard Operating Procedures are performed on a daily, weekly and monthly basis at predefined time intervals to ensure the continuous, uninterrupted availability of the Central Systems. The Standard Operating Procedures are performed in conjunction with the Information and Statistics,

Game Draw, Retailer Management and Monitoring, as well as the Retailer Accounting Procedures that follow:

DAILY SOPs

- Monitor the performance of the System.
- Check communication ports.
- Check peripherals.
- Monitor queues.
- Check disk space usage.
- Check fault indicators.
- Verify alarms.
- Check and verify items on event report.
- Verify LCPs (LOTOS™ Communication Processors) connectivity and usage.
- Verify Lottery Terminal connectivity to the Central System.
- Verify Database is up and running and monitor relevant performance metrics.
- Check paper supply of printer(s).
- Perform Start-up and shutdown tasks if required and following relevant authorization.

WEEKLY SOPs

- Back-up of Central System application software and Operating System software.
- Purge non-application generated files from directories that are not automatically purged.

MONTHLY SOPs

- Evaluate performance of database.
- Archive data from Central System database.
- Purge log files from LCPs.

Information and Statistics Procedures

INTRALOT has implemented Information and Statistics Procedures for the management, control and monitoring of the Central System application software and hardware, as well as the support and maintenance of all system critical information. Detailed procedures are written for each area identified below. Persistent use of these written procedures allows INTRALOT to successfully deliver reliable services. Additionally, when something goes wrong and an incident occurs during the process, analysis of the incident can result in amended procedures that preclude the future occurrences of analogous incidents in the future. Indicative statistics for tracking successful execution of the procedures are collected and analyzed to ensure proper implementation of management, control and monitoring procedures.

CENTRAL SYSTEM INFORMATION AND STATISTICS PROCEDURES

Update the administration database with new information, produced from draws. The required data are gathered from the official draw files, converted and stored in the administration database.

Maintenance and storage of historical information - Storage of files and reports.

Database Back-ups - information is archived on tape.

Back-up of TLF (Transactions Log Files) – Archive TLF.

Back-up of draw files.

Coordination of Back-up and restore operations concerning coupons, winners, payments and accounting data in order to verify that restoration can be available if needed.

System Shut-downs to ensure proper shutdown and Start-up of the System.

Internal Balancing - Ensures that sales in the database balance with the transaction log files.

Tracking LCP transactions for monitoring LCP operations.

Housekeeping of the System which includes file transfers, deletion of temporary data, disk volume checks, etc.

Report creation and distribution to ensure accuracy of data.

Production of statistical reports concerning draws, retailers and terminals.

Nightly Operation - Ensures accurate and timely processing of previous day data.

Job Management - Financial closeout for the previous accounting day.

LOTOS™ Disaster Site Synchronization - Ensures systems, databases, information and operations between the primary and the disaster recovery site are fully synchronized.



Game Draw Procedures

Game Draw Procedures are documented and implemented for the management and administration of the respective games and draws.

Retailer Management and Monitoring Procedures

These procedures are implemented and relate to the management, monitoring, control and administration of the retailer points of sale through the Central System processes.

RETAILER MANAGEMENT AND MONITORING PROCEDURES

Definition of new retailer - Definition of retailer code and any other relative information. Update of retailer record with information provided by the Accounting Department concerning financial settlements. Definition of retailer terminals codes. Definition of start of operation date in order to produce relative accounting reports.

Definition of new employees in a retailer POS - All retailer employees are defined with usernames and passwords and activated.

Change of information concerning retailers - Retailer code can be changed with the deactivation of current record and the definition of new one according to the relative procedure.

Deactivation of retailers - Due to financial obligations, vacation leave, and discontinuation of operations and / or other reasons. Filing of all relative documents also occurs.

Disabling a terminal - A terminal is disabled when it is removed from a location, has a change of ownership, or has its pay and play functions disabled.

Activation of retailers - Upon financial clearance, return from vacation or resumption of operations. Filing of all relative documents also occurs.

Enabling a terminal - A terminal is enabled when it is installed at a location, has a change of ownership or has its pay and play functions enabled.

Information provision to retailers - Includes accounting reports, draw reports, coupon cancellations, coupon payments, etc.

Monitoring and solving problems related to communications and terminal software in coordination with other departments.

Production of accounting reports - After the end of each accounting period, settlement notes are produced and sent to retailers through the terminals. Terminals are deactivated until the retailer acknowledges the reception of such notes.

Transmission of data to the terminal - Includes control information, game information and messages.

Uploading new software versions to terminals.

Material distribution and relative reporting - The System is updated in order to calculate the volume of materials that have to be distributed to the retailers.

Statistical information provision - Reporting concerning coupon / columns per game, retailers' contribution per game, etc.

Provision of played coupons reports - Used for verification purposes in case that coupons are not in a readable state.

Maintenance of information concerning retailers and terminals - Updates of retailer and terminal information due to changes of e.g. a postal address.

Retailer Accounting Procedures

Financially oriented procedures are in place and control the management, settlement, payment and balancing of all retailers' accounting related information.

INDICATIVE RETAILER ACCOUNTING PROCEDURES

Accounting Management - Definition of accounting periods and all relative parameters, updates of financial amounts for extra debit and credits, etc.

Creation of clearance notes - Collection of all necessary amounts of an accounting period for each retailer and generation of the clearance note file. Conduction of necessary validity checks and production of reports.

Receipt of updated retailers debit / credit files from cooperating banks and update of the System financial information.

Creation of winning coupon files which are necessary for payments.

Creation of winning coupon files that will be paid by the bank(s) and forwarding of files to the bank(s).

Management of daily on-line and bank payments - Update of all accounting files with terminal payment data.

Production of necessary financial and accounting reports - Include all financial transactions with retailers and bank(s) that are forwarded to other departments.

Retailer Financial Balancing - Creation of daily reports and weekly retailer settlements.



Security Procedures

The security processes that INTRALOT performs follow a set of security mechanisms that are based on ISO 27001 / WLA SCS 2006 standards.

SECURITY PROCEDURES
Physical security
Staff awareness
Contingency planning
Information protection
IT security policy and IT security management
IT access control, IT physical & environmental controls
Adoption of Least Privilege Principle and privilege assignment on a need-to-know basis
Risk reduction
Networks & telecommunications
Desktop security policy
Human resources
Instant tickets
Lottery draw management
Retailer security
Security of unclaimed prize money

3. The Proposer must identify how SLRs as defined in Sections 3.60 and 3.61 of this RFP, will be measured and reported.

As mentioned above, SLR measurement depends a great deal on the department's function and reliance on incident notification procedures, reports from the system, and management status meetings. Key performance indicators (KPIs) will be developed for each SLA target. The KPIs will define what data is required for analysis. That data is located and collected on a routine basis and entered into performance reports associated with each SLA. The following discussion outlines some of the various tools INTRALOT uses to record and measure the activities and performance of each service area. The outputs from these tools is then be used to report on actual performance against service level requirements. INTRALOT's Compliance Manager and Compliance Auditor will use the tools below to provide measurement and reporting for all SLR as required the Texas Lottery.

Gaming System SLR Measurement

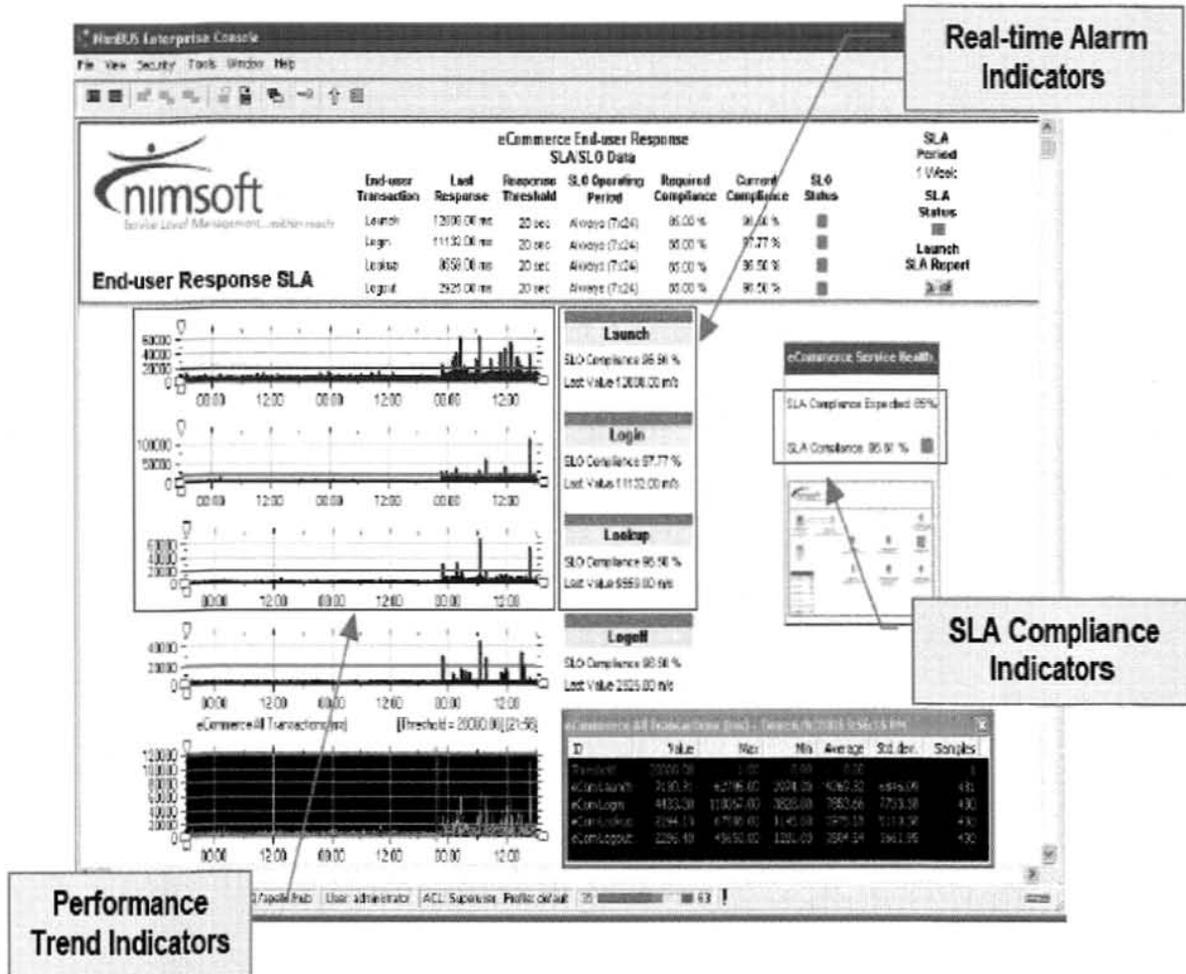
Nimsoft NMS

Nimsoft is the fastest growing provider of next-generation performance and availability monitoring solutions for the complete physical, virtual, and cloud-based IT infrastructure. Nimsoft solutions redefine the standards for ease of use and speed of deployment—providing outstanding return on investment and unparalleled customer satisfaction. Over 850 customers in 36 countries rely on Nimsoft solutions to monitor their IT-based business applications and services, including cloud environments. These customers include mid-market and global organizations, such as Barclays Capital, Amway Corporation, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, and TRW Automotive, and hundreds of leading managed service providers, such as CDW Hosting Services, ENKI, Thomas Duryea, Easynet, and Rackspace Managed Hosting.

INTRALOT uses Nimsoft's SLA monitoring and reporting software to define and monitor service levels for application availability, response time and errors. This solution provides superior monitoring and reporting of the System's performance, allowing compliance validation against Service Level Agreements. The SLA Monitoring and Reporting tool will be managed by authorized personnel (administrators and security officers). Access to this application is granted following INTRALOT's and the Lottery's security policies. Authorized Lottery personnel will be able to access the Nimsoft application from Lottery Management Terminal Interface.

The Nimsoft SLA Monitoring and Reporting solution monitors operations and business service levels against SLA metrics, and forecasts violations with warning alerts. The solution provides a graphical interface for defining SLA parameters, such as compliance period, operating period, exclude periods, compliance percentage, and compliance calculation methods.

INTRALOT is experienced in using the Nimsoft tool and knows specifically how to combine the available, out-of-the-box mathematical formulas in order to perform the Lottery-specific SLR compliance calculations. Nimsoft's extensive collection of Probes and Gateways provide the infrastructure and end-user data necessary to monitor end-to-end business services and SLR compliance.



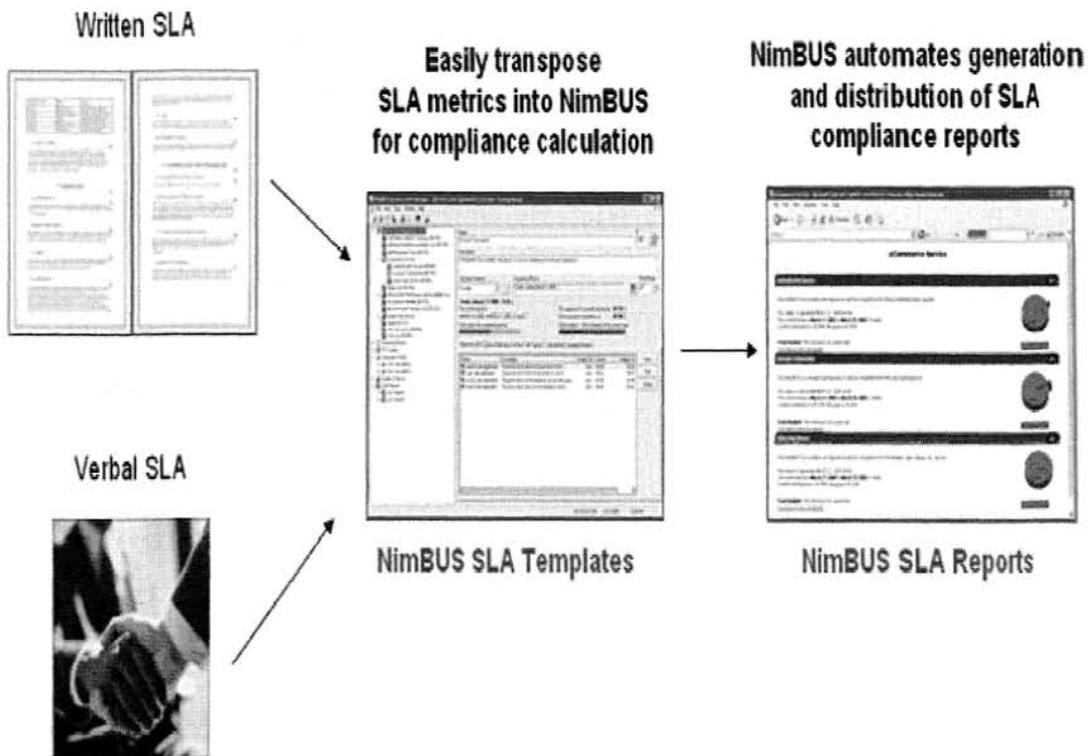
Primary Features:

- Template-driven Service Level Requirement (SLR) definition.
- Comprehensive IT infrastructure data analysis including end-user experience.
- SLA compliance calculation and breach forecasting with warning alerts.
- Automated web-based SLR report generation and distribution.
- SLR compliance historical reporting with trend analysis.
- Support of data integration with 3rd party tools.
- Operational Level Agreement (OLA) monitoring with service desk integrations.
- Uniquely positioned for ITIL, Six Sigma and other quality improvement initiatives.

Key Benefits:

- Increases efficiency and reduces IT labor/costs associated with data analysis to determine SLR compliance.
- Forecasts SLR breach and highlights degrading SLOs for SLR violation avoidance.
- Dramatically reduces the bottom-line impact of SLR violation penalties.
- Provides compliance history to support IT in SLR compliance review meetings.

SLAs can be easily transposed into Nimsoft SLA templates for automated compliance calculation and web-based report generation and distribution, as depicted in the figure below.



The Texas Lottery's Service Level Requirements can be easily entered into the Nimsoft tool in order to monitor their values, manage systems and generate the respective compliance reports for INTRALOT and Texas Lottery management. The reports can be provided on a weekly, monthly, quarterly and annual basis, or as requested by the Lottery management staff.

Reference Sites

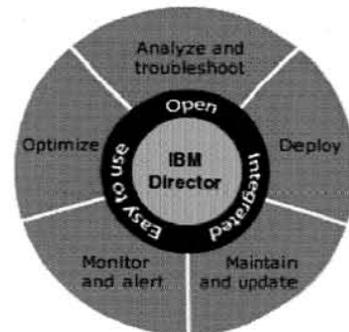
Of particular interest are the following companies in the gaming and entertainment industry that use Nimsoft:

- Ladbrokes plc, <http://www.ladbrokes.com/home/en>
- Betfred, <http://www.betfred.com/>
- William Hill Ltd, <http://www.williamhill.co.uk/>
- Mohegan Sun, <http://www.mohegansun.com/gateway/playing.html>
- Entertainment Partners, <http://www.entertainmentpartners.com/>
- Vegas.Com, LLC, <http://www.vegas.com/>

For further information on Nimsoft please refer to its website at <http://www.nimsoft.com/>

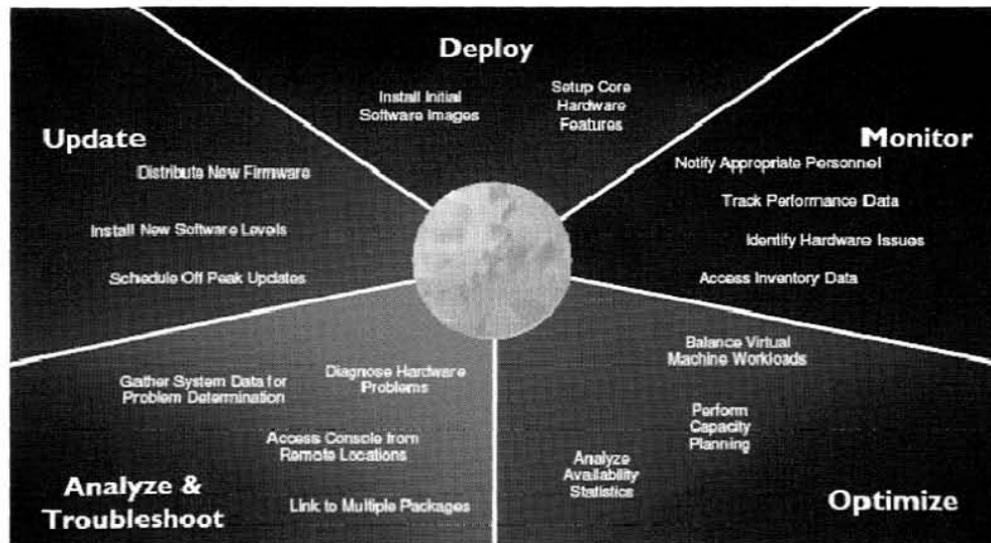
IBM Director

INTRALOT uses IBM's Director V6.1 to monitor hardware health. IBM Director provides Central System monitoring and availability and helps to maximize availability and optimal Server throughput, utilization and performance. IBM Director supports multiple IBM and non-IBM Operating Systems, identifying their individual status and helping manage technical resources. This is achieved through Predictive Failure Analysis (PFA), which means probable failures can be preemptively detected and acted upon using an action register plan (i.e. e-mails, data paging, step-through action templates, etc.). PFA permits the proactive remediation of our system hardware and is directly associated with delivering availability service levels that will meet or beat associated SLAs.



The components currently protected by PFA are as follows:

- Hard Disk Drives
- Fans
- Power Supply Units
- Memory
- CPU's
- Voltage Regulator Modules
- Software



IBM Director V6.1 Server Management Tasks

IBM Director Utilities offer a web-based console that offers a host of features and views, such as health monitoring, dashboards, monitors and a threshold user interface that allows customization of metrics. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

LOTOS™ Tools

Our LOTOS™ system also provides several tools that allow monitoring of system health, that are used on a daily basis to measure capacity and performance. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

Real-time monitoring of gaming transaction traffic and System utilization is provided by the LOTOS™ O/S Administrator (LAU). The Lottery will receive immediate notification from the LAU of abnormal System conditions and their causes. Conditions reported include, but are not limited to, validation problems, communication difficulties, and computer downtime.

INTRALOT will maintain these tools to correspond with the latest gaming System changes and with industry-available improvements over the life of the contract.

LAU is a graphical interface that provides real-time information. It gives the user control over the System configuration and game parameters. The LAU consists of a series of functions that allow the user to customize LOTOS™ O/S according to the Lottery's particular needs.

One of the two main LAU functions includes, but is not limited to, real-time monitoring of various System parameter information related to the System's setup:

- Game parameters and information
- The current status of each processor or node
- Number of LOTOS™ O/S Communication Processors (LCPs) and their current status
- Number of retailers, terminals and their current status

LAU provides information on operational and processing data for all defined LCPs in the System, including the type of connection and the status of each LCP. The LAU also monitors message switching time and the transfer of messages between the Central System and the terminals. LAU provides monitoring of all requests made during the game's transaction processing, including the status of requests for games and transactions, as well as the status of all draw transactions.

System Information - I5_idaho

Terminals per Status

Init	TLF Updated	Processed
187	0	0
Loaded	CPN Updated	Replied
0	0	867
Validated	SKW Updated	Retransmitted
0	0	0

Transactions per Day

Day	Transactions	%
27	1731	66%
28	1154	91%
1	57708	73%
2		78%
3		100%
4		65%
5		68%
6		97%
7		100%
8		78%
9		78%
10		27%

Game Data Table

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
5107	POWERBALL	1940	03/10/2007 20:00:00	68940	234035	234035.00
5109	WILD CARD2	1361	03/10/2007 20:00:00	12958	37440	37440.00
2111	PICK3	2115	03/10/2007 20:00:00	201	533	533.00

Game Details (Game: 5107, Draw: 1940)

Draw Time	Draw Status	Visual Draw	Record
03/10/2007 20:00:00	Active	1940	1

Play & Coupon Type

Play Slip	Coupons	Groups	Columns
Simple	8516	26865	47209
	13169	33952	65530

Node Configuration

Overall | Node | Lcp | Agency | Terminal | Transactions | Service 803 | Service 801 | Fax

Nodes: 4

Node ID: 1

Node Name: idaho1 | Node Status: Operational

Operation Mode: Normal

Node channel [SCK]: 0.0.0.25

Private IP: 10.100.34.10

Buttons: Clear, Shutdown, Start Up, Suspend, Service, Update, Actions, CSIM, Transactions

03/10/2007 09:27:42 | IIS_idaho --> OFFICIAL | [zazanis]--> FULL ACCESS | Logout

LOTOS™ Administrator Monitoring

The Real-time Data Viewer – RTDV (LOTOS™ O/S Web Viewer)

The Real-time Data Viewer (RTDV) is part of the Information and Report Management (IRM) suite. By introducing the RTDV application, LOTOS™ O/S advances the concept of reporting a step further. RTDV offers the user a number of reports based on continuous on-line, real-time access to an array of critical business information as it is being processed by LOTOS™ O/S. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

All RTDV reports are Web-based and can be accessed from any authorized point or management terminal with a Web browser facility. RTDV provides a comprehensive, on-line view of all critical information with regards to a particular game, retailer and terminal transaction activities, sales, accounting and financial information, and System performance.

The screenshot displays the Lotos Web Viewer interface in a Microsoft Internet Explorer browser window. The main content area shows a 'System Transaction Report' for the date 08/04/2005. The report is presented in a table format, comparing sales data for two different games: Lotto 5/35 and Lotto 6/48. Each game's data is organized into columns for 'Count' and 'Amount'. The transaction types listed include Slip, Verbal, Screen, Internet/Web, SMS, Terminal Application, Mobile Application, Cellular Application, and Simulator. A 'Total' row is provided for each game.

LOTTO 5/35		LOTTO 6/48			
Transaction Type	Count	Amount	Transaction Type	Count	Amount
Slip	0	0,00	Slip	0	0,00
Verbal	25	29,70	Verbal	7	65,00
Screen	0	0,00	Screen	0	0,00
Internet/Web	0	0,00	Internet/Web	0	0,00
SMS	0	0,00	SMS	0	0,00
Terminal Application	0	0,00	Terminal Application	0	0,00
Mobile Application	3	0,90	Mobile Application	16	655,00
Cellular Application	0	0,00	Cellular Application	0	0,00
Simulator	0	0,00	Simulator	0	0,00
Total	28	30,60	Total	23	720,00

On-line report access to critical business information enables the user to view information in a “live” mode. RTDV advances user reporting from a passive review to active interaction. It provides authorized users with the ability to access information and provides them with a quick, immediate overview of financial, sales, and System performance updates.

RTDV shows the transaction information as it is processed from LOTOS™ O/S. It is a customizable Web-based interface that offers a dash-board to each user, from which they can easily request any particular inquiry regarding game activity, including:

- The game
- A specific geographical area
- Range of retailers
- A specific retailer
- A specific terminal

RTDV is fully integrated with LOTOS™ O/S and provides the end user with game, draw, retailer, and accounting information. The dashboard displays valuable information for the Lottery operations, such as notes and events.

LOTOS™ Viewer

The LOTOS™ Viewer as shown below is part of the LOTOS™ O/S application for game monitoring. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

Game Code		Incoming per Play Type			Incoming per Coupon Type		
Game Code	5107	Playslip			Simple		
Draw	1939	Coupons	Groups	Columns	Coupons	Groups	Columns
Draw Time	03/07/2007 20:00:00	22786	72166	122377	31945	85123	157019
Visual Draw	1939						
Draw Status	Winners/Dividends						

Winners	Distributed	Dividend	Taxation	Rounding	Bonus Amount	Jackpot	Net Dividend	Category
0	0.00	0.00	0.00	0.00	0.00	12350000.00	0.00	1
0	0.00	200000.00	0.00	0.00	0.00	0.00	200000.00	2
0	0.00	10000.00	0.00	0.00	0.00	0.00	10000.00	3
33	0.00	100.00	0.00	0.00	0.00	0.00	100.00	4
21	0.00	100.00	0.00	0.00	0.00	0.00	100.00	5
1465	0.00	7.00	0.00	0.00	0.00	0.00	7.00	6
524	0.00	7.00	0.00	0.00	0.00	0.00	7.00	7
3131	0.00	4.00	0.00	0.00	0.00	0.00	4.00	8
5627	0.00	3.00	0.00	0.00	0.00	0.00	3.00	9
0	0.00	200000.00	0.00	0.00	0.00	0.00	200000.00	10
0	0.00	10000.00	0.00	0.00	0.00	0.00	10000.00	11
5	0.00	100.00	0.00	0.00	0.00	0.00	100.00	12
4	0.00	100.00	0.00	0.00	0.00	0.00	100.00	13
133	0.00	7.00	0.00	0.00	0.00	0.00	7.00	14
49	0.00	7.00	0.00	0.00	0.00	0.00	7.00	15
302	0.00	4.00	0.00	0.00	0.00	0.00	4.00	16
571	0.00	3.00	0.00	0.00	0.00	0.00	3.00	17

Previous 1939 Next Payments Calc Divd Undo Save Reset Quit

LOTOS™ Draw Parameters Monitoring

Network SLR Measurement

The entire network configuration including all system elements and diagnostic equipment are designed to immediately notify the Operations Staff via System monitor applications such as NAGIOS, and/or any designated personnel of significant transmission error rates or outages in real time. Our extensive set of integrated network management tools monitor all devices on the network and provide instant notification of any abnormalities pertaining to:

- Host processors
- Communications or front-end processors
- Communications equipment – LAN/WAN/Retailer
- Communications circuits
- Ancillary processing systems
- Any other SNMP-compliant device

Notifications can be automatically sent to the network monitor, System monitor, or to other personnel by way of pager, SMS, and email. Any significant transmission failures or outages are identified immediately and will trigger the automated notification process. All degraded conditions will trigger notification prior to causing any outages due to the threshold boundaries that can be adjusted in our pro-active monitoring tools.

INTRALOT uses numerous network management, fault isolation, and alerting tools such as:

- Nagios (See below)
- Tropos Control and Motorola Mesh Manager (See below)
- VSAT NMS (See below)
- Etherpeek NX
- T-Berd 310
- Avcom PSA45D Spectrum Analyzer
- Fluke DSP-4000
- Fluke Microscanner Pro

NAGIOS

NAGIOS is a host and service monitor designed to inform INTRALOT of network problems before the retailers do. The monitoring daemon runs intermittent checks on hosts and services we specify using external "plug-ins" that return status information to NAGIOS. When problems are encountered, the daemon can send notifications out to administrative contacts in a variety of different ways (email, instant message, SMS, etc.). Status information, historical logs, and reports can all be accessed via a web browser. Simple authorization schemes allows restriction to what users can see and do from the web interface logs, and reports can all be accessed via a web browser. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

NAGIOS has many features, making it a very powerful monitoring tool. Some of the major features are listed below:

- Monitoring of network services.
- Monitoring of host resources (processor load, disk and memory usage, running processes, log files, etc.).
- Monitoring of environmental factors such as temperature.
- Simple plug-in design that allows users to easily develop their own host and service checks.
- Ability to define network host hierarchy, allowing detection of and distinction between hosts that are down and those that are unreachable.
- Contact notifications when service or host problems occur and get resolved (via email, pager, or other user-defined method).

- Optional escalation of host and service notifications to different contact groups.
- Ability to define event handlers to be run during service or host events for proactive problem resolution.
- Support for implementing redundant and distributed monitoring servers.
- External command interface that allows on-the-fly modifications to be made to the monitoring and notification behavior through the use of event handlers, the web interface, and third-party applications.
- Retention of host and service status across program restarts.
- Scheduled downtime for suppressing host and service notifications during periods of planned outages.
- Ability to acknowledge problems via the web interface.

A web interface is available for viewing information, such as current network status, notification and problem history, and log files.

Current Network Status
 Last Updated: Sun Jul 15 14:05:00 CDT 2001
 Updated every 75 seconds
 Nagios TM
 Logged in as user
 Monitored plugins running
 Notifications passed by mail out
 Service checks are being executed

Host Status Totals

Up	Down	Unreachable	Disabled
10	0	0	0
All Problems		All Types	
0		35	

Service Status Totals

Warning	Unknown	Critical	Pending
2	0	15	10
All Problems		All Types	
16		137	

Service Details For All Hosts

Host	Service	Status	Last Check	Duration	Attempts	Service Information
server01	ping	OK	07-15-2001 14:04:09	44.48 7m 13s	1/0	PING ok - Packet loss = 0%, RTA = 0.00 ms
server01	ping	CRITICAL	07-15-2001 14:04:30	43.21 46m 13s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	smtp	CRITICAL	07-15-2001 14:00:38	42.40 3m 46s	1/0	(Service Check Timed Out)
server01	ping	CRITICAL	07-15-2001 14:02:36	43.43 5m 46s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	ping	CRITICAL	07-15-2001 14:04:00	42.25 47m 23s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	smtp	CRITICAL	07-15-2001 14:04:30	43.21 46m 32s	1/0	(Service Check Timed Out)
server01	ping	CRITICAL	07-15-2001 14:05:28	45.21 46m 3s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	smtp	CRITICAL	07-15-2001 14:02:36	43.51 53m 13s	1/0	(Service Check Timed Out)
server01	ping	CRITICAL	07-15-2001 14:04:00	41.21 46m 23s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	smtp	CRITICAL	07-15-2001 14:04:30	41.21 46m 22s	1/0	(Service Check Timed Out)
server01	ping	CRITICAL	07-15-2001 14:05:41	41.21 44m 3s	1/0	CRITICAL - Plugin timed out after 10 seconds
server01	smtp	CRITICAL	07-15-2001 14:02:36	41.21 53m 23s	1/0	(Service Check Timed Out)
server01	log_anomaly	PENDING	N/A	41.21 30m 2m	0/1	Service check is not scheduled for execution.
server01	tcp_wsgang	PENDING	N/A	41.21 35m 2m	0/1	Service check is not scheduled for execution.
server01	search_alerts	PENDING	N/A	41.21 38m 2m	0/1	Service check is not scheduled for execution.
server01	ping	OK	07-15-2001 14:02:35	44.48 6m 14s	1/0	PING ok - Packet loss = 0%, RTA = 0.00 ms
server01	ping	OK	07-15-2001 14:04:01	41.21 47m 54s	1/0	PING ok - Packet loss = 0%, RTA = 0.00 ms
server01	search_alerts	PENDING	N/A	41.21 35m 2m	0/1	Service check is not scheduled for execution.
server01	tcp_wsgang	PENDING	N/A	41.21 38m 2m	0/1	Service check is not scheduled for execution.
server01	log_anomaly	PENDING	N/A	41.21 36m 2m	0/1	Service check is not scheduled for execution.

Nagios Service Problems screen

Current Network Status
 Last updated: Mon May 3 07:55:44 MDT 2010
 Updated every 30 seconds
 Nagios 3.0.4 - www.nagios.org
 Logged in as judgachone
[View Options For All Hosts](#)
[View Options For All Services](#)
[View Host Status Detail For All Hosts](#)

Host Status Totals

State	Hosts	Services
Up	25	0
Down	0	0
Unreachable	0	0
Partial	0	46

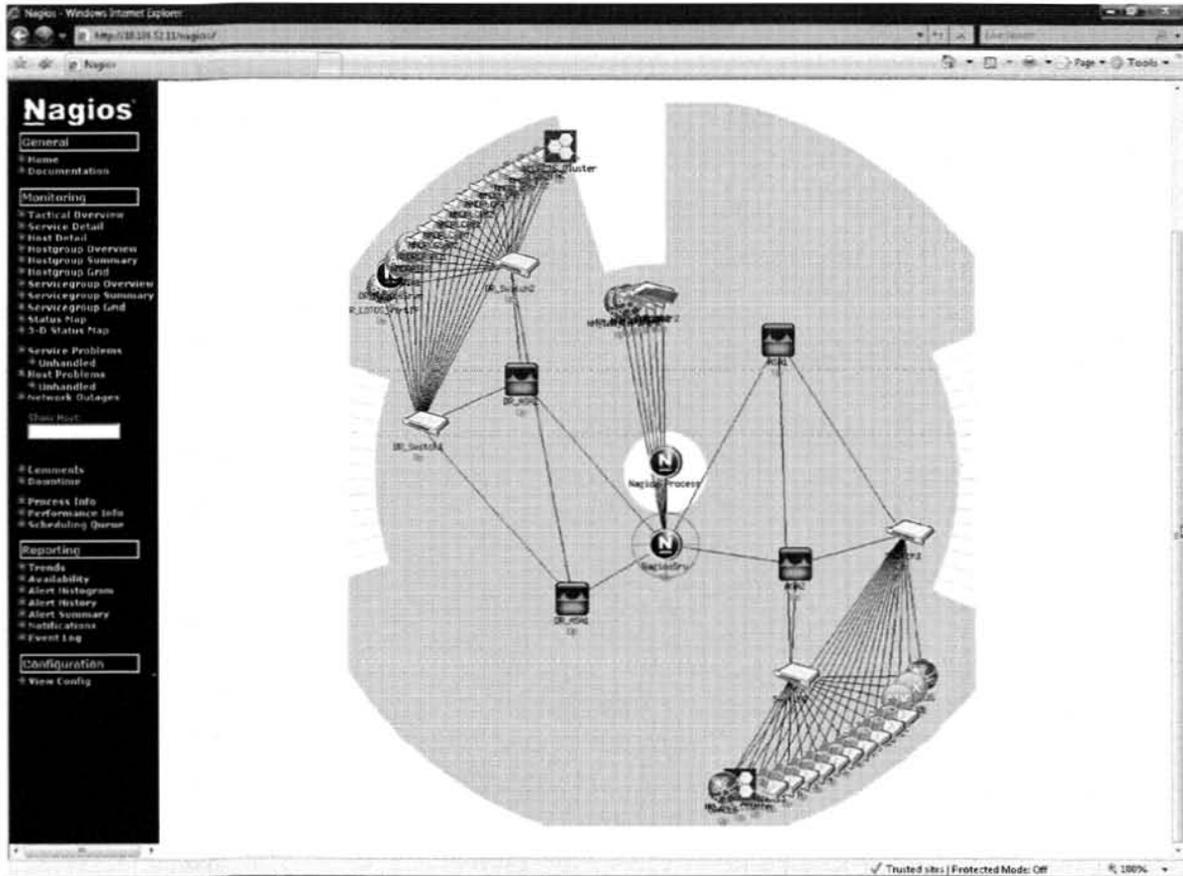
Service Status Totals

State	Services
Up	0
Down	0
Unreachable	0
Partial	101

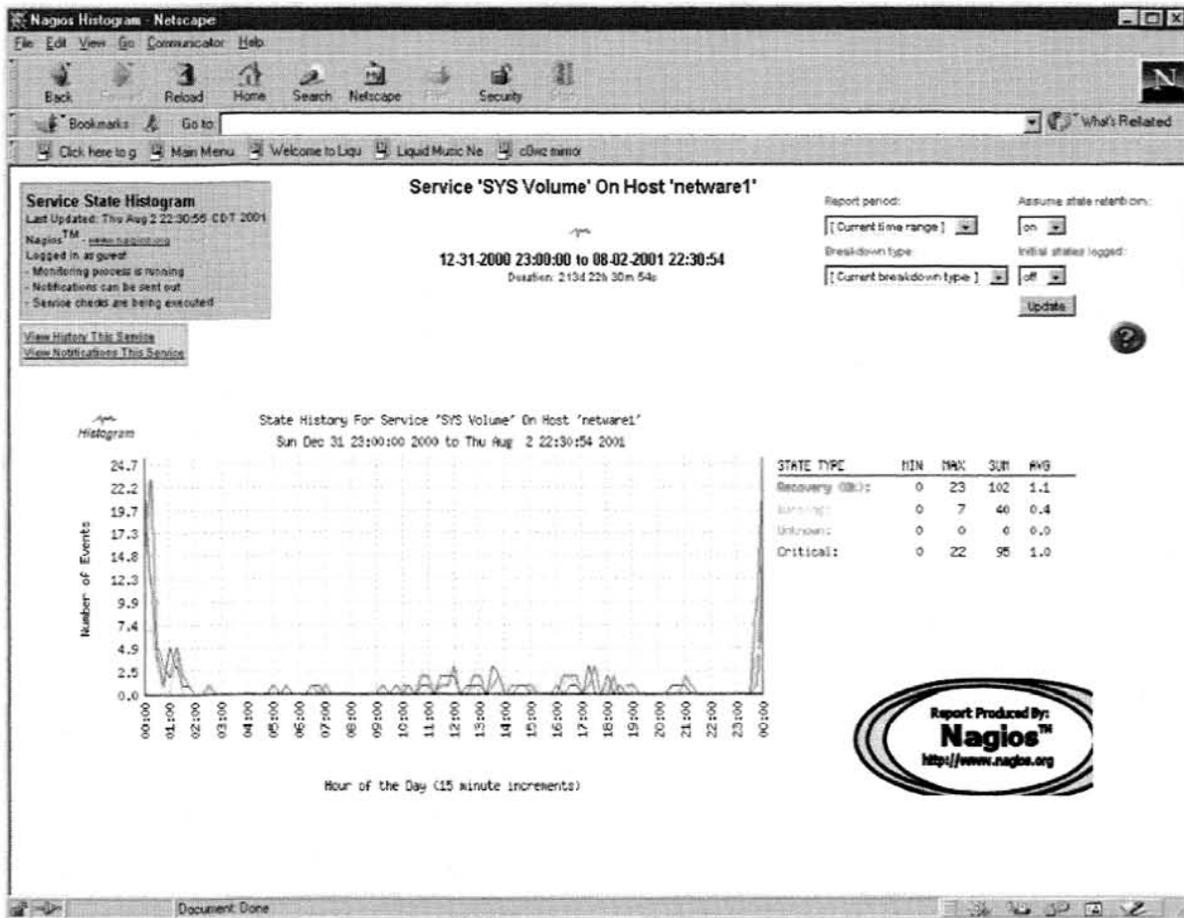
Service Status Details For All Hosts

Host	Service	Status	Last Check	Duration	Next Check	Status Information
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:20	303s 17h 40m 45s	1D	5 Min CPU Avg: 1% - Memory Used: 39%, 195712608 Bytes free - Number of Connections currently in use: 1261 - Number of 8Sec VPI tunnels currently in use: 1261
ASBL	PING	OK	2010-05-03 07:54:36	357s 10h 20m 49s	1D	PING OK - Packet loss = 0%, RTT = 7.11 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:20	162s 4h 13m 57s	1D	5 Min CPU Avg: 1% - Memory Used: 29%, 15419505 Bytes free - Number of Connections currently in use: 865 - Number of 8Sec VPI tunnels currently in use: 1261
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	162s 4h 13m 16s	1D	PING OK - Packet loss = 0%, RTT = 10.77 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	148 4h 18m 59s	1D	5 Min CPU Avg: 1% - Memory Used: 26%, 17281760 Bytes free - Number of Connections currently in use: 202 - Number of 8Sec VPI tunnels currently in use: 1
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	148 4h 18m 54s	1D	PING OK - Packet loss = 0%, RTT = 78.31 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:20	103s 23h 30m 49s	1D	5 Min CPU Avg: 1% - Memory Used: 27%, 27747708 Bytes free - Number of Connections currently in use: 123 - Number of 8Sec VPI tunnels currently in use: 2
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	254 6h 42m 11s	1D	PING OK - Packet loss = 0%, RTT = 78.83 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:20	192 1h 14m 22s	1D	BB9 OK - Packet loss = 0%, RTT = 92.82 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	234 7h 35m 52s	1D	PING OK - Packet loss = 0%, RTT = 78.86 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:20	181 1h 14m 21s	1D	PING OK - Packet loss = 0%, RTT = 87.15 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	256 6h 42m 11s	1D	PING OK - Packet loss = 0%, RTT = 81.45 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:19	275s 19h 6m 18s	1D	LOTOS communication with ORACLE is ok - 0 = 0 messages
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:14	54 5h 46m 6s	1D	ICS communication: ICS Socket 10.100.50.10.4967 is up - ESU0 Q = 0 messages - ESU1 Q = 0 messages
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:31	114 6h 30m 35s	1D	LOTOS communication with DR is ok - 0 = 0 messages
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:28	354 10h 23m 43s	1D	PING OK - Packet loss = 0%, RTT = 2.34 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:19	275s 19h 6m 20s	1D	1 Min Avg: 20% (20% 30%) - 265 processes - 14 users
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:17	275s 19h 6m 31s	1D	Disk Usage (Mounted File): /usr (47%, 241940); /var (27%, 7264); /tmp (4%, 40784); /opt (1%, 1204); /home (1%, 127M); /etc (4%, 2102M); /app (4%, 1437M); / (37%, 45312M); /usr2 (2%, 51277M)
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:15	71s 9h 50m 12s	1A	There were no new errors since 02-26-21-02-2010
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:25	275s 19h 6m 22s	1D	IFS2 Filesystem check (mount%_mount_point): /s2 (0%, 0.0) - /s2 (0%, 0.0) - 10.0X (0%, 0.0) - use to 1-lev and top, ping to determine busy system name
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:27	6s 4h 41m 14s	1D	LOTOS-GTE Scratch game communications: DTEY Server Socket Port 3031 is up - LOTOS server Socket Port 3001 is up
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:24	275s 19h 6m 24s	1D	Flashing space Usage: 1% - Free VPI Library: 7300M (Pages=0 PageOut=0 Runable=0 VMI=0)
ASBL	CDU Memory and CPU	OK	2010-05-03 07:54:36	357s 10h 20m 47s	1D	PING OK - Packet loss = 0%, RTT = 2.35 ms
ASBL	CDU Memory and CPU	OK	2010-05-03 07:55:19	84 9h 14m 33s	1D	1 Min Avg: 15% (14% 18%) - 570 processes - 1 users

Nagios Service STATUS report for ALL HOSTS



NAGIO 3-D status world screen



NAGIOS Histogram screen for SYS VOLUME

Current Network Status
 Last Updated: Mon Nov 3 07:53:12 MST 2009
 Enabled by user: 36 seconds
 Nagios® 3.0.4 - www.nagios.org
 Logged in as: Administrator

Host Status Totals

UP	DOWN	UNREACHABLE	PENDING
0	0	0	0

Service Status Totals

UP	DOWN	UNREACHABLE	PENDING
0	0	0	0

Host Status Details For All Host Groups

Host Name	Status	Last Check	Duration	Output Information
192.168.1.1	UP	2010-05-03 07:54:18	3574 10s 20m 45s	FW2 OK - Packet loss = 0%, RTA = 0.53 ms
192.168.1.2	UP	2010-05-03 07:54:40	1420 4s 13m 9s	FW3 OK - Packet loss = 0%, RTA = 0.05 ms
192.168.1.3	UP	2010-05-03 07:54:26	18 4s 18m 52s	FW4 OK - Packet loss = 0%, RTA = 0.60 ms
192.168.1.4	UP	2010-05-03 07:53:48	204 23s 15m 44s	FW5 OK - Packet loss = 0%, RTA = 75.40 ms
192.168.1.5	UP	2010-05-03 07:53:30	204 23s 15m 44s	FW6 OK - Packet loss = 0%, RTA = 76.51 ms
192.168.1.6	UP	2010-05-03 07:53:28	198 10s 4m 14s	FW7 OK - Packet loss = 0%, RTA = 85.14 ms
192.168.1.7	UP	2010-05-03 07:53:30	204 23s 15m 54s	FW8 OK - Packet loss = 0%, RTA = 82.16 ms
192.168.1.8	UP	2010-05-03 07:51:28	794 10s 4m 24s	FW9 OK - Packet loss = 0%, RTA = 85.30 ms
192.168.1.9	UP	2010-05-03 07:52:48	3574 10s 20m 45s	FW10 OK - Packet loss = 0%, RTA = 0.06 ms
192.168.1.10	UP	2010-05-03 07:54:18	3574 10s 20m 45s	FW11 OK - Packet loss = 0%, RTA = 1.50 ms
192.168.1.11	UP	2010-05-03 07:52:50	68 5s 72m 4s	FW12 OK - Packet loss = 0%, RTA = 0.07 ms
192.168.1.12	UP	2010-05-03 07:54:18	3574 10s 20m 45s	FW13 OK - Packet loss = 0%, RTA = 2.71 ms
192.168.1.13	UP	2010-05-03 07:51:28	1420 4s 13m 20s	FW14 OK - Packet loss = 0%, RTA = 3.40 ms
192.168.1.14	UP	2010-05-03 07:51:26	794 10s 4m 14s	FW15 OK - Packet loss = 0%, RTA = 85.01 ms
192.168.1.15	UP	2010-05-03 07:53:35	204 23s 15m 44s	FW16 OK - Packet loss = 0%, RTA = 90.26 ms
192.168.1.16	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW17 OK - Packet loss = 0%, RTA = 79.83 ms
192.168.1.17	UP	2010-05-03 07:51:26	794 10s 4m 14s	FW18 OK - Packet loss = 0%, RTA = 87.55 ms
192.168.1.18	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW19 OK - Packet loss = 0%, RTA = 81.68 ms
192.168.1.19	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW20 OK - Packet loss = 0%, RTA = 84.53 ms
192.168.1.20	UP	2010-05-03 07:51:26	794 10s 4m 14s	FW21 OK - Packet loss = 0%, RTA = 80.71 ms
192.168.1.21	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW22 OK - Packet loss = 0%, RTA = 106.73 ms
192.168.1.22	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW23 OK - Packet loss = 0%, RTA = 94.80 ms
192.168.1.23	UP	2010-05-03 07:51:26	794 10s 4m 14s	FW24 OK - Packet loss = 0%, RTA = 112.27 ms
192.168.1.24	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW25 OK - Packet loss = 0%, RTA = 94.83 ms
192.168.1.25	UP	2010-05-03 07:51:26	794 10s 4m 14s	FW26 OK - Packet loss = 0%, RTA = 82.01 ms
192.168.1.26	UP	2010-05-03 07:51:28	794 10s 4m 14s	FW27 OK - Packet loss = 0%, RTA = 110.75 ms
192.168.1.27	UP	2010-05-03 07:53:58	3574 10s 20m 45s	FW28 OK - Packet loss = 0%, RTA = 0.66 ms
192.168.1.28	UP	2010-05-03 07:51:08	1420 4s 13m 9s	FW29 OK - Packet loss = 0%, RTA = 2.03 ms
192.168.1.29	UP	2010-05-03 07:53:38	3574 10s 20m 45s	FW30 OK - Packet loss = 0%, RTA = 1.39 ms

NAGIOS Host Status Details for ALL HOST Groups

VSAT NMS

VSAT-NMS is another tool INTRALOT uses to monitor and report on network health. The VSAT NMS is used to configure and monitor the entire VSAT network. The following are some sample screen captures from the VSAT NMS showing graphical User Interface. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

System	Name	ID	Status	Product Name	Software Versions	Work Group	Software Group
Intralot	80537-103013(@)	2252	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103023(@)	2013	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103043(@)	2496	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103043(@)	2397	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103057	2335	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103083	2450	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103103(@)	2540	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103123(@)	2126	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103163(@)	2007	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103183(@)	2223	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103197(@)	2206	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103203(@)	2242	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103214	2356	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103231(@)	2530	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103293(@)	2155	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103304(@)	2467	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103305(@)	2539	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103317(@)	2304	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103323(@)	2305	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103323(@)	2406	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103333(@)	2236	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103343	2300	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103357(@)	2162	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103403(@)	2430	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103433(@)	2104	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103463(@)	2498	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.
Intralot	80537-103473(@)	2416	Normal	SkyEdge P	05.05.01.1E	AMC5_WG_256	SW_05_05_01_19_A.

VSAT Population Status

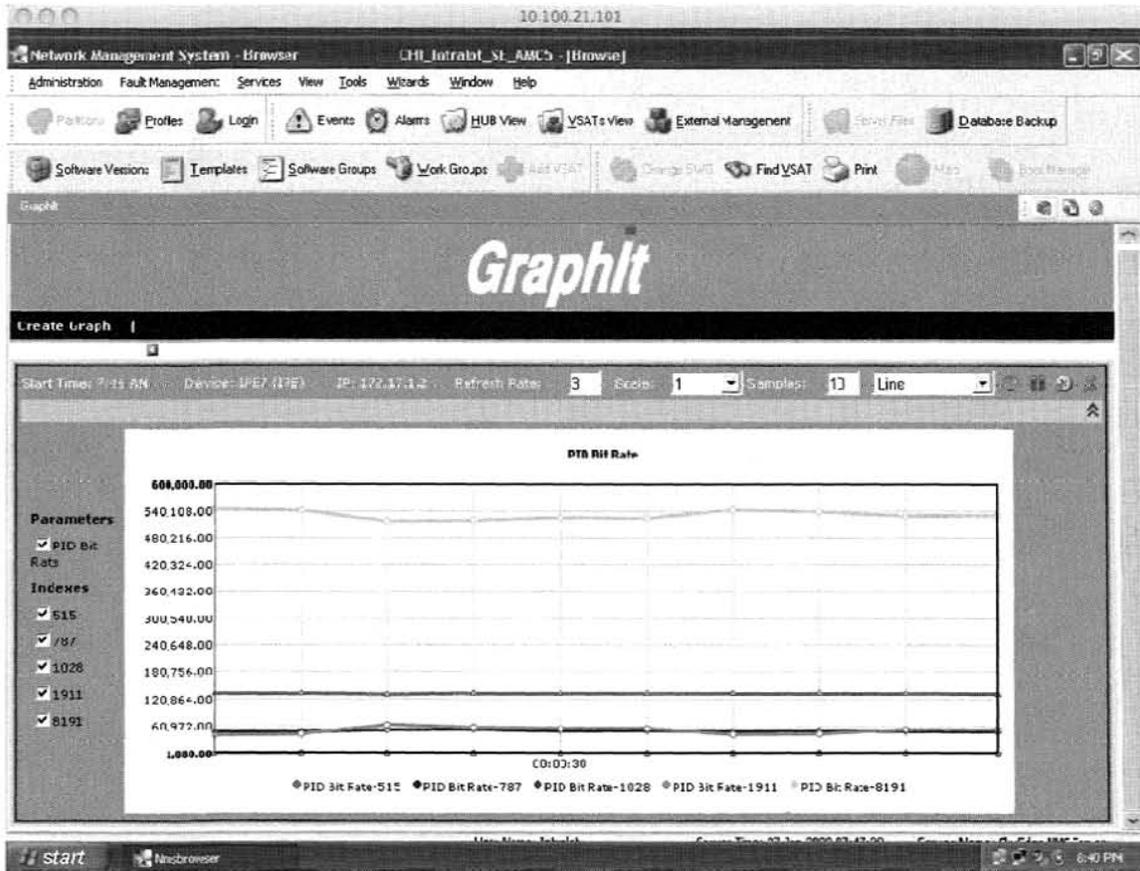
The screenshot displays the 'System-wide Alarms' window within the 'Network Management System - Browser'. The window title is 'CHI_Intrabot_ST_AMCS'. The interface includes a menu bar (Administration, Fault Management, Services, View, Tools, Wizards, Window, Help) and a toolbar with icons for Profile, Login, Events, Alarms, HUB View, VSATs view, External Management, Convert Files, Database Backup, Software Versions, Templates, Software Groups, Work Groups, Add VSAT, Change SVT, Find VSAT, Print, Mail, and Post Manager.

The 'System-wide Alarms' window has tabs for 'All Alarms', 'HLB Alarms', and 'VSAT Alarms'. It contains a table with the following data:

Severity	Alarm ID	Status	Date	Time	Alarm Name	Element Name	Element Type	Element ID	Description
Warning	41	Clear	16 Oct 08	20:14:02	More than one	Outbound	Outbound		No more than one active IPE
Warning	40	Clear	16 Oct 08	20:12:59	Chain faulty	Outbound	Outbound		Chain is ok
Warning	39	Clear	16 Oct 08	20:12:59	ORR Network	Outbound	Outbound		Network is ok
Warning	38	Clear	16 Oct 08	20:11:15	Modulator faulty	Outbound	Outbound		
Warning	37	Clear	16 Oct 08	20:06:56	More than one	Outbound	Outbound		No more than one active MODULATOR
Warning	36	Clear	16 Oct 08	18:54:50	MSMQ Queue	172.17.11.1=3N	MSMQ	MSMQ	back online
Warning	35	Open	09 Oct 08	23:25:59	Modulator faulty	Outbound	Outbound		Modulator is faulty Modulator_1
Warning	34	Clear	04 Oct 08	00:45:44	1:0 Pool	HUB	Redundancy	HUB	Pool defined
Warning	33	Open	03 Oct 08	01:30:42	Auto D3 Blp - All	NMS Database	NMS	Backup	Backup File Copy Failed in All Directories.
Critical	32	Open	03 Oct 08	01:30:42	Auto D3 Blp -	NMS Database	NMS	Backup	Backup File Could Not be Copied to Primary Directory
Critical	31	Clear	02 Oct 08	06:05:00	Element Status	Modulator_2	Modulator	ModJa10	Current Top Fault: Health Check Normal
Critical	30	Clear	02 Oct 08	06:05:00	HealthCheck	Modulator_2	Modulator	ModJa10	Element: On-Line
Critical	29	Clear	02 Oct 08	06:05:00	Element Status	Modulator_1	Modulator	ModJa17	Current Top Fault:
Critical	28	Clear	02 Oct 08	06:05:00	HealthCheck	Modulator_1	Modulator	ModJa17	Element: On-Line
Critical	27	Clear	02 Oct 08	06:05:59	Element Status	OH_DP56	DP5	2	Current Top Fault: Health Check Normal
Critical	26	Clear	02 Oct 08	06:05:59	HealthCheck	OH_DP56	DP5	2	Element: On-Line

Below the table, there is a 'Details' section with input fields for 'Alarm Code', 'Parent Name', 'Subsystem ID', and 'User ID'.

VSAT NMS Alarm Screen



VSAT Real Time Bandwidth Monitor Screen

Call Center / Field Service Measurement

Field Service

INTRALOT's repair and maintenance activities are managed through Oracles Siebel Service Request application. This platform provides end to end tracking for all field customer service activity from first contact with the Call Center through Field Service repair. The Lottery will have access to the system for full inquiry and reporting purposes. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

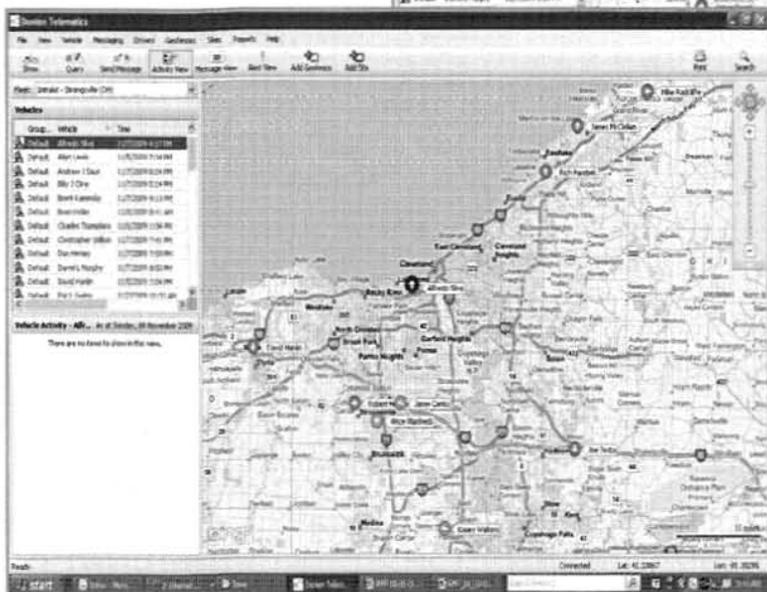
The screenshot displays the INTRALOT Service Request application interface. At the top, there is a navigation bar with tabs for 'Accounts', 'Contacts', 'Games', and 'Service'. Below this is a menu bar with options like 'All Service Requests', 'New', 'Search', and 'Query'. The main area shows a table of service requests with columns for SR#, Code Type, Code, Sub-Code, Retailer Code, Caller Name, Summary, Terminal Down, Anonymous, Contact Person, and Maintenance. Below the table, there is a detailed view for a specific service request (SR# 1-5059632), including retailer information (Retailer Code, Store Name, Address, City, FST Name, FST Phone, SL Category), contact information (Caller Name, Contact Person, Communication Type), and SR information (SR#, Code Type, Code, Sub-Code, Summary, Date Opened, Response End Time, Resolution Actions, Asset Type).

SR #	Code Type	Code	Sub-Code	Retailer Code	Caller Name	Summary	Terminal Down	Anonymous	Contact Person	Maintenance
1-5059632	Order Consumable	50000 Ticket Stock	50002 Termin ticket stock out	238340	Brandy	cust stated that she had no paper or playslip			Patterson Kenneth	120
1-5059641	Order Consumable	51000 Playslips	51004 Pick3 play slips	215962	Wayne	terminal paper and play slips needed				90
1-5059606	Order Consumable	50000 Ticket Stock		204274		Retailer requesting for paper.		<input checked="" type="checkbox"/>	Townsend Erent	60
1-5059510	Order Consumable	50000 Ticket Stock	50002 Termin ticket stock out	234360	Robert Jenkins	CST deliver paper 7318				90
1-5059879	Order Consumable	50000 Ticket Stock	50003 PAT ticket stock low	101429	debra	she didnt received any powerball or pick 4 slip			McCutcheon Michael	120
1-5180657	Order Consumable	51000 Playslips	51004 Pick3 play slips	101566	William	retailer needs cash 4 slips			Todd William	60
1-5021323	Order Consumable	51000 Playslips	51001 Powerball play slips	101466	Deloris Jacobs	Need all the playslips for games. Retailer doc			Morris John	60
1-5028533	Order Consumable	51000 Playslips	51006 Pick4 playslips	202140	Al Patel	needs pick 3 & pick 4 playslips (2pk each)			Patel Al	60
1-5021638	Order Consumable	51000 Playslips	51006 Pick4 playslips	101321	Clara Brown	Retailer need all the playslips.			Rogers Jr William	60
1-5619736	Order Consumable	51000 Playslips	51001 Powerball play slips	200193	Donna	Retailer needs all order consumables, out of			Demers Jr Robert	60

All interaction with each retailer and the associated maintenance actions are captured in this centralized database which is accessible to INTRALOT and the Lottery. The Lottery shall have access to generate reports from the retailer dispatch and repair database, indicating the service time occurrences and will show exception data when services have NOT occurred in a timely manner. Any entries into the database log may not be removed by INTRALOT and remain permanently. In addition, INTRALOT will provide reports demonstrating call and service statistics as required by the Lottery. Given that all data is stored centrally INTRALOT is able to provide customized reports serving different groups that may have interest in performance and activity. We will work closely with the Lottery to partner and shape the reporting requirements that will insure we stay focused on the right areas.

An additional tool we use to provide the highest quality of service and responsiveness from our Field Service team is the Donlen Telematic GPS system. This system is installed in ALL Field Service Vehicles that INTRALOT operates in the US, it will be installed in all field service technical vehicles and all of INTRALOT's Lottery Sales Representative's route vehicles. The tool allows us to track locations of all INTRALOT vehicles and determine the technician in closest proximity to the retailer placing a call for service. The system allows us to replay a full day of movement for a vehicle and check routes to review the effectiveness of routing trouble calls and make adjustments where necessary.

**INTRALOT's Ohio
Field Service Technicians
Fleet Snapshot (right)**



**Cleveland Metro FST
Snapshot (left)**

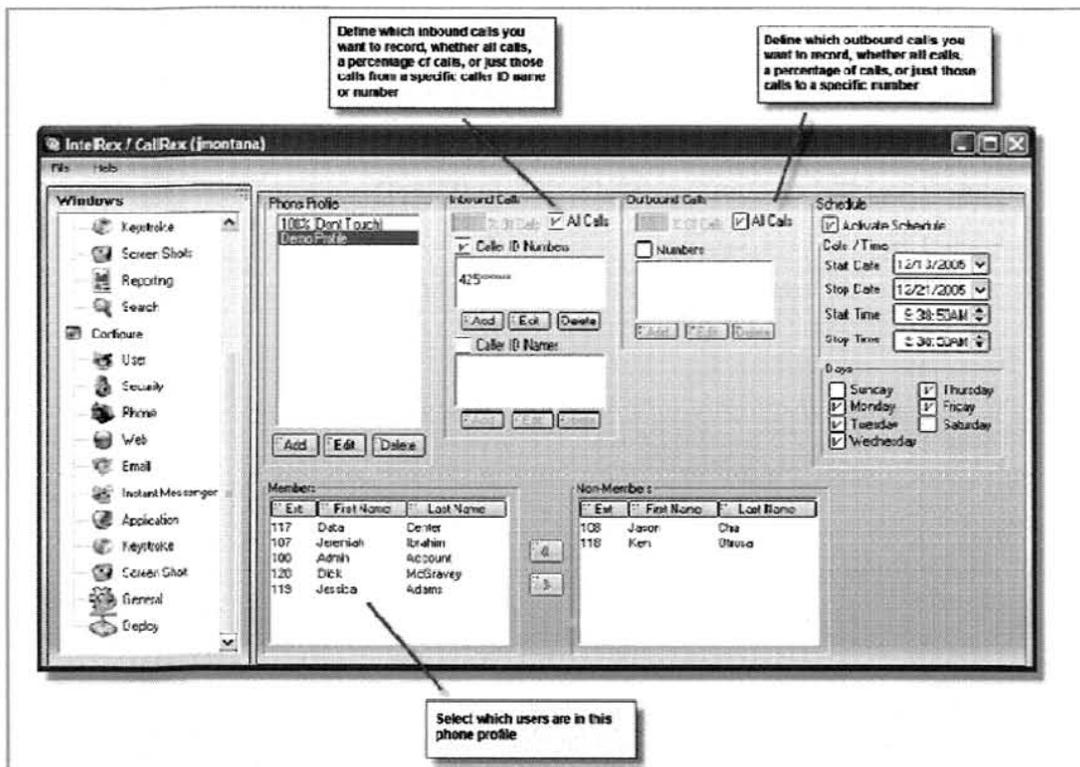
Call Monitoring and Recording

INTRALOT will utilize CallRex for the call monitoring and recording, CISCO CRS Historical Reports for reports and the CISCO Desktop Manager to monitor employee performance. CallRex recording and monitoring solution has proven effective in evaluating and improving employee productivity. Reviewing recorded calls with employees provides managers with a powerful training tool and a concrete, objective measure of employee performance. All these tools will help generate effective business strategies on INTRALOT's part to address individual issues and manage overall service levels. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

CallRex will be available to the Lottery's work stations from where the Lottery will be able to monitor the calls received under INTRALOT's retailer hotline, including current date/time, calls received today, calls holding, average answer time, total hold time. Through the call management the Lottery will be able to get periodic statistical summary reports.

Through unlimited access for search, playback and shared functions, authorized users can view all recordings or a restricted selection based on criteria factors such as inbound numbers dialed by specific retailers in a region. CallRex gives authorized users secure access to encrypted recordings anywhere, anytime they are needed, through a user friendly Web browser interface.

A sample CallRex screen is shown below.



Using the CallRex software provides many advantages, including:

- Offers a powerful yet flexible set of Recording Triggers and Overrides that, in combination with Computer Telephony Integration (CTI), can be used target and record only those conversations that are relevant to the business Training and Activity reporting.
- Includes Call Monitoring, which allows management to selectively listen to calls as they happen and even “silently” coach an employee using CallRex Chat.
- Uses a secure, user-friendly, “point & click” interface, CallRex, to quickly search for and play recordings from the recording database.
- Provides the ability to attach flags or comments to call records which in turn can be used as the search criteria to locate specific calls, such as all the calls that “Need Follow-up”.
- Includes a digital watermark that, when managed with CallRex, can be used to verify if the recording has been modified or not – this is especially important if the recording is to be used in any legal proceeding.
- Allows a company to keep call recordings for a short period of time or indefinitely; easily purge recordings after their usefulness has ended or archive them on long lasting media for quick search and playback.
- Can automatically perform after-call actions like email alerts with a copy of the recording.
- Can integrate with other applications to streamline business processes such as validating an order or Microsoft Outlook.
- Can be used to implement a fair and consistent retailer evaluation process and track the results.

With a variety of configurations to meet the varied and unique needs of INTRALOT’s business partners, the System will store up to 250,000 hours of recordings and automatically archive them according to Lottery business needs. INTRALOT has the ability to archive across the LAN segment to its IBM SAN (Storage Area Network) solution, and another feature is e-mail alerts for designated events.

INTRALOT will provide access to the Call System from its management workstations in order for the Lottery to monitor the calls received by the retailer Call Center, including, at a minimum, the following data:

- current date/time,
- calls received today,
- calls holding, average answer time,
- number of calls waiting, and average and total hold time, and
- Number of calls abandoned and their average abandon time.



The Call Management System will provide periodic summary reports either in printed or digital format to INTRALOT and the Lottery. During slower periods, the Call Center operators will utilize data in certain reports, such as "Inbound Calls by Response Time" and will call retailers to get feedback on their opinion of the quality of service they received from both the Call Center and their Field Customer Service Technician. This information will be made available to the Lottery as each survey is completed. Customized surveys may also be requested and designed by the Lottery from which the Call Center staff can poll retailers.

Example of CISCO CallRex screen:

Customer Response Solutions Administration								CISCO	
For Cisco Unified Communications									
Report Tools Views Settings Help									
CSQ Unified Contact Center Express Stats									
Name	Talking : Ready : Not Ready : Logged-In	Total Contacts	Contacts Waiting [Oldest Contact in Queue]	Contacts Handled	Contacts Abandoned	Contacts Dequeued	Avg Talk Duration	Avg Wait Duration	
tier1	1:5:1:7	275	0 [0:00:00]	272	1		2:0:02:26	0:00:08	
tier2	1:7:2:10	3	0 [0:00:00]	3	0		0:0:02:05	0:00:05	
tier3	1:7:3:11	0	0 [0:00:00]	0	0		0:0:00:00	0:00:00	

Customer Response Solutions Administration

For Cisco Unified Communications



Report Tools Views Settings Help

Overall Unified Contact Center Express Stats

Resource Information

CSQs	3
Logged-In Resources	11
Talking Resources	0
Ready Resources	8
Not Ready Resources	3

Call Information

Inbound

Total Contacts	276
Contacts Waiting	0
Oldest Contact in Queue	0:00:00
Contacts Handled	275
Contacts Abandoned	1
Avg Talk Duration	0:02:30
Avg Wait Duration	0:00:23
Longest Talk Duration	0:15:59
Longest Wait Duration	0:02:40

In addition to the reports mentioned previously and in the following sections, the list of reports below provide examples of several other reports that may be requested by the Lottery. This list is not all-inclusive, but a representation only.

- The Inbound Calls by Answer Time report provides information related to the average amount of time it took to answer incoming calls, within five second increments of an hour, on the selected date. It shows average and total talk and wait times for each five-second increment, as well as totals for the one-hour time frame.
- The Calls by Half Hour and Day report shows the number of incoming and outgoing calls during half-hour increments during the selected date. It shows what percentages of the total day's calls were within each half-hour period, as well as the average talk time and longest wait time.
- The Call Summary by Week report provides information about incoming and outgoing calls during each one-week period for the selected month. It shows the number of calls that were handled each week, as well as a breakdown of how many calls were incoming and outgoing, the percent of the monthly call total within each week, and total and average talk times and wait times.
- The Call Summary by Month report provides information related to the total number of calls for a month or range of months. It shows total incoming and outgoing calls for each month, the percent each month's calls represent within the range and the totals and averages for talk times and wait times.
- The Inbound Calls Abandoned Summary by Half Hour report provides information related to the number of calls that were received and subsequently abandoned within half-hour increments during the selected date. An abandoned call is one in which the caller hung up before it was answered by Call Center.
- The Service Level Summary report provides information related to the total number of calls for a month or range of months. It shows total incoming and outgoing calls for each month, the time to answer calls (in seconds) to and the percent of answered calls (in seconds).
- The Call Center Requirements by Half-Hour and Day report provides information related to the total number of calls and talk times in each half-hour increment during the selected day. It shows total and average talk and ring times and trunk usage.

In many cases report information can be defined through sort and selection criteria (i.e., problems by category, retailer type, or specific period of time). The information provided includes, but is not necessarily limited to:

- Terminal Serial Number
- Retailer Number
- Time and Date of Reported Problem
- Description of the Problem Reported (categories to be determined by the Lottery)
- Problem Resolution

- Problem Resolution Category (resolution categories to be determined by the Lottery)
- Problem Resolution Date and Time
- Elapsed Time from Notification to Completed Repair (i.e., downtime)
- Chronic Retailer Report (Retailers that have called the Call Center more than five (5) times in one month)

The System also has the ability to produce an electronic file formatted in ASCII, Excel or Word, which may be used to interface to Lottery Systems for normal and ad-hoc informational reporting or the Lottery can simply and securely login remotely via INTRALOT's CISCO web interface for its customized reporting.

Inventory Management and Ticket Delivery Measurement

Instant tickets and consumables inventory are maintained by our Instant Game Management System (IGMS). IGMS is also responsible for placing orders and monitoring and reporting on those orders as well as returns, stolen items, transfers, and retailer and warehouse inventory levels. IGMS provides controls for pack movement, pack and ticket statuses and ticket validations. All tickets are tracked from cradle (delivery) to grave (validation/destruction). IGMS provides detailed reports of all activity as well as audit trails of each ticket as it moves through its life. Exception reporting such as retailer fishing, instant ticket cashing reports, stolen ticket reports, excessive login reports and others are reviewed on a regular basis. Immediate notifications to Operations, Lottery Security, and other personnel as defined by the Lottery provide exception management reporting. In addition, physical inventories, taken on scheduled intervals provide a reconciliation point with system generated inventory numbers. INTRALOT makes extensive use of these data capture and reporting capabilities in our SLA management processes.

The IGMS system supports a highly reliable pick and pack system. Orders received directly from the retailer, through telemarketing, generated base on auto reorder, and via walk-ins are promptly filled using processes and procedures driven by our highly configurable system. Metrics are available by packer, by packing line, by date. Metrics are also available via courier tracking reports which show delivery times. Together these reports will be monitored and summarized to ensure the appropriate SLR's are achieved. Please see Section 7.3 Instant Ticket Game Management for a detailed description of the IGMS ticket distribution system.

Game and Software Development Measurement

New game delivery, software enhancements and upgrades, follow a strict set of policies and procedures that ensure compliance with the related SLR's will be met. The management practices we follow not only involve the installation of new software and games into production but the entire development lifecycle. The automated tools we use to monitor software installation and tools we use for software development are industry standard. For example, two of the tools we use on a regular basis are Microsoft Project and Visual Source Safe as well as our proprietary prototyping gaming simulator. All of these tools offer features that produce an audit trail of activities and source code changes. These tools, among others along with associated procedures are discussed in greater detail in *Section 7.2.1 Online Game Development and Section 7.7 System Management*. The Compliance Manager and onsite Texas Software Development Manager will review the procedures and tools periodically, and revise them as necessary. INTRALOT will evaluate new tools that may be introduced during the course of the contract and will work with the Compliance Manager and the Lottery to determine how they may improve measurement and provide better compliance. Over the life of the contract, INTRALOT will continue to introduce new tools that are proven to facilitate compliance, SLR measurement and the development process into the support and infrastructure the INTRALOT system and services provided to the Texas Lottery.

- | |
|--|
| <p>4. 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.</p> |
|--|

INTRALOT uses a variety of reports from several systems to monitor service level requirements. The Quality of Service (QoS) and QA Manager along with our Compliance manager will provide the Lottery with summary reports on a scheduled basis which present actual performance against all service level requirements. INTRALOT will work with the Lottery to design QoS and service level measurement reports that meet the Lottery's requirements and continue this process working together to monitor service levels for the life of the contract. Service level monitoring is not only good for the Lottery and the Retailers, it is very good information to help INTRALOT operate a more efficient and secure lottery system. Detailed reports from various systems are available to the Lottery at anytime. Many of the systems described above have dashboards that allow the Lottery to monitor service levels in real time. These real time monitoring tools will be made available to authorized Lottery personnel. Below is an example service level report for the call center and field service generated from various tools and subsystem within the overall LOTOS system.

Call Center/Field Services Dashboard December-09												
	Goal	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	YTD Average
National Response Center												
Service Level - calls answered within 1 min	95.0%	89.9%	86.3%	88.6%	89.2%	88.4%	89.5%	85.7%	77.1%	90.7%	89.9%	87.6%
Service Level - calls answered within 5 min	99.0%	99.5%	99.2%	99.6%	99.4%	99.5%	99.3%	98.9%	95.7%	94.4%	98.9%	98.4%
Avg Speed to Answer (in Seconds)												
Complaints %	0.025%	0.016%	0.018%	0.018%	0.014%	0.009%	0.010%	0.023%	0.022%	0.014%	0.002%	0.015%
Clear Rates												
Printer	58.0%	51.6%	56.3%	60.1%	58.2%	68.6%	59.2%	53.8%	58.2%	56.2%	53.2%	57.8%
Terminal	55.0%	55.1%	58.6%	63.9%	60.4%	56.8%	55.9%	62.4%	56.1%	63.2%	55.7%	56.2%
Field Service Metrics												
Service Level	98.0%	98.5%	99.2%	98.6%	97.7%	97.5%	98.8%	99.0%	98.2%	98.8%	97.7%	98.44%

Red indicates SLA Breached, Green indicates SLA met or exceeded

Service Improvement Plan	Owner	Target Date(s)	Completion Date
1 Cross train existing outbound call associates along with new hire associates to improve service levels	Inbound Call Center Supervisor	6/1/2009	5/20/2009
2 Retraining scheduled to increase clear rates			
3 Deliver influencing training to existing employee base	Center Supervisor	8/1/2009	8/1/2009
4 Create certification testing for level 2 Field Service Technicians	Field Service Supervisor	9/18/2009	9/2/2009
5 Assess and rank all employees	Call Center and Field Service Managers	11/1/2009	11/1/2009
6 Perform SLA target improvement analysis and recommend action.	Compliance Manager	12/1/2009	12/1/2009
7 Pull calls for dispatched printer issues to analyze troubleshooting steps and variances	Inbound Call Center Supervisor	12/5/2009	11/25/2009

Call Center/Field Services SLA Compliance Report Example

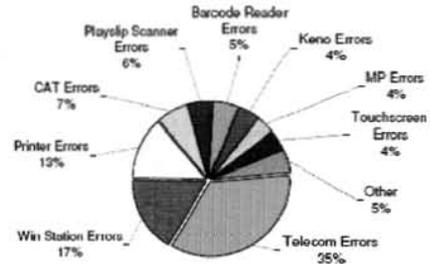
Call System Help Desk Reports

Date	Activity period	ACD calls handled	Ohio Retailers Inbound	Ohio LSR VIP Phone Line	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Answer %	Service level %	Resolution Rate	Dispatch Rate
21-Feb	Sunday	94	94	0	0:00:17	0:09:28	0:04:16	98.9	95.8	70.73%	29.27%
22-Feb	Monday	460	452	8	0:00:19	0:02:35	0:02:56	99.8	97.1	75.31%	24.69%
23-Feb	Tuesday	237	235	2	0:00:12	0:00:00	0:03:41	100.0	98.7	65.37%	34.63%
24-Feb	Wednesday	194	189	5	0:00:08	0:00:00	0:03:51	100.0	99.5	64.20%	35.80%
25-Feb	Thursday	208	202	6	0:00:08	0:00:00	0:03:45	100.0	100.0	58.58%	41.44%
26-Feb	Friday	204	193	11	0:00:14	0:00:00	0:03:43	100.0	97.9	63.95%	36.05%
27-Feb	Saturday	252	252	0	0:00:21	0:03:55	0:03:05	99.6	96.4	61.70%	38.30%
Total		1649	1617	32	0:00:15	0:05:19	0:03:27	99.8	97.9	66.81%	33.19%

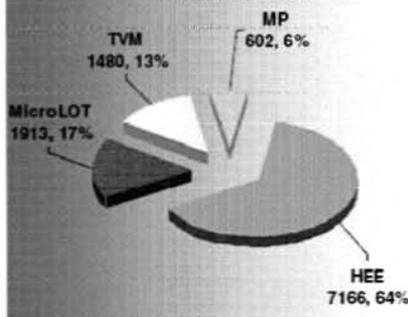
Questions / Inquiries (180)



Technical (1266)



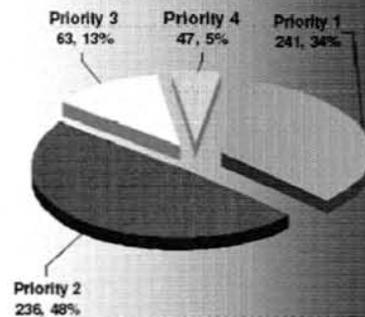
Terminal Count



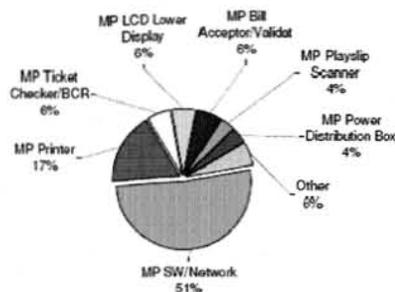
Field Service Activity

Service Calls	493
Work Orders	70
WS & MP Installs	9
SOB	1
Equip Adds	17
New Installs	17
Moves	6
Removals	20
	70
Preventive Maintenance	334
Total Maintenance Actions	897

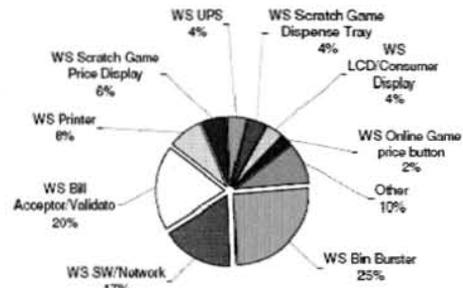
Service Call Priority



MP Service Requests (52)



Win Station Service Requests (210)



On the following pages are examples of the some of the various system reports from which we draw our service level performance data.

LOTOS Administrator

FY Comparison FY09 vs. FY10 (beginning July 1)



	FY09	Sales		FY10	Sales	Difference	% Change	% of Total
Mega Millions		\$162,146,626.00		Mega Millions	\$190,474,411.00	\$28,327,785.00	17.47%	9.27%
Kicker		\$17,866,851.00		Kicker	\$20,959,857.00	\$3,093,206.00	17.31%	1.02%
Pick 3		\$317,353,413.00		Pick 3	\$304,442,571.50	-\$12,910,841.50	-4.07%	14.81%
Pick 4		\$170,908,308.00		Pick 4	\$166,590,729.00	-\$4,317,579.00	-2.53%	8.10%
Keno		\$81,111,731.00		Keno	\$97,262,636.00	\$16,150,905.00	19.91%	4.73%
Classic Lotto		\$33,928,871.00		Classic Lotto	\$37,657,057.00	\$3,728,186.00	10.99%	1.83%
RC 5		\$55,979,202.00		RC 5	\$54,802,466.00	-\$1,176,736.00	-2.10%	2.67%
Ten OH		\$8,897,008.00		Ten OH	\$8,156,809.00	-\$740,199.00	-8.32%	0.40%
EZ Play		\$29,995,310.00		EZ Play	\$25,723,779.00	-\$4,271,531.00	-14.24%	1.25%
Raffle		\$9,254,640.00		Raffle	\$9,127,160.00	-\$127,480.00	-1.38%	0.44%
Instants		\$1,122,384,291.00		Instants	\$1,134,836,051.00	\$12,471,760.00	1.11%	55.21%
Powerball		\$0.00		Powerball	\$5,382,603.00	\$5,382,603.00	100.00%	0.26%
Total		\$2,009,806,051.00		Total	\$2,055,416,129.50	\$45,610,078.50	2.27%	100.00%

LOTOS System Sales Measurement Report

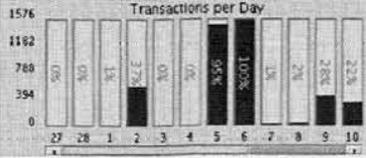
System Information - IS_ohdemo

Terminals per Status

Init	TLF Updated	Processed
42	0	0
Loaded	CPN Updated	Replied
1	0	146
Validated	SKW Updated	Retransmitted
0	0	2

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
2127	PICK3	16	03/10/2010 12:25:00	27	28	14.00
2128	PICK4	14	03/10/2010 12:25:00	330130	1320400	66020.00
2130		0	01/01/1970 00:00:00	0	0	0.00
5152	Classic Lotto 6/49	4	03/10/2010 19:25:00	16901791	16901791	16901791.00
5153	MEGA MILLIONS	3	03/12/2010 22:45:00	617637	1235263	1235263.00

Transactions per Day



Game 2127 **Draw** 16

Draw Time 03/10/2010 12:25:00 **Draw Status** Active **Visual Draw** 16 **Record** 5

Play Slip & Coupon Type Play Slip: 0, Simple: 18

Select a tab for the corresponding operation

Nodes

4

Check All

0

Node channel [SCK]

25

Node ID 2

Node Name demabx2 **Node Status** Operational

Operation Mode Normal

Private IP 10.108.146.12

03/10/2010 06:00:40
[IS_ohdemo] --> OFFICIAL
[ikamp] --> FULL ACCESS
Logout

LOTOS Administrator Texas Screen, Game and System Status Monitor

▶ CANCELATIONS BY GAME/TIME

Game : 2127
Date : 03/10/2010

Time	Transactions	Amount
00:00 - 01:00	0	0.00
01:00 - 02:00	0	0.00
02:00 - 03:00	0	0.00
03:00 - 04:00	0	0.00
04:00 - 05:00	0	0.00
05:00 - 06:00	0	0.00
06:00 - 07:00	122862	614,310.00
07:00 - 08:00	136071	680,355.00
08:00 - 09:00	0	0.00
09:00 - 10:00	0	0.00
10:00 - 11:00	178283	891,415.00
11:00 - 12:00	0	0.00
12:00 - 13:00	0	0.00
13:00 - 14:00	0	0.00
14:00 - 15:00	0	0.00
15:00 - 16:00	0	0.00
16:00 - 17:00	0	0.00
17:00 - 18:00	0	0.00
18:00 - 19:00	0	0.00
19:00 - 20:00	0	0.00

LOTOS Administrator System Cancellations by Hour

AIX System Reports

The screenshot displays a complex monitoring interface with several panels:

- System Overview:** Multiple panels at the top showing system status, date (Thu May 12 15:47:41 2011), and various performance metrics like CPU usage, memory usage, and swap usage.
- Process List:** A large table listing active processes with columns for PID, PPID, USER, and COMMAND. It shows numerous instances of transaction engines.
- Transaction Engines:** A detailed view of active transaction engines, showing their status, session counts, and other operational parameters.
- System Resources:** Panels showing disk usage, memory usage, and other system-level metrics.

AIX Monitoring Screen – All Active LOTOS Transaction Engines

The screenshot displays the Nagios web interface in Internet Explorer. The main content area is titled "All Hosts and Services" and "Log File Navigation". It shows a list of system alerts with timestamps and descriptions. The left sidebar contains navigation menus for "General", "Monitoring", "Reporting", and "Configuration".

Alert History
 Last Update: Mon May 3 08:10:30 MDT 2010
 Nagios 4.3.4 - 1000 messages
 Logged in as: nagiosadmin
[View Status Detail For All Alerts](#)
[View Notifications For All Alerts](#)

All Hosts and Services
 Log File Navigation
 Mon May 3 08:09:00 MDT 2010 to Present...
 File: /usr/local/nagios/var/nagios.log

Alerts:

- May 03, 2010 05:00
- [2010-05-03 05:02:36] SERVICE ALERT: CRACLE,Oracle Tablespace - NRMGM,CR,HARD,3,[NRMGM] Tablespace Name: FRM3M(%)
- May 03, 2010 03:00
- [2010-05-03 03:14:30] SERVICE ALERT: NMA41,LOTOS-Gtek Communications,OK,HARD,3,LOTOS-Gtek Scratch game communications: GTEK Server Socket Port 3031 is up - LOTOS server Socket Port 3001 is up
- May 03, 2010 02:00
- [2010-05-03 02:39:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is up - IC51 Socket 10.100.58.10.4568 is up - ESU0 Q = 0 messages - ESU1 Q = 0 messages
- [2010-05-03 02:36:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is up - IC51 Socket 10.100.58.10.4568 is down - ESU0 Q = 0 messages - ESU1 dump in progress Q = 429493332 messages
- May 03, 2010 01:00
- [2010-05-03 01:22:30] SERVICE ALERT: NMA41,LOTOS-Gtek Communications,CRITICAL,HARD,3,LOTOS-Gtek Scratch game communications: GTEK Server Socket Port 3031 is down - LOTOS server Socket Port 3001 is down
- [2010-05-03 01:21:30] SERVICE ALERT: NMA41,LOTOS-Gtek Communications,CRITICAL,SOFT,2,LOTOS-Gtek Scratch game communications: GTEK Server Socket Port 3031 is down - LOTOS server Socket Port 3001 is down
- [2010-05-03 01:20:30] SERVICE ALERT: NMA41,LOTOS-Gtek Communications,CRITICAL,SOFT,1,LOTOS-Gtek Scratch game communications: GTEK Server Socket Port 3031 is down - LOTOS server Socket Port 3001 is down
- May 03, 2010 00:00
- [2010-05-03 00:56:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493332 messages - ESU1 dump in progress Q = 429493332 messages
- [2010-05-03 00:52:30] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493323 messages - ESU1 dump in progress Q = 429493323 messages
- [2010-05-03 00:49:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493322 messages - ESU1 dump in progress Q = 429493322 messages
- [2010-05-03 00:45:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493321 messages - ESU1 dump in progress Q = 429493321 messages
- [2010-05-03 00:41:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493320 messages - ESU1 dump in progress Q = 429493320 messages
- [2010-05-03 00:40:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493319 messages - ESU1 dump in progress Q = 429493319 messages
- [2010-05-03 00:33:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493318 messages - ESU1 dump in progress Q = 429493318 messages
- [2010-05-03 00:27:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493317 messages - ESU1 dump in progress Q = 429493317 messages
- [2010-05-03 00:13:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493316 messages - ESU1 dump in progress Q = 429493316 messages
- [2010-05-03 00:11:48] SERVICE ALERT: LOTOS,LOTOS_IC3 Communications,CRITICAL,HARD,3,IC3 communications: IC30 Socket 10.100.58.10.4567 is down - IC51 Socket 10.100.58.10.4568 is down - ESU0 dump in progress Q = 429493315 messages - ESU1 dump in progress Q = 429493315 messages

LOTOS Log File Navigation, System Alert History by Day

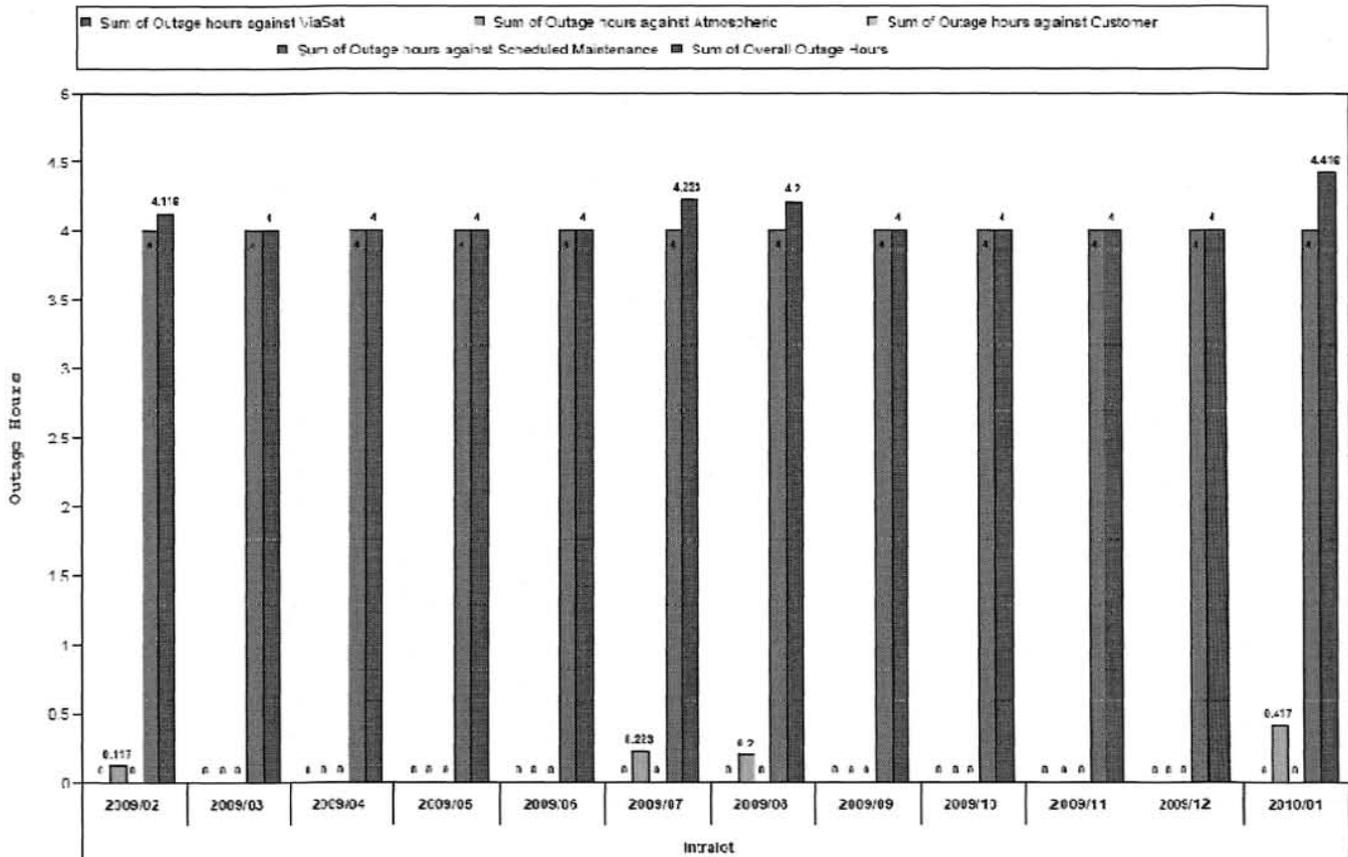
VSAT NMS Reports



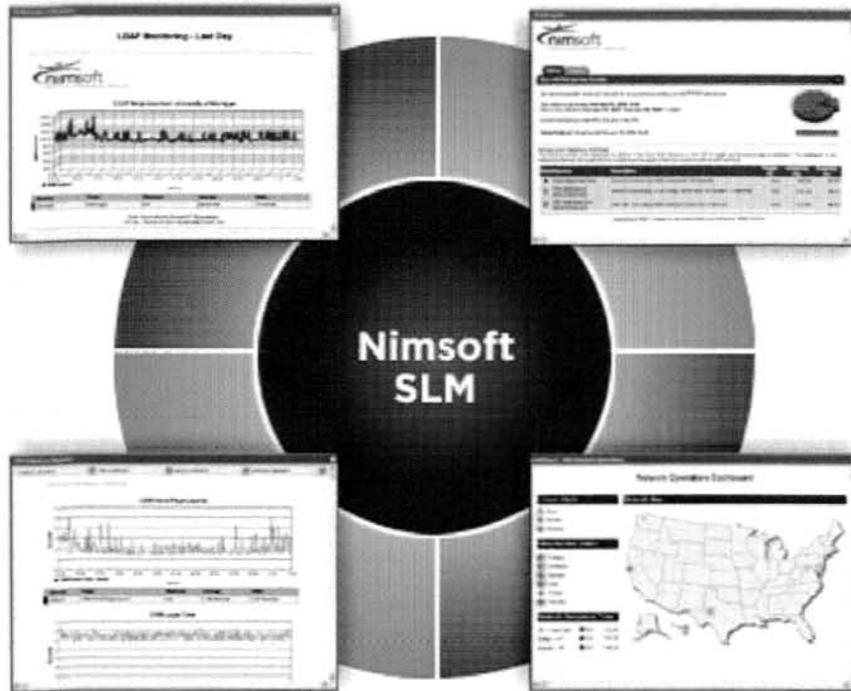
Intralot

		Minutes	% Availability	Rain	% Availability
		Of Outage		Fade	Including Rain
				Minutes	Fade
Jan	2009	4	99.991%	0	99.991%
Feb	2009	2	99.995%	0	99.995%
Mar	2009	4	99.991%	0	99.991%
Apr	2009	7	99.984%	0	99.984%
May	2009	0	100.000%	22	99.949%
June	2009	0	100.000%	8	99.981%
July	2009	70	99.838%	0	99.838%
Aug	2009	0	100.000%	11	99.975%
Sep	2009	0	100.000%	9	99.979%
Oct	2009	0	100.000%	0	100.000%
Nov	2009	71	99.836%	0	99.836%
Dec	2009	0	100.000%	0	100.000%

Intralot Total Outage Hours by Cause Groups for the last 12 months



NimSoft



How good is Nimsoft? INTALOT encourages the Texas Lottery to visit Nimsoft's customer testimonial website at the link here: <http://www.nimsoft.com/customers/testimonials-video.php>

Nimsoft provides us with several methods for visualizing and reporting Service Levels across the entire LOTOS central system. Among them are the:

- Service Delivery Portal
- Unified Reporter

The Nimsoft Service Delivery Portal (SDP) is an online, browser-based portal that provides enterprises and service providers with comprehensive, intuitive, and real-time views of the monitored infrastructure.

SDP delivers an array of out-of-the-box dashboards, capacity and performance reports, and service-level agreement reports—and it offers easy-to-use capabilities for developing and customizing reports.

Nimsoft's Unified Reporter provides 75 preconfigured reports that can be used to monitor Service Levels.

The Unified Reporter also contains *iReport*, an advanced report design module that will enable the Lottery to create professional reports in a range of layouts and formats; including HTML, PDF, XLS, and more.

Robust Report Control

With Unified Reporter's *iReport* offering, administrators and report designers can gain total control over the contents as well as the look and feel of every report. This kind of control ensures report presentation is as powerful and as easily understood as possible. With *iReport*, designers can create Web-based and print-ready reports in virtually any style—including dashboards, tables, crosstabs, charts, and gauges.

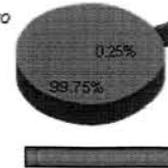
iReport is Unified Reporter's advanced report designer. *iReport* enables users to:

- Create professional reports in a range of layouts and formats.
- Get live previews of reports in any format available before finalization and distribution
- Upload and download reports to and from the Unified Reporter repository, and share with users.
- Embed drill-through and hypertext links, including PDF bookmarks.
- Tailor reports to various geographies, users, and groups.
- Leverage multiple data sources through a range of interfaces, including JDBC, XML, POJO, EJB, MDX, CSV, and custom.
- Output reports in HTML, PDF, XLS, RTF, SWF, ODF, and TXT.

The following examples of Nimsoft SLA reports are produced by Nimsoft's Unified Reporter.

This SLA is setup to monitor a web service against agreed upon service quality metrics. All physical and virtual (VMware) technologies that support this SLA are defined as SLOs and monitored below. End-user experience probes are deployed at two locations.

This status is generated May 02, 2010 13:05.
 The current period is April 26, 2010 to May 03, 2010 (1 week).
 Current compliance is 99.75%, the goal is 97.00%.



Trend Analysis: Will not breach at current rate.

Service Level Objectives (Summary)

The following service level objectives are defined in this SLA. Each objective is listed with its weight and the percentage of fulfillment. The fulfillment is the relationship between the weight and the compliancy of the Quality of Service constraints defined within the SLO.

State Objective	Description	Weight (%)	Achieved (%)	Expected (%)	Notes
HQ - Database Server	The database server and its application data is a critical component of this e-commerce service. Monitoring the performance of its functional subsystems and sql query response times in support this SLA is important to ensure continuous SLA compliance.	20	100.00	97.00	
HQ - Web Server	The web server plays the lead role in enabling this e-commerce service. To ensure a satisfactory end-user experience all functional systems that can compromise the web server are being proactively monitored in support of this SLA.	20	100.00	97.00	
Web Response - California	To monitor the end-user's experience with this web service we have deployed URL page load monitors at two locations (Texas and California). The deployed probes exercise the web service just as an end-user would and centrally reports response times.	20	99.25	97.00	
Web Response - Texas	To monitor the end-user's experience with this web service we have deployed URL page load monitors at two locations (Texas and California). The deployed probes exercise the web service just as an end-user would and centrally reports response times.	20	100.00	97.00	
HQ - Network Edge Router	This network router was determined to be most critical as it is the primary entry point for users interacting with this web service. A critical interface is monitored for optimized bandwidth utilization, error status, and operating status.	10	100.00	97.00	
HQ - Application Servers (VMware)	Application servers are critical for e-Commerce transaction processing. Each of these run on a VMware guest OS. Optimal server health requires monitoring the VM resources, operating systems (Netware and Windows 2003), and key application processes.	5	98.66	97.00	
HQ - ESX Host Server	The VMware ESX server is running the virtual machine that is hosting the business application. If the ESX server resources are degraded, it could impact the performance of the application server and the overall web service SLA.	5	99.44	97.00	

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Status History

Hosted CRM Service Level Agreement

This SLA is setup to monitor CRM application availability and performance from an end-user's perspective. Key transactions are performed and monitored against defined service level objectives.

This status is generated May 02, 2010 13:05.
 The current period is **April 26, 2010 to May 03, 2010** (1 week).
 Current compliance is 99.10%, the goal is 98.00%.



Trend Analysis: Will not breach at current rate.

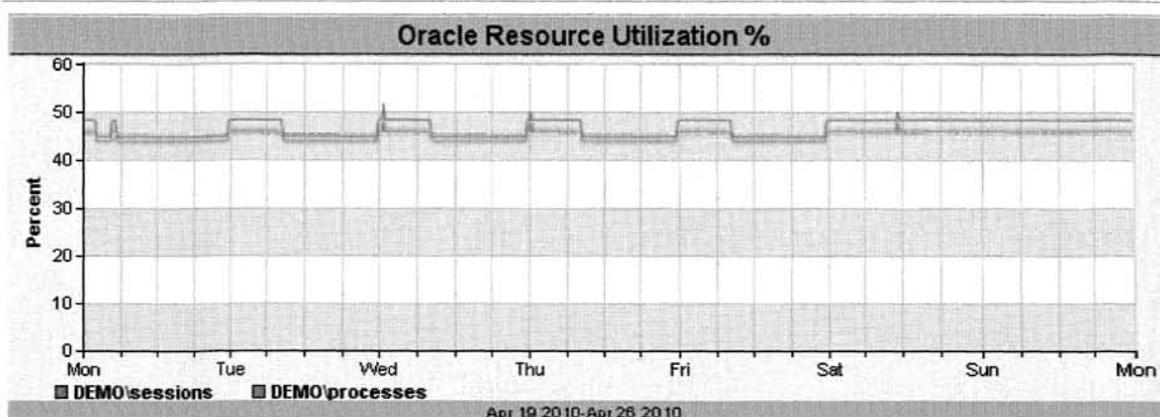
Service Level Objectives (Summary)

The following service level objectives are defined in this SLA. Each objective is listed with its weight and the percentage of fulfillment. The *fulfillment* is the relationship between the weight and the compliancy of the Quality of Service constraints defined within the SLO.

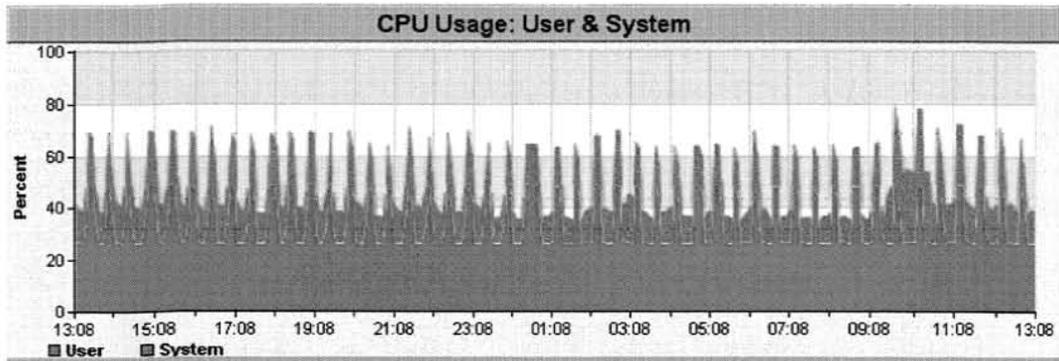
State Objective	Description	Weight (%)	Achieved (%)	Expected (%)	Notes
CRM Home Page Launch	This SLO requires < 15 second transaction response during business hours. This transaction launches a web browser and inputs the URL pointing to our hosted CRM application and measures the time it takes to load the web page.	auto	100.00	98.00	
CRM Login Transaction	This SLO requires < 8 second transaction response during business hours. This transaction logs into the CRM application and measures the time it takes to complete the login process.	auto	100.00	98.00	
CRM Company Search Transaction	This SLO requires < 15 second transaction response during business hours. This transaction inputs a company name into the CRM application and measures the time it takes to locate the company record.	auto	99.81	98.00	
CRM Company Select Transaction	This SLO requires < 8 second transaction response during business hours. This transaction selects a company name in the CRM application and measures the time it takes to retrieve and display full company details.	auto	96.61	98.00	

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Oracle Database Statistics - Apr 19 2010-Apr 26 2010

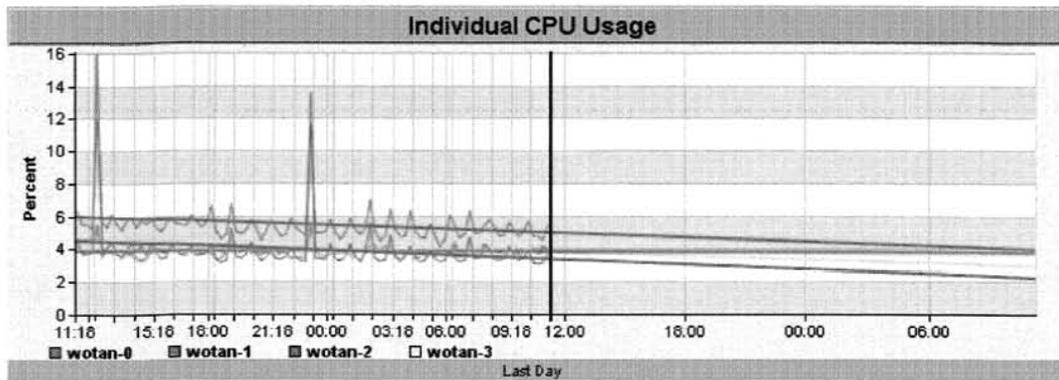


Windows 2003 Server Statistics with Period Forecasting - Last Day

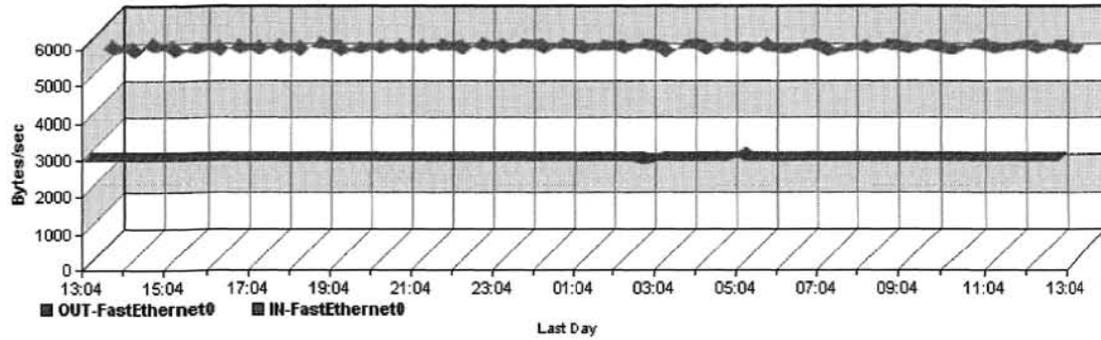


Last Day

Source	Target	Maximum	Average	Stdev
wotan	User	100.00 %	34.13 % (34.13% of max)	9.49 %
wotan	System	100.00 %	15.17 % (15.17% of max)	4.15 %

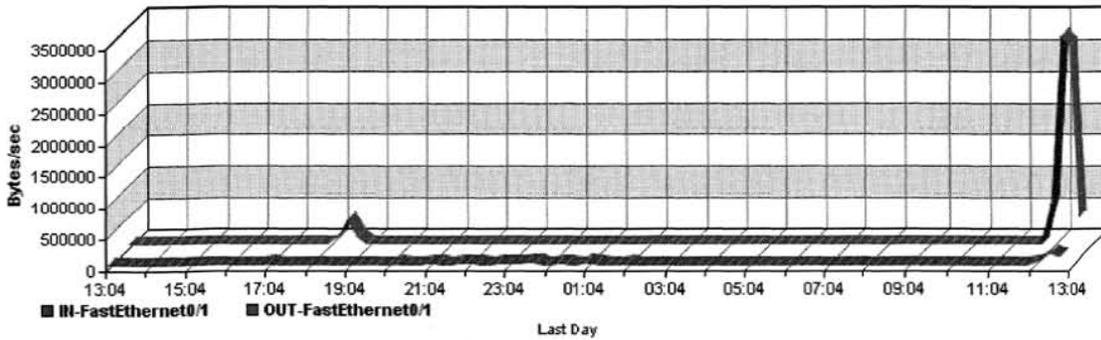


Fast Ethernet Port Traffic



Source	Target	Maximum	Average	Stdev
193.71.55.244	OUT-FastEthernet0	12500000.00 B/s	2935.90 B/s (0.02% of max)	15.31 B/s
193.71.55.244	IN-FastEthernet0	12500000.00 B/s	5354.41 B/s (0.04% of max)	82.55 B/s

Fast Ethernet Port Traffic

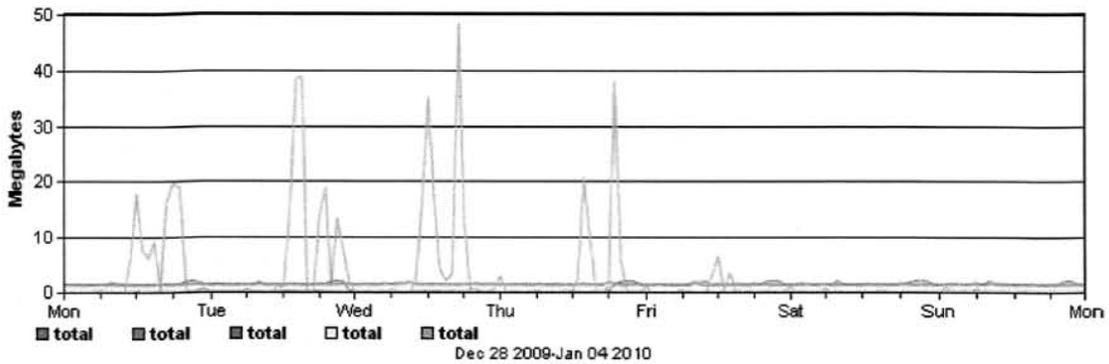


Source	Target	Maximum	Average	Stdev
193.71.55.250	IN-FastEthernet0/1	12500000.00 B/s	70097.85 B/s (0.56% of max)	27731.05 B/s
193.71.55.250	OUT-FastEthernet0/1	12500000.00 B/s	140619.98 B/s (1.12% of max)	471145.74 B/s

Cisco Netflow Statistics - Dec 28 2009-Jan 04 2010

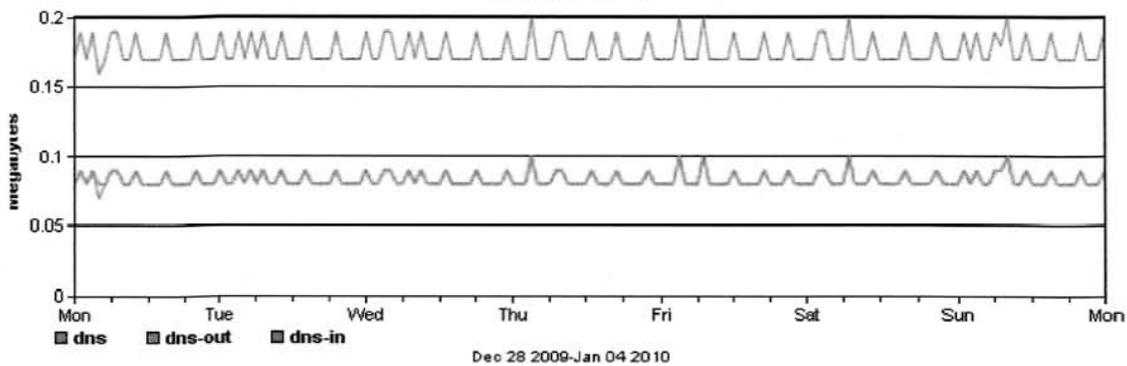


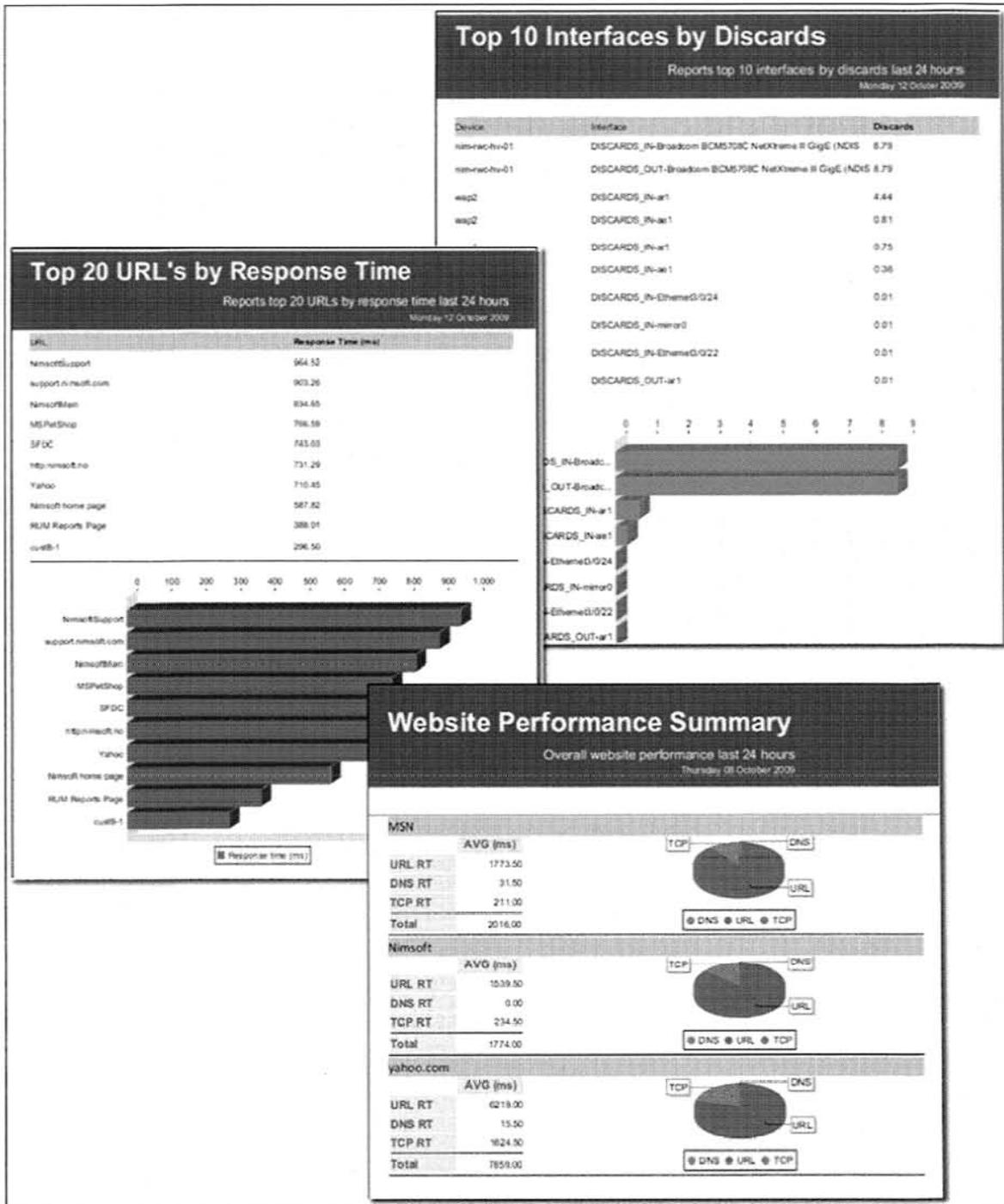
Total Netflow Protocol Statistics



Source	Target	Maximum	Average	Stdev
nim-svr31	total	n/a	0.08 Mb	0.02 Mb
nim-svr84	total	n/a	1.40 Mb	0.10 Mb
nim-svr13	total	n/a	1.08 Mb	0.67 Mb
nim-svr23	total	n/a	0.18 Mb	0.01 Mb
nim-svr15	total	n/a	2.98 Mb	7.89 Mb

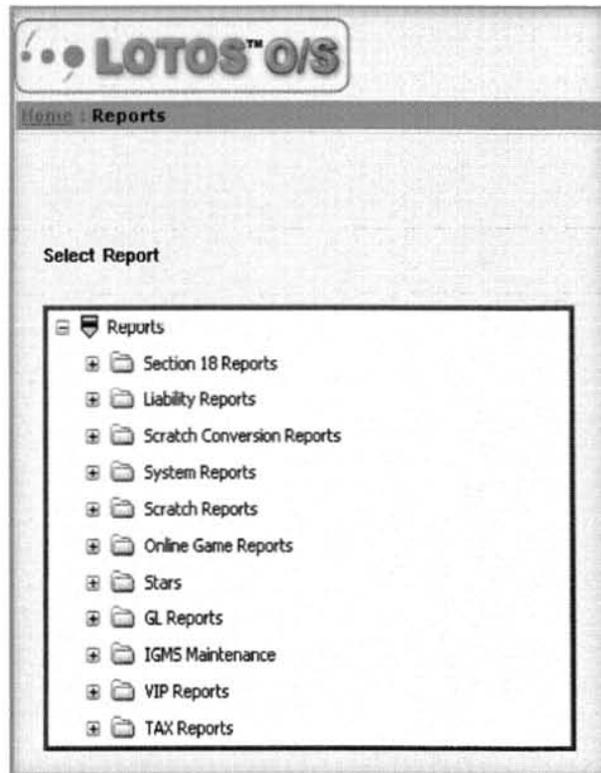
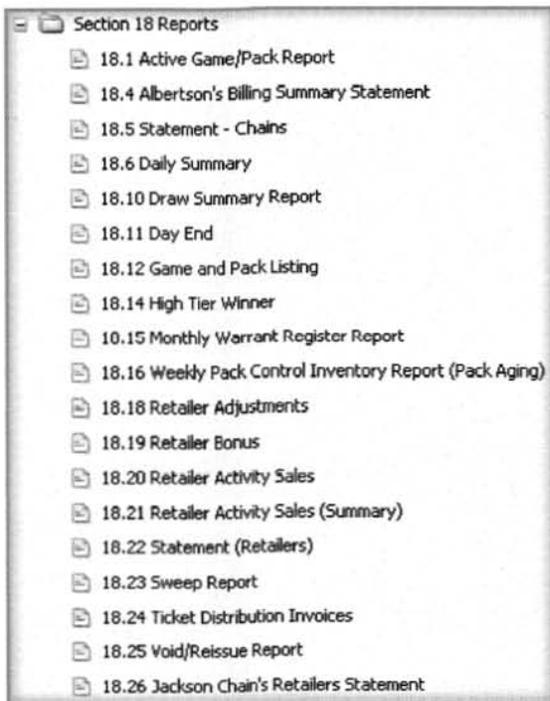
DNS Protocol





Instant Games Management System Reports

The reports below are samples from our IGMS system which will allow us to monitor Quality of Service for instant ticket accounting and delivery.



Instant Ticket Report Menu



Accounting Reports

Scratch Reports

LOTOS™ O/S

Home Reports Preview

Export Text

Main Report 100% BusinessObjects

Stolen/Evidence Scratch Tickets Report

10/24/06 8:26

From: 09/01/2006 To: 10/23/2006 Retailer: Game(s): Ticket(s): Sort:None

Game #	Game Name	Pack #	Ticket #	Count	Retailer #	Retailer Name	Region	Status	Date
405	5 Across Bonus Slingo	10120	1-40	40		Montana Lottery	1	1 Miss Lott	10/04/2006
406	LITTLE DEVIL DOUBLER SLINGO8088		1-40	40		Montana Lottery	1	1 Miss Lott	10/04/2006
415	Cow Chip Cash	1883	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
502	TIC TAC 2'S	1373	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
502	TIC TAC 2'S	1741	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
505	DOUBLE DOUBLER	200	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
506	THE INSTANT GAME	1638	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
507	KING OF CASH	6013	1-100	100		Montana Lottery	1	1 Miss Lott	10/04/2006
514	HOT NUMBERS	1052	1-100	100		Montana Lottery	1	1 Miss Lott	10/18/2006
521	HOT NUMBERS/LUCKY TIMES 5	116	1-40	40		Montana Lottery	1	1 Miss Lott	10/04/2006
521	HOT NUMBERS/LUCKY TIMES 5	492	1-40	40		Montana Lottery	1	1 Miss Lott	10/04/2006
531	SUDOKU	999	1-40	40		Montana Lottery	1	1 Miss Lott	10/04/2006

Instant Pack History

Begin Date: 11/01/2008 End Date: 12/08/2008 Start Pack: ALL End Pack: ALL

Pack State: ALL For: 100002 Chain: ALL Game: 294 Sort By: None

Game Name	Pack ID	Start Tkt	End Tkt	Cost	Loc ID	Location Name	Region	Status	Date/Time
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	5 - Allocated to Ship	11/11/08 11:35 am
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/11/08 11:35 am
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/18/08 1:55 pm
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	12/2/08 5:24 pm
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	5 - Allocated to Ship	11/11/08 11:35 am
294 PAC-MAN	2812	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/11/08 11:35 am
294 PAC-MAN	2813	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/18/08 1:55 pm
294 PAC-MAN	2813	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	11/18/08 1:57 pm
294 PAC-MAN	2813	0	99	300.00	100002	A-1 News Stand	3	7 - Settled	12/1/08 1:00 am
294 PAC-MAN	9388	0	99	300.00	100002	A-1 News Stand	3	5 - Allocated to Ship	11/20/08 11:43 am
294 PAC-MAN	9388	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/20/08 11:43 am
294 PAC-MAN	9388	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/21/08 11:22 am

Total Entries: 12



Instant Pack History

Begin Date: 11/01/2008 End Date: 12/08/2008 Start Pack: ALL End Pack: ALL
 Pack State: ALL For: 100002 Chain: ALL Game: 294 Sort By: None

Game Name	Pack ID	Start Tkt	End Tkt	Cost	Loc ID	Location Name	Region	Status	Date/Time
294 PAC-MAN	2012	0	99	300.00	100002	A-1 News Stand	3	6 - Allocated to Ship	11/11/08 11:38 am
294 PAC-MAN	2012	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/11/08 11:38 am
294 PAC-MAN	2012	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/18/08 1:55 pm
294 PAC-MAN	2012	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	12/09/08 5:04 am
294 PAC-MAN	2013	0	99	300.00	100002	A-1 News Stand	3	6 - Allocated to Ship	11/11/08 11:38 am
294 PAC-MAN	2013	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/11/08 11:38 am
294 PAC-MAN	2013	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/18/08 1:55 pm
294 PAC-MAN	2013	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	11/18/08 1:57 pm
294 PAC-MAN	2013	0	99	300.00	100002	A-1 News Stand	3	7 - Settled	12/1/08 1:00 am
294 PAC-MAN	9368	0	99	300.00	100002	A-1 News Stand	3	6 - Allocated to Ship	11/20/08 11:43 am
294 PAC-MAN	9368	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/20/08 11:43 am
294 PAC-MAN	9368	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/21/08 11:22 am

Total Entries: 12

Instant Return Detail

Start Date: 11/01/2008 End Date: 12/08/2008 Retailer ID: ALL Game: ALL Chain: 12452

Retailer	Game ID	Pack ID	Name	Manifest ID	Ticket Range	Date	Return		
							Tickets	Amount	Commission
207761 - Bi-Lo #029	263	21160	MATCH FOR CASH	001177861	90 - 99	11/26/2008	20	-60.00	4.20
						Sub Total for Retailer 207761:			20
207786 - Bi-Lo #107	247	4233	LOWCOUNTRY BOIL	201047440	287 - 299	11/17/2008	33	-33.00	2.31
						Sub Total for Retailer 207789:			33
207817 - Bi-Lo #164	263	21642	MATCH FOR CASH	001186573	80 - 99	11/25/2008	20	-60.00	4.20
						Sub Total for Retailer 207817:			20
211575 - Bi-Lo #12	228	26398	QUICK SC 2ND EDITION	001186596	140 - 143	12/08/2008	4	-6.00	0.56
						12/21/2008	28	-114.00	7.66
Sub Total for Retailer 211575:			57	\$-197.00	\$13.79				
211600 - Bi-Lo #42	270	7301	AIR ESCAPE	201107073	116 - 149	11/25/2008	34	-68.00	4.76
						Sub Total for Retailer 211593:			34
211600 - Bi-Lo #48	262	13061	BINGO DOUBLER	001086408	77 - 99	11/20/2008	23	-69.00	4.83
						11/20/2008	143	-143.00	10.01
Sub Total for Retailer 211609:			166	\$-212.00	\$14.84				

LOTOS O/S

Home Reports Preview

Export Text

1 / 2 Main Report 100% Business Objects

Retailer Inventory Detail Report

10/24/06 10:30

Retailer: ALL Region: 1 Sort: None

Retailer #	Retailer Name	Region	6 - In Transit	7 - Settled	12 - Received	13 - Activated	Total
100839	TOWN PUMP #8927	1	0	0	16	9	25
100866	TOWN PUMP #0900	1	0	0	2	7	9
100875	TOWN PUMP #1300	1	0	2	17	8	27
100884	TOWN PUMP #1500	1	0	0	0	5	5
100947	TOWN PUMP #0360	1	0	0	18	15	33
101064	TOWN PUMP #0350	1	0	0	17	10	27
101073	TOWN PUMP #8945	1	0	0	14	5	19
101868	LOAF 'N JUG #726	1	0	0	26	24	50
101877	LOAF 'N JUG #728	1	0	0	16	9	25
101886	LOAF 'N JUG #729	1	6	0	16	15	37
102189	WALTER'S IGA	1	0	0	0	20	20
102356	ROCKY MOUNTAIN SUPPLY #2	1	0	0	9	5	14
102727	THE CORNER STORE	1	0	0	22	5	27
105460	SAFEWAY #259	1	0	0	0	0	0
105488	SAFEWAY #3278	1	0	0	12	1	13
105497	SAFEWAY #289	1	0	0	7	0	7
105500	SAFEWAY #1581	1	0	0	2	3	5
105802	VANS INC	1	0	0	24	19	43
106840	THRIFTWAY SUPER STOP 1	1	0	0	21	12	33
106859	THRIFTWAY SUPER STOP 2	1	0	1	15	14	30
106877	THRIFTWAY SUPER STOP 4	1	0	3	11	13	27
107139	LEE AND DADS GROCERY, INC.	1	0	1	25	7	33
107564	ALBERTSONS #2007	1	4	1	10	0	15
107602	ALBERTSONS #2008	1	3	0	15	0	18
108266	KWIK WAY #32	1	0	0	22	11	33
108275	KWIK WAY #34	1	0	3	12	9	24
108431	RD'S TRAVEL STOP	1	0	0	21	7	28
108468	BEAVERHEAD IGA	1	0	1	14	14	29
108182	TOWN CAFE & LOUNGE	1	0	1	28	15	44
111777	KAOY KORNER	1	0	0	16	4	20
112104	EXPRESS LANE	1	0	1	26	25	52
112274	THRIFTWAY SUPER STOP 5	1	0	5	20	16	42
112283	EAST GATE IGA	1	0	3	18	12	33
112292	TOWN PUMP #9130	1	0	0	16	20	36
113377	GATEWAY MARKET, INC.	1	0	0	1	5	6
113533	RALPHS EXXON & CONV. STORE	1	0	0	14	0	14
113813	SUPER SAVE CAR WASH	1	0	2	22	23	47
114528	THRIFTWAY SUPER STOP 6	1	0	0	29	21	50
114581	TOWN AND COUNTRY FOODS	1	3	0	16	7	26
115389	TOWN PUMP #8931	1	0	0	15	8	23

Page 1 of 2
Rev: 10/24/2006 10:20:13AM

10/24/2006

Retailer Inventory Detail Report
L/Clematis

Packing Line Reports

Packing Line Detail

You are viewing page: 1 of 1 Record Retrieved: 10

of Orders To Move (Maximum:1000)

ORDER ID	TOTAL PACKS	ORDER TYPE	STATUS	RETAILER	PACKING LINE	DATE PLACED	
20811113798		Initial	InProcess	240744	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113720		Initial	InProcess	237654	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113752		Initial	InProcess	239683	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113774		Initial	InProcess	240235	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113794		Initial	InProcess	240726	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811118482	4	Initial	InProcess	233696	Line1	11/10/2008 11:59:59 PM	<input type="checkbox"/>
20811113666	4	Initial	Created	204003	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
10812044148	1	TeleSale	InProcess	239818	Line1	12/4/2008 1:16:17 PM	<input type="checkbox"/>
10812044142	1	TeleSale	Created	101630	Line1	12/4/2008 1:15:05 PM	<input type="checkbox"/>
10812044146	1	TeleSale	Created	238900	Line1	12/4/2008 1:15:57 PM	<input type="checkbox"/>



SHIPPING DETAIL REPORT						
SCEL 120 North Point Ct Blythewood SC 29016				Total Records: 6,049		
Date Shipped Between 11-10-2008 AND 12-07-2008				Page 1 of 466		
INVOICE # / PAYMENT	TRACKING ID#	CONSIGNEE NAME/ADDRESS	CITY COUNTRY	ST	ZIP CODE	WT
ITSI: 10811075354 BILL: SHIPPER ORDER: 10811075354	1ZIRSA120310753548 CARRIER: UPS PAYOR: IRSA12	242714 Great Falls Mart 3727 Great Falls Hwy	RICHBURG	SC	29729	4.40924524
ITSI: 10811100074 BILL: SHIPPER ORDER: 10811100074	1ZIRSA120311000742 CARRIER: UPS PAYOR: IRSA12	215179 Bi-Lo #285 1937 Wilson Road	NEWBERRY	SC	29108	3.747858454
ITSI: 10811100966 BILL: SHIPPER ORDER: 10811100966	1ZIRSA120311009663 CARRIER: UPS PAYOR: IRSA12	201632 Hot Spot #1103 9332 Ocean Highway	PAWLEYS ISLAND	SC	29585	4.850169764
ITSI: 10811101046 BILL: SHIPPER ORDER: 10811101046	1ZIRSA120311010464 CARRIER: UPS PAYOR: IRSA12	100575 Bousryland Quick Stop #2 255 E Main St	WALHALLA	SC	29691	3.30693393
ITSI: 10811101326 BILL: SHIPPER ORDER: 10811101326	1ZIRSA120311013265 CARRIER: UPS PAYOR: IRSA12	239854 Menswear and Accessories 4824 N Main St Ste 2	COLUMBIA	SC	29203	6.172943326
ITSI: 10811101606 BILL: SHIPPER ORDER: 10811101606	1ZIRSA120311016066 CARRIER: UPS PAYOR: IRSA12	101804 Hot Spot #1201 517 W Main St	EASLEY	SC	29640	1.922773572

- | |
|--|
| <p>5. 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.</p> |
|--|

INTRALOT agrees to provide the Texas Lottery with real time access to all data, reporting tools and inquiry or reporting systems available in the LOTOS system. If there is any tool for monitoring the status of anything in the LOTOS system and INTRALOT uses it, it will also be available to the authorized Texas Lottery personnel that need the information. All systems interfaces are browser based and easily available to those personnel that require access. INTRALOT as the Texas Lottery's partner will provide access to systems performance information and descriptions of software utilized to provide anything for the Texas project.

The Lottery will receive training in the tools to generate the ad-hoc and custom reporting capabilities of each tool. In addition to that training, INTRALOT will have specialists in each tool readily available to generate any new reports to meet the Texas Lottery's needs. INTRALOT will work with the Lottery to define reports that the Lottery will require on an ongoing basis so that production of the reports can be scheduled as part of normal processing. Resulting reports can then be delivered to the Lottery in a variety of formats (hardcopy, electronic copy, PDF, CSV, etc) using the Lottery preferred method (email, FTP, hardcopy delivery).

At a minimum, INTRALOT will provide access to the Lottery for each of the following:

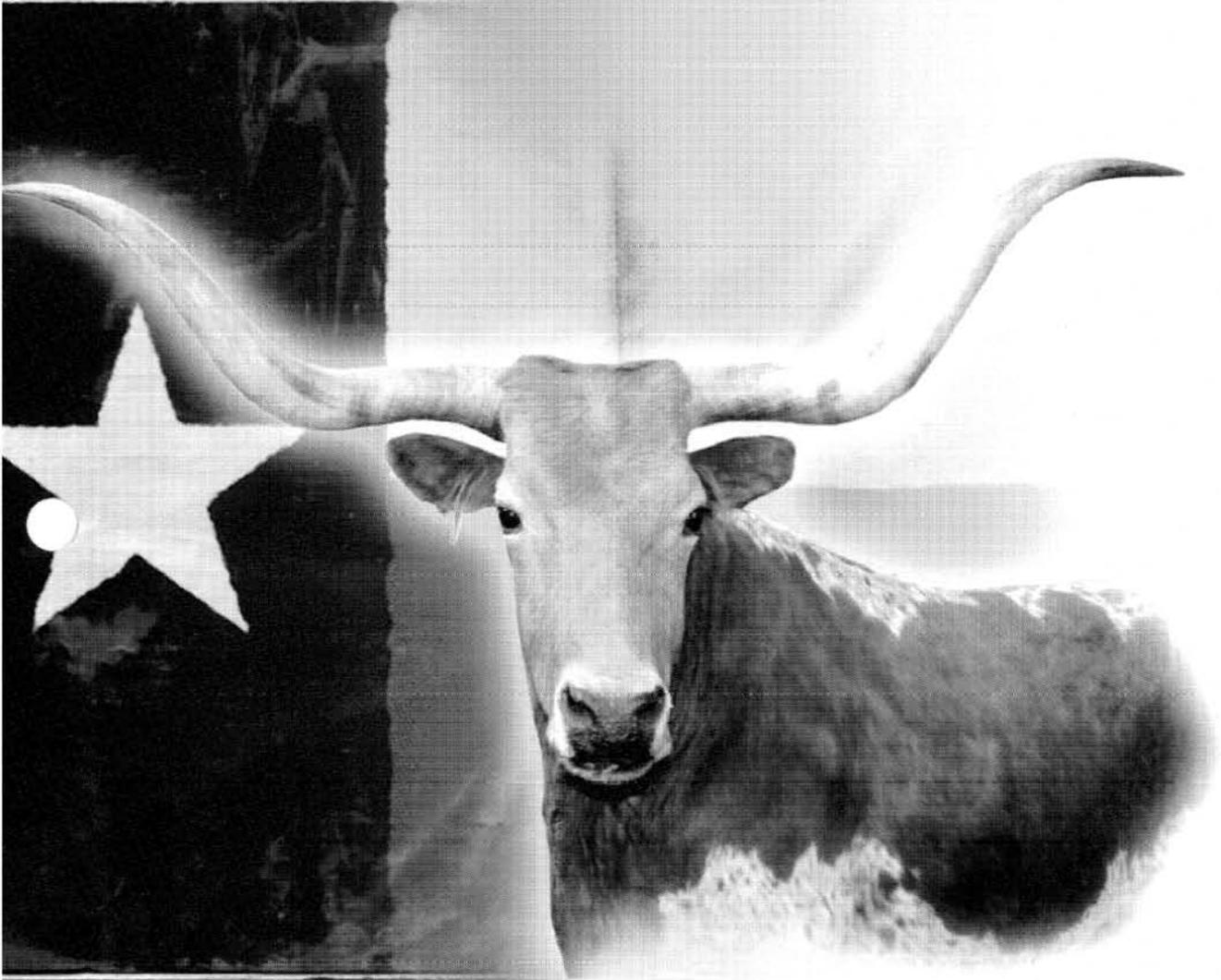
- Real Time Data Viewer (very useful for researching any transactions)
- Retailer Licensing and Maintenance System
- Crystal Reports (full access to the meta data LOTOS repository of data)
- Audit logs and Transaction logs for the central site systems
- CSIM LOTOS Messaging System

Exceptional Service is the everyday minimum standard with INTRALOT!

The INTRALOT staff of over 480 people in Texas will be TOTALLY DEDICATED TO TEXAS IN TEXAS and it is with great certainty that INTRALOT can claim that as partners with the Texas Lottery, exceptional service will be the everyday standard, just as it is now for all INTRALOT customers.

intralot

**A GLOBAL LEADER
YOUR LOCAL PARTNER**



INTRALOT
WE'RE BULLISH ON TEXAS

6.4 Service Management

6.4.1 Incident and Problem Management

Incident management activities are associated with restoring normal service operations as quickly as possible and minimizing the adverse impact on the Texas Lottery's business functions. Problem management focuses on activities to identify and solve problems and known errors before incidents occur. These activities could include performing predictive analysis activities to identify potential future problems, develop recommended mitigation plans, and implement approved corrective mitigation actions and processes.

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund by providing superior services. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class facilities will provide superior security, office and warehouse space that is optimized for efficient workflow. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry. INTRALOT's LOTOS™ securities have never been breached.

INTRALOT will dramatically beat the Texas Lottery's service level expectations. INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. INTRALOT is totally committed to driving tremendous annual growth in lottery sales.

Incidents will occur despite our best efforts. Our Incident and Problem Management processes will help us continue delivery superior services by quickly restoring services through incident management and eliminating future incidents through problem management. INTRALOT maintains an incident and problem management system and knowledge base based upon Siebel™ software and our Oracle™ database. INTRALOT will provide unrestricted access to our current and historical incident and problem management data to the Texas Lottery. 85% of retailer calls are typically resolved over the phone and the remaining incidents will be resolved the first time our Field Service Technicians are dispatched. Recurring retailer calls will result in management intervention to determine whether there is a product, process or training issue that needs resolution. All incidents are tracked from initial notification to final closure. Incident status is maintained throughout the incident management process and over the life of the contract.



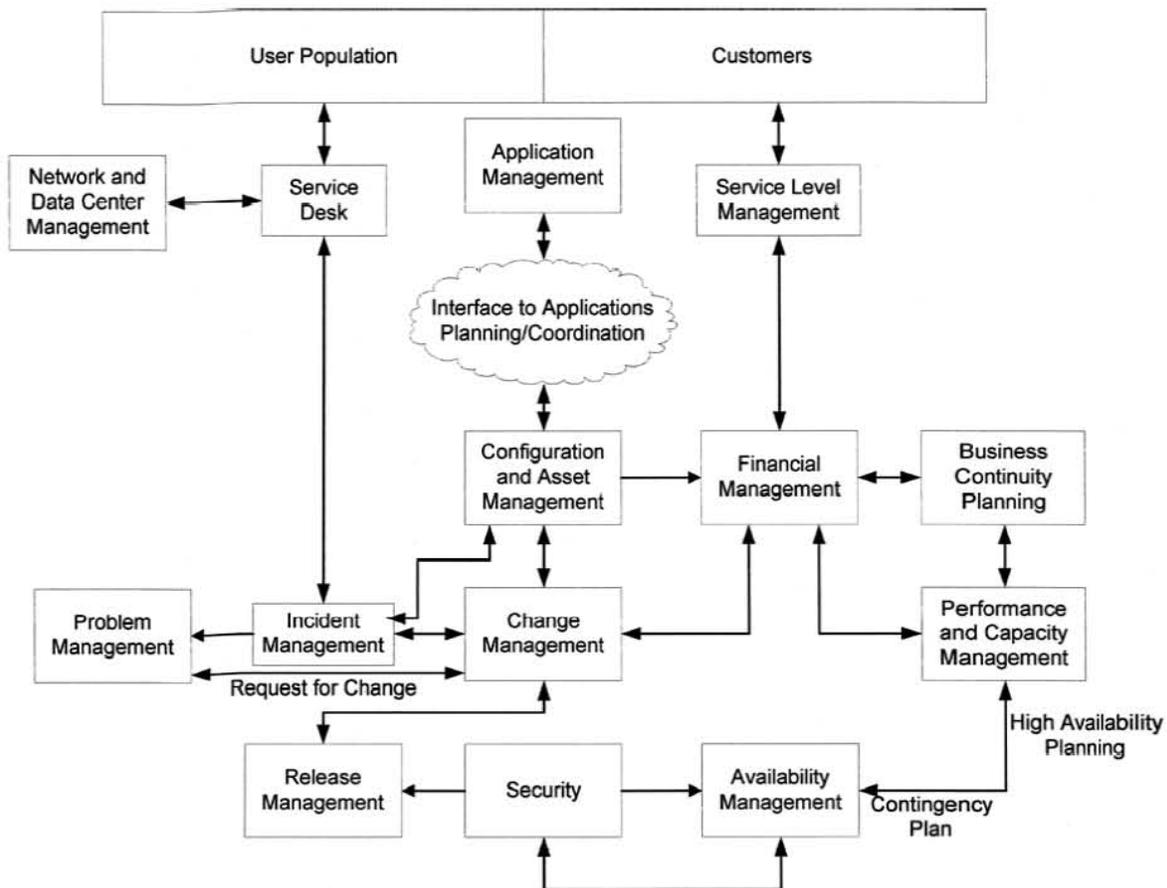
Table 9 Incident and Problem Management Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and agrees to comply with the detail requirements defined in Table 8 Incident and Problem Management Requirements.

2. 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.



Information Technology Infrastructure Library Best Practice Process Model

The Information Technology Infrastructure Library (ITIL) best practice process model above shows the relationship between INTRALOT's Service Desk (Call Center) and our Incident Management, Problem Management and Change Management processes. Our Incident Management and Problem Management processes are designed around ITIL best practices. The following paragraphs describe INTRALOTs Incident and Problem Management processes.

Incident Management

Incident management is the primary purpose of the Call Center/Service Desk. Service Desk is synonymous with our Call Center organization. The primary goal of Incident Management is to restore normal service operations as quickly as possible while minimizing adverse impacts on lottery operations and maximizing service levels. An incident is any event which causes an interruption or reduction of the quality of our operations or services.

INTRALOT will work with the Texas Lottery to define incident severity-level characteristics, prioritization schema and escalation requirements. These definition characteristics, prioritization schemas and escalations requirements will be formalized in a requirement document that is put under configuration control and stored in INTRALOT's Configuration Management Database (CMDB). Subsequent revisions will be processed through our Configuration Management process. The following are examples of priority codes. INTRALOT will develop Texas specific priority codes together with the Texas Lottery.

IMPACT		High	Medium	Low
URGENCY	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Severity Code	Description	Target Resolution Time
1	Critical	1 Hour
	High	8 Hours
3	Medium	24 Hours
	Low	48 Hours
5	Planning	Planned

Severity 1 and 2 incidents and sales validation incidents will immediately enter the problem management root cause analysis process. INTRALOT will coordinate incident management across our subcontractors and the Texas Lottery's Instant Ticket vendors. INTRALOT invites the Lottery to participate in our Texas Configuration Management Board (CMB), Release Management Board (RMB) and Problem Management Board (PMB); three internal organizations responsible for managing the processes controlling our documentation, software development and constant improvement of our technology, processes and procedures. INTRALOT will provide regular incident and problem management reports to the Lottery.



Incident Management procedures described at a high level above will be documented and placed under configuration control in the CMDB. These procedures will be the basis for training development for the Call Center, Data Centers, Network Operations and Field Service organizations.

If someone determines that they are having an issue with our systems or products they call INTRALOTS Call Center/Service Desk. Our first-level support is a Call Center customer service representative (CSR). If the incident can't be solved by our Call Center, it is then escalated to higher and higher levels of technical support. If the incident is serious the General Manager will be immediately notified.

INTRALOT's Service Desk infrastructure represents INTRALOT to the Texas Lottery and the Texas Lottery Retailers. We operate on the principle that customer satisfaction is critical. We depend on blending people, technology and processes to deliver superior incident management services. Our Service Desk is synonymous with our Call Center organization. Our Service Desk Incident registration inputs include:

- Email requests
- Voice requests
- Internet requests
- Fax requests
- Telephone requests
- Hardware events
- Application events

An incident ticket is initiated for each incident event. Similar incident events are evaluated to determine whether the incidents were caused by the same triggering event or are part of a larger overall problem. Incidents are classified to:

- Specify the service or equipment related to the incident
- Associate SLAs in place associated with the incident
- Define the business impact and resolution priority
- Define the workload estimate to resolve
- Define what questions or information should be asked or checked.
- Determine whether the incident matches known errors or work-arounds

The causes of an incident may be apparent and the cause may be addressed with further investigation by the Problem Management process. Our Service Desk organization owns, monitors, tracks, and communicates incidents until they are totally resolved. They regularly monitor the status and progress towards resolution and affect on SLA performance of all open incidents. Coordinate movement of incident between specialist support groups and or refer incidents to problem management.

The Service Desk monitors high impact incidents as a priority and keeps affected users informed of progress. Typical Key Performance Indicators for Incident Management include:

- Total number of Incidents
- Mean elapsed time to resolve incidents (by impact code)
- Percentage of incidents resolved within SLA targets
- Average cost of lost sales per incident
- Percentage of incidents closed by Service Desk level one support staff
- Incidents processed per service desk associate
- Percentage of incidents resolved without need for an onsite visit.

INTRALOT's Siebel™ Retailer Services and CRM application has been highly successful for tracking and reporting internal and external generated incidents. Incidents reported by retailers, the Lottery or internally by INTRALOT employees and their vendors have a corresponding ticket opened in Siebel. Incident data and service history is kept on internal systems, networks and retailer terminals and peripherals including those in reserve or returned to a depot for maintenance. The System assigns an incident type, incident severity-level, priority and resolution code for each incident and generates a variety of reports.

All incident reports are recorded by Call Center CSRs, along with retailer service in the Siebel™ database. In addition, the INTRALOT Field Customer Service management team uses the Siebel™ retailer services and CRM application to track any issue with individual terminal components. In this way we are able to troubleshoot based on the history of a retailer as well as the history of the terminal equipment. All maintenance information is retained on-line for both the Siebel™ retailer services and the bench maintenance database for the life of the contract.

The following is the New Case screen for Siebel™ Retailer Services.

The screenshot shows the 'New Case' screen for Siebel™ Retailer Services. The form is titled '1-1095301' and includes a menu with options: New, Delete, Save, Query. The form is divided into three main sections:

- Retailer Information:**
 - *Retailer Code: [Dropdown]
 - Address: [Text]
 - FST Name: [Text]
 - FST Phone: [Text]
 - SL Category: [Dropdown]
 - Store Name: [Text]
 - State: [Text]
 - FST Zone: [Text]
 - Local Time: [Text]
 - Monthly Rank: [Text]
- Contact & Asset Information:**
 - Caller Name: [Text]
 - Contact Person: [Text]
 - Communication Type: [Dropdown]
 - Anonymous:
 - Contact Type: [Dropdown]
 - Games: [Text]
 - Terminal Down:
- SR Information:**
 - SR #: 1-1095301
 - *Code Type: Technical Malfunction [Dropdown]
 - Code: [Text]
 - Sub-Code: [Text]
 - *Summary: [Text]
 - *Date Opened: 10/2/2008 13:33:15 [Text]
 - Response End Time: [Text]
 - Response Time: [Text]
 - Resolution Actions: [Text]
 - Asset Type: [Text]
 - Priority: [Dropdown]
 - *Owner: ALEX.GERARDIS [Text]
 - Owner Group: Help Line Center (HLC) [Text]
 - *Status: Open [Dropdown]
 - *Substatus: Assigned [Dropdown]
 - Source: Phone [Dropdown]
 - Closed Date: [Text]
 - Closed By: [Text]
 - Actual Duration: 0 Days 0 Hours 0 Minutes



The Service Desk call-tracking and incident resolution reports that can be provided include the following:

- Open Cases by Duration
- Closed Cases by Duration
- Cases by specific Problem code
- Cases by specific Owner Group
- Cases by specific Time Range
- Cases by specific Retailer – Retailer History
- Cases by specific Resolution
- Specific Assets – Life Cycle of Asset, determine trends
- Specific Location – See all Assets currently at a specific Location

The goal of INTRALOT's service desk escalation process is to ensure that all incidents are resolved quickly. One of the Service Desk's primary functions is to determine where the incident resolution ownership resides: Lottery Sales Representatives, Field Services, computer operations, software, or network support. The key to an effective Service Desk is to ensure that incidents that cannot be resolved by the Call Center are escalated immediately to the appropriate support area. The escalation process, therefore, concentrates on finding the right expertise to quickly resolve the incident and get the system, product or retailer(s) back on line. If the incident is a critical issue, INTRALOT's General Manager is notified immediately; otherwise, the normal incident escalation process is followed.

The following Critical Success Factors for Incident Management are carefully followed by INTRALOT:

- Maintain an up-to-date CMDB
- Maintain an up-to-date Knowledge Base or known errors and known problems
- Siebel™ automation for Incident Management
- Close linkage with our Service Level Management processes to drive appropriate Incident Response Targets

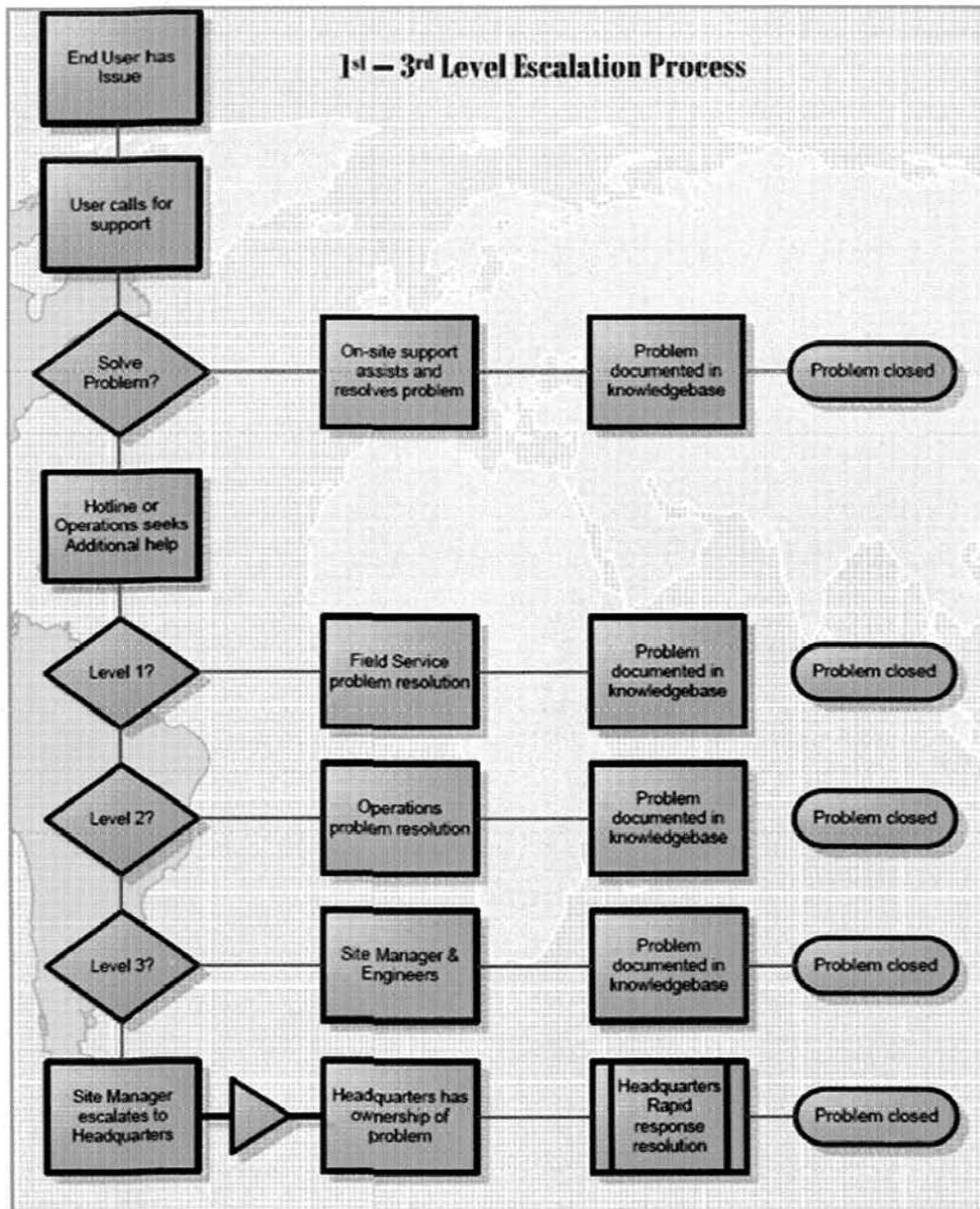
Troubleshooting guides, descriptions of known problems and work-arounds for known problems are available on the Service Desk screens. The following is an example reference guide that is regularly maintained by our Ohio Call Center and used not only as part of our training plan but also for ongoing operations.

All incidents are reported to the Service Desk where the majority of these incidents (85%) are resolved. The Service Desk monitors incident resolution progress of all registered incidents. Upon receipt of a new incident the CSR records basic details (time, symptoms, location, etc.). If a service request has been made, the request is handled in accordance with INTRALOT standard operating procedures. The configuration item from the CMDB reported as the cause of the incident is identified. The appropriate priority is set and the caller is given the incident number associated with their call. The incident is assessed and if possible resolution advice is given when the incident matches known problems and errors. If the CSR cannot resolve the incident it is escalated.

Following successful resolution the incident record is closed after appropriate details of the resolution action and appropriate category code are added.

 Troubleshooting Reference Guide 	
I Blank Forms	9/18/2009 13:57 Michael Kovalchin
1a Leave Request Form.doc	<small>9/18/2009 13:58 Michael Kovalchin</small>
II Troubleshooting, Reference Guides, and FAQ's	9/18/2009 13:27 Michael Kovalchin
1 Blank Forms	9/18/2009 13:47 Michael Kovalchin
1a Retailer Issues.doc	<small>9/18/2009 13:51 Michael Kovalchin</small>
2 Dispatch	9/18/2009 13:46 Michael Kovalchin
2a Interim After Hours Dispatch Procedures (2).doc	<small>9/18/2009 13:51 Michael Kovalchin</small>
2b Interim After Hours Dispatch Procedures.doc	<small>9/18/2009 13:51 Michael Kovalchin</small>
2c Troubleshooting Dispatch.doc	<small>9/18/2009 13:51 Michael Kovalchin</small>
3 FAQ's	9/18/2009 13:46 Michael Kovalchin
3a Equipment quick fixes 7.16.09 (3).doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
3b Equipment quick fixes 7.16.09.doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
3c FAQ OH.doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
3d Frequently asked questions for Help Desk.doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
3e HOTLINE FAQ (2) v 2 (2).doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
4 Games	9/18/2009 13:50 Michael Kovalchin
5 General Info	9/18/2009 13:47 Michael Kovalchin
5a Service Tech Priority for Siebel.doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
5b Call Center Operators.doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
5c CRM codes-1.0 version.xls	<small>9/18/2009 13:52 Michael Kovalchin</small>
5d HOTLINE Conversion (2) v 2 (3).doc	<small>9/18/2009 13:52 Michael Kovalchin</small>
6 Keno	9/18/2009 13:27 Michael Kovalchin
6a KENO Problems.doc	<small>9/18/2009 13:44 Michael Kovalchin</small>
6b Keno Problems.xls	<small>9/18/2009 13:44 Michael Kovalchin</small>
6c Ohio Keno Help Desk Scenarios.doc	<small>9/18/2009 13:44 Michael Kovalchin</small>
7 MicroLot and HFE	9/18/2009 13:49 Michael Kovalchin
7a OH COR HFE HDM vs 1.0.pdf	<small>9/18/2009 14:52 Michael Kovalchin</small>
7b OHIO uLLOT HDM vs 1.0.pdf	<small>9/18/2009 14:52 Michael Kovalchin</small>
8 Power and Communications	9/18/2009 13:49 Michael Kovalchin
9 Reports	9/18/2009 13:50 Michael Kovalchin
10 Training	9/18/2009 13:49 Michael Kovalchin
10a Microlot Quick Reference Card.pdf	<small>9/18/2009 13:54 Michael Kovalchin</small>
10b Ohio DRAFT HDM.doc	<small>9/18/2009 13:54 Michael Kovalchin</small>
10c Ohio Helpdesk Hardware Training.ppt	<small>9/18/2009 13:54 Michael Kovalchin</small>
10d Retailer training ques comment.docx	<small>9/18/2009 13:54 Michael Kovalchin</small>
11 Troubleshooting	9/18/2009 13:49 Michael Kovalchin
11a intralot Equip Troubleshooting and quick fixes 7.22.09.mp.doc	<small>9/18/2009 13:55 Michael Kovalchin</small>
11b Troubleshooting Basics.doc	<small>9/18/2009 13:55 Michael Kovalchin</small>
11c Trouble shooting guide 1.doc	<small>9/18/2009 13:55 Michael Kovalchin</small>
11d Troubleshooting Guide.doc	<small>9/18/2009 13:55 Michael Kovalchin</small>
12 WinStation and MP's	9/18/2009 13:40 Michael Kovalchin
12a WinStation and MP Help number.doc	<small>9/18/2009 13:56 Michael Kovalchin</small>

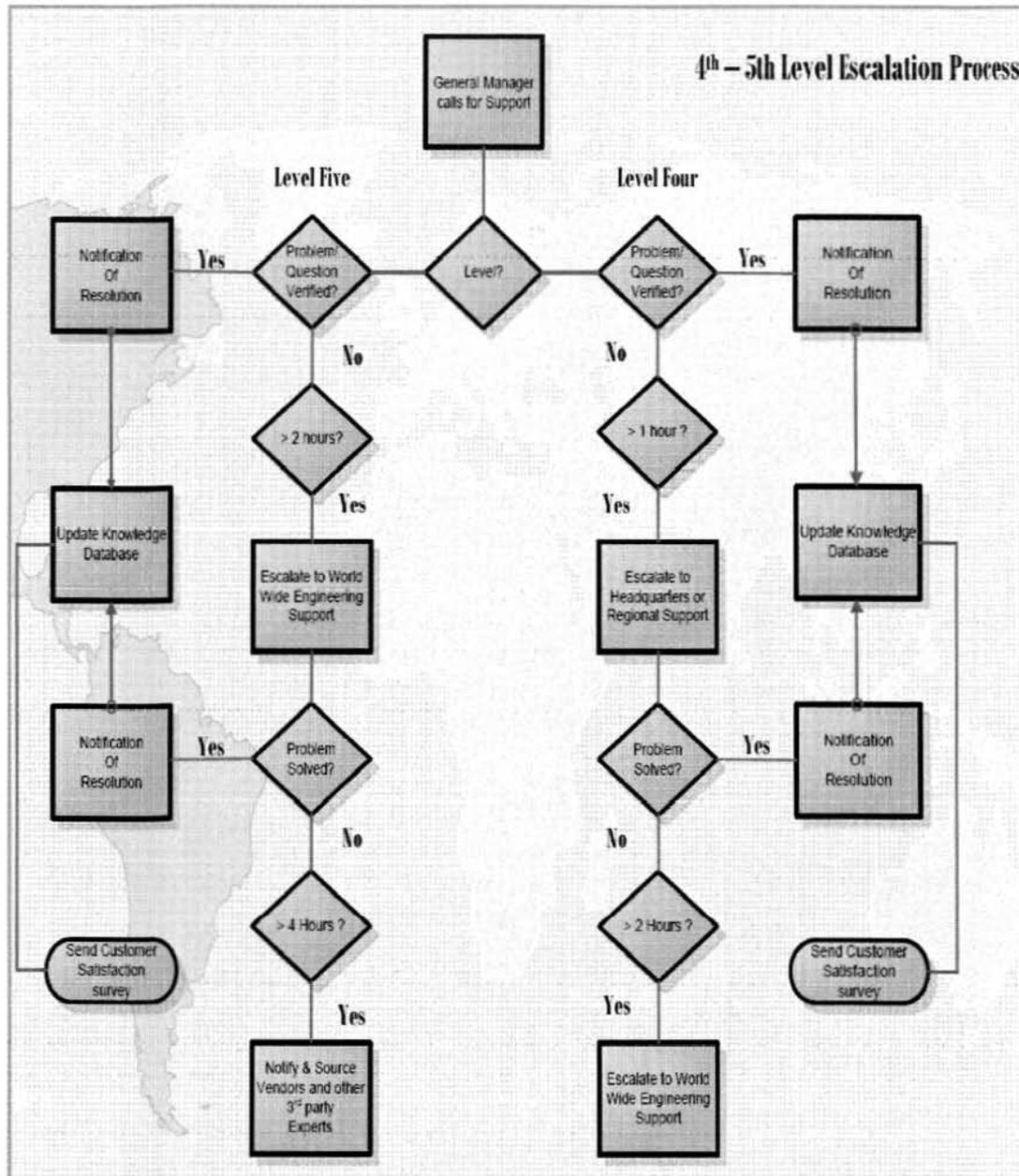
If the Service Desk level 1 support operators (Call Center CSRs) are unable to resolve the incident, the incident is escalated to level 2, 3, 4, 5 or 6. The following Level 1 to Level 3 initial escalation process diagram depicts the formal escalation process to determine the cause of the problem.



Level One to Three Initial Escalation Process for Support

Level 4 incident resolution generally involves statewide problems and the process escalates to the Site General Manager. Support functions for issues at Level 4 are typically the responsibility of INTRALOT headquarters support personnel and involve difficult Systems or networking problems.

Once headquarters engineering experts have been called by the Site General Manager, the headquarters or INTRALOT regional support group of Engineers own the incident until it is resolved. The following diagram depicts the overall process flow for problem solving for the Lottery Site manager or headquarters group, and worldwide engineering services support.



Level Four and Level Five Escalation Procedure



Problem Management

The Goal of INTRALOT's Problem Management process is to prevent the adverse impact of future incidents on the Texas Lottery's business that are caused by errors within INTRALOT's IT infrastructure and processes. Problem management seeks to identify the root cause of incidents and develop permanent solutions to eliminate related incident recurrence. Once problem management has identified the root cause of an incident, a project is created to identify a work-around, document known errors, and/or develop permanent solutions. The incident management team is kept informed of progress and status of problem management projects. Incidents are referred to problem management when:

- Incident management is unable to resolve an incident thereby returning the service, product or technology to normal operation.
- Analysis of incidents reveals recurrent incidents
- Analysis of incidents cannot match incidents to known problems or errors
- Analysis of infrastructure or processes reveals a problem that could lead to incidents
- A significant incident occurs that requires changes in software, hardware, process or procedures.

INTRALOT's problem management team meets on a weekly basis to review progress of ongoing problem management projects and to accept and prioritize new problem management projects. Local, US corporate and Corporate Head Quarters technical and management team members are involved in INTRALOT's problem management and problem management project processes.

INTRALOT's Key Success Factors for Problem Management include:

- Effective automated registration of incidents in the Siebel™ database.
- Setting achievable objectives for problem resolution and using key staff on problem solving team.
- Balancing time between incident management and problem management across the staff.

Problems are classified according to the incident classification they are associated with and into domains (hardware, software, network, etc.) The quantification of impact on the Lottery of solving the problem helps set its priority and urgency. Proactive problem management is concerned with identifying and resolving problems and known errors before incidents occur. The main activities within proactive problem management are trend analysis. An example of proactive problem management is associated with capacity management. As the file size of data starts to fill local hard drives, proactive problem management averts a disk full incident by preemptively replacing smaller hard drives with larger drives.

6.4.2 Capacity Management

Capacity management services are the activities associated with ensuring that the capacity for supporting all Lottery functions matches the evolving demands of the Texas Lottery's business in the most cost-effective and timely manner. The following table identifies the capacity management requirements.

Table 11. Capacity Management Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and agrees to comply with the detail requirements defined in Table 10 Capacity Management Requirements.

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.

INTRALOT has defined the capacity management requirements based upon the Texas Lottery's requirements and extrapolation from our systems we provide for other very large lotteries. We will develop formal capacity management procedure documentation and after they are approved by the Texas Lottery, these documents will enter configuration control in our CMBD. The Texas Lottery is invited to participate on our Configuration Management Board. INTRALOT uses numerous system tools that watch and predict capacity requirements proactively by continuously monitoring the LOTOS™ O/S gaming system and associated business functions and systems. As described in the previous section INTRALOT practices proactive problem management especially in the area of capacity management to avoid incidents and problems and improve performance of our systems, operations and services. INTRALOT's systems will always have extra capacity to meet service level agreements even during daily, weekly and seasonal increases in system demand. Incidents are assessed to determine if there are any capacity issues associated with the incident.

Capacity management provides the necessary information on current and planned resource utilization to enable confident decisions involving sizing of those resources including:

- Which components to upgrade with more memory, faster processors, greater bandwidth, etc.
- When to upgrade to prevent bottlenecks, inconsistent performance or customer dissatisfaction.



Capacity Drivers include:

- New game launches, new promotions, new reports, new data requests
- Capacity degradations identified by the Problem Management process
- Additional retailers
- New complex reports
- Game growth
- Storage growth

Intralot capacity management processes ensure that the capacities for Lottery's future business requirements are considered, planned and implemented in a timely fashion. This is done by analyzing existing data on current resource utilization to trend, forecast and model future capacity requirements. All the components of the Lottery Gaming System infrastructure, processes and assets are proactively monitored to ensure that all of our services can be managed to deliver our service level targets both in the present and future. For example, in the warehouse high and low capacity limits are assigned to key components and actual utilization is monitored to ensure that the high and low limits are not breached. When trends show that planned capacities will not sustain delivery of target service levels, remediation of the capacity component is initiated well before its planned limits are reached. Typical capacity related data analysis involves:

- CPU utilization
- Memory utilization
- I/O rates and device utilization
- Queue length
- File store utilization
- Transaction response time
- Processing profiles
- Average and peak concurrent users
- Average and peak number of network nodes
- Staffing levels
- Available warehouse space

Capacity management stores data that is relevant to the Lottery Gaming System, our services, the Texas Lottery and Lottery Retailers. Capacity forecasts and exception reporting of potential and actual capacity issues will be communicated to the Texas Lottery on a monthly basis unless there is a capacity related incident in which case reporting will begin with INTRALOT's Incident Management reporting process.

In order to ensure the system and components do not become antiquated or outdated, INTRALOT will keep all systems up to date and will remain current by installing Operating System patches, Software fixes, subscribing to software support from IBM, Oracle, Cisco and performing upgrades issued by the manufacturers on a regular basis in cooperation and with the authorization of the Lottery.

INTRALOT will conduct an annual system performance review audit and report together with the Texas Lottery. Any systems or components found to be marginal and not able to provide the future level of service required and needed to operate the Lottery according to the Lottery's requirements and expectations will be upgraded, replaced, and or purchased, installed and supported by INTRALOT.

INTRALOT's technology review will include assessment by the our Corporate VP of Systems, the General Manger responsible for Texas and living in Austin, our VP of Operations and our Chief Information Officer, with the report being finally reviewed by our President and CEO and submitted to the Lottery for recommendations and approvals. Once written approvals are received from the Lottery, any additional system capacities and upgrades will be performed.

6.4.3 Performance Management

Performance management services are those activities associated with tuning the Lottery Gaming System, including the optimization of all Lottery operations and services functions.

Table 13 Performance Management Response Requirements

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.
2. The Proposer must provide a description of its proposed performance management processes.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and agrees to comply with the detail requirements defined in Table 12 Performance Management Requirements.

INTRALOT's Performance Management Process is closely related and coordinated with our Capacity and Problem Management Processes. Requirements to improve and maintain Gaming System Performance are driven by incidents that cause system performance issues identified by the Problem Management process, monitoring system, database and network metrics, and by normal growth or planned future growth of system component utilization monitored by the Capacity Management Process. System hardware, database, and network metrics are monitored based on the Standard Operating Procedures implemented at our datacenters. Deviations from acceptable levels are immediately reported and addressed before a critical situation develops. The tools described in Section 6.2 allow us to monitor each metric in relationship to a service level requirement. The tools allow us to monitor metrics such as hard drive usage, memory usage, database response time, and transaction response time.

Solutions for maintaining system performance include monitoring and tuning the Oracle database. Performance is enhanced by evaluating SQL scripts and batch jobs for efficiency, allocating or reallocating hardware resources and analyzing and eliminating contentions. The operating system performance is maintained by changing the number of processors are assigned to certain tasks, tuning memory and hard drive usage, or redesigning how system processing is executed in the gaming system software. All these solutions involve changes to the master configuration management database and are controlled by the Release Management and Configuration Management processes.

In addition, each enhancement and the proposed solution are evaluated by our software development staff to determine the impact on disk usage, memory usage, system throughput and database efficiency. Designs are modified to make the most efficient use of resources and where necessary the hardware is upgraded, or the database reconfigured to accommodate the enhancement. This is done in accordance with the release management and configuration management processes that include testing and approval tasks performed with the Lottery.

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.

As described in Section 6.2. INTRALOT uses several commercially available packages to monitor system and network performance. These packages include Nimsoft NMS, IBM Director, NAGIOS, VSAT NMS and others. All monitoring tools will be configured based on the system hardware and the network proposed for Texas.

IBM Director Utilities offer a web based console offering a host of features (i.e. Health monitoring view, dashboards, monitors and threshold UI with increased metrics etc) and providing desirable automated alarm notification to the computer operator.

Director allows us to set up alerts or Predictive Failure Analysis (PLA) on a variety of entities such as systems, networks, storage, and power systems as shown below.

Select	Name
<input checked="" type="checkbox"/>	BladeCenter Systems (12)
<input type="checkbox"/>	Network Systems (0)
<input type="checkbox"/>	Operating Systems (5)
<input type="checkbox"/>	Power Systems (7)
<input type="checkbox"/>	Storage Systems (6)
<input checked="" type="checkbox"/>	System x (6)
<input type="checkbox"/>	System z (5)

Once the entities have been selected, the event can be defined as shown below.

Events

Specify one or more events from a list of commonly used events. The selected events will trigger this event automation plan. Or, select Advanced Event Filters in the Events list to use an advanced event filter.

Events: Advanced Event Filters

Use advanced event filters to monitor for specific events that are not included in the common event filters or to monitor for only one event. For example, instead of monitoring for all fan event types, you can monitor for only the Fan Predictive Failure Analysis (PFA) event. Also, you can create more sophisticated event filters that are triggered when duplicates of an event are received, when a specific number of instances of an event is received over a range of time, or when a specific event is received but you want to exclude another event.

Event Filters

Select	Name	Description
<input type="radio"/>	All Events	Processes any events that occur on any system, except for Windows-speci
<input type="radio"/>	Common Agent offline	Processes only those events that are generated by the Common Agent wh
<input type="radio"/>	Critical Events	Processes only those events that have a Critical severity
<input type="radio"/>	Disk use	Processes only those events that are generated when the currently availa
<input type="radio"/>	Environmental sensor events	Processes only those events that are associated with the condition of a sy
<input type="radio"/>	Fatal Events	Processes only those events that have a Fatal severity
<input checked="" type="radio"/>	Hardware Predictive Failure Alert	Processes only those events that are generated when a Predictive Failure
<input type="radio"/>	Informational Events	Processes only those events that have a Informational severity
<input type="radio"/>	Memory use	Processes only those events that are generated when the currently availa
<input type="radio"/>	Minor Events	Processes only those events that have a Minor severity
<input type="radio"/>	Processor use	Processes only those events that are generated when the state of a proce
<input type="radio"/>	Security events	Processes only those events that are generated by security protocols
<input type="radio"/>	Storage events	Processes only those events that are generated by storage components,
<input type="radio"/>	Unknown Events	Processes only those events that have a Unknown severity
<input type="radio"/>	Warning Events	Processes only those events that have a Warning severity

Page 1 of 1 Selected: 1 Total: 15 Filtered: 15

Event actions are then defined for the event as shown below.

Create Action

Select the type of action that you want to create.

Actions

Select	Name	Type
<input type="radio"/>	Start a program on a system	Common
<input type="radio"/>	Start a program on the system that generated the event	Common
<input checked="" type="radio"/>	Send an e-mail to a mobile phone	Common
<input type="radio"/>	Start a program on the management server	Common
<input type="radio"/>	Send an e-mail (Internet SMTP)	Common
<input type="radio"/>	Send an alphanumeric page (using TAP)	Common
<input type="radio"/>	Static group: add or remove group members	Advanced
<input type="radio"/>	Post to a newsgroup (NNTP)	Advanced
<input type="radio"/>	Send an SNMP trap reliably to a NetView host	Advanced
<input type="radio"/>	Send a Tivoli Enterprise Console event	Advanced
<input type="radio"/>	Static group: add or remove the event-generating system	Advanced
<input type="radio"/>	Send an SNMP inform request to an IP host	Advanced
<input type="radio"/>	Send an SNMP trap to an IP host	Advanced
<input type="radio"/>	Modify an event and send it	Advanced
<input type="radio"/>	Timed alarm that starts a program	Advanced

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Multiple actions can be defined for each event.

Event Actions

Select	Name	Type	History
<input checked="" type="checkbox"/>	Add to the event log	Add to the event log	Inactive
<input checked="" type="checkbox"/>	Send Email to Lesley's Phone	Send an e-mail to a mobile phone	Inactive

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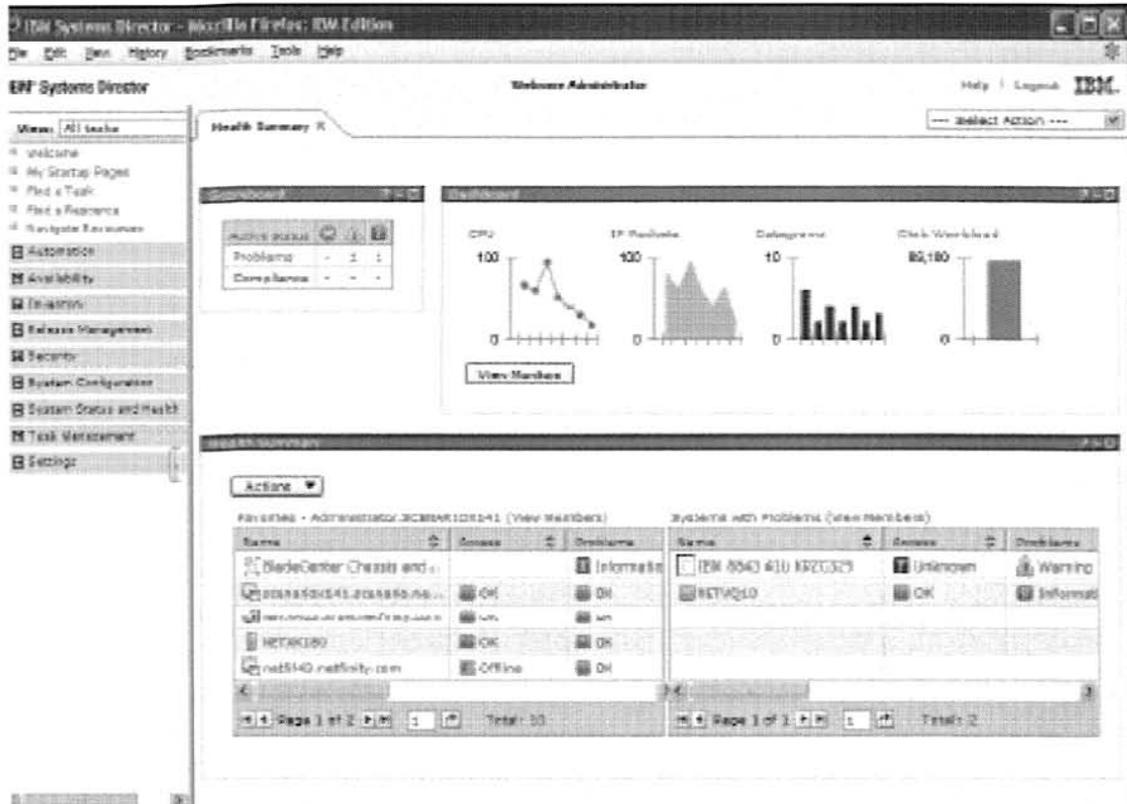
Once defined, we monitor the event on a screen similar to the one below. We also continuously monitor the event log for entries and take action accordingly. As can be seen, the screen that follows shows the status of all managed systems in the network. Component level detail may be obtained by clicking on each server to show the list of components within the server. The status of each component is displayed on the right. An icon in the compliance column indicates whether a component is in compliance with any SLR that may have been defined for it.

Select	Name	State	Access	Problems	Compliance	CPU Util...	Pre...
<input type="checkbox"/>	192.168.1.100	OK	OK	OK	
<input type="checkbox"/>	192.168.1.101	OK	OK	OK	
<input checked="" type="checkbox"/>	192.168.1.102	Started	OK	OK	OK	...	
<input type="checkbox"/>	boomer	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	chuckie	Started	OK	OK	OK	...	
<input type="checkbox"/>	eddyper l	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	delateme	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	eyelive	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	GregTest	Started	OK	OK	OK	...	
<input type="checkbox"/>	janisdy	Started	OK	OK	OK	...	
<input type="checkbox"/>	test	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	usesAllResou...	Stopped	OK	OK	OK	...	
<input type="checkbox"/>	wo_smc_1	Stopped	OK	Warning	OK	...	
<input type="checkbox"/>	wo_smc_2	Started	OK	OK	OK	...	

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The dashboard below depicts in a graphic manner server health.



INTRALOT monitors network equipment (i.e. CISCO equipment) and the retailer terminals via NAGIOS. NAGIOS monitors all devices via SNMP traps. Any anomalous Systems behavior or events reaching threshold prompt desirable alerts to INTRALOT's Network Operations Center.

NAGIOS is a very robust network monitoring tool designed for monitoring virtually all resources within the central systems and the network. A demonstration video of NAGIO has been included for your review on the DVD enclosed at the front of the proposal under a folder "demonstration videos". We highly recommend that you play the software demonstration video for NAGIO in order to easily understand the powerful network and system monitoring capabilities it provides.

The screen that follows indicates the most recent alerts, and the current state of the alert.

Displaying most recent 25 of 53 total matching alerts

Time	Alert Type	Host	Alert ID	State	Alert Type	Message
12-30-2009 09:25:13	Service Alert	LOTOS	LOTOS_IC3 Communications	OK	HARD	All ESU communications are ok.
12-30-2009 00:03:13	Service Alert	LOTOS	LOTOS_IC3 Communications	CRITICAL	HARD	There are 0 established ESU to ICS socket connections out of the required minimum: 1!
12-29-2009 15:30:13	Service Alert	ORACLE_OHGMS	Oracle Tablespace	OK	HARD	[OHGMS] Tablespace Name: FreeMB(%)
12-29-2009 15:20:13	Service Alert	ORACLE_OHGMS	Oracle Tablespace	CRITICAL	HARD	[OHGMS] Tablespace Name: FreeMB(%) - UNDOTBS1 free: 33MB (1%) ==>SPACE LEFT TO AUTOEXTENT: 5120MB==
12-29-2009 15:10:13	Service Alert	OHTEST2402	ALL_ERRPT	OK	HARD	There were no new ERRPT Log messages since 15:01:28/12/2009
12-29-2009 15:10:13	Service Alert	ORACLE_OHGMS	Oracle Tablespace	CRITICAL	HARD	[OHGMS] Tablespace Name: FreeMB(%) - UNDOTBS1 free: 64MB (2%) ==>SPACE LEFT TO AUTOEXTENT: 5120MB==
12-29-2009 15:01:03	Service Alert	OHTEST2402	ALL_ERRPT	CRITICAL	HARD	1 new error since 15:01:28/12/2009: F09FB099 1229150009 P 0 dumpcheck: The copy directory is too small - Link to this file!
12-29-2009 15:00:03	Service Alert	ORACLE_OHGMS	Oracle Tablespace	CRITICAL	HARD	[OHGMS] Tablespace Name: FreeMB(%) - UNDOTBS1 free: 1357MB (3.8%) ==>SPACE LEFT TO AUTOEXTENT: 5120MB==
12-29-2009 07:30:13	Service Alert	LOTOS	LOTOS_IC3 Communications	OK	HARD	All ESU communications are ok.
12-29-2009 05:02:13	Service Alert	LOTOS	LOTOS_IC3 Communications	CRITICAL	HARD	There are 0 established ESU to ICS socket connections out of the required minimum: 1!
12-29-2009 03:50:13	Service Alert	ORACLE_OHGMS	Oracle Tablespace	OK	HARD	[OHGMS] Tablespace Name: FreeMB(%)
12-29-2009 03:33:53	Service Alert	ORACLE_OHGMS	Oracle Tablespace	UNKNOWN	HARD	Service results are stale! If this message persists, the server maybe having problems and is not responding. If this is the case, try to login and check the server!
12-28-2009 15:06:07	Service Alert	OHTEST2402	ALL_ERRPT	OK	HARD	There were no new ERRPT Log messages since 15:01:27/12/2009
12-28-2009	Service Alert	OHTEST2402	ALL_ERRPT	CRITICAL	HARD	1 new error since 15:01:27/12/2009: F09FB099 1229150009 P 0 dumpcheck: The copy directory is too small - Link to this file!

INTRALOT also uses LAU to monitor the health of the Lottery Gaming System. Real-time monitoring of gaming transaction traffic and System activity is provided by the LOTOS™ O/S Administrator User (LAU). The LAU is a graphical interface that provides real-time information. It also gives the user control over the System configuration and game parameters. One of the main functions of LAU includes, but is not limited to, the real-time monitoring of various System parameters of the real-time information related to the System's setup: The screen below depicts the status of a specific terminal.

System Information - IS_Idaho

Terminals per Status

Init	TLF Updated	Processed
242	0	0
Loaded	CPN Updated	Replied
0	0	1872
Validated	SKW Updated	Retransmitted
0	0	0

Game Data Table

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
5107	POWERBALL	2121	12/03/2008 20:00:00	16748	58386	58386.00
5109	WILD CARD2	1542	12/03/2008 20:00:00	1321	4352	4352.00
5126	HOT LOTTO	123	12/03/2008 20:00:00	1403	5187	5187.00
2111	PICK3	2789	12/01/2008 20:00:00	135	767	767.00
2114	RAFFLE	3	12/30/2008 22:00:00	117662	117662	117662.00

Transactions per Day

Bar chart showing transactions from 20 to 31. Y-axis ranges from 0 to 2012.

Game Selection

Game: 5107, Draw: 2121

Draw Time: 12/03/2008 20:00:00, Draw Status: Active, Visual Draw: 2121, Record: 2

Play & Coupon Type: Play/Skip, Coupons: 1553, Groups: 4124, Columns: 16713

Simple: 2906, 6572, 23104

Terminal Configuration

Overall | Node | Lcp | Agency | Terminal | Transactions

Terminal: 140001

Primary LCP: 1, Hardware Type: Cerenis, Network Type: VSAT

Terminal Mode: Normal, Component Data: 0, Status: Init

Sign on User: 0, Activation Status: Deactivated, Flags: 0

Equivalence: 0, Group: 0

Transaction Status: Replied

Last Transaction Data: Msg 0 SMsg 0 ReplyStatus: 0

PC-Gateway: 10.102.102.01

Last Trns Time: 02/01/1970 00:00:00

Erms (Terminal): 0

Operational DV: 2

12/01/2008 09:57:47 [IS_Idaho] --> OFFICIAL [jyle.schiepan]--> VIEW ACCESS Logout

System Info: Terminal Current Status

INTRALOT has established standard operating procedures that include monitoring the health of the hardware, network and gaming system. Part of these procedures include recording of metrics in a daily log. Statistics and logs are analyzed on a regular basis so that potential problems may be identified and alleviated before they become an issue. All packages contain flexible reporting systems that include canned reports, ad-hoc reports that include graphs, charts and export capabilities.

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6.5 Compliance Review

Compliance services are the activities associated with independent testing and verification of contractual compliance. The Texas Lottery currently contracts with an independent firm to conduct contract compliance reviews. All expenses are reimbursed by the Lottery Operator. The current independent firm invoices approximately \$349,470 annually. This amount does not include the initial risk assessment and risk analysis report. The following table identifies compliance review requirements.

Table 15 Compliance Review Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and agrees to comply with the detail requirements defined in Table 14 Compliance Review Requirements and Table 16 Compliance Review Service Levels.

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.

INTRALOT not only intends to meet all contractual compliance requirements, INTRALOT warrants, represents, informs, discloses, and agrees to unconditionally meet and in many cases to exceed all contractual compliance requirements. INTRALOT further understands and agrees that in the event INTRALOT does not meet all contractual compliance requirements Liquidated Damages will be assessed by the TLC.

From several standpoints, it is in INTRALOT's best interest to comply with all Contract, RFP and SLR requirements. We recognize that SLR's, RFP and Contract requirements were defined and implemented by the Lottery to ensure players, retailers and your benefactors receive the maximum benefit your organization has to offer. INTRALOT currently has 13 domestic contracts and over 50 international contracts, each with varying compliance requirements that we diligently adhere to. INTRALOT also complies with all domestic multi-jurisdictional organizations (MUSL and MegaMillions) requirements, as well as international, ISO/IEC requirements. INTRALOT participates in regularly scheduled audits, including SAS 70 audits, and quickly resolves any issues that may arise. Our goal is to exceed our customer's requirements in every area so that we can foster the trust and solid reputation with each client that allows us to earn repeat business.

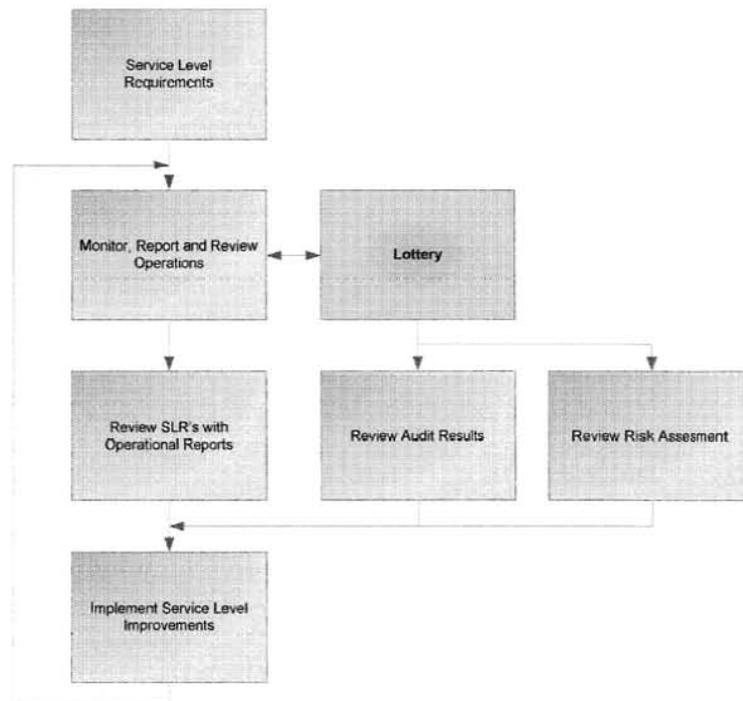


INTRALOT views compliance to Contract, RFP and SLR's set forth by the Texas Lottery as a basic element of our relationship. To that end, we are establishing a permanent Compliance department, in our Austin, TX facility. The department is lead by the Compliance Manager. A Compliance Auditor and a Service Quality Assessment Manger will report to the Compliance Manager. These three individuals will work on a daily basis to ensure the technology, staffing, training, policies and procedures that are in place result in meeting Service Level Requirements. These individuals will work directly with the independent compliance firm. Additional positions that report to the Compliance Manger may be added as required to maintain adequate service and response levels with the Lottery. To ensure objectivity, the Compliance Manager will report to the VP and Legal Counsel at our corporate headquarters, with a dotted line relationship to the General Manager at our Austin facility.

Compliance begins with contract signing, continues through conversion, and exists for the life of the contract. Each subcontractor, consultant and individual will be vetted before being engaged to work on the Texas account. All subcontractors, consultants, and individuals will be responsible for meeting Service Level Requirements, Contract requirements and RFP requirements. Failure to meet requirements will result in termination. The Compliance Manger will be responsible for reviewing and enforcing all compliance requirements for consultants and subcontractors.

As can be seen from the chart on the right, INTRALOT views compliance review and improvement as an ongoing process. Improvement can constantly be made based on emerging methods of monitoring and enhancing performance to meet the Lottery's SLR's.

Operations, procedures, and policies are reviewed constantly to ensure compliance with SLR's . The results of these reviews, along with audit results and risk assessments are used as input to improving existing procedures or defining new policies and procedures if necessary. Enhanced or new policies designed to improve service levels are put into operation and monitored to ensure the stated improvements are achieved.



INTRALOT looks forward to working with the Lottery on a continuing basis so that we can exceed your service level requirements.

The Compliance manager will work with the independent compliance firm to:

- Review existing procedures and guidelines, on a regular basis, with the General Manager and department heads to validate compliance and make adjustments where necessary.
- Review contractors, sub contractors, and consultant compliance with SLR's, HUB requirements and the Texas Lottery Contract.
- Implement new policies or procedures to ensure compliance objectives are met as required.
- Review Risk Assessment with Lottery personnel, General Manager, and department heads and facilitate resolution to any open issues.
- Participate in Lottery or multi-jurisdictional audits as required.
- Review compliance audit results with department heads and the General Manager, address any issues, develop and implement corrective procedures, and review results after implementation.
- Review audit results with Lottery management and present INTRALOT's proposed solutions to any open issues.
- Immediately notify the Lottery of any critical events, anomalies, or incidents that impact SLR's
- Provide reporting to the Lottery, on a regularly scheduled basis, detailing events, anomalies, or incidents and the corrective measures that were taken.
- Cooperate with and provide any information required by the third-party compliance auditor chosen by the Lottery
- Assist Lottery in developing test procedures for verifying compliance provisions.

INTRALOT'S Experience and Ability

INTRALOT's presence surrounds the globe with a workforce of over 5,000 gaming professionals. Our rapid growth has resulted in \$1.2 billion in combined corporate revenues in 2007, just over \$1.5 billion for 2008, and just over \$1.4 billion for 2009. Established in 1988, INTRALOT has a strong international presence in more than 50 countries on five continents. INTRALOT, which dominates in the European market, has secured a strong position in the developing South American market, has established a significant presence in North America and is expanding its positions in Southeast Asia and Australia. We have delivered new retail point-of-sale terminals to over 120,000 retailers just in the last five years. The experience of our management team is rooted in the success of the Lottery industry, with over 200 years of local top-line management service. With an award to INTRALOT, the Texas Lottery will gain a financially strong and experienced organization for its full service gaming system contract, and the Lottery will gain access to the technical capabilities, resources, and business acumen of the entire INTRALOT team.

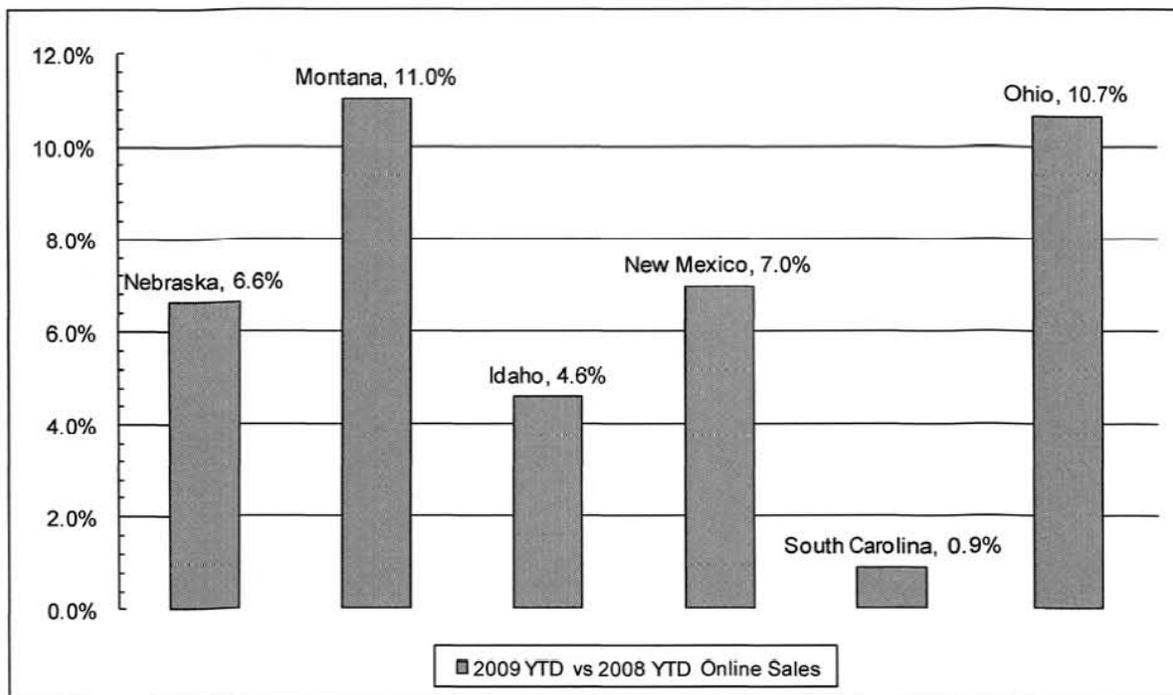


INTRALOT's Track Record for 2009

Sales for INTRALOT partner Lotteries on the rise for 2009!

2009 Online Sales vs 2008 Online Sales

All of INTRALOT's customers are experiencing sales increases for on-line products as shown in the chart below, which compares online sales for calendar 2009 with online sales for 2008.



There are a number of factors to consider when examining “demonstrated experience” and all of those factors need to be taken into account to obtain a complete, accurate and fair evaluation of a company’s capability. One of the most important factors is the company’s track record relating to commitments fulfilled. Please note that **since its founding, INTRALOT has never been late on any project or conversion.**

INTRALOT currently operates the following North American contracts: Nebraska, Montana, Idaho, New Mexico, South Carolina, Ohio and Arkansas. Most recently, it has been awarded and is in the process of converting On-line the Gaming Systems for the Louisiana, New Hampshire, Vermont, and District of Columbia Lotteries. Service offerings include On-line Gaming Systems (with Multi-State Lottery Association, MUSL games), interfaces to various Lottery Systems, interfaces to different ICS vendors, a full-featured Instant Game Management System, and full courier Instant Ticket warehousing, distribution and telemarketing responsibilities for the Ohio Lottery. New

games that demonstrate our ability to remain competitive and innovative in the gaming marketplace have also been implemented at all operating lotteries since the conversion phase.

INTRALOT has obtained a wealth of knowledge and expertise in the gaming industry over the past twenty years. Since the breadth of our experience is world-wide we have amassed a great deal of experience in various types of games played in a variety of cultures. This experience directly benefits the Lottery as INTRALOT can provide you with unique perspectives regarding new games and marketing strategies. Our Game Library currently includes more than 400 types of games including numerical games, TV lottery games, Sports games, Fixed-odd games, Instant Lottery, pari-mutuel games, Video Lottery and Monitor Games.



INTRALOT World Wide Presence Map

The INTRALOT World Wide Group employs over 5,000 full-time employees; all experienced and well versed on the particular requirements of the local markets in which INTRALOT currently operates. INTRALOT believes that providing exceptional support to our clients helps make us more successful. As a result, 57 percent of our employees are dedicated to the support of contract service level requirements and implementation of projects; 25 percent of the total workforce is engaged with software and systems development and 18 percent in sales finance and administration.



Our history of meeting and exceeding customer service level requirements and performance expectations demonstrates our ability to adapt to new markets and overcome technological and cultural constraints. INTRALOT has acquired an excellent reputation in the global gaming arena.

Press Release November 10, 2008

November 10th, 2008

For the sixth consecutive year, INTRALOT received significant awards among the listed companies on the Athens Stock Exchange, in the context of "Business Awards MONEY 2008 - GEORGIOS OUZOUNIS". During the official ceremony, INTRALOT's General Director of International Operations, Mr. Fotios Mavroudis, received the 1st "Internationalization Award", whereas INTRALOT also received an award in the category "Best company FTSE-ASE/20 - 2008".

The awards have been an initiative of "MONEY" financial magazine and are the outcome of a voting procedure conducted through questionnaires filled by representatives of the listed companies on the Athens Stock Exchange and important personalities in the Investment Sector, such as sell-side analysts, institutional investors and fund managers, as well as retail investors who counted for 50% of the result, and the readers of the "MONEY" magazine, who had the opportunity to vote through an electronic version of the questionnaire. The whole procedure was organized and audited by an independent and solvent toll company.

The purpose of the competition is to promote and extol the best of the Athens Stock Exchange listed companies for their contribution to the development of the stock exchange and the Greek economy in general. This year's ceremony was held in the framework of the "South-East Europe Investment Conference 2008".

Commenting on the awards, Mr. Fotios Mavroudis, stated: "We are very honored to receive these awards that ratify our international achievements. Today, our activities have expanded significantly covering 50 countries on all 5 continents, where our strategy entails a continuous monitoring of new business opportunities. The recognition of our success is a driving force for our operation and infuses us with even more motivation for achieving high goals."

Business Highlights: As a vendor and/or Lottery operator, INTRALOT has been awarded contracts for a wide range of lottery products (systems, terminals, alternative distribution channels and VLTs) and gaming applications (lotteries, instant lotteries, fixed odds betting, etc.) in the USA, Chile, Peru, Colombia, Greece, Germany, Cyprus, Poland, Romania, Russia, Bulgaria, Taiwan, Turkey, South Africa, Serbia and Montenegro, FYROM, Moldova, Malta, Philippines, Malaysia, South Korea, New Zealand, Netherlands, Australia, Vietnam and Slovakia. Our performance under these contracts has been exemplary. Recommendation letters from our customers can be supplied at any time upon request. INTRALOT has never been late on any mutually agreed upon contractual delivery date and we have never failed to receive a contract renewal when one was available.

ISO Certification: INTRALOT has been ISO 9001:2000 certified. This certification guarantees that the products, systems and services provided to INTRALOT's international clients comply with the highest quality standards.

Information Security Management System Certification: INTRALOT has been awarded an ISO/IEC 27001:2005 Information Security Management System certification - for the scope design, implementation, testing, installation, maintenance, integration and operation of information technology system.

CSR Membership: INTRALOT is a member of the network of Corporate Social Responsibility (CSR-Europe). The network promotes the adoption of business practices in line with the concepts of social responsibility and cohesion. INTRALOT actively participates in the global gaming community and contributes decisively towards the future development of the industry.

Associations: INTRALOT is an active member of the following industry-related organizations:

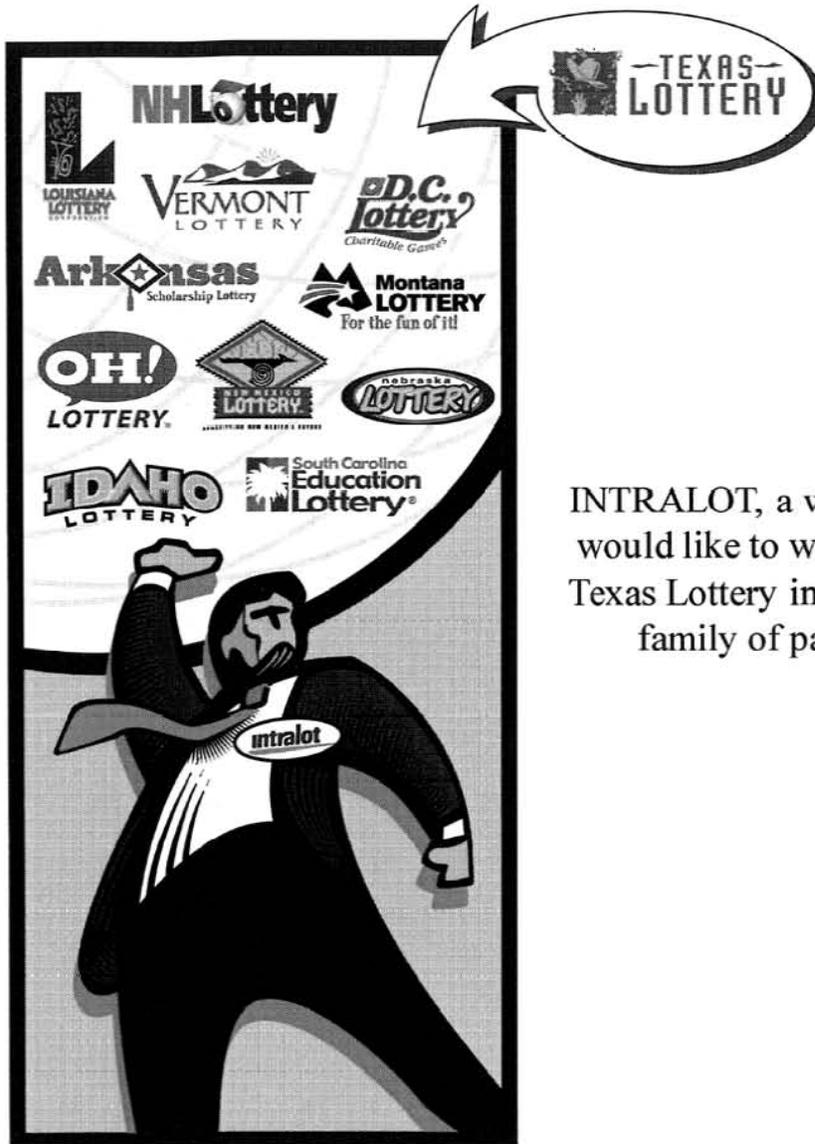
	<p>WLA (World Lottery Association)</p>		<p>EL (European Lotteries)</p>
	<p>NASPL (North American Association of State & Provincial Lotteries)</p>		<p>CIBELAE (The Hispanic association for South America and the)</p>
	<p>GSA (Gaming Standards Association)</p>		<p>APLA (Asian Pacific Lottery Association)</p>

INTRALOT has acquired valuable know-how and experience in the supply and operations of complete systems for the automated operation of wagering games. For twenty years, INTRALOT has offered its services and undertaken activities with worldwide success and has demonstrated its ability to successfully localize its range of products in different markets throughout the world.



INTRALOT's Track Record in North America:

We feel it is important to convey to the Texas Lottery that our success has been achieved because of the partnerships we have built with our lottery clients. When INTRALOT is awarded a contract we immediately roll up our sleeves and get to work fulfilling the promises made during the proposal stage. Our promises aren't hard to keep because we stand behind our team, our corporate capabilities and our technological resources that allow us to provide exceptional service to a partner customer like the Maine State Lottery.



INTRALOT, a world leader would like to welcome the Texas Lottery into our local family of partners!



During each step from contract award, to conversion through ongoing contract delivery, we keep our promises and deliver on promised service levels while utilizing all of our intellectual capital, technology and hard work to exceed your expectations.

Our approach is simple. We invest in cutting-edge technology while applying old-fashioned work ethics and the best customer service to our projects and services. We strongly believe that the old adage “hard work pays off” is true and we have the sales data to prove that we have applied that work ethic to all of our projects.

The Lottery industry’s 2008 Fiscal Report prepared by LaFleurs reveals that several INTRALOT Lottery partners have increased sales significantly over the past few years. In 2008, Idaho, Montana and Nebraska ranked among the top states for percentage change among U.S. Lotteries. We are proud of the hard work we have put into our partnership with our customers to help them achieve their goals.

2008 Sales Growth Compared to 2007

Rank	State	Total 2008 Sales (\$M)	% Change
5	Nebraska	122.0	7%
12	Montana	43.9	6%
14	Idaho	137.1	5%

In New Mexico, our team worked side-by-side with the Lottery for one year to implement a successful system conversion five days ahead of schedule. This was accomplished while we were also converting South Carolina and actively working with one of our newest Lottery partner - Ohio. This is a testament to INTRALOT’s hard work and dedication to surpassing goals and meeting all expectations.

Post conversion, we believe in wasting no time in getting to work on our service delivery. Within one year of the Idaho Start-up we utilized our marketing know-how and corporate support to help Idaho set up a robust promotional database, create several new games and a thriving VIP club. This system allows Idaho to build valued relationships with players and measure game interest levels. Their VIP club now has more than 60,000 members.

INTRALOT’s technology combined with our superior service delivery gives us and our Lottery partners the competitive edge needed to succeed in a highly competitive gaming market. Our award-winning terminals, like the microLOT, Coronis HEE, Photon, WINSTATION, and Coronis MP along with our award winning mesh radio system were created to provide lotteries and their retailers with technological resources that work efficiently and help them to achieve their goals of increasing lottery sales. Day one, in our lottery partner states, we begin tracking our performance against across numerous service areas including historical sales to ensure we are helping to progress our partners along the path to success. As you can see from the table on the following page, we have assisted the Nebraska Lottery in achieving higher sales during our first 3 years as their lottery vendor compared to their previous three year sales.



We flipped the switch to our system on July 1, 2004, which was the beginning of the Nebraska Lottery's FY2005. The results of the first 4 years are shown below.

FY2005. Total sales increased by 6.7% over the previous year even though on-line sales for that year decreased by 6%. The decline was specifically attributed to lower Powerball sales for that year, which resulted from a lack of significant Powerball jackpots as compared to the previous year. It is common knowledge that Powerball sales are highly dependent upon the number and amount of significant Powerball jackpots. It should be noted that, although Powerball sales decreased in FY 05 due to the lack of Powerball jackpots, all of the other Nebraska on-line games showed an increase compared to FY 04.

FY2006 recorded the highest on-line sales in the history of the Nebraska Lottery up to that year. The on-line sales for that year were also more than 18% higher than the best year of sales achieved with the previous Vendor.

FY2007 on-line sales resulted in the second best year (up to that year) for the Nebraska Lottery and were 17% higher than any year of the previous Vendor's contract. FY2008 was the best year ever for Nebraska sales and were 26% higher than any year under the previous Vendor's contract.

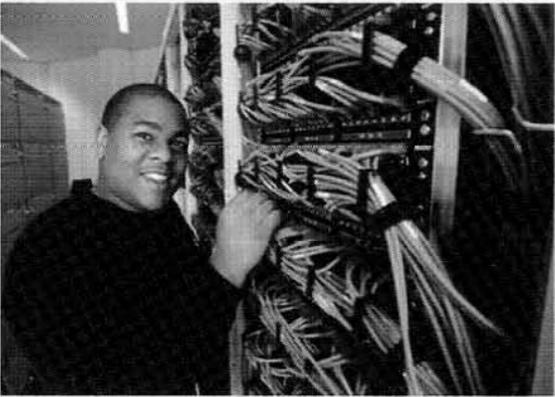
Sales figures presented in millions of dollars:

Week Ending	Total Scratch	Total Lotto	Combined	Vendor
FY2002	\$38.397	\$35.767	\$74.164	GTECH
FY2003	\$41.480	\$40.301	\$81.781	GTECH
FY2004	\$49.879	\$46.603	\$96.482	GTECH
FY2005	\$58.858	\$44.141	\$103.000	INTRALOT
FY2006	\$58.153	\$56.263	\$114.416	INTRALOT
FY2007	\$63.520	\$54.527	\$118.047	INTRALOT
FY2008	\$69.574	\$59.691	\$129.265	INTRALOT

FY2009 will prove to continue the trend of increased sales in Nebraska and our other states thanks to the creative talent on INTRALOT's Game Development Team which created games like MyDaY for the Nebraska Lottery. MyDaY is played by picking a two-digit month from 01 to 12, a two-digit day from 01 to 31 and a two-digit year from 00 to 99. Only valid dates are accepted. February 29 is accepted for years divisible by four including the year 00. MyDaY outsold both of the Nebraska Lottery's static-top tier on-line games, with almost no cannibalization of the existing games' sales.

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Jobs for Texans → Revenue for Texas

6.6 Facilities Support Services

Facilities support services are the activities associated with acquiring and maintaining the facilities necessary to support the Lottery Operator's and the Texas Lottery's operational requirements. The following table identifies facilities support services requirements.

Table 18 Facilities Support Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and agrees to comply with the detail requirements defined in Table 17 Facilities Support Services Requirements and Table 19 Facilities Support Service Levels.

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 TLC and Proposer staff and warehousing capacity.

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class facilities will provide superior security, office and warehouse space that is optimized for efficient workflow. Our facilities will provide security in depth. INTRALOT will provide more than 209,000 square feet of office and warehouse space in ten facilities across Texas. Access from the exterior will be controlled by electronic identification cards. High security interior areas such as the instant ticket warehouse and the computer rooms will be further controlled by biometric security systems. All high security areas will be video recorded on a 24X7X365 basis. Live video feeds and recorded security video will be available in the INTRALOT and Lottery security offices for monitoring and auditing. From report accuracy to the length of time it takes to repair our hardware, we develop management plans to constantly improve efficiency, security and service levels. All workstations in all INTRALOT's facilities will have fingerprint security access devices. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry. **INTRALOT's LOTOS™ securities have never been breached.**

INTRALOT will dramatically beat the Texas Lottery's service level expectations for facilities support services. Our facilities will support all the business and operational requirements of the Texas Lottery. We will develop documents describing all the facilities support procedures that ensure secure and efficient facility operations. All major processes will be documented from weekly testing of the backup generators to how instant tickets are received, warehoused, pick-and-packed, shipped, returned and destroyed. These process specifications will be placed under configuration control and stored in our Configuration Management Data Base. The Texas Lottery



may audit any or all INTRALOT facilities at any time during the entire contract. The Lottery is also invited to approve the selection and build out plans for each of the INTRALOT facilities. Secured warehouse facilities will be available in each of the ten INTRALOT facilities for storage of equipment scheduled for deployment (or repair), on-line ticket stock, play slips, point of sale (POS) materials, promotional items and instant tickets. All of these storage areas are high security areas and therefore will have biometric access control with 24 hour security video recording. All ten facilities will have backup generators in case of commercial power failure.

The Office Facility will have offices for two (2) Texas Lottery staff and a secure User Acceptance Testing facility that will have offices for three (3) Lottery staff plus all the equipment required for Lottery user acceptance testing. The Central Warehouse will have a separately secured enclosed work area for Lottery staff that is at least 1,200 square feet with a minimum of four (4) workstations and validation testing space. This Lottery staff office will have a clear view of the Warehouse main entrance and the pick and pack area. Additionally the main warehouse will have a minimum of 1,500 square feet secured storage space for verified tickets and 3,500 square feet for secure file and supply storage.

The Austin facility will have secure warehouse and distribution areas adequate for storage and processing one billion (1,000,000,000) instant tickets regardless of ticket size. INTRALOT will maintain at least a ninety (90) day supply of on-line ticket stock and play slips in our Austin Central Warehouse. Additionally, INTRALOT will require our on-line ticket stock and play slip vendor to maintain one month's supply of all play slips and on-line ticket stock on their warehouse floor at all times readily available for immediate shipment. INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. INTRALOT is totally committed to driving tremendous annual growth in lottery sales. Our facilities are designed to promote information and product security while facilitating efficient office, computer room and warehouse processes. The following sections describe our world class facility solutions.

Over the past 5 years INTRALOT has proven time and again our ability to manage vendor to vendor conversions and build world class facilities. For Texas we have established relationships with local commercial brokers that enable us to move quickly to build and operate our facilities for the Texas Lottery. As your partner, INTRALOT will seek written Lottery approval before entering into facility lease and design agreements for the Texas Lottery Contract. INTRALOT proposes to provide and operate a

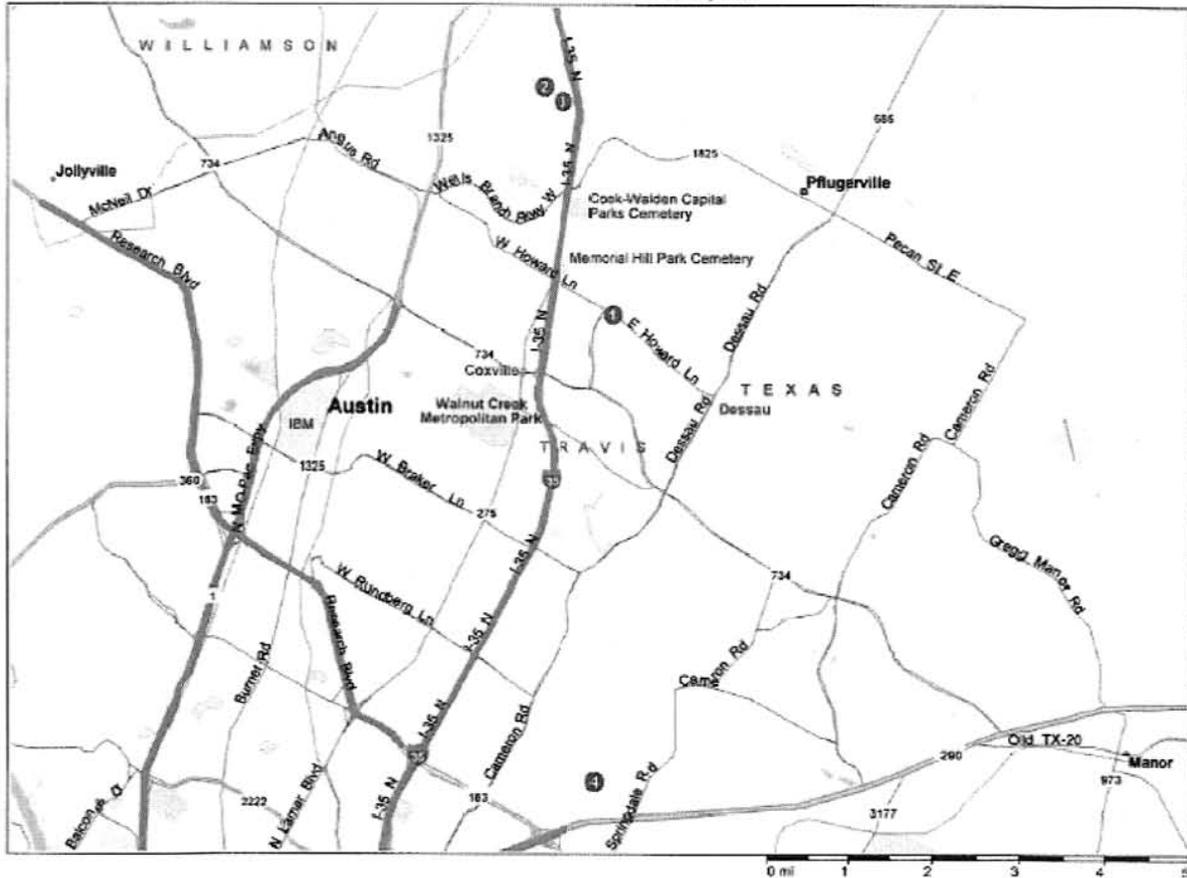
under the new contract with the Texas Lottery. The approximate size and locations of our planned facilities are presented in the following table:

Primary Facility: Austin, Texas:

INTRALOT proposes a Primary Data Center, Business offices, Distribution Warehouse and one district office in Austin, Texas to be located within thirty miles of the state capital building. Below are just four of the many options that meet the criteria of this RFP.

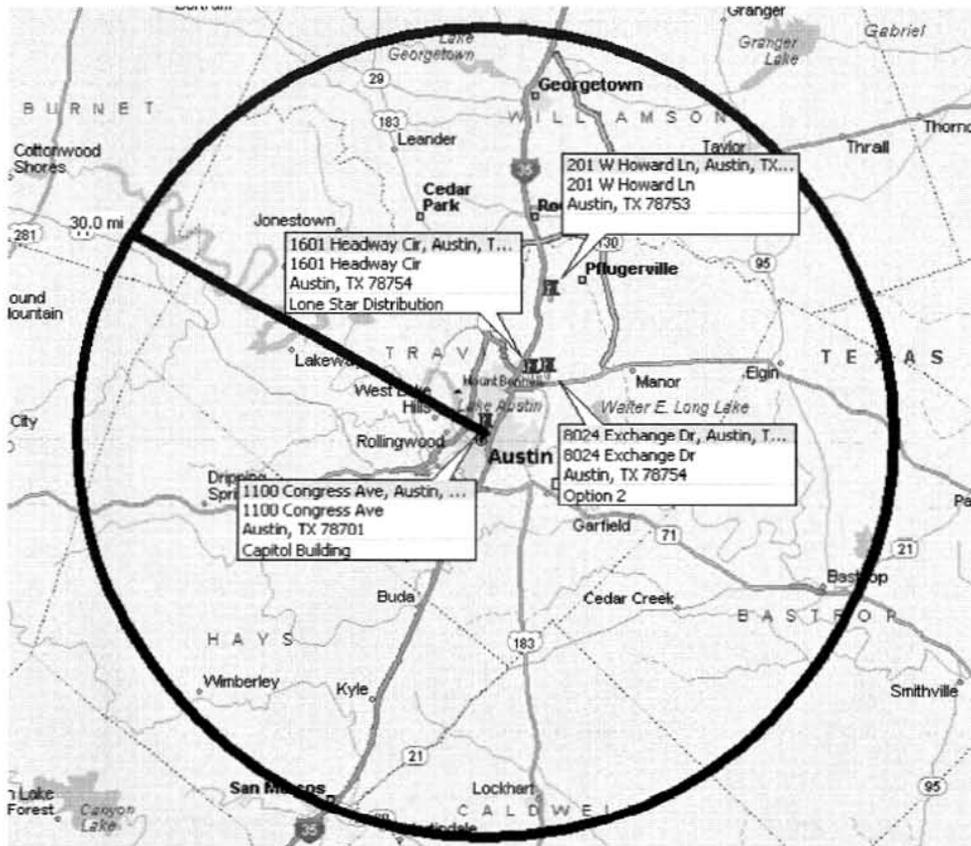
REFERENCE	1	2	3	4
	TECHRIDGE 201 (DELL BLDG)	15833 AND 15877 LONG VISTA DRIVE	LINCOLN VISTA II	TUSCANY @
LOCATION	201 W Howard Ln.	15833 and 15877 Long Vista Dr.	2120 Grand Ave. Pkwy	8024 Exchange Dr.
PHOTO				
BLDG SIZE (SQ FT)	301,644	101,146 and 152,460	171,586	137,600

Intralot Locations - Austin, TX



Proposed INTRALOT Austin Primary Site locations

INTRALOT has short listed two of the many locations for review in this proposal that serve the requirements and needs of the TLC. All locations meet the distance and physical requirements of the RFP and will be finished out with all security and technical infrastructure required by the RFP. Since the real estate market is continually changing, at the time of the award other properties may be available which may be a better fit. INTRALOT is your local partner and desire to work together with the Lottery to select mutually satisfactory locations for all facilities. INTRALOT will review the real estate market again at the time of the award and if better more attractive properties are available, INTRALOT will present new alternatives to the Lottery for written Lottery approval.



Primary Site Option 1 – 201 W Howard Lane, Austin, TX



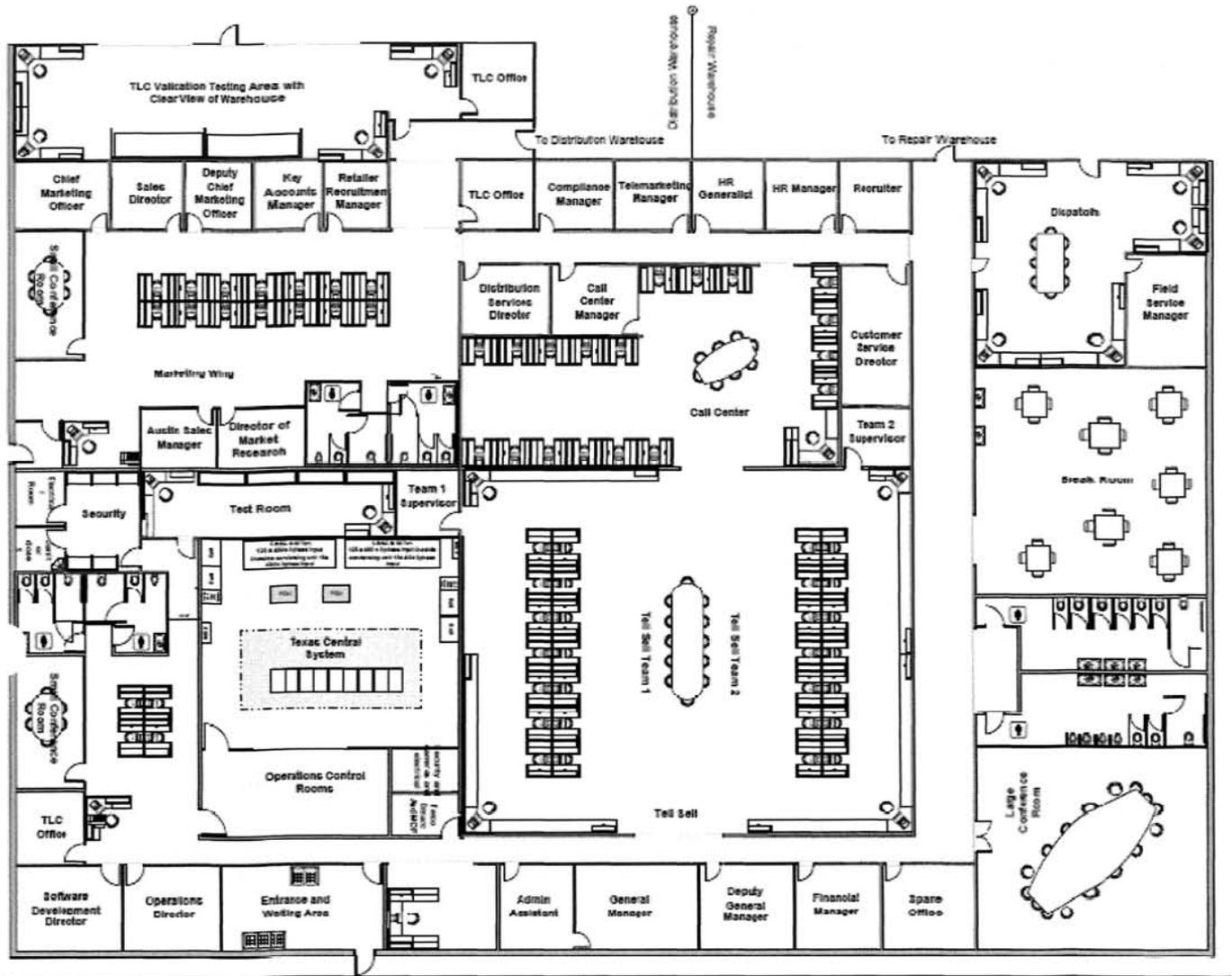
Commercial electrical power is supplied from two nearby substations. This facility has 75,500 square feet of office space on two floors and 210,076 warehouse space.

INTRALOT's 2nd choice option is Tuscany Center where there is more than one hundred and fifty thousand square feet of space available.

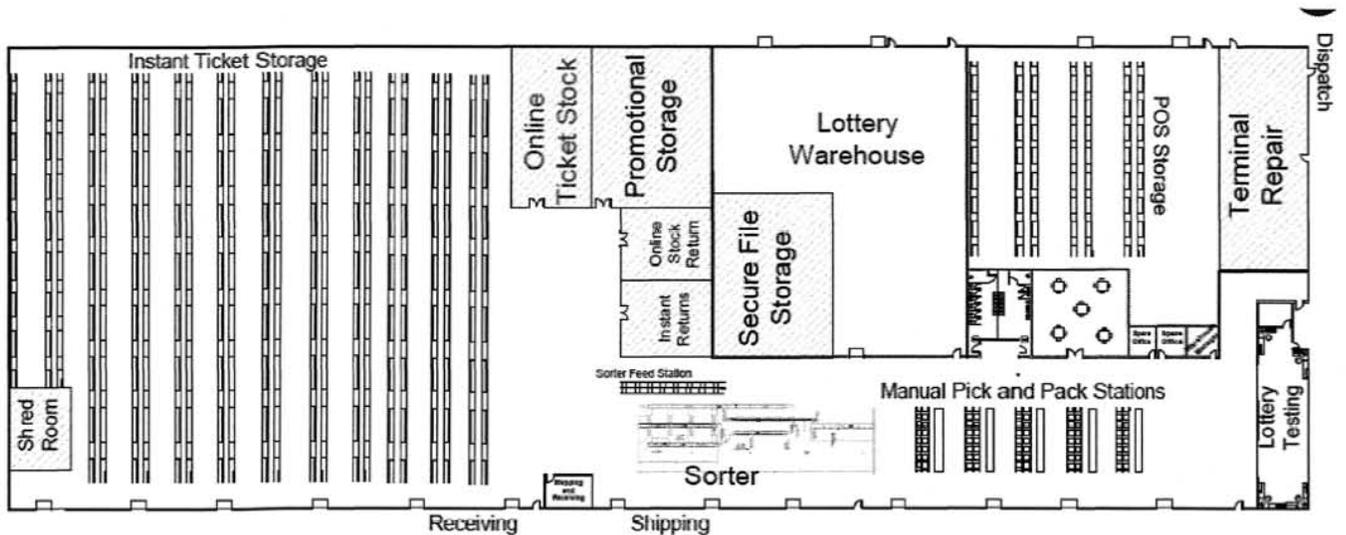


Primary Site Option 2 - 8024 Exchange Drive, Austin, TX

INTRALOT will provide all space required by the RFP including administrative offices for the TLC staff, testing facilities, secure file storage, secure ticket storage, and secure general warehouse space as defined in the RFP.



Primary Site – General Offices and Data Center (Example Layout)



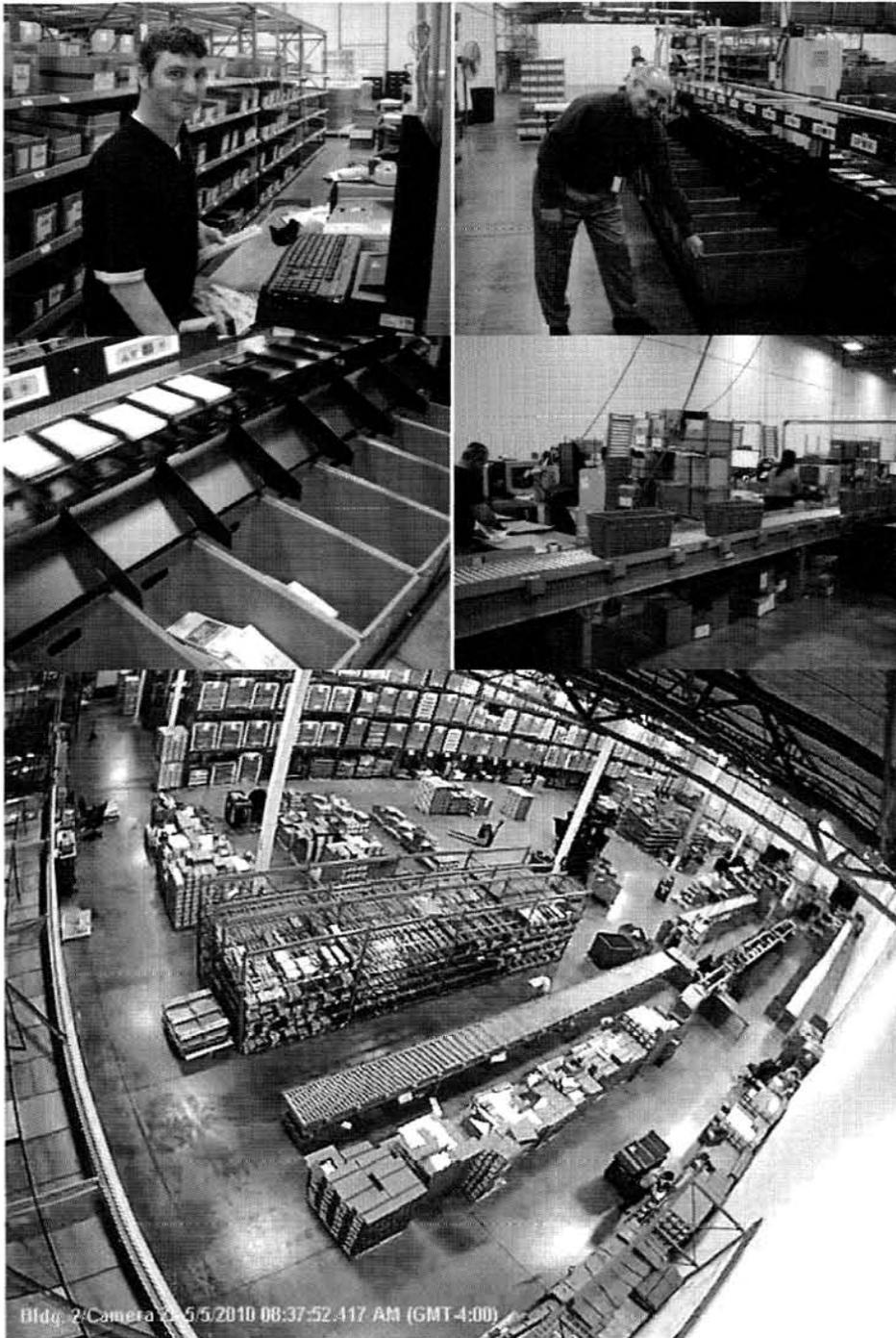
Primary Site – Distribution Center (Example Layout)

The diagrams above represent the potential layout of INTRALOT's primary site in Austin consisting of approximately one hundred and five thousand square feet of warehouse and thirty five thousand square feet of office space.

The central distribution warehouse located in Austin, consisting of approximately one hundred thousand square feet will:

- be within 30 miles of the state capital building
- be climate controlled
- be access controlled
- be security video monitored and recorded 24X7X365 (accessible from lottery headquarters)
- be capable of storing more than one billion instant ticket game tickets regardless of size
- be capable of storing a ninety day supply of secure On-Line Ticket stock and On-line play slips
- provide a minimum of 1,200 square feet for testing validation
- provide a minimum of 1,500 square feet of secured storages space for verified tickets
- provide a minimum of 3500 square feet for a file room and supply storage
- provide a minimum of 10,000 square feet of secured warehouse space with controlled or limited access reserved exclusively for the lottery

INTRALOT is well versed in implementing and managing large scale instant ticket distribution operations and we look forward to demonstrating our expertise and professionalism to the Texas Lottery. Pictures of our Ohio operation demonstrating INTRALOT's order placement technology follow:



INTRALOT's Automated Order Placement System (Sorter)



INTRALOT BACKUP DATA CENTER DALLAS, TX

Backup Data Center Facility: Irving (Mid City - Dallas / Fort Worth) – Backup Data Center / District Office

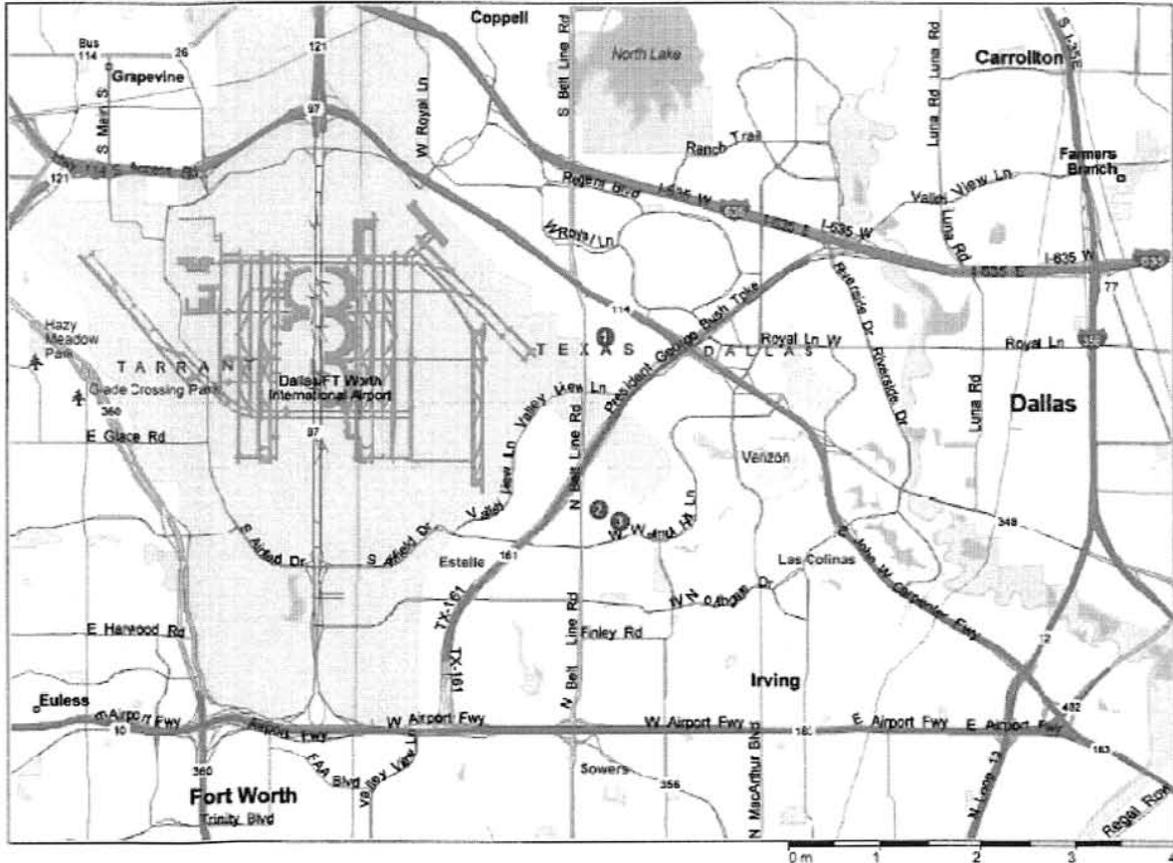
For the TLC Lottery’s Backup Data Center (BDC) location we propose a separate secured space in the mid-city area of Dallas / Fort Worth, Texas to be co-located with the district office. This meets the requirement to be located within Texas yet not be within the same Local Access Transport Area (LATA). The remote Back-up Site is located such that a single disaster won’t disable our Primary and Back-up Sites simultaneously.

INTRALOT will provide a remote Back-up Data Center where gaming transactions are accepted, logged, and processed. The Back-up Data Center will be a carbon copy of the Primary Data Center. The communications and processing equipment will be an exact duplicate of the Austin facility. The backup facility will be manned 24X7X365 just as the primary facility is. The securities at the back-up facility will include protection in depth with electronic ID badges to enter through the exterior doors and biometric based control of access to the high security areas. Only personnel who have a need to enter the high security areas will be given access to those areas. The retailer network, the primary data center, Lottery access for management terminals, and the Lottery’s ICS will have duplicate connectivity to the BDC. The BDC will have an Uninterruptable Power supply and diesel generator capable of powering the entire facility for a minimum of forty eight (48) hours. INTRALOT will exercise our disaster recovery plan once a quarter by running the lottery network and computing functions from the BDC.

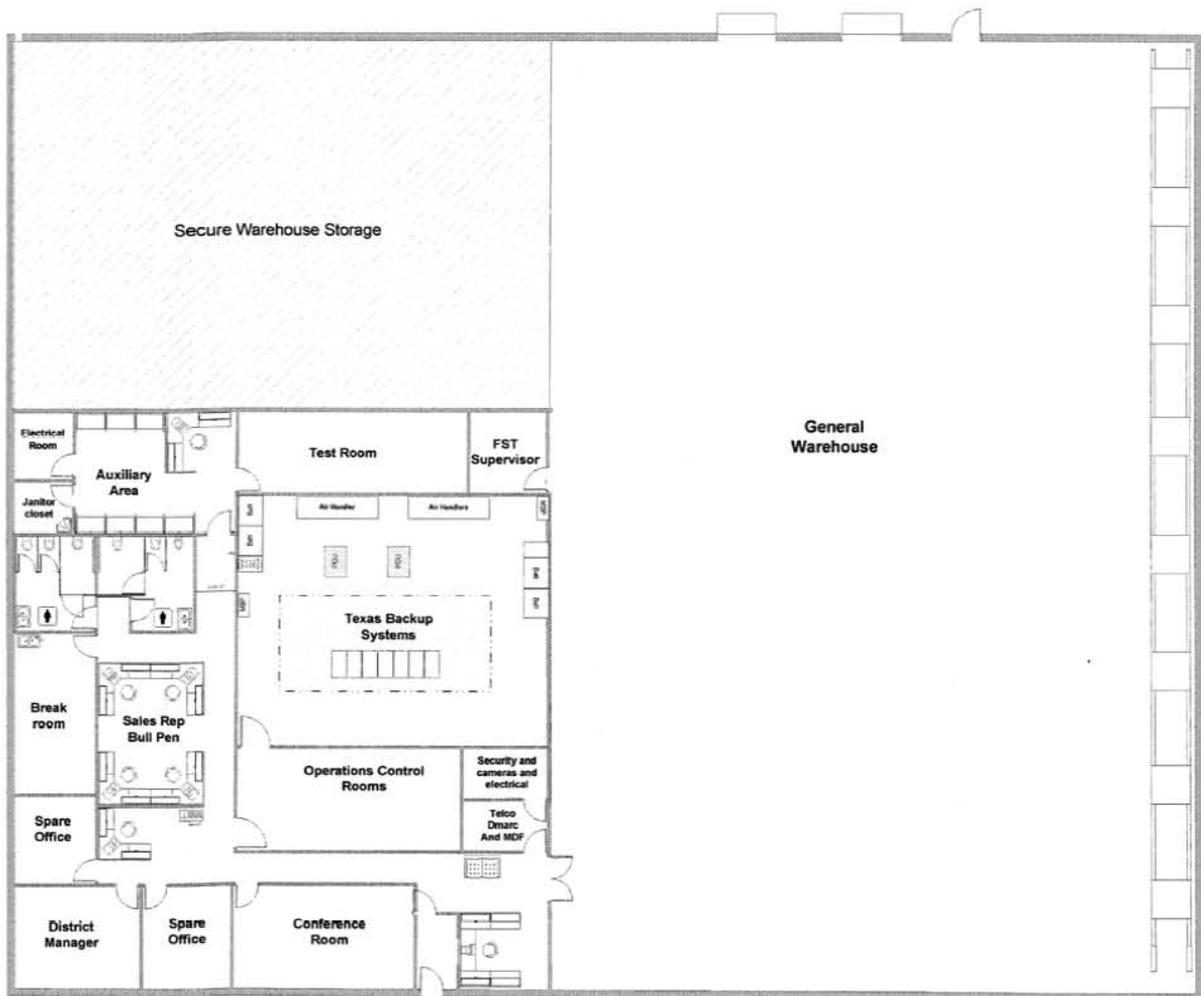
As with Austin there are numerous facilities available in the Mid City area that will work well as a Backup Data Center Site and INTRALOT district office. All three are located near the Dallas Fort Worth Airport. Three of the short list candidates are pictured below:

REFERENCE	1	2	3
LOCATION	3225 Premier Drive Irving, TX 75063	3200 Story Road W Irving, TX 75038	3014 Skyway Cr Irving, TX 75038
PHOTO			
BLDG SIZE (SQ FT)	32,442	73,037	67,150

Intralot - Dallas Map



Dallas, TX area Backup Data Center proposed Locations



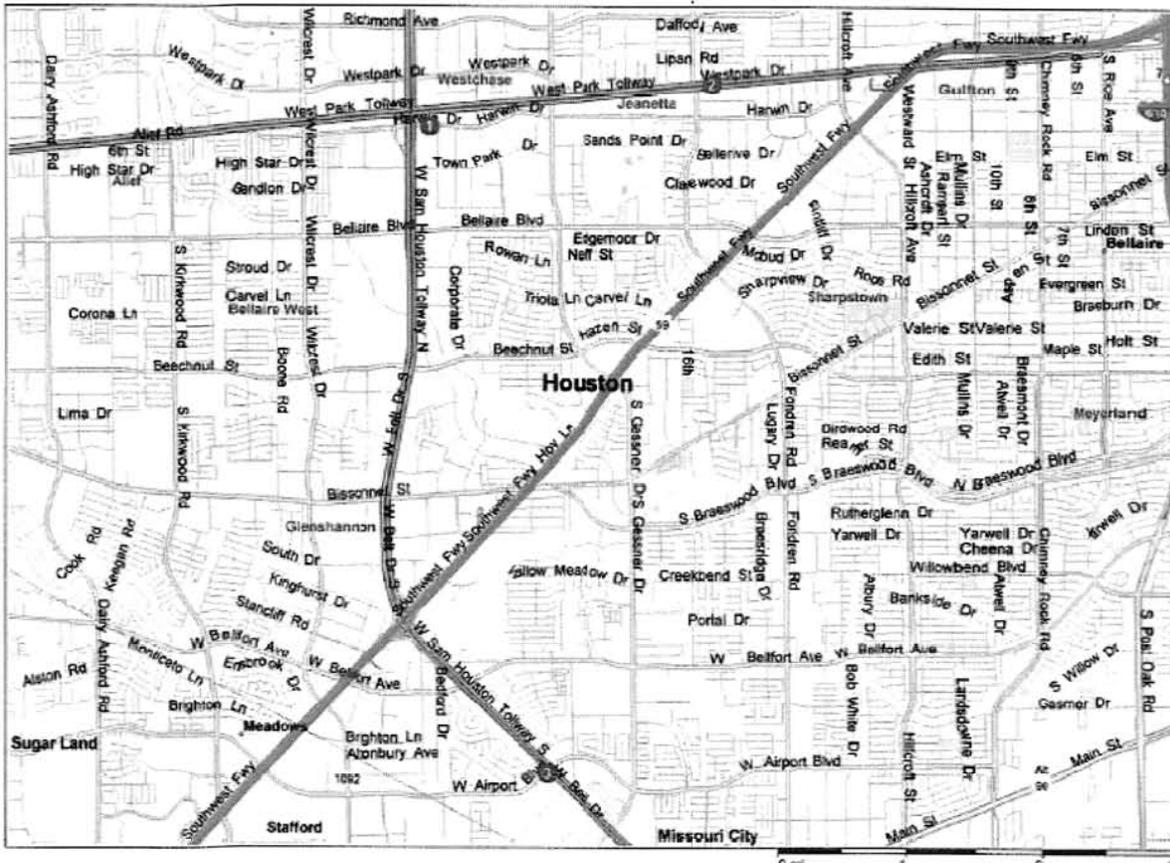
Dallas Backup Data Center – District Office – & POS Warehouse (Example Layout)



District Offices: Below are two of the larger districts where INTRALOT anticipates larger facilities to serve those retailers and our staff. Similar options are available in all cities identified above

Houston:

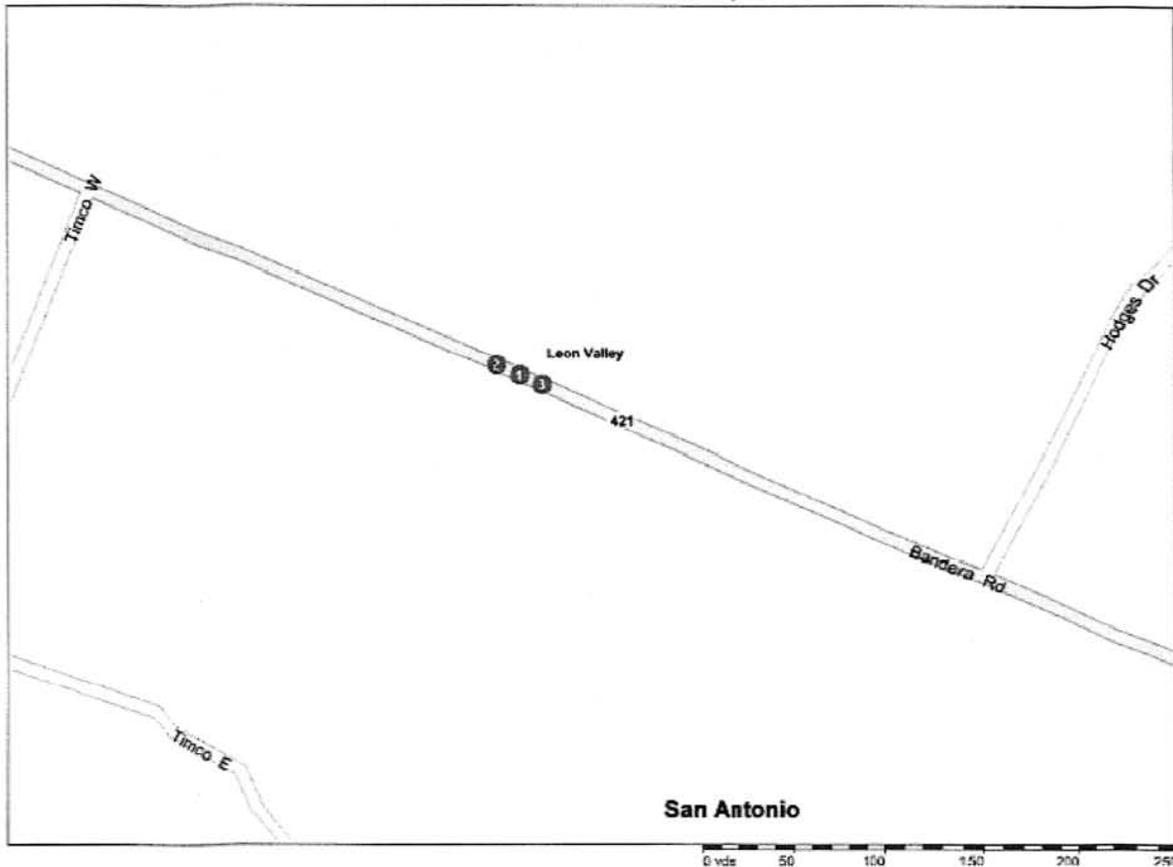
REFERENCE	1	2	3
LOCATION	10651 Harwin #730 Houston, TX	6756 Westpark Houston, TX	9330 W. Airport #180 Houston, TX
PHOTO			
BLDG SIZE (SQ FT)	96,732	55,720	128,000



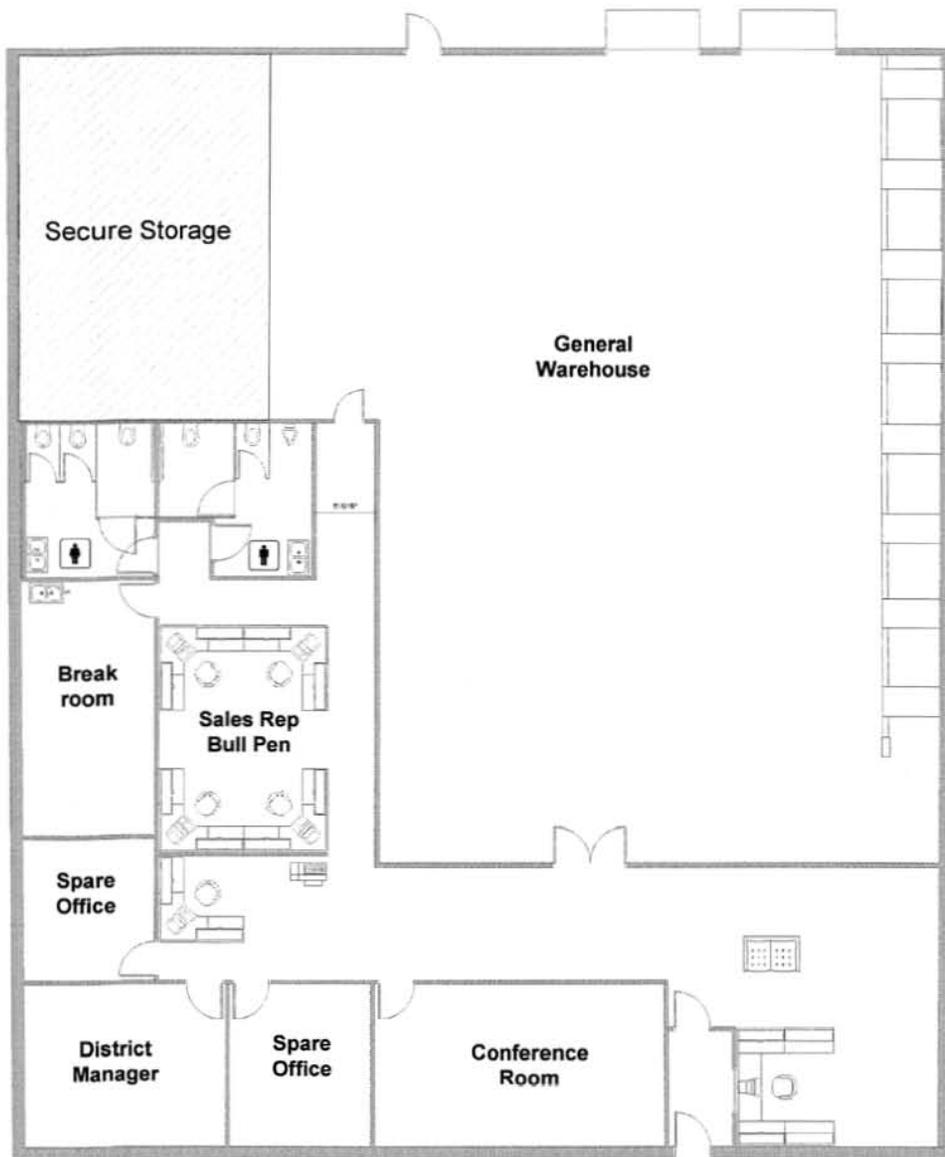
Houston Proposed District office and Warehouse Locations, 1, 2, and 3

San Antonio:

REFERENCE	1	2	3
LOCATION	5413 Bandera Road San Antonio, TX	5415 Bandera Road San Antonio, TX	5405 Bandera Road San Antonio, TX
PHOTO			
BLDG SIZE (SQ FT)	12,141	37,684	145,394



Our communications solutions will provide the maximum reliability and availability. We will ensure that all site specifications and operating standards are consistent with multi-jurisdictional associations. INTRALOT will submit district office sites and build out plans to the Lottery for approval prior to lease.



7,500 sq ft District Office & Warehouse (Example Layout)



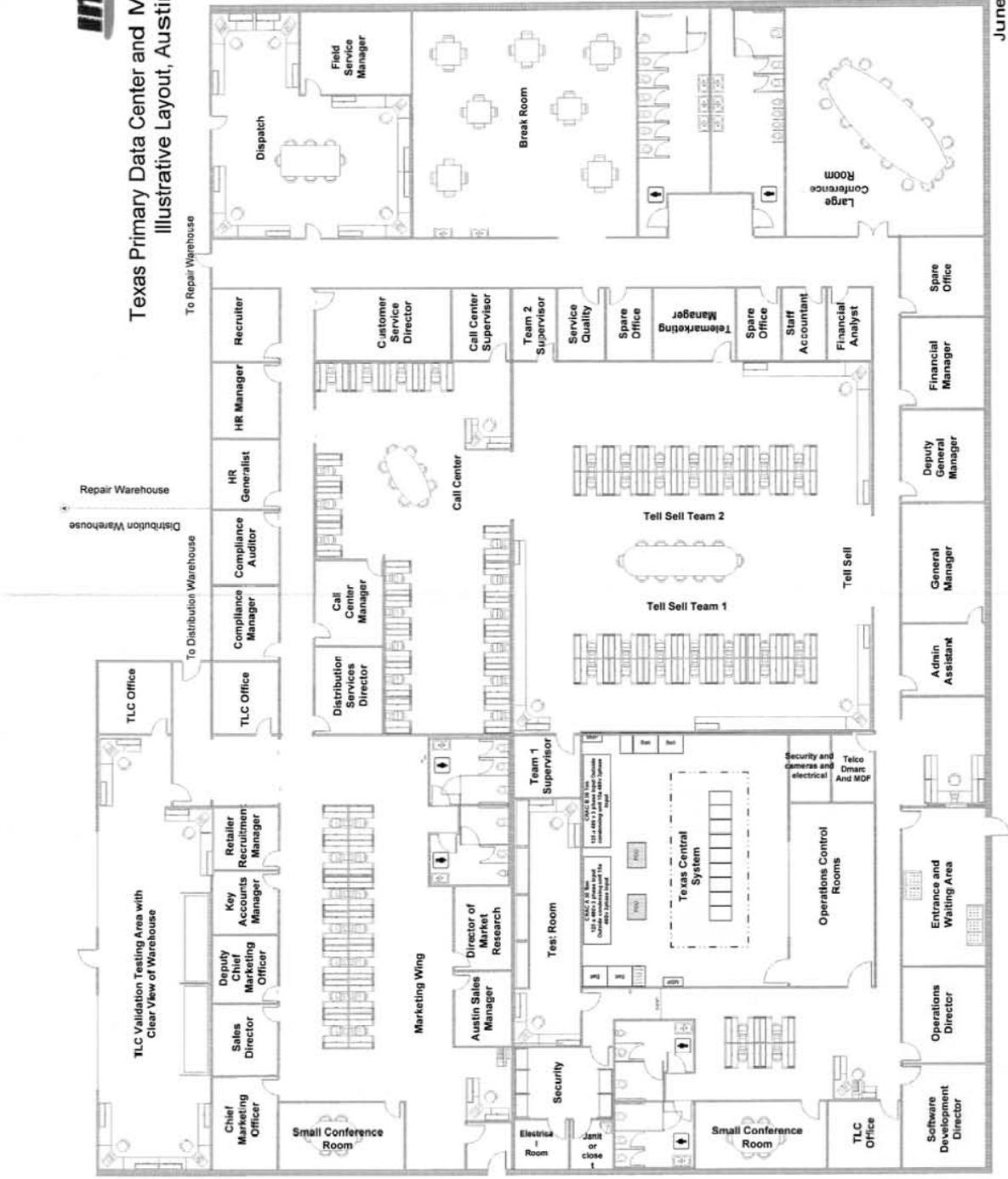
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Texas Primary Data Center and MAIN Office Illustrative Layout, Austin





Texas Backup Data Center,
District Office and Warehouse
Dallas / Fort Worth





Example District Office Layout and Warehouse Layout Configuration

For 8 Regional Offices Throughout Texas



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.

INTRALOT's facilities include appropriate safety, security, and environmental controls equipment for computer room operations and the secure warehousing and distribution of instant tickets as described below. All construction and furnishings will comply with applicable fire, safety, building, and ADA codes. INTRALOT accepts full responsibility and agrees that any upgrades, servicing, or replacement required to remain compliant with such codes are INTRALOT's obligation. No filming or pictures of the central distribution warehouse's interior shall be allowed unless prior written approval is received from the Texas Lottery. Visitors to the instant ticket warehouse require 24 hour advance prior notification and approval by the Texas Lottery.

Access Control and Video Monitoring

All key access doors will be self-closing and self-locking and will be monitored by video cameras located within key areas of our facility. Electronic devices will be used to protect and monitor the doors, various entrance points, windows and other openings. Authorized access to the premises, as well as limited access to high-security areas, is controlled through an electronic card access system, which is monitored at the security station. Emergency exit doors will be provided and will be equipped with alarms.

Access via the electronic card and biometric access control systems will be limited to staff approved by the Texas Lottery after successful background investigations in accordance with RFP section 4.8. Additionally all INTRALOT employees are screened for illegal drug use before they are hired. INTRALOT also has all employees certify their understanding of our code of conduct annually.

A biometric electronic access system is installed at entrances to our computer room(s), media library, instant ticket warehouse, and other high security areas. 24X7X365 live security video system cameras are located in all high security areas and around the exterior of all our Texas facilities. The WaveReader video security systems are connected by a feed to the INTRALOT's security office and the Lottery's Security Operations Center to enable real-time monitoring. INTRALOT understands that a personnel access list must be authorized by the Texas Lottery. Access is restricted to personnel authorized access to each controlled area. Access controls will prevent any unauthorized personnel from entering the premises. Access authority will not be granted for anyone until authorized in writing by the Texas Lottery. Visitor requests will be submitted to the Texas Lottery forty eight (48) hours prior to each visit.

INTRALOT intends to install and administer the WaveReader digital CCTV monitoring and access system. We will ensure that the WaveReader system is equipped with enough camera and communications capacity to monitor all gaming systems, games management activities, distribution warehouse, and sensitive facility areas as determined by Lottery Security. The Pan, Tilt, Zoom (PTZ) capability will be provided on cameras where needed and/or required by the Lottery. INTRALOT will equip the system with video feeds from critical areas in both of its Texas data

center facilities to the Lottery Security Operations Center and any other locations as determined by the Lottery. An electronic access system will be installed at entrances to the computer room(s), media library, external doors, and other secure areas. This system will be remotely connected by a feed to the Lottery's Security Operations Center to enable real-time monitoring. INTRALOT understands and agrees that the access list will be authorized by the Lottery.

Access is restricted to any unauthorized personnel. Access controls will prevent any unauthorized personnel from entering the premises. Locks or access codes will be changed on a periodic basis. The frequency of the changes will be dictated by the Lottery.

High-resolution digital color cameras will be located at key areas within our facilities. These locations will include all access control doors and other areas that may be deemed sensitive, such as Operations, Computer Room and the ticket stock area. Incoming and outgoing activities will be under constant surveillance by high-resolution color cameras. Movable (Pan-Tilt-Zoom) cameras will also be strategically located on the exterior of the facility.



All camera footage will be recorded on digital video recorders (DVR). The DVR will record any activity or motion with each of the cameras views. The DVR will have the capability to accommodate a minimum of 30 days of image storage. Video backed up from the DVR will be retained in accordance with section 3.74 of the RFP. INTRALOT will provide WaveReader, a GE Security software product, to Lottery Security personnel. WaveReader software is a graphical user interface that allows users to remotely access GE Security digital recorders via Ethernet or dial-up connection.

This access includes remote viewing, menu adjustment, camera control and downloading of images for later use. Below is a short list of WaveReader highlights:

- Full or multi-screen live viewing and playback modes
- Multi site searches
- Access via LAN/WAN/WWW
- Find video by time/date range, camera, event, and transaction text
- Motion Search filter searches recorded video for motion in a user defined area.
- View video while recording
- Address book accommodates up to 10,000 sites, with 18 data fields for recording
- User security rights enable users to customize access and control privileges
- Exportable and printable search results screen

WaveReader software can also be used to remotely control PTZ (pan/tilt/zoom) units through an Ethernet connection. When connected to a unit, it's easy to switch from viewing live images to playing recorded images. Search filters enable users to go to a specific date and time to begin playback. Additional searches can be conducted using the following variables:

- Specific date/time range
- Camera (all or some)
- Alarm inputs (all or some)
- Events (motion/alarm linked to event, and transaction text)
- Combinations of time/date, camera, and event.

WaveReader offers controls that mirror a VCR, including play, reverse play, fast forward play, and fast reverse play, frame advance (forward and reverse), pause, and stop. The program also offers screen display modes. The user can quickly move forward in the video file by moving the playback position slider bar. A separate playback speed slider bar permits the user to slow down playback from the normal real-time speed for better observation.



WaveReader Screens



All employees will be issued an electronic key card at the time of their employment. This card is programmed with a unique security code to grant access only to those areas necessary for employees to accomplish their assigned tasks. Access can be further controlled by date and time of day. INTRALOT will work with the Lottery to determine the access requirements. For the employees, a photograph will appear on the badge as well as the employee's name, department, etc.

If a badge is reported lost or stolen, or the employee is terminated or suspended, the badge can be immediately deactivated or deleted from the security system and cannot be used.

An "Access Denied" alert notification warning is transmitted to the Security Management System (SMS) when an attempt is made to use a deactivated or deleted badge or to enter an area for which the cardholder is not granted authorization. This notification will also be accompanied by detailed information advising the person monitoring the system of the action he/she should take. Closed circuit television cameras (CCTV) will also lock in the alarm mode for areas where cameras are monitoring access-controlled doors. This information will be transmitted to, and recorded on, the host computer for the Access Control System and the video systems Digital Video Recording system.

All visitors will be required to present identification, signed in and out, issued a temporary visitor badge, and escorted, at all times, through the facility. In addition to access control the system monitors and records:

- All doors, including overhead doors
- All windows
- Interior perimeter
- Card access for all doors for authorized access times and doors held open too long, blocked, forced open, etc.
- Status of all intrusion alarms.
- Log of all access granted to the building and restricted interior areas.
- Log of all access granted to the production area of the data center.
- Log of all denied access occurrences by the card access system.
- Alarm conditions of monitored environmental controls.
- Life safety devices.

Access Control Real Time Logs

The INTRALOT proposed access control system allows for the digital logging of all visitors entering the facility. The log is available in real time by secure LAN/Web access to Lottery Security.

Fire Suppression

Computer room(s) will be protected by an automatic fire extinguishing system based on FM-200 or another Lottery-approved method. The system will be installed and maintained as specified by applicable National Fire Protection Association (NFPA) guidelines and any applicable local and/or State code. When triggered, the automatic fire extinguishing system would be equipped with alarms that sound locally and at the Lottery's Security Operations at Lottery Headquarters. INTRALOT has installed NFPA compliant FM-200 Systems in all of our facilities located in the United States.

Construction will support fire safety as noted in NFPA guidelines as well as all applicable state and local fire codes. INTRALOT assures the Lottery that the physical area for our facilities will comply with all state and local building codes, laws and rules for facilities of its type. The computer room(s) with mission critical equipment will be separated from other areas by non-combustible materials having at least a one-hour fire resistance rating. Other design criteria shall be incorporated to include, but not limited to:

- Computer room walls will extend from the structural floor to the structural floor (or roof) above.
- Fire doors will be provided on all entrances into the computer room with a fire resistance rating at least equal to the wall in which the door is located.
- All penetrations through the computer room floor, wall or ceiling will be tightly sealed with material equivalent to existing floor, wall or ceiling construction to prevent passage of heat, smoke and water.
- Fire and smoke dampers will be provided in ducts that pass through the computer room walls, floor and ceiling.
- Air conditioning system with sufficient capacity to maintain a stable environment within original computer equipment manufacturer specifications will be installed. An air conditioning failure detection mechanism will also be provided. The air conditioning system(s) will be interlocked to shut down upon activation of the fire extinguishing system or the automatic system will compensate for loss of extinguishing agent through operation of the air conditioning systems.
- The automatic extinguishing system will be equipped with alarms that sound locally and at a continuously attended location and at the Lottery's Security Operations at Lottery Headquarters or other off-site location, such as a fire department or other location to be approved by Lottery Security. The alarm system will indicate a trouble condition if the system were to become inoperable and provide supervision of extinguishing system valves to indicate unauthorized tampering or closing. INTRALOT will also ensure the HVAC System is maintained according to its manufacturer's specifications.



Critical Power Protection

INTRALOT's data centers will condition electrical power to ensure that all equipment are protected from commercial electrical power surges should they occur. INTRALOT will provide and maintain PDC and BDC Uninterruptable Power Systems (UPS) including generators that will automatically power the entire facility for up to forty eight (48) hours without refueling. During the Contract, the batteries, transfer switch, and generator will be exercised for extended periods on a Lottery-approved schedule, and the generator will be maintained according to its manufacturer's recommendations. The Dual battery string UPS will provide a minimum of 30 minutes of battery transition time at 150% capacity for all hardware, environmental equipment, communications equipment, fire protection equipment, alarm systems and necessary lighting to conduct normal daily business operations. INTRALOT will ensure that this equipment meets or exceeds all applicable fire and safety codes. INTRALOT customarily exercises all generators at all of our facilities at least once weekly. INTRALOT will exercise the generator(s) for both PDC and BDC according to a Lottery approved schedule.

INTRALOT will also provide backup generators for the District Offices to ensure that the security systems and security camera systems are always powered even in the event of loss of commercial power.

HVAC Environmental Safeguards

INTRALOT will provide redundant HVAC in the PDC and BDC to ensure that our equipment and control room temperatures are maintained at the optimum levels even in the event of failure of one of the primary systems.

- | |
|---|
| 4. The Proposer must indicate the proposed hours of operation for the central distribution warehouse. |
|---|

The scheduled hours for the central warehouse are 8 AM to 5 PM, M-F. Saturdays and Sundays and holidays will be scheduled as necessary. The warehouse team will remain until the daily orders are complete and on the couriers trucks. INTRALOT understands unforeseen circumstances like large jackpots, heavy ticket orders, late new game arrivals etc. may dictate the actual hours worked on any given day. INTRALOT will not accept delivery of instant tickets or loading of instant tickets assigned for destruction or destruction of instant tickets without the presence of the Texas Lottery staff. INTRALOT will operate the central distribution warehouse when any situation requires our extended presence and it is in the best interest of and authorized by the Texas Lottery.

intralot

**A GLOBAL LEADER
YOUR LOCAL PARTNER**



INTRALOT
A BRIGHT FUTURE FOR TEXAS



6.7 Business Continuity and Disaster Recovery

Business Continuity (BC) and Disaster Recovery (DR) Services are the activities associated with providing prioritized continuity and recovery services for the Lottery Gaming System, sales, marketing, warehouse, distribution and all associated components (e.g., hardware, software, network, attached and standalone devices). At a minimum, these activities must be maintained in accordance with Title 1, Texas Administrative Code Chapter 202 – (Title 1 TAC 202) Information Security Standards. The following table identifies the BC and DR service requirements.

Table 21 Business Continuity and Disaster Recovery Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and agrees to comply with the detail requirements defined in Table 20 Business Continuity and Disaster Recovery Requirements and Table 22 Business Continuity and Disaster Recovery Service Levels.

2. The Proposer must provide a description of its proposed Business Continuity and Disaster Recovery capabilities. This must include a description of how primary site system recovery will meet Texas Lottery requirements set forth in this section.

INTRALOT will provide and annually update a Business Continuity and Disaster Recovery and Contingency Plan (BCDRP) for the computer centers and administrative facilities sites used in fulfillment of INTRALOT's responsibilities under the contract. INTRALOT will deliver the BCDRP no later than 90 days after the production start-up date. The plan will take into account disasters including, but not limited to, those caused by weather, water, flood, fire, environmental spills and accidents, malicious destruction, acts of terrorism or war, and contingencies such as strikes, epidemics, pandemics, etc.

INTRALOT's plan will ensure continuation of the System and all gaming activities. Provisions will also be made for the safe, secure off-site storage of all scheduled Back-up data and programs utilizing a secure, Lottery-approved offsite storage service. Should implementation of any portion of the disaster recovery and contingency plan become necessary, all costs associated with the plan will be covered by INTRALOT.



INTRALOT will participate with the Lottery in exercises to test the BCDRP and Back-up systems along with coordination with the Lottery's production of its own disaster plan. The requirements outlined in this section of the RFP are part of our existing plans and would be included in a customized plan that will be prepared for the Texas Lottery. The completed BCDRP draft would be made available to the Lottery prior to the Start-up date for Lottery review, and input.

INTRALOT looks forward to creating a solid partnership with the Lottery during the development of the Business Impact Analysis, the Risk, Threat Analysis, and the design phase of the Business Continuity Plan. Teamwork between the Lottery and INTRALOT is needed when emergencies occur. Not the least of which include communications to the affected parties, coordination with the disaster teams, liaison with Public Safety personnel, and possibly statements to the media and public.

It is imperative to recover quickly from any condition that fully or partially disrupts the Lottery's operations. Such conditions may be the result of a natural or man-made disaster such as pandemics, epidemics, flood, fire, explosion, earthquake, power outage, tornados, hazardous chemical or biological situations, strikes, and other types of natural, man-made or terrorist-induced acts that are capable of shutting down operations of the Lottery Gaming System. The BCDRP will detail the approach, strategies, and procedures to promptly recover from a disaster or critical event. Areas that are covered in the BCDRP include:

Area	Description
Continuity of Operations	Defines procedures to be used by each functional area to react to an emergency or crisis situation. Defines an IT Disaster Recovery Plan for maintaining computer operations during a crisis.
Contingency Planning	Defines physical and data security procedures to reduce or eliminate the risk to IT Systems and the physical security of the facilities.
Emergency Response	Defines procedures for dealing with medical and emergency situations. Also contains contact information for the site Response team as well as outside agencies such as the FBI and Homeland Security.
Crisis Management	Defines the hierarchy for the Response Team, Lottery and the Emergency Response Team, including corporate contacts.
Evacuation Plan	Contains the site floor plan and provides shelter locations and evacuation procedures.
Communications	Defines the emergency call tree, employee address and phone list, and provides the Lottery's policy and procedures for dealing with the media and other outside agencies.
Business Recovery	Defines the procedures to reinitialize normal business operations after the emergency has passed. Defines the Recovery Team members and their roles; contains equipment list for IT, warehouse and office, and vendor list and equipment delivery lead time.
Plan Review and Testing	Procedures for testing the BCP and reviewing/ updating the Plan.

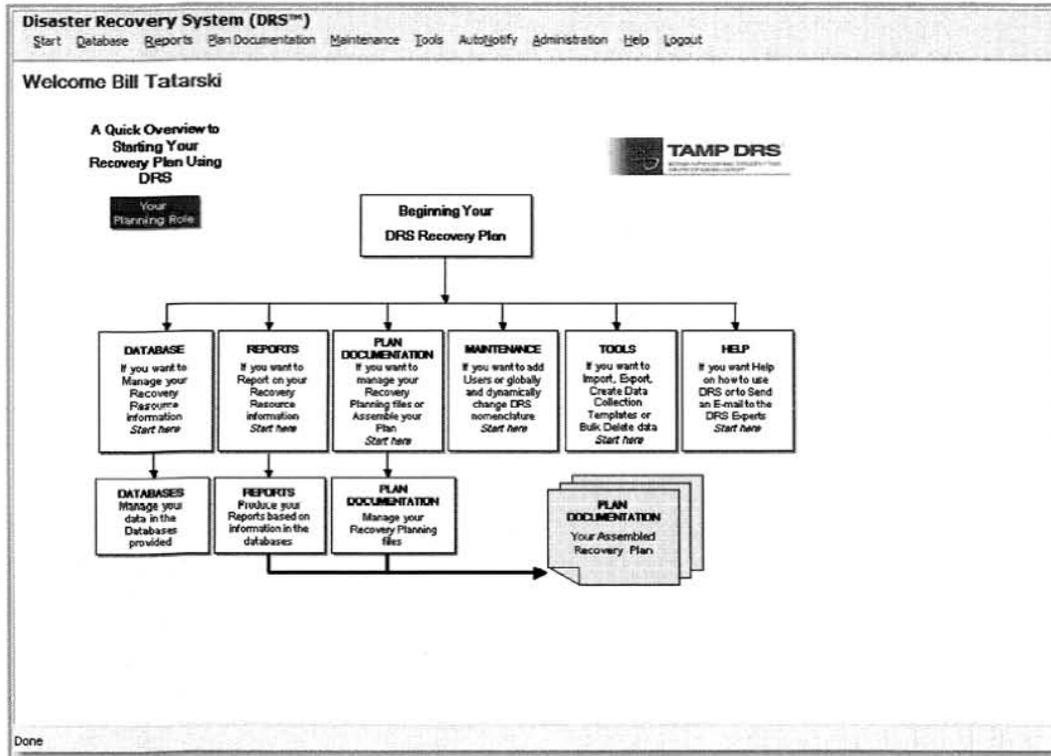


When developing an effective plan to deal with these and other types of catastrophes, it is important to employ a methodology that provides for timely and secure problem resolution in an organized and responsible manner. Drawing on our experience and expertise with other lotteries, and by conscientiously applying industry standards, INTRALOT has formulated a BCDRP that is designed to restore site operations and system operations in an efficient and controlled manner, in the shortest amount of time possible.

INTRALOT uses automated Continuity Planning Software (called DRS™) from TAMP Systems, a leader in Business Continuity Planning. The system allows INTRALOT's disaster and recovery team leaders to update equipment inventory, personnel, vendor, vital records, and recovery procedures on a regular basis, guaranteeing the plan is always up to date. A wide variety of reports and queries allow personnel to review and update information before the final plan is produced. An updated plan can be generated at any time and a distribution feature will let the appropriate personnel know that an update has been issued.

In addition to storing lists of equipment, personnel, procedures, forms and records in the database, DRS™ also functions as a repository for documents that are crucial to running the business such as the Security Plan, Disaster Recovery Plan, and various documents and forms that are used by each department. The plans are maintained and updated by the individuals who supervise each functional area. These are the people who know the policies, procedures, equipment, and other requirements needed to re-establish their functional areas after a disaster.

The methodology used and plans produced by DRS™ are guaranteed by TAMP to exceed FFIEC, NASD, NYSE, OCC, SEC, HIPPA, Sarbanes-Oxley, and other business continuity compliance requirements. The screen shown below is of the DRS™ Main menu:



DRS™ Main menu

Immediately following the Lottery’s announcement of intent to award to INTRALOT, customization of the BCDRP draft will begin. This ensures that the BCDRP will conform to the Data Center locations, logistics, local geography, local climate, and personnel and will allow INTRALOT to prepare a plan that complies with industry standards.

Prior to the development of the BCDRP, we will conduct a Business Impact Analysis (BIA) tailored specifically to the proposed Data Center locations. This would allow us to define the business functions and system dependencies by department and the impact on business operations if the functions are not able to be performed, compromised or malfunctioning. The BIA will be followed with a Risk Threat Analysis (RTA), which will provide us with a matrix that defines the risk vulnerability and impact to the business as well as strategies to manage the risks. These include external, internal, security, and safety risks. The BCP will not be finalized without soliciting the Lottery’s input and ideas on those areas specific to Lottery operations.

The BCDRP will detail the strategies, procedures, and the organizational effort that will be used to establish full or, in the case of a disaster of the highest magnitude, partial recovery in the minimum amount of time possible. Success in this endeavor is as important to INTRALOT as it is to the Lottery.



On a quarterly basis, INTRALOT will test our BCDRP by operating our critical functions out of our Backup Data Center (BDC). All lottery network communications and data processing will operate out of the Dallas BDC over a weekend.

In the event of irreparable damage at the Primary Site or an unplanned, extended abandonment of the Primary Site, INTRALOT will provide the Lottery with replacement host processors, facilities, and other components necessary to resume Lottery gaming operations at the old Primary Site or at an alternative site if required. In the event the primary Data Center is not able to perform the required functions, all functions will be performed from the Remote Back-up Site (RBS). The RBS contains redundant equipment and support services that will allow resumption of operations within minutes of a significant disruption that rendered the Primary Data Center inoperable or inaccessible. The communications lines terminating at the RBS will be routed independently of the Primary Site. In addition, data transferred to and recorded at the secondary site will always contain the most recent transactions, allowing for an immediate takeover/failover without loss of data. Contingency plans associated with equipment at the primary Data Center and the RBS, as well as contingency plans for supplies, personnel, and telecommunication links to the retailer network, our unaffected computer site, and the Lottery's computers will be included in the BCDRP.

An important part of continuity planning is establishment of procedures and practices that will minimize the effect of a disaster and allow resumption of activities in as short a time as possible. A basic practice is the use of off-site storage for files, software, and other mission critical items. INTRALOT will provide secure on-site and off-site storage for critical files, software, and all Back-up data. On-site, Back-up media is stored in a secure, climate-controlled room that meets MUSL and all other multi-jurisdictional standard requirements. The specific location within the facility will be subject to Lottery approval. Off-site storage of Back-up copies of critical files, software, and data would support and ensure a full system's recovery without loss or corruption of data. Additionally, an audit trail for the generation, transport, retention, and retrieval of such will be documented and maintained.

During the first year of operations, INTRALOT will hire an outside consultant to review Lottery and INTRALOT business risks and Disaster Recovery Plans. They then will recommend opportunities for business continuity and disaster recovery improvements for both organizations.

Back-up data from the storage facility will be maintained by INTRALOT for periodic review by the Lottery. The stored materials retention period will follow a schedule approved by the Lottery. INTRALOT will periodically check the condition of the media at both the on-site and secondary site to ensure physical integrity is secure and that recovery of data is possible.

All communications equipment used by INTRALOT will be purchased directly from Cisco and is easily acquired, configured and deployed. Our satellite vendor currently supplies VSAT communications equipment in the U.S. and several other countries, so replacement equipment is readily available. In the event of a complete loss of either of the primary satellite up-links, our retailer telecommunications network has a Back-up satellite uplink hub.



Testing the BCDRP provides the opportunity to train and evaluate the personnel who are responsible for executing the plan. An important aspect of testing is not that the test succeeds without problems, but that the test results and problems encountered are reviewed and used to update or improve existing procedures and plans. This proactive approach to periodic testing is important because it validates the effectiveness of the Back-up and recovery procedures. Testing will involve all construction, environmental, functional, and operational equipment that is used at the Data Center. In addition, a number of scenarios agreed upon between INTRALOT and the Lottery, which include a wide variety of disaster types, will be tested. Additionally, the System and communications network environment will be tested regularly to ensure that critical applications are available to support business in the event of a disaster.

The recovery test must be successfully completed with the hardware, system, network, programs, data, and applications functionally verified by the business support areas within the recovery timeframe mutually agreed upon by INTRALOT and the Lottery. Failed tests must be rerun within a timeframe that is agreeable to the business area, until completed successfully. Response times for recovery from impending disasters and the contingency procedures proposed will be reviewed to determine any possible changes and/or improvements that can be made to provide a faster, more efficient recovery operation.

Specific review of the BCDRP, including updates and testing, will occur as follows:

- Updated annually, more often if needed
- Tested internally four times a year, staggered seasonally
- Interim updates made to the plan when notified of network, equipment, and/or business-related changes relative to personnel and suppliers

The results of these scheduled tests and updates will be communicated to the Lottery in a written Disaster Plan Summary that includes test dates, test procedures, and test results. The Lottery working along with INTRALOT during this process to approve updates and ensure the Plan and procedures will provide maximum protection, response, and recovery from a disaster. Any unscheduled tests or potential changes to the BCDRP will be immediately communicated to the Lottery in writing. INTRALOT will immediately document any changes to the Plan and provide the Lottery with a copy of such amendments in an expedient manner.

In the event of a disaster that requires the Plan to be implemented, INTRALOT will be responsible for all costs associated with the recovery effort. To prepare for a possible disaster, INTRALOT will schedule annual exercises with the Texas Lottery to test fail over to the Back-up Site. In the event of INTRALOT employees or any substantial subcontractor striking, INTRALOT will be able to supplement personnel from a substantial pool of employees that can immediately transfer to Texas to maintain operations throughout the work stoppage. INTRALOT operates in eleven states with sufficient experienced and qualified staff to handle such an event.



INTRALOT agrees to provide a Corporate Infrastructure Protection Plan for our company's infrastructure as may be required to support the Texas Lottery. INTRALOT's software development is conducted from Duluth, Georgia the location of INTRALOT USA Corporate headquarters, and from Athens, Greece, the home of INTRALOT S.A., which is the parent company of INTRALOT USA. INTRALOT will provide the infrastructure disaster plan at or before Start-up. We have included a high level outline of our confidential Corporate Infrastructure Disaster plan below.

CORPORATE INFRASTRUCTURE PROTECTION PLAN

SECTION 00.00 - INTRODUCTION TO RECOVERY PLANNING

- 00.10 ORIENTATION**
- 00.20 PLAN ORGANIZATION - MANAGEMENT OVERVIEW**
- 00.30 RECOVERY STRATEGIES**
- 00.40 SCOPE AND OBJECTIVES**
- 00.50 ASSUMPTIONS**
- 00.60 EXCLUSIONS**
- 00.70 POLICY STATEMENT**
- 00.80 NEWS MEDIA RELEASE**

SECTION 10.00 - INCIDENT RESPONSE SEQUENCE

- 10.10 OPERATING DISRUPTIONS**
- 10.20 DISASTER DECLARATION PROCEDURES**

SECTION 20.00 - NOTIFICATION PROCEDURES

- 20.10 DESCRIPTION OF THE NOTIFICATION PROCESS**
- 20.20 NOTIFICATION PROCEDURES**
- 20.30 SCRIPT (TELEPHONE GUIDELINES) FOR NOTIFICATION**
- 20.40 ORGANIZATIONAL STRUCTURE FOR NOTIFICATION**

SECTION 30.00 - RECOVERY TEAMS

- 30.10 INTRODUCTION TO THE RECOVERY TEAM/FUNCTION CONCEPT**
- 30.20 RECOVERY TEAM/FUNCTION ORGANIZATION CHART**
- 30.30 RECOVERY TEAM/FUNCTION OVERVIEW, MEMBERSHIP & TASKS**

SECTION 40.00 - EMERGENCY PROCEDURES

- 40.10 EMERGENCY TELEPHONE NUMBERS**
- 40.20 ALARM SYSTEMS**
- 40.30 EVACUATION PROCEDURES**



SECTION 50.00 - MISSION CRITICAL OPERATING PROCEDURES

- 50.10 ALTERNATE SITES/SERVICES SPECIFICATIONS**
- 50.11 COMMAND CENTER LOCATION & ACCOMMODATIONS
- 50.12 ALTERNATE SITES CONFIGURATION & SPECIFICATIONS
- 50.20 EXTERNAL RECOVERY SUPPORT AGREEMENTS**
- 50.30 MISSION CRITICAL PROCEDURES & INFORMATION**
- 50.31 OFF-SITE STORAGE PROCEDURES
- 50.32 DATA & SYSTEM PROTECTION
- 50.33 OPERATIONS PROBLEM ESCALATION
- 50.34 START-UP PROCEDURES AT RECOVERY SITE
- 50.35 OTHER MISSION CRITICAL PROCEDURES/INFORMATION

SECTION 60.00 - REBUILDING/RESTORING SPECIFICATIONS & INVENTORIES

- 60.10 FLOOR PLANS & SPECIFICATIONS**
- 60.20 NETWORK DIAGRAM SPECIFICATIONS**
- 60.30 ALTERNATE SITES FOR RECONSTRUCTION**
- 60.40 RECOVERY RESOURCES & INVENTORY REPORTS**
- 60.41 EQUIPMENT INVENTORY
- 60.42 FACILITIES PROFILES
- 60.43 FORMS & STATIONERY INVENTORY
- 60.44 PERSONNEL PROFILES
- 60.45 RECOVERY TASKS
- 60.46 SOFTWARE INVENTORY
- 60.47 SUPPLIES INVENTORY
- 60.48 VENDOR CONTACT INFORMATION/INVENTORY
- 60.49 VITAL RECORDS INVENTORY

SECTION 70.00 - APPENDICES

- 70.10 GLOSSARY OF TERMS**
- 70.20 TESTING PROCEDURES**
- 70.30 MAINTENANCE PROCEDURES**

3 The Proposer must describe its data backup and restore process.

INTRALOT completes Back-up procedures and creates numerous System checkpoints after critical events have occurred throughout the day. Our operational practices through report balancing and reconciliation ensure that current data files and archived Back-up copies are valid. For example, Back-ups are performed after sales are stopped for the current drawing and after the System has balanced on a nightly basis. We recognize that reprocessing a day may not be practical because of large volumes of aged transactions and this is why we ensure files and databases are backed up to disk, along with checkpoints to be used in case reprocessing is necessary, as well as when daily balancing is complete.

Off-Site storage of backed up copies of critical files, software, and data will support and ensure full System recovery without loss or corruption of data. Additionally, an audit trail for the generation, transportation, retention, and retrieval of Back-up data from the storage facility will be maintained by INTRALOT for periodic review by the Lottery. The stored materials retention period will follow a schedule approved of by the Lottery. Through operational procedures INTRALOT will periodically check the condition of the media at both the On-site and Back-up Site locations to ensure physical integrity and that recovery of data is possible. INTRALOT further agrees that at the Lottery's direction, it may be directed to restore a Back-up file to a test System to ensure viability.

INTRALOT will maintain configuration management files that will allow System configurations to be restored. We will work with the Lottery to ensure that the operational procedure for Back-up and archival practices meets or exceeds the Lottery's approval.

4 The Proposer must describe how tickets will be delivered should its primary delivery service become unavailable.

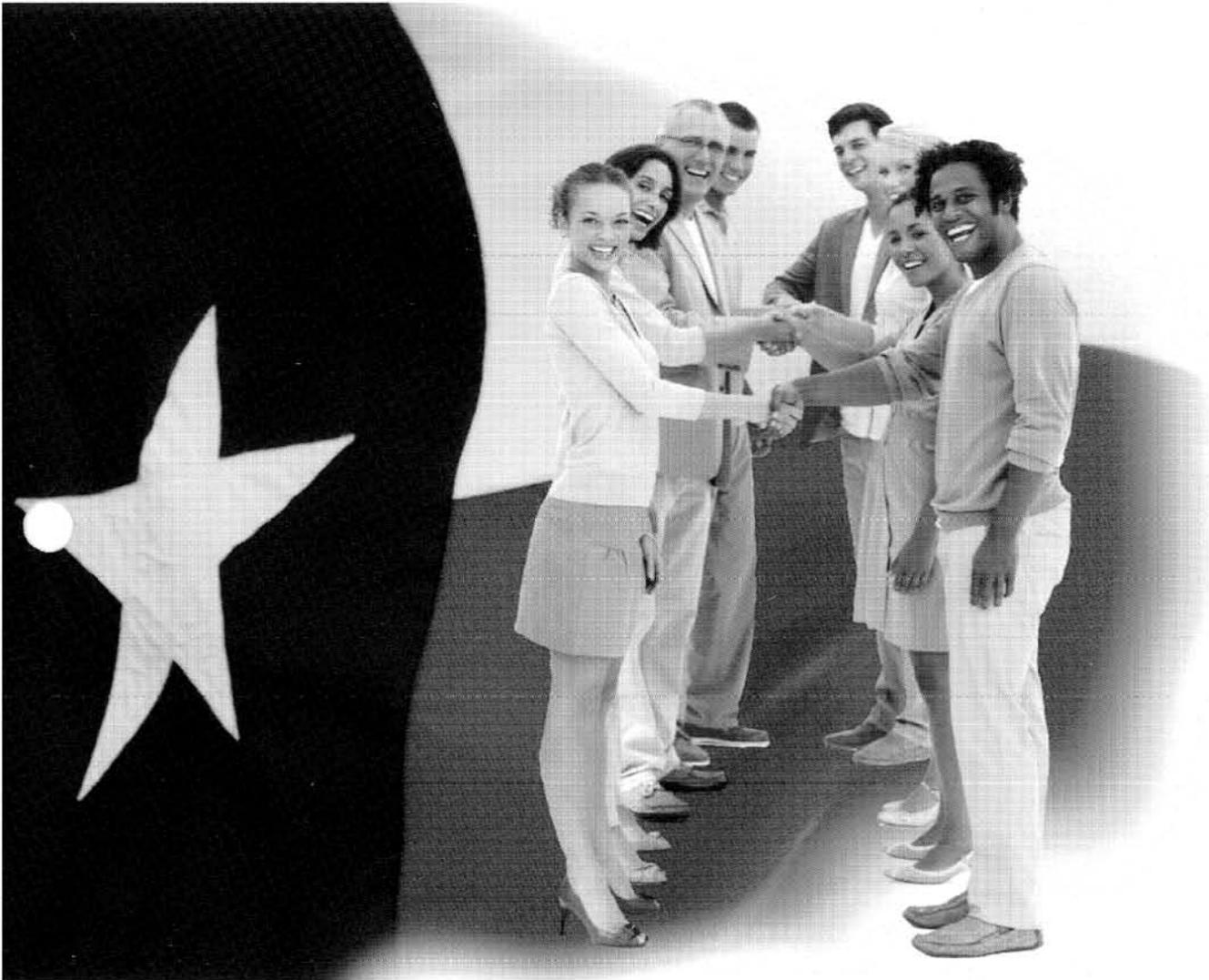
INTRALOT maintains relationships with multiple couriers for business continuity reasons. Our ticket distribution system is capable of supporting multiple shipping methods from multiple vendors. INTRALOT intends to contract with Lone Star Overnight <http://www.lso.com/> as the primary courier for overnight shipment of tickets throughout the entire state of Texas. INTRALOT currently utilizes United Parcel Service in several other Lotteries INTRALOT services in the USA. INTRALOT will utilize the services of UPS as our backup courier should the services of Lone Star become unavailable for any reason. Should both Lone Star and UPS delivery service become unavailable, INTRALOT will use utilize our Lottery Service Representatives together with our Field Service Technicians to deliver instant tickets to the retailers, until regular operations by Lone Star and or UPS can be resumed.



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**A GLOBAL LEADER
YOUR LOCAL PARTNER**



INTRALOT
A PROUD PARTNERSHIP WITH TEXAS

6.8 Training

Training activities consist of the following:

- Training for Texas Lottery and Lottery Operator staff on general operating procedures, lottery equipment and inventory/financial functions.
- Training for existing and new Retailers on lottery equipment, operation, general operating procedures, Texas Lottery licensing requirements and sales & marketing techniques. This includes training on new Lottery Product implementations, new System applications, new equipment installations and refresher training.

The following table identifies the training requirements.

Table 24 Training Response Requirements

Response Requirements

- | |
|--|
| 1 The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section. |
|--|

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 23 Training Requirements and Table 25 Training Service Levels.

- | |
|--|
| 2 The Proposer must provide a description of its proposed training activities for each requirement |
|--|

Retailer Training Programs, Initial and On-going

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund by providing superior services. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class facilities will provide superior security, office and warehouse space that is optimized for efficient workflow. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry. **Our LOTOS™ securities have never been breached.**

INTRALOT will dramatically beat the Texas Lottery's Training service level expectations. INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. INTRALOT is totally committed to driving tremendous annual growth in lottery sales.



INTRALOT will provide retailer training based on the latest lottery industry best practices. INTRALOT retailer training sessions have the highest participation rate of any Lottery vendor. We use several formats for training optimized for different situations: "Trade Show" format training, class room training, training on location at chain headquarters and in-store training, all focused on making the retailer staff proficient in the operation of lottery terminals and the Lottery's procedures. These training programs will be conducted by INTRALOT during System conversion and on an ongoing basis as new retailers are installed and as major System changes and game modifications are made during the term of the contract. INTRALOT will also provide training to retailers who receive new equipment or receive new features on the existing equipment. Texas Lottery retailer and Lottery staff training will also be provided in Spanish as appropriate.

INTRALOT will provide retailer terminals and training materials for installation at key account corporate headquarters for the life of the contract to permit Key account retailers to train new employees. INTRALOT Lottery Sales Representatives (LSRs) will provide system and merchandising training to new retailers as soon as they have our terminal installed in their store. INTRALOT's Service Desk Customer Service Representatives (CSRs) will also be an ongoing resource for retailers who have questions about general functionalities and other terminal features.

Retailer Instruction

Please reference the Terminal Training videos on the DVD enclosed in the front of the proposal and please reference the Arkansas Retailer training Power Point included on the DVD for an example that was used recently for retailer training.

During the initial conversion INTRALOT will provide hands-on group instruction at locations approved by the Lottery. Our LSRs will also conduct retailer training over the entire contract period, including on-site training at retailer locations. All training sessions include lottery licensing requirements for the Texas Lottery and retailer best practices for marketing, merchandising, running promotions, sales tips and increasing lottery sales.

INTRALOT offers multiple training formats including:

- Trade Show (fun, high participation rate, effective, extremely successful for all learning speeds, retailer can stay at each station as long as they want)
- On-site at the retailer location (very effective)
- Classroom
- Chain headquarters

The Trade Show style offers the most effective ways to train Lottery retailers and Lottery staff on INTRALOT's retailer equipment because of the large time slot that is available during which a retailer may attend. Each trade show has one or two sessions, depending on the number of retailers in the vicinity of the particular training location. The first session is held in the morning and the second during the afternoon. This provides the attendees with the flexibility to come and go conveniently, based on their individual schedules. The attending retailers will need 45-60 minutes



to complete the training on the new equipment and can therefore come at any time during either session. Evening sessions will be conducted if required.

The Trade Show format or “Retailer Rallies” have proven to be the most successful form of training, followed by on-site retailer training so that the retailers do not have to travel, and lastly by traditional style class room retailer training. INTRALOT highly recommends the Trade Show format because the concept is fun for the retailers and highly effective.

Should the Lottery desire classroom format training (described later in this section), we will attempt to limit attendance to no more than 50 attendees per session, with an average of three sessions per day. Additional training will be conducted on-site at retailer locations for those who are unable to attend a class room session.

INTRALOT does recommend classroom style training for Texas Lottery staff instruction on the back office functions of the LOTOS™ O/S Gaming System, security system, and our Siebel™ Retailer Services and Customer Relationship Management (CRM) application. INTRALOT will provide this training during conversion and throughout the length of the contract. We will provide both system training and reference materials that allow first time users to learn each module and navigate the back office systems we provide.

Train-the-Trainer Course

INTRALOT will use INTRALOT trainers to train Texas Lottery staff and initial retailer conversion training. LSRs, CSRs, and FSTs will receive our Train-the-Trainer course, which is an in-depth course that fully develops the skills necessary to conduct training sessions in a store environment. The Train-the-Trainer sessions will ensure that all participants become completely familiar with the training material, and proficient and comfortable with the features and functions of the equipment.

In addition to continually fine-tuning each trainer’s presentation skills during the week-long course, a training script will be developed that trainers are required to follow during all subsequent retailer and Lottery training sessions. This ensures that all of the material is thoroughly covered in each session, the instructions given are comprehensive, and the content remains consistent.

Throughout the training process, our LSRs, CSRs and FSTs are tested and evaluated on their presentation skills, equipment knowledge and communication style. The trainees are tested on subject matter covered in previous sessions and provided with constant feedback so that they can continue to expand their knowledge and skills. Reviews are performed on the trainers by INTRALOT training specialists and the corporate training manager, and supplemented with ongoing peer reviews. INTRALOT uses trained facilitators/trainers to conduct Train-the-Trainer services.

INTRALOT’s LSRs educate the playing public about lottery products and the equipment the Texas Lottery uses to sell lottery products. LSRs will receive biannual formal sales training. After conversion our LSRs will provide training to all requesting retailers and upon request by the Lottery. The training our LSRs provide includes:



- New employee training
- New equipment and software training
- New lottery product training
- General employee development
- Sales skill training
- Merchandising training
- Promotion training
- Lottery process and procedures
- Texas Lottery licensing requirements

INTRALOT's marketing and sales staffs will be thoroughly trained in Texas Lottery products, promotional and sales techniques. They will receive biannual formal education in best practice sales and promotion management.

Training Program Contents

INTRALOT agrees to provide training which covers the retailer terminals and peripherals, for all on-line and instant ticket selling and validation tasks and all supporting features and functions provided to meet the requirements of the RFP. INTRALOT will include the technical aspects of operating the terminal, account management, and various approaches for interacting successfully with players. In addition, INTRALOT agrees to provide training instruction on using the retailer web site. INTRALOT will work closely together with the Lottery to develop and refine the contents of the training program. INTRALOT will submit all training materials for Lottery approval.

Retailer Group Training

During the System conversion project, and for other large implementation projects, such as new product introductions, INTRALOT typically uses hotel meeting rooms or other similarly large facilities, such as conference centers, banquet facilities, and meeting halls. In Nebraska, for example, we used ballrooms in hotels such as Ramada Inn, Quality Inn, Sandhills Conference Center, and Holiday Inn Conference Center. Meeting halls included the American Legion, Table Creek Golf Course, Firefighters Union Hall, and Liberty Social Hall. Banquet rooms were used in restaurants such as The Peppermill Steakhouse and the Vet's Club and Steakhouse.

In Texas, each location will be selected to accommodate the desired training format and anticipated attendance. Our on-site marketing staff will make arrangements and assume all the costs associated with training, including room costs, refreshments, and give-away items. During the retailer training INTRALOT's training program will include training on the terminal and the peripherals, including on-line and instant tickets and the retailer website. The retailers will learn how to operate the terminal and will be presented with tools they can use to effectively communicate with their customers about the Lottery's games and the associated terminal transactions.



Retailer On-site Training

Our Training/Events Coordinator along with a team of trainers and Customer Service Technicians will provide on-site training for retailers that were unable to attend a Centralized training session.

INTRALOT will assume the responsibility for all retailer and Lottery training and all associated costs. Upon contract award, INTRALOT will develop an initial Training Plan for Lottery review and approval, including locations, staffing, materials, and curriculum. Once approved, INTRALOT will develop a formal Retailer Training Schedule, which will be submitted to the Lottery for final approval.

INTRALOT will utilize our Call Center Operators to communicate with the retailers regarding training options, informing them about the nearest training session and trying to get a number of attendees from each retailer's store to come to the trade show style centralized training, retailers that do not attend the centralized training, will be fully trained in store at the time of or just after their terminal is installed.

Key Account Retailer Training

INTRALOT's marketing and/or key account manager will work with the key account corporate headquarters' personnel to design and conduct a train-the-trainer program. By working with the chain headquarters, we can customize the train-the-trainer course to include information that is relevant to the chain's retail stores and their corporate policy. The chain headquarters may schedule training sessions for their individual stores or have the store's employees attend a group session at corporate headquarters. We will work closely with the Lottery to tailor training to best suit the needs of each key account.

Corporate representatives may contact our on-site Marketing Key Account Manager to schedule training for a new store or one that has a change in management. Training may be conducted either at INTRALOT's facility, at the corporate headquarters or in-store. Should a chain headquarters have their own training center, INTRALOT will provide them with a terminal that they can use to train their employees, as needed. In addition, we will provide refresher training at key account regional meetings upon request. Our marketing staff will be happy to attend retailer industry-related events, such as the Retail Grocers Association or Petroleum Marketers & Convenience Store Association trade shows to provide refresher training and support Lottery Retailer recruitment. INTRALOT will keep the Lottery apprised of requested corporate training or events that we have been asked to attend.

INTRALOT will work closely with the Lottery to design and implement a training program that best suits the needs and schedule of the Lottery's staff, retailers, chain headquarter accounts and key corporate accounts.



Retailer Trade Show Format Training

The following describes the training program based upon the highly successful training programs INTRALOT used in Nebraska, Montana, Idaho Lottery, South Carolina, New Mexico and Ohio for their retailers and Lottery staff in the use of retailer lottery equipment. These training sessions were conducted in joint cooperation with each Lottery.

INTRALOT conducted what appears on the surface to be an informal type of session, but is in fact a well-organized and comprehensive program. Training themes are recommended to enhance the experience and make it memorable for the retailer and increases the number of attendees because it sounds more appealing. The theme is linked to incentives such as Raffles and give-a-ways. This format educates the retailers at their own pace and they retain more this way.

The following are some of the themes that have been successfully implemented at INTRALOT's Retailer Trainings:

States	Retailer Training Themes
Idaho	"Retailer Rapid Rush"
Montana	"Retailer Round-up"
Nebraska	"Retailer Fast Track"
New Mexico	"Meet the Future"
South Carolina	"Get Onboard"

Two training sessions were offered each day; one in the morning and another in the afternoon. Retailers were invited to drop in at any time during the scheduled sessions. Completing the training took each attendee about one hour; however, retailers could stay as long as they wished to "play" with the terminal or obtain any additional information. Retailers could send as many employees to the training as they wished.

The training room utilized booths – or stations – and resembled a trade show environment. In Idaho for example, each of the four booths were staffed by trainers who provided instruction on a particular aspect of the System conversion, as follows:

- Terminal Training
- Scratch-off Tickets
- Marketing Support
- Accounting and Security

Hands-on areas were set aside and staffed by qualified INTRALOT trainers. The hands-on areas allowed users to interact with the new equipment for as little or as long a time as they required.

Trade Show Style Training – Achieves Results

INTRALOT’s Trade Show training format provides a forum in which multiple topics can be easily discussed, while allowing each attendee to move from one topic to another at his or her own pace. Time is provided to answer questions, play on the new equipment and supply one-on-one attention to those attendees that required or desired more time. The retailers enjoyed the less formal atmosphere and saw themselves as an active participant in the learning process. Overall they remained alert and attentive throughout their participation and were generally excited about receiving the new equipment.

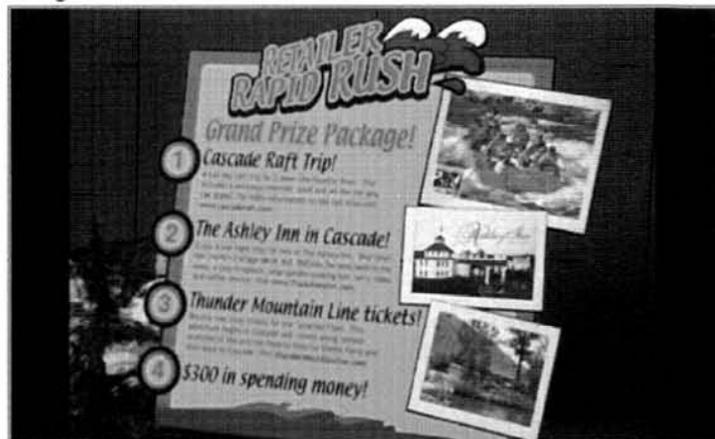
The training schedules, for the most part, provide many retailers with optional training dates, times, and locations. The result in Idaho for example; during an 18-day period, INTRALOT held 27 retailer training sessions in 14 cities and trained more than 1,800 retailers.

For INTRALOT’s the five most recent US System conversions retailer participation has experienced a 94% or greater attendance rate as shown in the following table:

State	Total No. of INTRALOT Staff Allocated	Total Hours of Training	No. of Retailers invited to Training	Retailers Trained	Total Attendees	Retailer Attendance %
MT	7	70	600	585	1280	97.5%
ID	7	148	900	850	1872	94.4%
SC	14	344	3600	3410	5612	94.7%
OH	30	672	9560	9200	16200	96.2%
AR	15	80	915	877	4050	95.8%

Idaho Retailer Rapid Rush Training

The training theme selected by the Idaho Lottery reflected one of the state’s hugely popular outdoor sports, white water rafting, and was exemplified by its name “Retailer Rapid Rush.” The rafting theme was carried throughout the session, from the moment the retailer registered at the door and received their “punch card” ticket to the point of exit. This punch card showed the path through the trade show with the different stations that have to be visited for training, as well as acted as a raffle ticket with which retailers could enter a drawing for different prizes. The punch card was used to





verify that the person received instruction from each “turn in the river,” or station. After finishing the training at each station the trainer would punch the punch cards of all retailers who attended at the station before sending them to the next station. The raffle ticket made them eligible to win the grand prize – a trip for two down the wild and scenic Payette River. The prize package also included free lodging for one night, a scenic train ride along the river, and \$300 in spending money.

Idaho Retailer Rapid Rush Training – Welcome Center

Here are a few samples from INTRALOT’s Retailer Training in Idaho:



Idaho Retailer Rapid Rush Training – River Map

Below is the punch card used at the retailer training; it is a card that is folded in the middle, one side is the Retailer Training map, which the retailer uses to follow the flow of the training stations. After training at each training station is completed, the trainer punches a hole in the number and sends the retailer on to the next station.

The other side of the two-fold is used by the retailer to write his/her information in order to enter a Raffle. The retailer can only enter the Raffle if all stations had been punched.



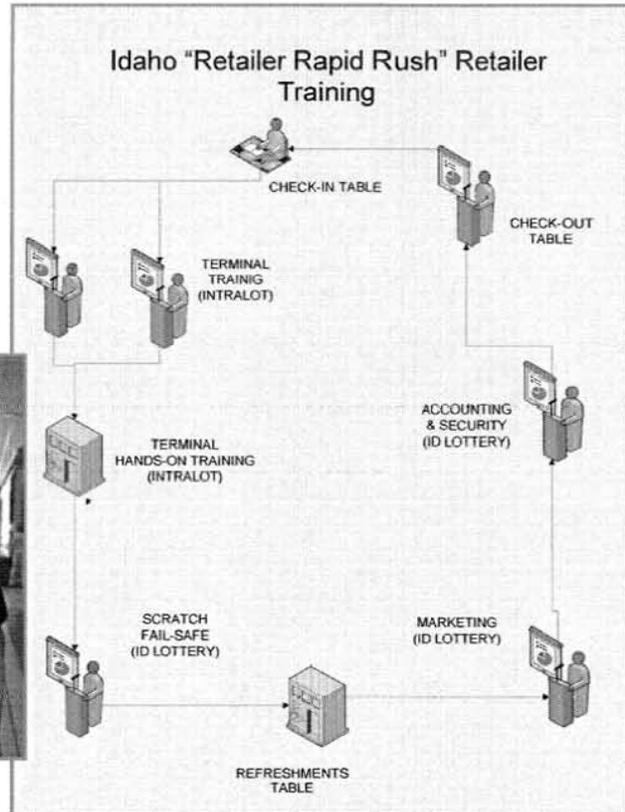
For the retailer training session INTRALOT used meeting rooms at locations that have been agreed upon with the Lottery. In co-operation with the Idaho Lottery the following stations were used at the Trade Show style training sessions:

- Check-in Stations
- Terminal Training Stations
- Hands-on Terminal Training Station
- Scratch/ Fail Safe Station
- Refreshments Station
- Marketing Stations
- Accounting and Security Station
- Check-out Station

Idaho Retailer Training Layout (right)



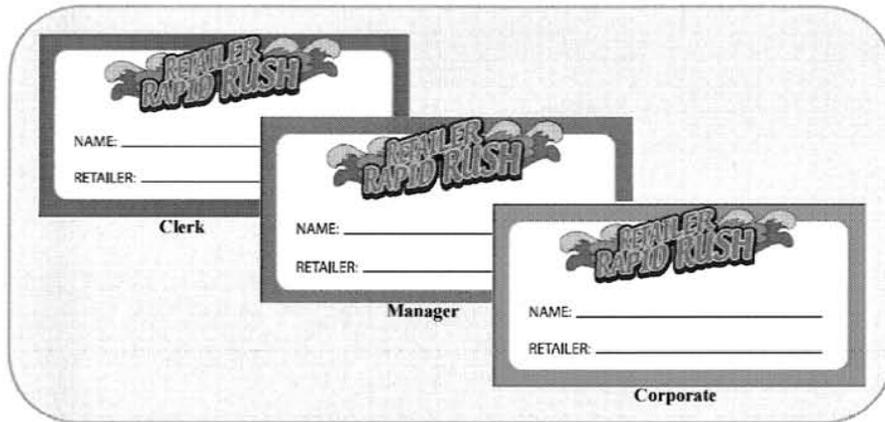
Check-in Station (above)



The local LSR hosts the Check-in Station, he or she is the first point of contact for the attending retailers. This turned out to be a very successful choice, since the local rep. is the one person who has an already established a relationship with all the retailers who are attending the training session in that city.

At this first station INTRALOT placed several sign-in sheets, to avoid congestion, retailers used these to sign-in with their retailer ID as well as their position at the store, i.e. clerk, manager or corporate. The sign-in sheets give INTRALOT exact information of which retailers attended and how many employees attended from each store. This helps determine which retailers did not attend the Retailer Training and will need in-store training. Those individuals were contacted through INTRALOT's Call Center in order to schedule an in-store training session at a later point at the convenience of the retailer.

Below is an example of the different name tags that were used at the Idaho Retailer Training.



The different colored name tags help INTRALOT's and the Lottery's trainers identify the attendees' roles within the store thus allowing them to tailor to the different training topics according to the retailer level and role.

For the Terminal Training INTRALOT had two stations with two terminals each, both stations were hosted by one INTRALOT Trainer for each of the two terminals.



Terminal Training Stations





The following is an Outline of the material covered at the Idaho Retailer Terminal Training Station by the Trainers:

Terminal Overview	Sign On / Sign Off
<ul style="list-style-type: none"> ✓ Adjustable screen ✓ Man-Machine Interface ✓ Main Menu screen container areas ✓ Barcode reader ✓ Scanner ✓ CDU (Customer Display Unit) 	<ul style="list-style-type: none"> ✓ Sign Off ✓ Sign On
Selling Tickets	Validating Tickets & Coupons
<ul style="list-style-type: none"> ✓ Play Slip ✓ Manual Entry ✓ Quick Pick ✓ One-touch Quick Pick ✓ Ticket Repeat ✓ Triple Play ✓ Play Preview ✓ Confirmation Screen ✓ PP Prompt 	<ul style="list-style-type: none"> ✓ Scanning ✓ Manual Validation ✓ Old Tickets
Reports	Messages
<ul style="list-style-type: none"> ✓ Financial Reports (Accounting) ✓ Winning Numbers ✓ Game Results ✓ Jackpots 	<ul style="list-style-type: none"> ✓ Standard ✓ Mandatory
Utilities	LSR / FST Functions
<ul style="list-style-type: none"> ✓ View Last ✓ Troubleshooting ✓ Training Mode ✓ Shut Down ✓ Software Version 	
Other Features	Phone Numbers
<ul style="list-style-type: none"> ✓ Load Paper ✓ Purchase Age ✓ Cleaning the Terminal 	
Help	

For the Idaho Retailer Training the theme “Idaho Rapid Rush” was carried throughout the room using creative signage, banners, and other theme-specific décor.

Please reference the folder “Training Videos” on the DVD at the beginning of our proposal to view the Idaho Rapid Rush Training.

The themes used for other conversion training programs are as follows and are described below:

- Montana chose a Western theme for their training, Big Sky Retailer Roundup,
- Nebraska chose a racing theme, Fast Track Training.
- South Carolina – Get Onboard
- New Mexico “Touch the Future”

Each training theme created an atmosphere of excitement, which created enthusiasm amongst the retailers and a willingness to learn.

Montana Big Sky Retailer Roundup



The following stations were used at the Montana Retailer Training:

Montana Sky Training Stations	
1. Terminal Training	4. Accounting and Security
2. Terminal Hands on Training	5. Marketing
3. Scratch and Dispenser	





Nebraska Fast Track Retailer Training Stations

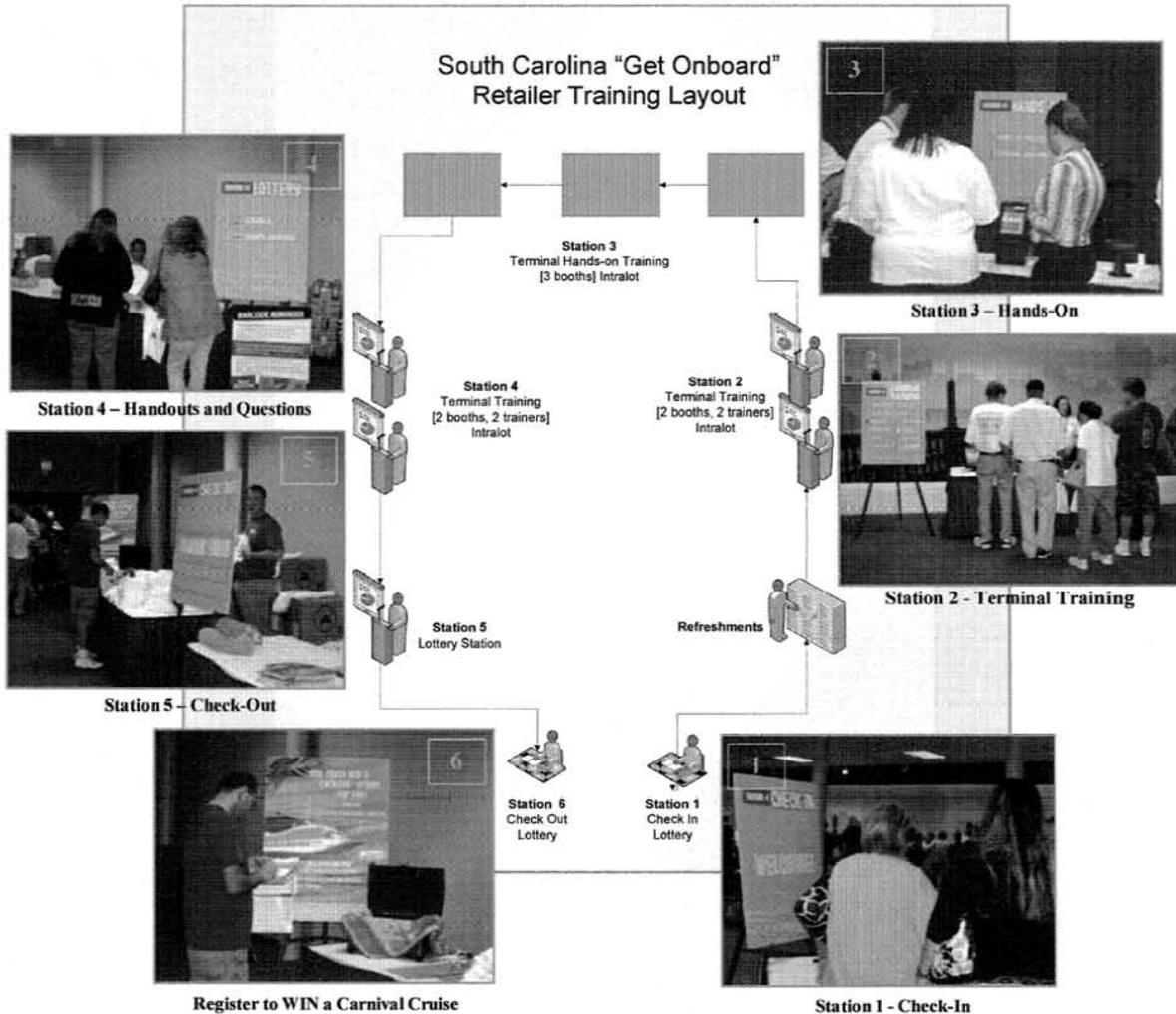


Please reference the folder "Training Videos" on the DVD at the beginning of our proposal to view the Nebraska Retailer Training Video.



South Carolina – Get Onboard Retailer Training

Below is the layout of the “Get Onboard” Retailer Training that INTRALOT conducted in South Carolina:



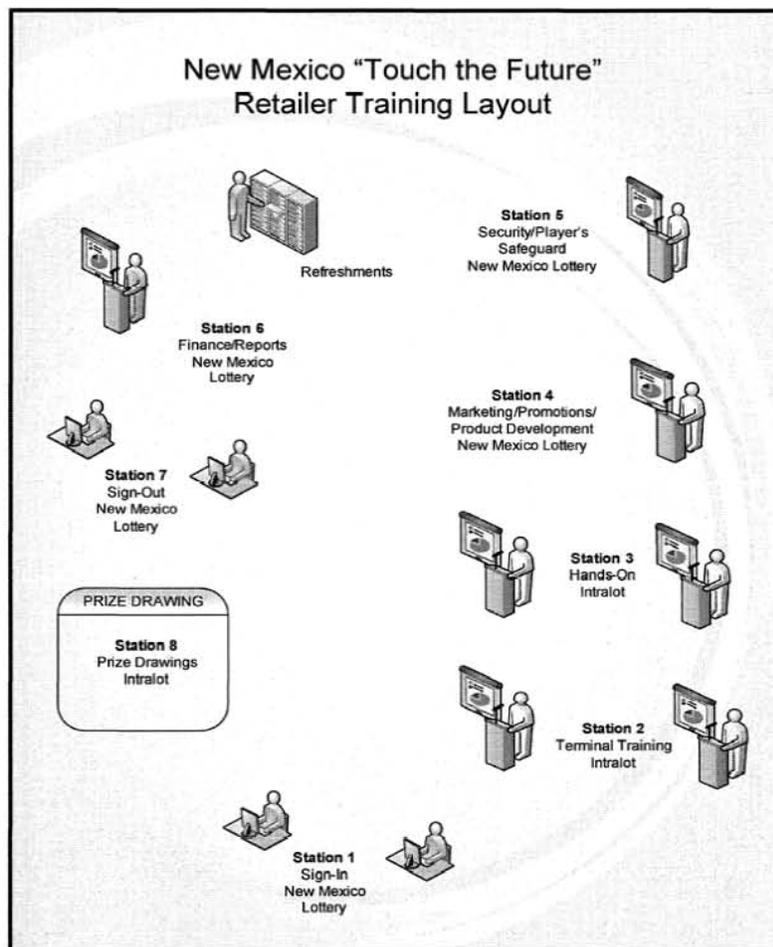
New Mexico "Touch the Future"

To the right is the New Mexico Conversion Logo that was emblematic in re-enforcing the Conversion Project with retailers and the public.



The theme of the Retailer Training conducted in New Mexico was "Touch the Future". It was followed throughout all the training stations, the trainer's shirts, visual aids, handout material, bags, etc.

Below is the layout of the "Touch the Future" Retailer Training that INTRALOT conducted in New Mexico:



During the Retailer Training both INTRALOT staff and New Mexico staff were dressed in the same Polo shirt, but with a different shades for the Lottery and INTRALOT. This way the retailers could easily distinguish who the trainers are at the training session in case they have a question or needed further clarification.

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Below is an illustration of the shirts that the trainers were wearing during the training in New Mexico:



Below is the punch card (front and back) that depicts the six training stations:

NEW MEXICO LOTTERY TOUCH THE FUTURE. CONVERSION 2008

PORTAL 1 SIGN-IN "Launch" (1)

PORTAL 2 "Initialize" Terminal Training (2)

PORTAL 5 "Transmission" Security/Player Safeguards (5)

PORTAL 6 "Impact" Finance Reports (6)

PORTAL 3 "Touch" Hands-On Practice (3)

PORTAL 4 "Blast" Marketing & Promotions (4)

SIGN-OUT "Final Destination"

Touch the Future by following the Blue Ray to ALL 6 Portals. Stamp this card at each Portal. Enter your completed card at the Sign-Out Portal for a chance to win an iPod® Shuffle™ or a Casio® Exilim® Zoom EX-Z9 digital camera! Remember to fill out the back of this card.

NEW MEXICO LOTTERY
enriching New Mexico's Future

Congratulations! You Touched the Future with the New Mexico Lottery!

Please fill out your name and information below and drop it in the drawing box for a chance to win an iPod® Shuffle™ or a Casio® Exilim® Zoom EX-Z9 digital camera!

NAME: _____
 RETAILER NAME: _____ RETAILER NUMBER: _____
 YOUR ADDRESS: _____
 CITY: _____ STATE: _____
 ZIP: _____ DAYTIME PHONE: _____

After signing in on the Sign-In sheet every retailer received a punch card that showed the layout of the training booth. The retailer had the freedom to venture through the training stations at their own pace. After they received training at each station, the station trainer would punch a hole into the respective station on the punch card. This way the retailer would know which stations he or she already visited and which ones he or she still needed to visit. After training was completed the retailer would turn the card over and fill in his or her personal information. When completed the retailer turned in the card to be entered into a raffle.

A handout that was distributed during retailer training to re-enforce the training and be a useful tool leading conversion day:

MicroLOT TRAINING MODE

You can put your new Lottery sales terminal into Training Mode!

Enter Training Mode

1. From the **MAIN MENU**, touch **UTILITIES**.
2. Touch **TRAINING MODE**.
3. A confirmation screen will appear. Touch **OK**, then **SIGN ON** from the **MAIN MENU** using your current 5-digit Retailer ID. Use **9999** for the Training Mode password.

When in Training Mode, the screen background will change from blue to green and any tickets printed will read **"TRAINING MODE - NOT FOR SALE."**

The following functions are not available in Training Mode:

- + Cashing Tickets
- + Ticket Repeat
- + Report Details

After 10 minutes of inactivity, the Training Mode will sign off automatically.

Exit Training Mode

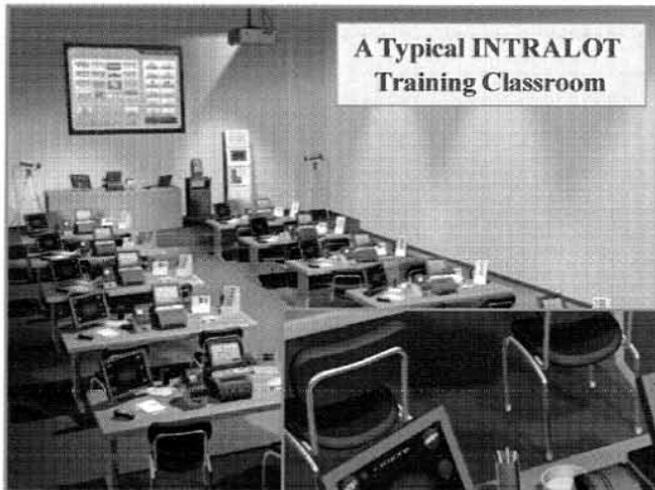
1. From the **MAIN MENU**, touch **UTILITIES**.
2. Touch **TRAINING MODE**.
3. A confirmation screen will appear. Touch **OK**.



Need help? Got questions?
Call us at 1-877-766-6635. We're Intralot.

Retailer Classroom Format Training

Traditional classroom training is another option. Classroom sizes are generally smaller and the agenda is more structured. A training classroom is generally configured as two separate areas within a single space, where available. This allows the trainer to focus the audience's attention on the current activity, provides for minimum distraction during the oral presentation and elicits audience participation.



**A Typical INTRALOT
Training Classroom**



Close Up of an Individual Training Station

One area of the classroom is used to display the audio-visual presentation. The other area is organized into small clusters or learning centers to facilitate hands-on terminal training. Other configurations may be used, depending upon the room's size and layout; however, the goal is to maintain a distinction between the presentation area and the hands-on area whenever possible.

This type of configuration provides for:

A consolidated presentation area from which the trainer can keep the attendees focused and encourage group interaction

A distinctly defined training area within which each instructor can work with a small group of individuals, allowing each participant the opportunity to learn by "playing" with the equipment

Training Program Content

INTRALOT will develop training programs that are customized for retailers and chain headquarters covering both terminals and peripherals. In addition to covering on-line and instant games and the retailer website, our training program will address interacting successfully with players, account management, and technical aspects of terminal operation. Training will include the topics listed below:

TRAINING TOPIC	DESCRIPTION
Terminal Operations/ Functions	Signing On Enabling/disabling Training Mode Viewing Messages Generating On-line Tickets (All Games) Using Play slips Manually Entering Numbers Using Quick Pick Using Multi-Draw Validating On-line Tickets Closing Out a Sale Canceling Tickets Validating Instant Tickets Generating Reports Operating Terminal Components: Printer Scanner Ticket Checker Player Advertising Display (PAD)

TRAINING TOPIC	DESCRIPTION
<p>Terminal Operations/ Hands On Training</p>	<p>Coupon Redemption</p> <p>Ticket Repeat (Players can have their current Lotto ticket reproduced instead of having the clerk scan a play slip)</p> <p>Direct and Indirect Transaction Retailers have the ability to choose whether or not tickets automatically print or transactions are accumulated and displayed on a summary screen)</p> <p>Utilities:</p> <p>View Last Transaction</p> <p>Trouble Shooting</p> <p>Shut Down Terminal</p> <p>Software Version / Volume Control</p> <p>WINSTATION operation</p> <p>Ticket Checker operation</p> <p>IPT operation</p> <p>Scanning Instant tickets</p> <p>Scanning play slips</p> <p>Self Service Online Terminal operation</p>
<p>Instant Ticket Management</p>	<p>Confirming/Receiving an Order</p> <p>Activating a Pack</p> <p>Auto Settling a Pack /Manually Settle Pack</p> <p>Pack Status</p> <p>Inventory Summary</p> <p>Activated Packs</p> <p>Settled Packs</p> <p>Returned Packs</p> <p>Reports</p> <p>Coupons</p> <p>Damaged Tickets</p> <p>Returning Instant Tickets</p>

TRAINING TOPIC	DESCRIPTION
Troubleshooting Communications Equipment	Satellite Indoor Unit/Outdoor Unit
Customer Relations	Contacting Call Center Problem Resolution Procedures Answering Queries; Redirecting Calls
Lottery Administrative/ Security Issues	EFT Sweeps Settlement Reports General Accounting Practices Credit/Debit Retailer Adjustments Accounting Changes Lost or Stolen Tickets Fraudulent Tickets Other Security Issues
Lottery Marketing and Best Practices	Marketing & Sales Tools for Instant and On-line Games Player Relations Future Plans for New Games Promotions POS Displays and Placement Player Advertising Displays (PADs) Events VIP Club Retailer Incentive Programs Optional Equipment Plans



Proposed Training Locations

INTRALOT will work with the Lottery to determine the best training locations throughout the state. INTRALOT will perform customized retailer training according to the requirements of the Texas Lottery.

The following table provides a list of the cities and towns to be discussed and possibly used for training, as well as the estimated number of sessions for each type of training format and the estimated retailer count for each city. The Estimated Retailer Count column represents an estimate of the number of retailer locations that may attend. Overlap has been factored in for retailers that are in a convenient proximity to more than one location.

INTRALOT works to minimize the longest estimated drive time is no more than 50 minutes and due to the overlap in training areas, in many cases drive time may be even less. INTRALOT will perform in store training due to large geographic rural areas in Texas for retailers who cannot easily attend a convenient location for centralized training.

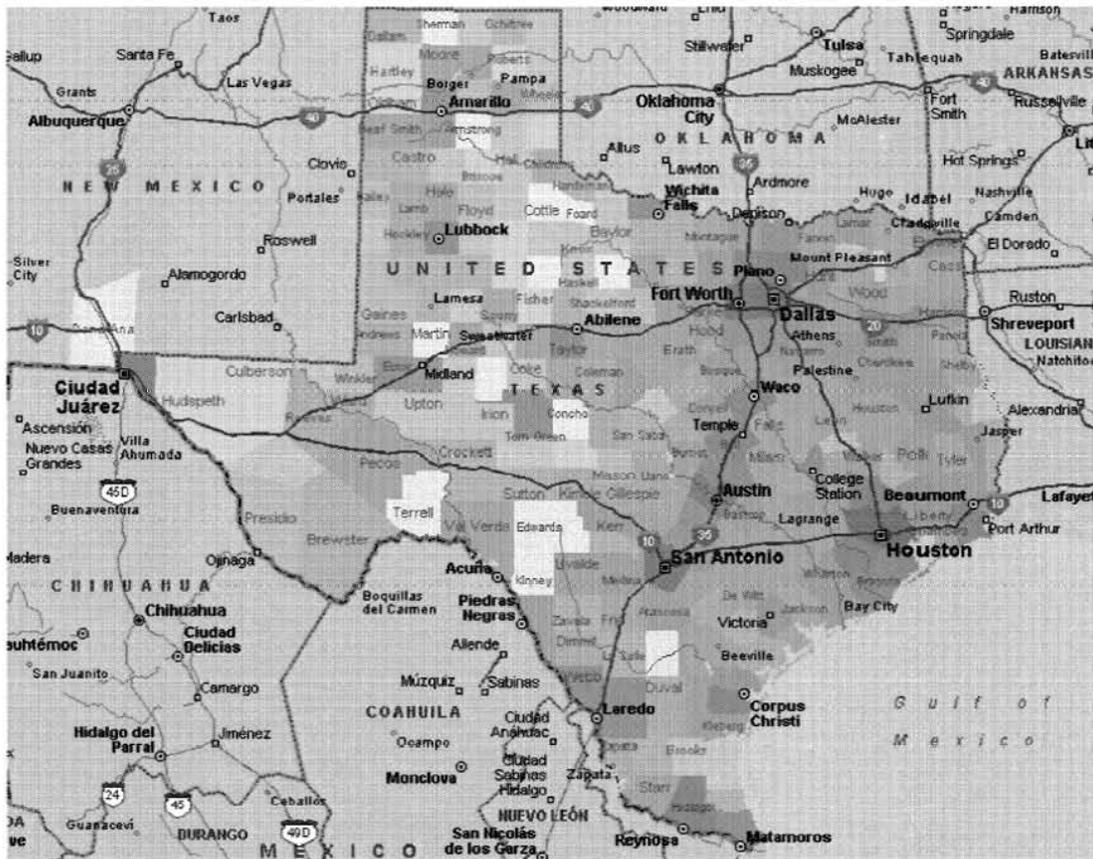
While INTRALOT highly recommends the trade show format training, we have also planed class room training sessions in most of the major metropolitan areas and plan to offer the class room sessions as make up sessions for retailers unable to attend the trade show meetings either do to scheduling conflicts or if for any reason they prefer the classroom format.



Training Location	Training Format		Estimated Count
	Classroom	Trade Show	
Amarillo	✓	✓	181
Childress		✓	25
Lubbock		✓	212
Odessa		✓	173
El Paso	✓	✓	358
Snyder		✓	64
San Angelo		✓	88
Abilene		✓	181
Wichita Falls		✓	125
Denton	✓	✓	3269
Fort Worth	✓	✓	3056
Irving	✓	✓	3347
Dallas	✓	✓	3369
Mount Pleasant	✓	✓	317
Tyler		✓	467
Lufkin		✓	235
Waco	✓	✓	435
Austin	✓	✓	938
San Antonio	✓	✓	1020
Eagle Pass		✓	41
Laredo		✓	116
McAllen	✓	✓	437
Brownsville	✓	✓	121
Corpus Christi		✓	367
Victoria		✓	185
Houston	✓	✓	3799
Huntsville		✓	385
Beaumont		✓	383
TOTAL	13	28	23,694

**Example Training Locations
(Illustrative only, actual list to be determined together with the Lottery)**

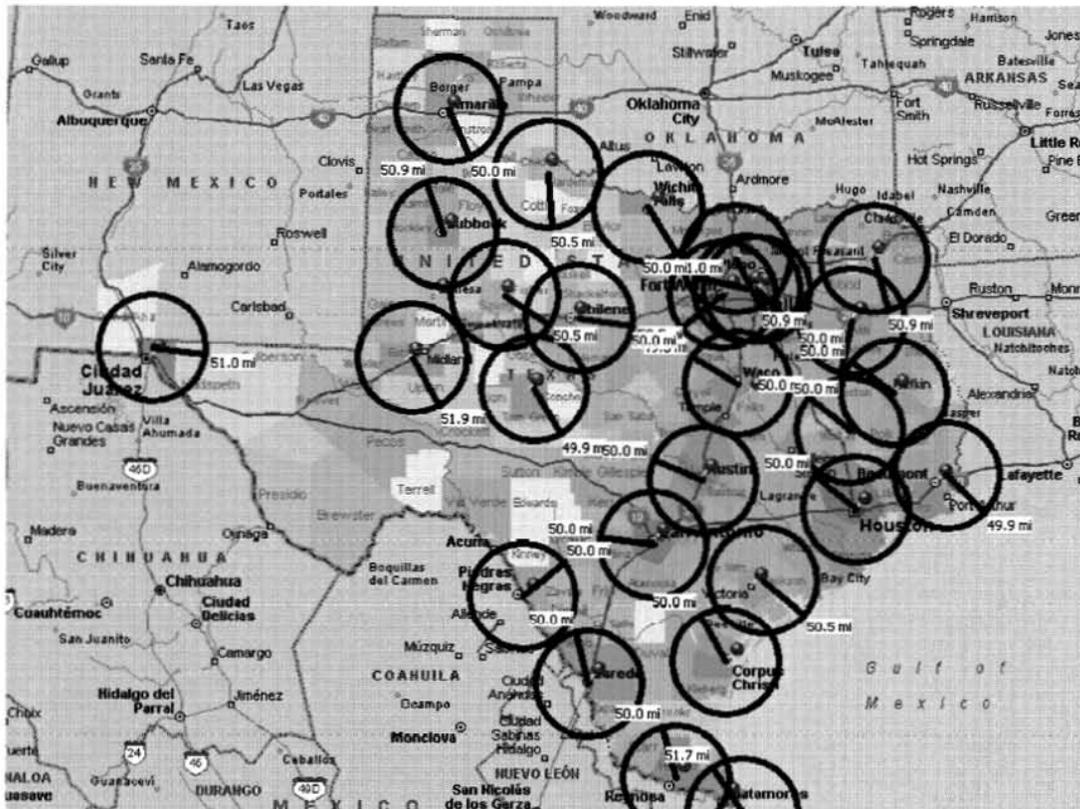
The following map shows the distribution of retailers in shades of yellow to red. Darker shades mean greater retailer density in the particular area. The potential training cities will be selected within the areas with denser retailer distribution. Ideally retailers will have to drive no longer than 50 miles to attend Centralized Retailer Training Sessions, however, it is difficult to make sure the every single retailer will not have a drive longer than 50 miles, for this reason any retailer that prefers to be trained in store and does not wish to attend a central training location for training, will be offered training onsite and in store by INTRALOT's retailer training staff.



Map: Distribution of Retailers

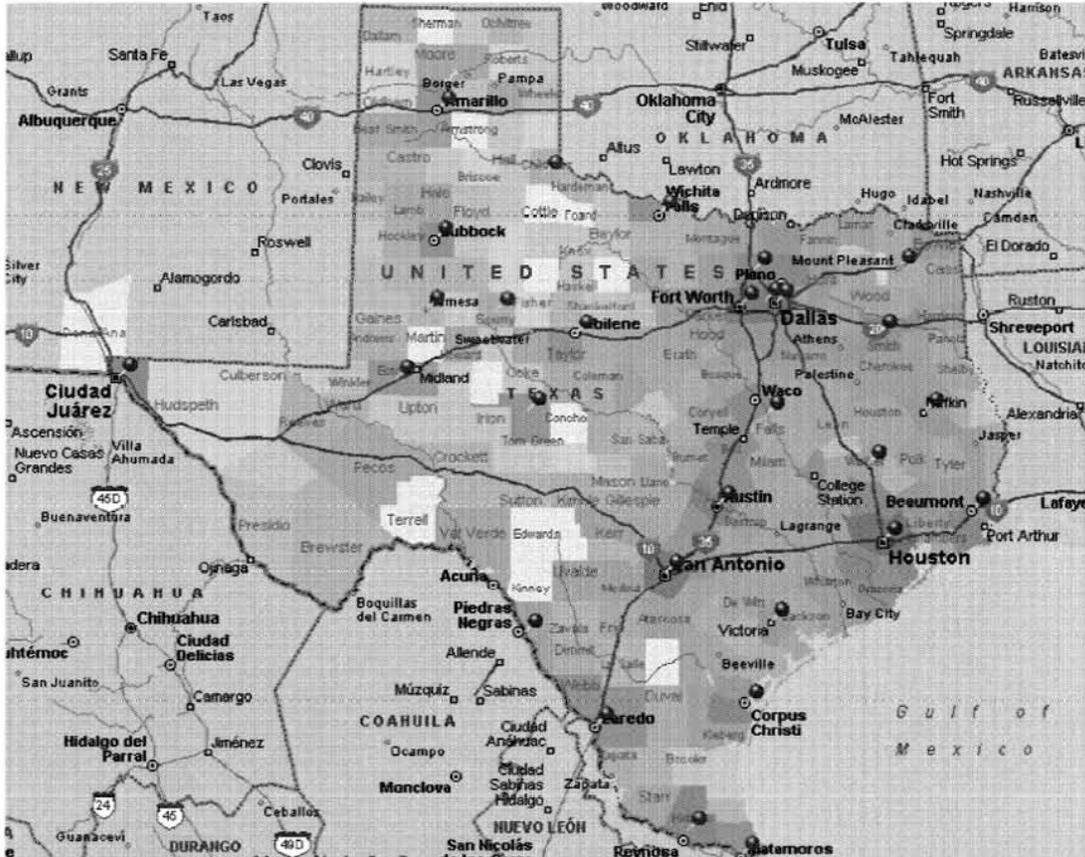
The following map shows potential training cities for the Centralized Training within a one hour drive time for the retailers close to the training city. The 50 mile radius circle serves as a distance reference to indicate that retailers will have the option of choosing between several training cities because of the proximity of one another. Retailers who are unable to attend Centralized Training will be trained in-store prior to go-live.

Because it is difficult to make sure the every single retailer will not have a drive longer than 50 miles, for this reason any retailer that prefers to be trained in store and does not wish to attend a central training location for training, will be offered training onsite and in store by INTRALOT's retailer training staff.



Map: Areas of the State for Centralized Training illustrating the 50 mile radius (Illustrative only, actual list to be determined together with the Lottery)

Key Accounts can be trained separately, either in Centralized Training cities or with In-Store Training at chain training facilities. This has shown to be very effective since along with the new Lottery equipment other chain pertinent information can be disseminated to the attending retailers as needed. In-store Training can be available during the life of the contract for any new retailers or Key Accounts, or for the addition of new features or equipment.



Map: Note the Blue push pins for Key Account Retailer Training

(Illustrative only, actual list to be determined together with the Lottery)

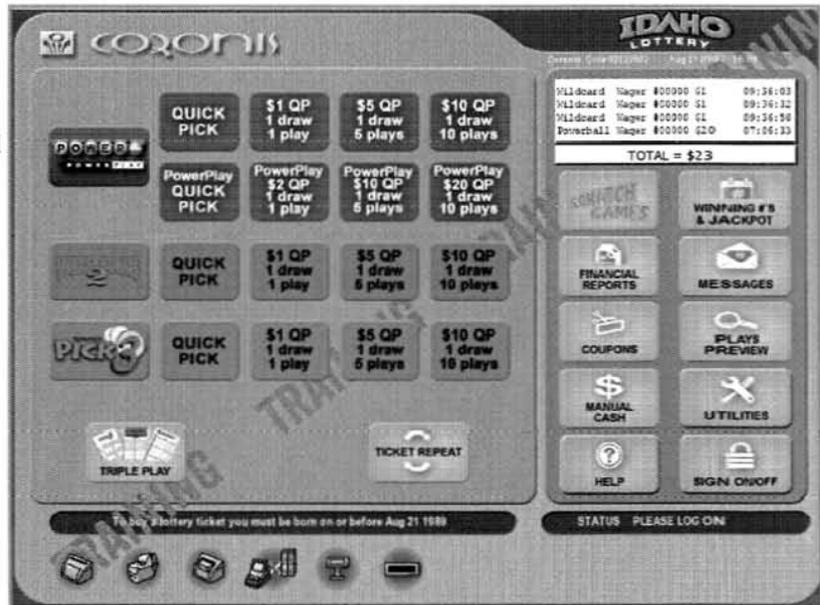
Training Security

Stand-alone terminals will be provided for System conversion training at locations throughout the state. The terminals will be networked to our simulator program which allows the terminals to emulate a 'production' mode. Using the simulator during the centralized training sessions, the trainees can experience functionality that emulates the live environment.

Furthermore all printers will have ticket stock in them that reads VOID NOT FOR SALE on it at every few inch intervals.

Training that is conducted on-site at a retailer location or at the Training Facility will be performed while the terminal is in training mode, which mimics live functionality. When in training mode, the terminal has the ability to operate the training mode independently of the Central Site.

All tickets generated in training mode do not have a barcode on them and have a message on them "Training – Void Not for Sale". Training mode transactions can be logged and tracked through LOTOS™ O/S and the logs can be reviewed by the Lottery upon request.



Training terminals will also be made available at the Lottery and provided to key account chain headquarters and other locations as required by the Lottery. Additional supplies and materials, such as play slips, training ticket stock, training hand-outs and other user reference material will be supplied by INTRALOT for both System conversion and on-going training sessions.

All ticket stock that is used for training purposes complies with MUSL standards; it is markedly different than live ticket stock. There is no serial number, and "Training – VOID Not for Sale" is printed on training mode generated tickets, receipts and reports. However, regardless of these differences, all training ticket stock is maintained in a secure location, both in the warehouse and in the Training facility, and tickets that are produced during training are destroyed after each session.

intralot

Tickets that are produced in training mode cannot be cashed. Terminals and all of the associated peripheral equipment are kept in a locked transport vehicle before setting up and after breaking down at each training locations. While on-site to conduct centralized training, all equipment is in a locked room to which only authorized personnel have a key. Additionally, ticket stock is secured in a separate locked container and locked up each evening in the transport vehicle or in a designated trainer's hotel room.





Retailer Terminal User Documentation

Quick Reference Guides

Retailers will be provided with a Terminal User's Manual and Quick Reference Card (QRC). These materials will use visuals and uncomplicated English and Spanish to facilitate understanding. The QRC will explain the most commonly used terminal functions and activities, such as using play slips, selling, validating, printing reports, and changing ticket stock. In addition, the QRC will contain contact numbers for Call Center support, Tel-Sell, Claims, Security and/or other numbers that the Lottery wishes. Furthermore, the QRC will contain various tips of common questions and answers that INTRALOT has compiled from the retailer training. All training and user material will be customized specifically for the Lottery users and retailers and will be submitted to the Lottery for approval prior to use or distribution.

Please reference examples of INTRALOT's Quick Reference Guides that contain information and instructions on changing ticket stock, how to conduct each type of transaction, obtaining and using the reports, Call Center procedures, use of play slips, claims, and retailer adjustments on the following pages.

Nebraska Quick Reference Cards

Lotto Terminal Quick Reference Guide



Signing On

To start selling and validating Lotto tickets:

1. Touch the [SIGN ON] button.
2. Enter your 6-digit Retailer ID number and touch [OK].
3. Enter your 5-digit password number and touch [OK].

You are now signed on.

AMBER ALERT

If an AMBER ALERT message displays, print it and display it in a predominant location in your store. Additional information will be sent as it becomes available.

Signing Off

To sign-off your Lotto terminal:

1. Return to the **Main Menu** screen.
2. Touch the [SIGN OFF] button.
3. A confirmation message displays.
4. Touch [OK] in the message window to confirm the sign-off.

You are now signed off and the game buttons are disabled.

Messages

Message types are:

- ◆ Standard - can be viewed at any time
- ◆ Mandatory - must be viewed to unlock terminal functions

1. To view pending messages, touch [MESSAGES] on the **Main Menu** screen. The **Message** screen displays a list of messages. It will store up to one week's worth.
2. Touch the message listed on the left side of the **Message** screen to view it in full on the right side of the screen.
3. Touch [PRINT] to print a copy or [EXIT] to return to the list of messages.

How To Get Reports

Financial Reports

1. From the **Main Menu** screen, touch the [FINANCIAL REPORTS] button. The **Financial Reports Main Menu** screen displays.
 - ◆ Summary
 - ◆ Sales
 - ◆ Validation
 - ◆ Commission
 - ◆ Coupon
 - ◆ Financial Adjustment
 - ◆ Previous Weekly Settlement
 - ◆ Current Weekly Settlement
2. Touch the button for the report you wish to see.
3. Touch the button for the day of the week for which you wish to view the report. The buttons will be disabled if this option is not available for the type of report you selected.
4. The report displays in a **Preview Panel**. To print the report, touch the [PRINT] button. To return to the **Financial Reports Main Menu**, touch [EXIT].

Winning Numbers and Jackpot Reports

1. From the **Main Menu** screen, touch the [WINNING #'S & JACKPOTS] button. The **Winning Numbers & Jackpot Main Menu** screen displays.
2. Touch the [LAST 4 DRAWS] button to view the winning numbers for the last four draws for the selected Lotto game.
3. Touch the [LAST DRAW-ALL GAMES] button for the results from the last drawing for all three games.
4. Touch the [LAST DRAW] button to view the Game Results for the selected game, including the number of winners and prize levels.
5. Touch the [SEARCH] button for the desired game to view game results for that game by a specific draw date. When the **Enter Draw Date** window displays, select the month, year and date, and then touch [OK].

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6.8 Training

Texas Lottery

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

Nebraska Quick Reference Cards (Page 2)

SELLING LOTTO TICKETS

Selling With a Play Slip

1. Insert the completed play slip into the scanner, with the selected numbers facing you.
2. If the wager is more than \$10, a purchase confirmation message displays. Touch [OK] to print the ticket.
3. If the play slip is not filled out correctly, an error message displays. Touch the [EDIT] button to edit the error from the appropriate game screen, or touch [DISCARD] to cancel the transaction, and then return the play slip to the customer to correct.

Selling Manually

1. From the **Main Menu**, touch the game the customer wishes to play.
2. Touch the numbers they wish to play.
3. Select one or more game options, as requested by the customer:
 - ◆ Number of Plays (A, B, C, D and E)
 - ◆ Number of Tickets (up to 10)
 - ◆ Multi-Draw
 - ◆ Power Play (Powerball only)
4. Touch [SEND] to print the ticket.

Coupon Redemption

1. See the coupon for redemption instructions.
2. If the coupon has a barcode, scan the coupon barcode using the barcode reader.
3. When the **Coupon Number** window displays, touch [SEND].
4. If the coupon has a coupon number, touch [COUPON] on the **Main Menu** screen.
5. Enter the 4-digit coupon number and touch [SEND].
6. Void the coupon and keep it for your LSR.

SELLING GAME OPTIONS

Quick Picks

1. From the **Main Menu** screen touch the [QUICK PICK] button to display the Quick Pick screen.
2. Select the number of Quick Picks you would like, the number of [MULTI-DRAWS] and/or the [# OF TICKETS]. The total price displays at the bottom of the screen.
3. Touch the [SEND] button to print the ticket(s).
4. For a one-touch Quick Pick, touch the desired \$1 or \$5 Quick Pick from the **Main Menu**.

Multi-Draw

1. From the game screen, touch the [MULTI-DRAW] button.
2. Enter the number of multi-draws for the selected game.
 - ◆ Powerball—up to 10 multi-draws
 - ◆ Pick 5—up to 30 multi-draws
 - ◆ Nebraska 2by2—up to 30 multi-draws
3. Touch [OK] to return to the game screen.

3-Pack

1. From the **Main Menu** screen, touch [3-PACK].
2. Three tickets print, each with one Quick Pick play for the next drawing for each Lotto game. There is no Power Play option for Powerball.

Ticket Repeat

Valid only for a ticket printed on or after July 1, 2004.

1. From the **Main Menu**, touch [TICKET REPEAT].
2. Scan the customer's valid Intralot ticket using the barcode reader.
The ticket information displays on the Ticket Repeat window.
3. Touch [OK] to print the new ticket, which has the same ticket information and is valid for the next drawing (or drawings if Multi-Draw).

VALIDATING LOTTO TICKETS

Validate By Scanning

1. Place the ticket under the barcode reader, making sure the barcode is face up. The **Validation** screen displays the results.
2. If the ticket cannot be read, touch [MANUAL VALIDATION] and enter the barcode numbers on the **Validation** screen.
3. Payment instructions will display on the screen.
 - ◆ If the prize value is less than \$25, two winner receipts print. Retain one with the winning ticket for your records and give the other, with the prize amount, to the winning player.
 - ◆ If the prize is \$25 or more, to pay, touch the [PAY] button. The prize information displays after it is validated by the Central System.
 - ◆ If the prize is \$500 or more, a message displays, "Return ticket to Player. Claim prize at Lottery Claim Center."

SPECIAL NOTE:

Any Lotto tickets sold before July 1, 2004 will not scan and must be manually validated.

1. Touch [MANUAL VALIDATION] on the **Main Menu** screen. The **Validation** screen displays.
2. Touch [OLD TICKET] and enter the barcode number manually.
3. Payment instructions are on the screen.

NEED HELP? CALL THE HOTLINE.

1-800-352-6510



TERMINAL

Quick Reference Guide

NEED HELP?
Call the Hotline at: 1-866-440-4565

SIGNING ON

To sign-on to your Lottery terminals:

1. Touch the (SIGN ON/OFF) button.
2. Enter your 4-digit pass word and touch (OK).

SIGNING OFF

To sign-off your Lottery terminals:

1. Return to the Main Menu screen.
2. Touch the (SIGN ON/OFF) button.
3. A confirmation message displays.
4. Touch (OK) in the message window to confirm sign-off. You are now signed off.

MESSAGES

Message types are:

- Standard – can be viewed at anytime (green).
- Mandatory – must be viewed to unlock terminal functions (red).

1. To view messages, touch (MESSAGE) on the Main Menu screen. The message screen displays a list of messages. It will store a week's worth of messages.
2. Touch the message listed on the left side of the message screen to view the entire message (MESSAGE DETAIL) on the right side of the screen.
3. Touch (PRINT) to print a copy or (EXIT) to return to the list of messages.

PLAYS PREVIEW

Plays Preview will accumulate up to 25 plays before a ticket prints. The total amount for this transaction shows on the bottom of the screen.

1. Touch (PLAYS PREVIEW) on the Main Menu. "Select Play" screen appears. Make your selection.
2. Touch (ADD PLAY) and enter the plays by manual play, quick pick or playslip.
3. Touch a play to see its detail on the right of the screen. Numbers will not show on quick picks.
4. To play additional games, either scan a playslip or touch (ADD PLAY).
5. If plays need to be edited or deleted, touch the appropriate play and make the necessary changes.
6. Touch (EXIT) to discard all plays or touch (ACCEPT) to print all plays.

HOW TO GET REPORTS

FINANCIAL REPORTS

1. From the Main Menu touch the (FINANCIAL REPORTS) button. The Financial Reports Main Menu screen displays:
 - Summary • Sales • Cash
 - Commissions • Coupons • Selling Fees
 - Financial Adjustment • Current Statement • Previous Statement
2. Touch the button for the report you wish to see.
3. Touch the button for the day of the week you wish to view the report. The buttons will be disabled if this option is not available for the type of report you selected.
4. The report displays in a Preview Panel. To print the report, touch the (PRINT) button. To return to the Financial Reports Main Menu, touch (EXIT).

WINNING NUMBERS AND JACKPOT REPORTS

1. From the Main Menu screen, touch the (WINNING #5 AND JACKPOT) button.
2. Select a lotto game and touch the (LAST 4 DRAWS) button to view that game's winning numbers for the last 4 draws.
3. Touch the (LAST DRAW-ALL GAMES) to view the results from the last drawing for all three games, and estimated jackpots for the next drawing.
4. Touch the (LAST DRAW) button to review the results for the selected game, including the number of winners and prize levels.
5. Select a game and touch (SEARCH) to view game results for that game by specific draw date. When the Enter Draw Date window displays, select the month, day, and year, then touch (OK).
6. Touch (JACKPOTS) to view estimated jackpot levels on all games for the next draw.

MORE INSTRUCTIONS
ON OTHER SIDE 

SCRATCH GAME FUNCTIONS

From the Main Menu, touch the (SCRATCH GAMES) button. The Scratch Menu displays:

RECEIVE SCRATCH TICKETS

Tickets should be received immediately upon arrival in your store.

1. Confirm that package contents match the **Shipment Order**.
2. Touch (RECEIVE SHIPMENT) on the Scratch Menu.
3. Scan the barcode on the invoice, or manually enter the **Scratch Shipment Order** number. A shipment confirmation automatically prints.

ACTIVATE SCRATCH TICKETS

Tickets can only be sold from an activated pack.

1. Touch (ACTIVATE) on the Scratch Menu.
2. Scan the pack barcode, or manually enter the game/pack number. The pack of tickets is now ready for sale. An activation receipt automatically prints. Confirmation receipt reads "Activated."

SETTLE SCRATCH TICKETS

1. Touch (PACK SETTLEMENT) on the Scratch Menu.
2. Scan the pack barcode, or manually enter the game/pack number.
3. Select (PACK SETTLEMENT) to settle the pack of tickets. A **Pack Settlement Receipt** prints.

SCRATCH REPORTS

1. Touch (SCRATCH REPORT MENU) on the Scratch Menu.
 - For reports where date selection is required, select a date from the calendar screen.
2. Request report will display in a preview screen. Touch (PRINT) to print the report, or (EXIT) to return to the Scratch Menu.

ORDER FUNCTIONS

1. Touch (ORDER STATUS) to view a list of Scratch ticket orders placed by your store.

Idaho Quick Reference Cards (Page 2)



TERMINAL

Quick Reference Guide

NEED HELP?
Call the Hotline at: 1-866-440-4565

SELLING LOTTO WITH A PLAYSLIP

1. Insert the completed playslip into the scanner with the selected numbers facing you.
2. If the playslip is not filled out correctly, an error message displays. Touch the (EDIT) button to edit the error from the appropriate game screen, or touch (DISCARD) to cancel the transaction, and then return the playslip to the customer to correct.

SELLING LOTTO MANUALLY

1. From the **Main Menu**, touch the game the customer wishes to play.
2. Touch the numbers they wish to play.
3. Select one or more game options, as requested by the customer:
 - Number of plays (A, B, C, D and E)
 - Multi-draw (up to 10, 30 for Pick 3)
 - PowerPlay (Powerball only)
4. Touch (SEND) to print ticket.

SELLING LOTTO GAME OPTIONS

QUICK PICKS

1. From the **Main Menu** screen, touch the (QUICK PICK) button for the desired game. The **Quick Pick** screen displays.
2. Select the number of (MULTI-DRAWS), (# OF TICKETS) and (# OF PLAYS). The total price displays at the bottom LEFT of the screen.
3. Touch the (SEND) button to print the ticket(s).
4. For a one-touch option choose desired \$1, \$5 or \$10 quick pick button for each corresponding game on the **Main Menu** or for the PowerPlay option, touch the \$2, \$10 or \$20 button.

MULTI-DRAW

1. From the game screen, touch the (MULTI-DRAW) button.
2. Enter the number of draws for the selected game up to 10 draws for Wild Card and Powerball or up to 30 draws for Pick 3.
3. Touch (OK) to return to the game screen.

TRIPLE PLAY

1. From the **Main Menu** screen, touch (TRIPLE PLAY).
2. Select (YES) or (NO) at the PowerPlay prompt.
3. Three tickets print - Powerball, Wild Card and Pick 3 - All tickets will be for one draw, one play, for next available draw.

TICKET REPEAT

This option is valid for any ticket printed on or after February 18, 2007, and within 180 days of the original purchase.

1. From the **Main Menu**, touch (TICKET REPEAT).
2. Scan the customer's valid ticket using the barcode reader. The ticket information displays on the **Ticket Repeat** window.
3. Touch (SEND) to print the new ticket with the same numbers played on the previous ticket, the same number of plays and dollar amount.

CASHING WINNING TICKETS

CASHING LOTTO TICKETS

1. Scan barcode on the ticket. The **Cash** screen displays the results.
2. If the ticket cannot be scanned, touch (MANUAL CASH) on the **Main Menu**. Choose (LOTTO) and enter the 35 digit ticket number on the front of the ticket.
3. If the ticket is under \$100, the winner receipt prints automatically.

CASHING OLD LOTTO TICKETS

For tickets sold prior to Feb. 18, 2007:

1. If the ticket cannot be read, touch (MANUAL CASH) on the **Main Menu**, and choose (OLD LOTTO). Enter the ticket's 16 - digit serial number on the **Cash** screen.
2. If the ticket is under \$100, a winner receipt prints automatically.

CASHING SCRATCH TICKETS

BARCODE SCANNING:

1. Scan barcode. Newer scratch games have a small barcode in the play area under the latex which can be scanned and will not require the 4-digit PIN number. The new scratch game barcode looks like this:
 
2. For older games without this new scratch game barcode, scan the barcode on the back of the ticket then enter the **4-digit PIN number**, under the latex on the play area.
4. If the ticket is under \$100, a winner receipt prints automatically.

MANUAL ENTRY:

If the ticket barcode cannot be read, touch (MANUAL CASH) on the **Main Menu** screen. Then touch (SCRATCH).

1. For all games, enter the barcode number from the ticket back, then enter the **4-digit PIN number**.
2. If the ticket is under \$100, a winner receipt prints automatically.

If any prize is \$100 or more, a cash confirmation message appears in CASH RESULTS. Press (CASH) to continue, or (EXIT) to cancel.

If any prize is \$600 or more, a message displays. "Claim prize at Lottery." Give the player their ticket, and a copy of a Lottery Claim Form, or have them download one from the lottery website, www.idaholottery.com. Instructions for claiming a prize are on the claim form and the website.



MORE INSTRUCTIONS ON OTHER SIDE



User Documentation Updates

INTRALOT will update training material and any related user or player documentation provided to the retailers as required and approved by the Lottery. We will be responsible for ensuring that materials are distributed to the retailers and the Lottery in a timely manner, no later than one week prior to the start date of any new game or game change. Any changes made to user documentation will also be reflected on the retailer website.

Terminal-Based Documentation

The retailer terminals contain a full featured Help System that is easily accessed from the **Main Menu** screen and each of the **Game** screens. The terminal contains **Help** screens that provide the retailer with guidance on performing specific functions. **Help** screens are always customized for each of our projects to reflect not only Lottery specific games, functions and features, but to contain any other information required by the Lottery. This can include: FAQ screens, contact information, or policy and procedures, for example.

Lottery Terminal Help Contents

1. User Features

Signing On/Off; Messages; Phone Numbers; Using Help

2. Main Menu Screen

Gaming Container; Administrative Container; Monitoring Container

3. Selling Lotto Tickets

Games; Play Slip; Manual Entry; Quick Pick; Triple Play; Ticket Repeat

4. Cashing Lotto and Scratch Tickets

Scanning; Manual Validation; Old Lotto tickets

5. Scratch Ticket Functions

Receiving, Activating and Settling Scratch tickets, Reports

6. Redeeming Coupons

Barcoded Coupons; Numbered Coupons

7. Reports

Winning Numbers; Game Results; Jackpots; Financial Reports

8. Utilities

View Last; Troubleshooting; Training Mode; Terminal Shutdown; Volume Control; Software Version

9. Changing Paper

Touch a topic in the Contents list to view it.

The comprehensive Help System contains optional video that helps new retailers and their employees learn at their own place the features and function available on the terminal. The video may be stopped and restarted at various points allowing retailers to resume training where they left off.



Please reference the Terminal Training DVD located under the MULTI-MEDIA Tab at the beginning of our proposal to view examples of help screens provided on the Terminal.



Lottery Staff Training

Lottery staff will be thoroughly trained at Lottery offices or appropriate venues on the features and functions of the on-line terminal, management terminals, Hotline call tracking and dispatch system, and systems operations prior to system conversion.

Additional training will be provided throughout the life of the contract as system features and functions evolve. New employees will be trained on appropriate systems, features and functions to support their job activities. Refresher courses will be provided for all employees as required during the life of the contract.

Training will incorporate a mix of instructor-led presentations and discussions, as well as interactive hands-on, computer-based activities and workshops, as requested by the Lottery. INTRALOT will provide workbooks and documentation to support these activities, as approved by the Lottery.

Lottery Staff Training Course Outline

The following table describes Lottery staff training topics. Follow-up training and training for new Lottery employees will be conducted as required throughout the term of the contract.

TRAINING TOPIC	DESCRIPTION
Terminal Features and Functions	Capabilities and Functionality Scanner Operation Reader Operation Printer Operation Customer Display Operation Using the Graphical User Interfaces Connection to the Communications Network Satellite Equipment and Installation Indoor Units (IDU) and Outdoor Units (ODU)
Special Features and Activities	Accessing Information and Generating Reports Accessing On-line Help Using Training Mode Viewing the Training Video Ordering Supplies Diagnostic Routines General Terminal Maintenance Trouble Reporting

TRAINING TOPIC	DESCRIPTION
Hands-on Terminal Training	Signing On Switching From Live Mode to Training Mode Viewing Messages Generating On-line Tickets (All Games) Using Selection slips Manually Entering Numbers Using Quick Pick Using Multi-Draw Validating On-line Tickets Scanning Manual Entry Paying Winners (low-tier, mid-tier, high-tier) Closing Out a Sale Validating Instant Tickets Scanning Manual Entry Reports Understanding Sales Reports Understanding Invoice Line Items Printing Winning Numbers and Jackpot Reports Receiving an Instant Ticket Delivery Confirming the Delivery Activating a Pack Returning Instant Tickets to the Warehouse Changing the Ticket Stock Roll



TRAINING TOPIC	DESCRIPTION
Lottery Management Terminals	Back Office Training on LOTOS Retailer Terminal Management Retailer Accounting Adjustments Security Features and Issues Game Control Retailer Messages and Terminal Messages, etc Retailer Management Player Messages Ticket Messages Game Monitoring Liability Levels and Controls Retailer Terminal Report Simulation Transaction Research and Reporting Security Features Crystal Reports
Call Center Call and Dispatch System	LOTOS™ Call Center CRM System Overview Seibel™ CRM Call Center Call Processing Escalation and Dispatch Procedures Call Monitoring Customer Service Policies
Operations	System Overview Draw Procedures Communications Monitoring Transaction Logging and Research Ad Hoc Reports System Back-ups Data Storage System Failover

Any additional documentation will be produced as required by the Lottery. In addition to developing terminal user material for the Lottery and retailers, additional documentation will be produced to assist other user groups. These include:

Operations Manual – This manual describes the policies and procedures that relate to data operations. It contains instructions for processes such as end-of-day reports, draw procedures and other system-related activities.

Network Operations Manual – This manual describes the policies and procedures that relate to Lottery network operations.

Lottery User Manual – This manual will provide the Lottery users with instructions on using the management terminal software and including information such as viewing data and generating reports.

Service Desk Manual – This user manual addresses the policies and procedures related to hotline etiquette and customer service, escalation policy, step-by-step terminal troubleshooting, and other information to assist them in performing their job.

Instant Desk Manual – This user manual addresses the policies and procedures related to facilitating the optimal instant ticket inventories at Texas Lottery Retailers

Lottery Sales Representative Manual – This user manual addresses the policies and procedures related to optimal instant ticket inventories at Texas Lottery Retailers, training on new games, merchandising, promotions etc.

Field Service Manual – This includes Field Maintenance Instructions, Service Instructions and an Installation Guide. Each provides policies, procedures and instructions for field service-related responsibilities, such as field repair, PM procedures, dispatch policies, performing any kind of reparation on the lottery equipment, such as changing the hard drive or replacing the main board and other information to assist them in performing their job.

Lottery Systems Manual -- This manual supports system training and desk reference materials that allow first-time users to learn module and navigate the system. INTRALOT will have an on-site Application Expert/Business Analyst who will be available to train Lottery staff member on using the applications.

Customized Training

INTRALOT will customize the training to meet the needs of the Lottery's employees. We will, provide quick reference cards, operating manuals and training programs.

Lottery staff will be thoroughly trained at Lottery offices or appropriate venues on the features and functions of the on-line terminal, management terminals, Hotline call tracking and dispatch system, and systems operations prior to system conversion. The training course is presented in several modules that provide the Lottery users with the following information:

- Terminal and Peripherals



- Terminal Game Screens and Play Options
- Reports, On-line Help, and the Training Video
- Lottery Validation and Prize Payment Procedure
- Guided Hands-on Training on a Terminal
- Lottery Management Terminals
- Hotline System and Procedures
- Operations

INTRALOT also agrees to provide customized training to meet the unique needs of Lottery employees performing specific primary and support activities in the following functional areas:

- IT Security Administration and Quality Assurance
- Marketing
- Retail Operations
- Finance and Accounting
- Player Services
- Instant Ticket Distribution
- Executive overview

INTRALOT will provide specific training for Lottery personnel throughout the term of the contract as System features are implemented for example:





Retailer Licensing Training

Users will be trained on the Retailer Licensing application, which leads the user through a pre-defined process to enter applicant data, certify the applicant's credit and security credentials, assigning a retailer number, producing the license, scheduling training and terminal installation, and final approval.

LOTUSR AOI Retailer Application Management Retailer Application Basic Data

Basic Data Ownership Financial Data Financial Limits Operation Status Geographical Allocation

Application Code 13

Code: [text field]
 Description: [text field]
 Status: Pending
 License Number: [text field]
 Address 1: [text field]
 Address 2: [text field]
 City (View Only): [text field]
 Zip Code: [text field]
 Region (View Only): [text field]
 Contact Name: [text field]
 Business Hours Phone: [text field]
 After Hours Phone: [text field]
 Fax: [text field]
 E-mail: [text field]
 Web Site: [text field]
 Central Retailer Code: [text field] Central Retailer [checkbox checked]
 Ownership Type: Sole Proprietorship [checkbox checked]
 Business Type: INN [checkbox checked]
 Mail Correspondence: Business [checkbox checked]
 Order Profile: Terminal [checkbox checked]
 Tel-Sell Rep: [checkbox checked]
 Scratch Dispenser Type: Test [checkbox checked]
 Facings: [text field]
 Route Code: Region 1Region 1(1) [checkbox checked]

Operational Hours

	From	To
Monday	[text field]	[text field]
Tuesday	[text field]	[text field]
Wednesday	[text field]	[text field]
Thursday	[text field]	[text field]
Friday	[text field]	[text field]
Saturday	[text field]	[text field]
Sunday	[text field]	[text field]

Contact Hours

From: [text field] To: [text field]

rsRetCallRange: rsMonday [checkbox checked]
 Default Warehouse: [text field]
 Notes 1: [text area]
 Notes 2: [text area]
 Connection Type: [text field]
 PCST Name: [text field]
 MAC Address: [text field]
 Population: [text field]
 Latitude: [text field]
 Longitude: [text field]
 PCST Modem Location: [text field]

Save Phase Complete Back



Back Office System (BOS) and Instant Game Management System (IGMS)

INTRALOT offers a robust Back Office System (BOS) and Instant Game Management System (IGMS) providing the Lottery with one central repository for all information in the

All Lottery System information will be housed in one database thereby eliminating any islands of information that may exist today and providing new and updated technology to the Lottery.

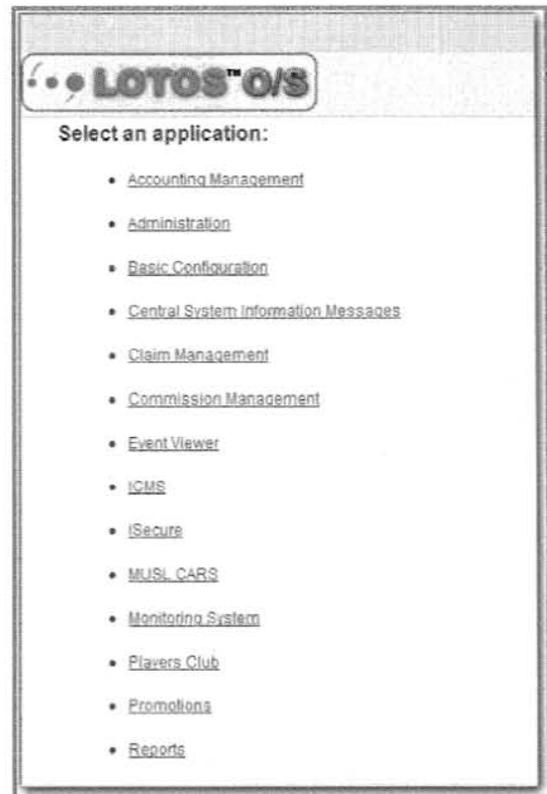
The following provides outlines of the training that will be provided to Lottery staff regarding concepts of the Gaming System, use of the games management applications, administrative reports, INTRALOT provided services, security features and controls, and other relevant aspects of INTRALOT's Systems and services. This list is not all-inclusive and INTRALOT will provide any and all training required, as requested by the Lottery.

Business Configuration Management – BCM Training

Business Configuration Management (BCM) is one of the fundamental applications of LOTOS™ O/S. It is a series of applications and configuration applications that allow LOTOS™ O/S customization to better support the Lottery's business requirements.

The main functionality of BCM includes:

- General parameters and components of the System definition.
- The registration and full enrollment of a new retailer or changes to an existing one, including:
- Be part of a chain (the depth of the tree is limited by the Lottery)
- Be part of any – many geographical divisions
- Be part of any – many sales representative/field technicians (user defined entities)
- Be part of any – many financial groupings
- The registration and full handling of new or already existing terminals.





System Monitoring Training

Real-time monitoring of gaming transaction traffic and system utilization is provided by the LOTOS™ O/S Administrator (LAU). Abnormal system conditions and their causes that can be identified with the LAU include validation problems, communication difficulties and computer downtime.

LOTOS™ O/S Administrator User (LAU) is a graphical interface that provides real-time information. It gives the user control over the System configuration and games' parameters. The LAU consists of a series of functions that will allow the user to customize LOTOS™ O/S according to the Lottery's particular needs.

One of the two main functionalities of LAU includes the real-time monitoring of various system parameters on information related to the System's setup:

- Game parameters and information
- Number of nodes
- Number of LCPs and their current status
- Number of retailers, terminals and their current status

LAU provides information on operational and processing data for all defined LCPs in the System, type of connection, status for each LOTOS™ Communications Processor (LCP), monitoring message switching time, and the transfer of messages between the Central System and the terminals.

LAU provides monitoring of all requests made during the game's transaction processing including status of requests for game and transactions and the status of all draw transactions.

RTDV (Real Time Data Viewer) is part of the IRM (Information and Report Management) suite. Lottery staff will be trained to interpret and monitor the System using this tool. The RTDV offers the user a number of reports based on continuous on-line, real-time access to an array of critical business information while it is being processed by LOTOS™ O/S.

DATE: 08/04/2005

LOTTO 5/35		LOTTO 6/48			
	Count	Amount			
Slip	0	0,00	Slip	0	0,00
Verbal	25	29,70	Verbal	7	65,00
Screen	0	0,00	Screen	0	0,00
Internet/Web	0	0,00	Internet/Web	0	0,00
SMS	0	0,00	SMS	0	0,00
Terminal Application	0	0,00	Terminal Application	0	0,00
Mobile Application	3	0,90	Mobile Application	16	655,00
Cellular Application	0	0,00	Cellular Application	0	0,00
Simulator	0	0,00	Simulator	0	0,00
Total	28	30,60	Total	23	720,00

Example of RTDV System Transaction Summary - Display

Users will be trained to access RTDV from any authorized point and management terminal with a web browser facility. RTDV provides a comprehensive, on-line view on all critical information with regards to a particular game, retailer and terminal transaction activities, sales, accounting and financial information and system performance.

Authorized users will be instructed on producing quick and immediate overviews of financial, sales and system performance updates.

RTDV provides a look at the transaction information as it is processed from LOTOS™ O/S. Users will be shown how to customize the web-based interface “dashboard” to enables them to easily cover any particular need.

RTDV provides information regarding game activity for:

- A Specific Geographical Area
- Range of Retailers
- A Specific Retailer
- A Specific Terminal



Security Features Training

INTRALOT will provide training for all system security features to individual authorized by the Lottery. Our system is running now in more than 50 Lottery jurisdictions and maintains the system logs, audit logs, and network logs, required to research virtually any type of system activity. INTRALOT will assist the Lottery with all specialized security activities such as using special security processes to verify ticket validity (iSecure program), retrieving and reviewing system reports for abnormal behavior (Real time Data Viewer and Ad-hoc Reporting). In addition, INTRALOT will assist the Lottery in reviewing output from INTRALOT-provided security monitoring devices such as access logs and CCTV output.

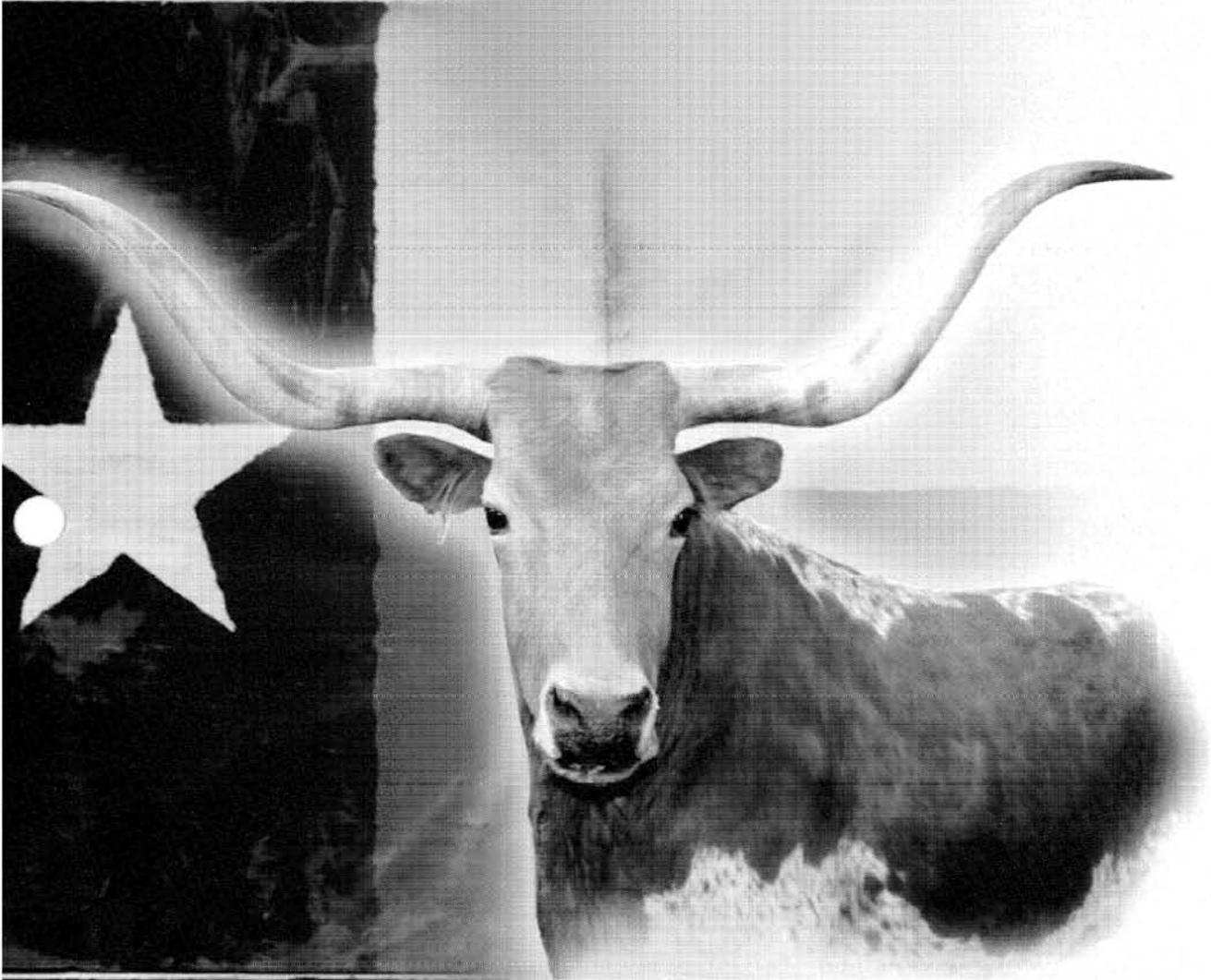
Business Intelligence Data Base (BIDB) Training

The BIDB application is a dynamic information management system that offers comprehensive and flexible reporting functions. The extensive reporting capabilities provided by the IRM module cover every aspect of ongoing operations. Users will be trained to produce both canned and ad-hoc reports, including:

- Sales by product type, ranking
- Sales by game, region, sales representative
- Product mix
- Retailer analysis of sales, validations, promotions
- Plans versus budget
- Forecasting
- Jackpots, rollover, annuity costs
- Sales performance and marketing charts and graphs
- Sales and prizes by virtually any demographic segment and SIC code
- Census tracking
- Geographical information
- Sales reporting for business reviews
- End-of-year reporting

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YOUR LOCAL PARTNER**



INTRALOT
WE'RE BULLISH ON TEXAS

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YOUR LOCAL PARTNER**



INTRALOT
THE RIGHT FIT FOR TEXAS



7.1 Overview

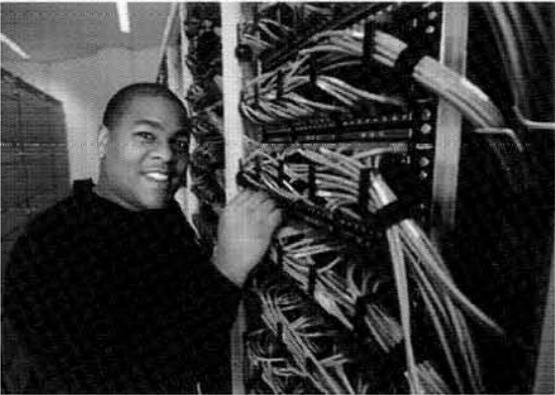
This section describes the systems and services requirements for the Lottery Gaming System (the “System”) and sets forth the requirements, roles and responsibilities of the Successful Proposer for provisioning, delivering and management of all services in support of the Texas Lottery.

INTRALOT finds the information presented as informational and no response is required.



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INTRALOT

Jobs for Texans → Revenue for Texas

7.2 ON-LINE GAMES

On-line Games Overview

INTRALOT is pleased to provide this overview to its On-line Games to demonstrate the extent of our games development and the extensive scope of the games currently supported by the LOTOS™ O/S that will be available to the Texas Lottery.

INTRALOT's LOTOS™ O/S software supports all games currently offered by the Texas Lottery and provides the flexibility for growth into new games, game features and play types. We offer games such as Lotto with a bonus, daily games, instant win on-line games, promotional games, and instant ticket processing with our Systems around the world. We guarantee that we will provide all of the current games for systems testing on or before the date required by the Lottery.





Current Games and Play Types

The following provides a list of the Lottery's on-line product portfolio and a brief description of the jurisdiction(s) in which we already support the game:

Pick 3 – Versions of the Lottery's Pick 3 numbers game have been successfully implemented in Arkansas, Idaho, Nebraska, New Mexico, Montana, Ohio and South Carolina; as well as in numerous international jurisdictions by INTRALOT. INTRALOT is currently converting gaming systems in Louisiana, New Hampshire, Vermont and the District of Columbia, all of which have a similar-styled Pick 3 game.

Daily 4 – A version of this game is currently implemented in Ohio as well as in many of INTRALOT's international jurisdictions and is a simple variation on the Pick 3 game. INTRALOT is currently converting gaming systems in Louisiana, New Hampshire, Vermont and the District of Columbia, all of which have a Pick 4; and we will be launching the new Pick 4 game in Arkansas later this year.

Texas Two Step – This is a two matrix Lotto game. INTRALOT has experience implementing variations of this game format in many jurisdictions including Montana and Nebraska with their 2 by 2 game.

Texas Lotto – This is a jackpot-driven Lotto game. INTRALOT has experience implementing variations of this Lotto game at our client locations domestically and internationally, including Classic Lotto in Ohio. Currently, we are installing a similar game on both the Vermont and New Hampshire Systems.

Powerball – INTRALOT has successfully implemented Powerball in Arkansas, Nebraska, Montana, Idaho, New Mexico and South Carolina. INTRALOT is currently converting gaming systems in Louisiana, New Hampshire and Vermont, all of which are members of the Powerball multi-jurisdiction game. And, as part of the cross-sell initiative between Powerball and Mega Millions, we are installing Powerball on our Ohio System with a launch date expected in spring, 2010.

MegaMillions – INTRALOT has successfully implemented Mega Millions in Arkansas, New Mexico and South Carolina. INTRALOT is currently converting gaming systems in New Hampshire and Vermont, both of which will include Mega Millions.

Cash Five – Similar "Little Lotto or Hot Lotto" games are currently implemented in Idaho, Montana and New Mexico and later this year we will be converting the New Hampshire and Vermont lotteries to our System and both jurisdictions have a Hot Lotto game.

INTRALOT stands ready to provide additional games and play types working in cooperation with the Lottery.

INTRALOT agrees and understands that the Lottery reserves the right to add or modify games, game features, or play types, and promotions for start-up or at any time later during the contract term. At a minimum, based on quarterly schedule releases, INTRALOT will provide new game



changes and implementation within 120 days from sign-off of functional specifications. Though, if business needs require a more immediate or faster “product to implementation” schedule, INTRALOT stands ready to complete a faster turn-around time. We have demonstrated this during the recent Powerball / Mega Millions cross-sell initiative. As your local partner, we will demonstrate this by providing prompt changes for existing games already in our game library with an even faster than 120-day turn-around.

**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**

1



Confidentiality Claimed
Not released



**Confidentiality Claimed
Not released**



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**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**

INTRALOT is currently providing Internet based gaming systems, platforms and games to several large-scale clients:

- Italy Online
- Turkey Online
- Australia Victoria Online
- Staatslotterij and Delotto Online (Netherlands)



[Bilyoner.com Hakkında](#) | [Yardım](#) | [Bize Yazın](#)
[Ana Sayfam Yap](#) | [Favorilere Ekle](#)
 05 Haziran 2008 Perşembe

Oye No :
Şifre :
[GİRİŞ](#)
[Şifremi Unuttum](#)
[Üye Olmak İstiyorum](#)

1/2
SPOR TOTO DEVRETTİ!

TJK At Yarışı
İDDAA
SPOR TOTO
MİLLİ PİYANGO

FINALIN ADINI SEN KOY!

2008 Avrupa Futbol Şampiyonası'nda finale kim kalır?

2008

KAMPANYALAR

- > estore Hediyeli Çekili!
- > Mobil Kanallar Kazandırıyor!
- > Sansım Kattı!
- > Finalin Adını Koy!
- > Kazandıran Teklif
- > Garantili Gemi Seyahatli
- > Mobil Ödeme
- > Geçmiş Kampanyalar

FIRSATLAR

- > Bilyoner Plus Programı
- > Bilyon Param
- > Bilyonkart

BİLYONERCAFÉ

- > Yazarlar
- > Forumlar
- > Haberler

SOSYAL SORUMLULUK

- > TESYEV'e Bağış

NAĞİL?

- > Nasıl Üye Olunur?
- > Nasıl Ödeme Yapılır?
- > Oyunlar Nasıl Oynanır?
- > İkramiye Nasıl Ödenir?

İDDAA önerileri

POPÜLER KUPON	BOMBA KUPON	BANKO KUPON	SİSTEMLİ KUPON
Takım	Kodu	Tercih	Oran
MS Romanya - Fransa	115	2	1,65
MS Almanya - Polonya	114	1	1,30
MS Avusturya - Hırvatistan	113	2	1,60
MS Portekiz - Türkiye	112	1	1,55

Toplam Oran : 5,32 [OYNA](#)

* İddaa Top 50 sayfamızda yer alan, üyelerimiz tarafından en çok oynanan ilk 4 tahmini içerir.

AT YARIŞI önerileri

HAZIR ALTI	GÜNÜN ALTILI	ALTI SONUÇLARI
Yarış Yeri : İSTANBUL - 14 Mayıs 2008	Bahis Türü : Üçlü Ganyan	Koşu : 5-6-7
Tutar : 10	OYNA	

09 Haziran 2008
Türk Kızılayı 140. Yıl Çekilişi

Özel Numara Seç :

1.	2.	3.	4.	5.	6.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[SEÇTİKLERİMİ GÖSTER](#)

Turkey's Leading Online Gaming Network Operated by INTRALOT

The screenshot displays the Intralot website interface with the following elements:

- Navigation Bar:** Home, scommesse, poker, gratta e vinci, tris, schedine, Registrati!, € 277.896.517,00 (with a small bar chart icon).
- Registrati ora!** (50% bonus): Subito per te un bonus del 50% fino a 50€.
- Scommesse LIVE:** Vivi la partita in diretta. Scommetti subito, scommetti LIVE!
- Champions League:** Mercoledì, 22 Lug ore 20.30. ESITO FINALE 1X2. Bohemian FC vs Salisburgo. Odds: 1 4,85, X 3,45, 2 1,85. Mancano 09h 22m 08s.
- Scommesse Sportive:** Represented by a soccer ball icon.
- Tris:** Represented by a wheel icon.
- Gratta e vinci:** Represented by a flower icon.
- Schedine:** Represented by a calendar icon.
- Hot Bet:** Volley - World League. Mercoledì, 22 Lug ore 20.30. TESTA A TESTA SERBIA VS USA. Odds: 1 1,55, 2 7,22.
- La novità che aspettavi! Gioca:** 08:00 - 20:00. Includes a 33MS logo.
- Extra bonus:** EXTRA BONUS. Includes a crown icon.
- Store locator:** Includes a map of Italy icon.
- Intralot in TV:** Guarda i nostri spot... Tutti i giorni è una scommessa!

Italy's Internet Sports Betting Platform Operated by INTRALOT



7.2.1 On-Line Game Development

The TLC Products group works with the Lottery Operator to provide On-Line Game concepts that are introduced to the general public. On-Line Game concepts consist of, but are not limited to, drawings, play instructions, odds, prize payouts, go to market strategies, etc.

Table 27 On-Line Game Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 26 and the service level requirements under Table 28.

2. The Proposer must provide an overview of its On-Line game development, research and implementation process.

Game Research Process

The INTRALOT team understands the importance of market research, recognizing it as one of the critical success factors for developing a strategic marketing plan. We are cognizant of the fact that lotteries are prohibited from experiencing their own product and cannot, as a result, make informed decisions about how a particular product may be affecting the behavior or motivation of the consumers. Research allows the Lottery to talk to the consumer in order to understand how the products affect them. Today, we have an internal corporate market research group headed by a researcher with more than 26 years of market research experience, including 16 years of specific lottery and gaming-related market research. This individual will be responsible for assisting our Texas team in executing the proposed market research offerings detailed in this response section.

Clearly, the Lottery greatly values research given that you anticipate an annual research project to develop new game concepts, identify player demographics and propensity to play levels as well as measure attitudes toward the Lottery, products, policies and image. A successful market research program and one that is supported by INTRALOT will be tantamount to the overall continued success of the Lottery.

INTRALOT fully understands the Proposal Requirement to offer an annual market research study. But, we want to go beyond the requirement – not only to demonstrate our commitment to the Texas Lottery, but more importantly, we believe that targeted research can help drive revenues. So, in the end, developing and executing a coordinated research plan is a *win-win* for all of us. We also know



that an effective research campaign will benefit all parties – you, us, retailers, players, and most important, the Lottery’s primary stakeholders – the beneficiaries. That is why in addition to conducting the required annual market research project we are including several critical research components in our baseline pricing, which taken together, hopefully confirms and demonstrates our commitment to helping the Lottery expand its reach, while maintaining the public trust.

Meaningful and actionable research demands a consultative partnership. Our best and most successful achievements will come about by developing a customized market research program to suit the needs of the Texas Lottery. The research program that we are including in our baseline offering is not “cookie-cutter” research - it is customized research and will be specifically-tailored to the Texas Lottery and your needs. Our goal in offering this specific-research plan in our baseline offering is to provide you with research-supported information that will reduce the risks involved in executing your marketing strategies.

The key to any successful marketing research program is to focus on the fundamentals. For lotteries, this means honing in on the basics of pleasing the customer (both players and retailers) and meeting marketplace needs while at the same time getting the most value for each research dollar spent. Research is an important tool and the type of research carried out should be carefully chosen, designed and conducted with the goal of obtaining useful and actionable results that will help the Texas Lottery not only achieve its revenue goals, but also to help public policy-makers understand the trends shaping our industry.

The Texas Lottery has lofty revenue goals to reach, and as a result, INTRALOT feels that it is imperative for the Lottery and INTRALOT to start the journey with insightful research program that will provide a clear roadmap needed to achieve success

As we looked at this requirement, we were cognizant of the Lottery’s discretion in conducting at least one annual study. To this end, the Lottery might consider an Annual Market Segmentation and Usage and Attitude Study.

Usage and Attitude studies typically serve as a Lottery’s main strategic planning tool, assisting in identifying the size and potential of various segments within the market. Over time, values, attitudes and behaviors change depending on a host of factors. It may have been several years since the Lottery engaged in a comprehensive market segmentation study.

Our approach to a market segmentation study will provide the Lottery with a more rigorous means of determining the size and potential for certain lottery products within the market. By taking a holistic approach to assessing the general values and behaviors of gaming attitudes and motivations, our segmentation study will capture the essential drivers of lottery play.

The physical process of conducting a usage and attitude segmentation analysis, given the availability of user-friendly statistical software today, is relatively easy. The challenge though is in deciding what dimensions should be included in the segmentation algorithm. Lotteries occupy a unique niche among consumer products. Few understand this better than INTRALOT. We base our research approach on several key foundations:

- First, market research needs to extend beyond simply looking at product usage and demographics and must incorporate more attitudinal dimensions.
- Second, and this is critical in Texas, our lottery research must examine the broad spectrum of gaming within the state and from neighboring state gaming.



- Third, we understand that our research efforts can only be as good as the questions we decide to ask. We must ask the right questions to uncover the new attitudes and perceptions that surround the Lottery.

Market segmentation and usage and attitude studies typically serve as a main strategic planning tool for lotteries. We recommend conducting a telephone survey using a random sampling of the general population drawn proportionate to the population distribution and based on the most current and available data.

The segmentation study will be completed using RDD (Random Digit Dialing) techniques using state-of-the-art Computer Assisted Telephone Interviewing (CATI) systems. This sampling approach affords us the most representative, and, therefore, more accurate in terms of statistical probability.

We expect that the survey questionnaire design and development will be a coordinated effort between INTRALOT, the Texas Lottery, as well as some of the Lottery's strategic advertising and marketing partners. The scope of questioning will focus on areas such as:

- Lottery Brand Awareness;
- Current play behaviors, frequencies and spend patterns;
- Retailer trends;
- Barriers to play for non- and lapsed players; and
- Key advertising and marketing issues.

In addition to providing the Lottery with an annual market research study, we are going beyond requirements by offering the Lottery additional research services, all of which are included in our Base Offering. For instance: Focus Groups, Mini-Labs and Gaming Perception Analyzer™ Research Sessions.

INTRALOT recognizes the importance of conducting these types of qualitative research sessions on varying subjects, including testing new game design concepts, assessing new marketing strategies, and identifying new technologies. INTRALOT would like to work in close consultation with the Lottery on the design and scope of these types of research methodologies; and as part of our baseline market research offering, we propose conducting a series of four focus groups annually at locations in Texas (to be determined as part of the overall scope of the research).

These types of research programs are ideally designed to

- Investigate the potential of new on-line game concepts in terms of appeal of features, intended purchase frequency, and spending levels;
- Explore the appropriate positioning of advertising and marketing strategies for the Lottery, its products and categories of products;
- Investigate the feasibility of potential new technologies and pilot projects that may be of benefit to the Lottery; and to
- Explore the general attitudes regarding policy issues related to gaming, the Lottery's corporate image and social responsibility issues.

The actual direction of these focus groups and mini-lab sessions will be determined by the specific objectives of the project.

Having participated in this type of research over the years for many of our lottery partners, we understand that the Lottery category generally inspires common or standard “knee-jerk reaction” types of answers to questions, such as “I like to win” or “make the prize bigger.” Our experience has assisted us in developing the Gaming Perception Analyzer™ as an effective research tool that eliminates “group think” and provides a quantitative aspect to what are traditionally qualitative research sessions

The Gaming Perception Analyzer™ is a unique, interactive group testing system. It is a computer-supported, interactive feedback system composed of wireless hand-held dials for each participant, a console, special software which edits questions, collects data and analyzes participant responses. The system allows participants – in our case lottery players or potential lottery players or maybe even retailers – to *dial in* their reactions to *any* form of test material (e.g. advertising, new product and game concepts, player and/or retailer satisfaction, etc.) using hand held dials which have a wireless connection to a PC. Information is translated into data and graphic output, which is presented in real-time to the client on-site.



In January 2009, we completed a series of Gaming Perception Analyzer™ research sessions for the Montana Lottery focused on the introduction of a potential new online game and the cannibalization impact of such a launch.

In addition to this series of four (4) annual Focus Groups, Perception Analyzer™ sessions and/or Mini-Labs, we will conduct an Annual Mystery Shop of Texas Lottery Retailers.

Mystery shopping is a valuable tool to gauge the levels of service customers receive during interactions with lottery sales agents. Research has shown that those experiences can have lasting impact on players’ opinions on the Lottery. Mystery shopping can facilitate improvements at all levels of customer care by exposing any potential flaws in established procedures. A few of the questions that can be answered through the implementation of a Texas Lottery mystery shopping program include:

- Are sales volumes affected by employees who are not knowledgeable of games?
- Are retailers displaying promotional materials properly?
- Are player questions answered correctly by the agent retailers?

While a seemingly straightforward proposition, mystery shopping can be a difficult undertaking due to the need to employ well-trained, impartial shoppers, with excellent communication skills. We consider the set-up phase of this type of project extremely important. INTRALOT will work collaboratively with the Texas Lottery to develop the scope of the research questionnaire and standards to be tested and measured against.

The specifics of a mystery shopping project would be determined based on conversations with the Lottery, but as part of our research offering, we will conduct mystery shopping evaluations at approximately five to 10 percent of the active retailer network on an annual basis. Working with the Lottery, we can even create a special retailer incentive package for being part of the mystery shopping effort.



Finally, as part of our Base Offer market research plan, we will provide the Lottery with access to our LOTOS™ Polls program.

INTRALOT's terminal system has a very unique and powerful capability – the ability to conduct real-time research with players and retailers through the Lottery retailer terminal.

The LOTOS™ Polls system utilizes the retailer terminal to conduct multiple-choice questions (i.e. designed like play-slips). The application can be used to perform a host of research and information collection activities such as information from players and retailers based on specially designed questionnaires. Simply put, INTRALOT has the capability to conduct market research surveys through the retailer terminals using reader devices for collecting data or message broadcasting surveys to retailers. We are offering this capability to the Texas Lottery and welcome the opportunity to conduct two LOTOS™ Polls annually as part of our baseline offering.

They say that *“if the customer is always right, shouldn't you be talking with them.”* We believe that. That is why you will find market research an integral part of our Baseline Offering.

Critical to the success of any Lottery is the introduction of new games and gaming concepts. INTRALOT believes that every new game that is introduced, new themes, ticket styles and prize structures, should be developed to both retain and enhance the playing experience among existing player groups, but also should be designed to attract infrequent, non- and lapsed players.

We believe that new game testing and design is imperative to give both the Lottery and INTRALOT the strategic edge needed to make decisions about new game introductions.

Historically, lotteries have relied on qualitative research methods to test new game concepts. While we believe that qualitative exploration of game concepts can give guidance on the sorts of features and attributes that might generate interest in games, qualitative research cannot make quantifiable estimates of which games are most likely to be successful with different segments of consumers; and most important, how they will actually perform when placed “on the shelf” in the retailer environment side-by-side with other lottery games and consumer products.

INTRALOT has partnered with some of the best game design researchers in the industry and at times utilizes a series of online GAMEPLAN™ interactive research techniques to identify, develop and position new lottery games. This online, interactive game testing laboratory, created by the Independent Lottery Research (ILR) organization, allows players and potential players to sample different games and game-styles all the while simulating game play more closely reflecting the actual on-shelf buying experience rather than simply viewing games in isolation.

GAMEPLAN™ has redefined best practices for market research into new lottery game development. The GAMEPLAN™ system uses online (Internet) interviewing research techniques to capture a robust quantitative sample of different player segments. Online interviewing techniques allow respondents to see the different games and simulate play as they evaluate each game concept. Online surveys asking respondents to choose from among sets of games that closer reflect the actual in-store buying experience than viewing games in isolation.

New game opportunities in today's lottery industry are not just with core players. Our research has shown that new play styles and prize structures can be developed to attract infrequent and lapsed players, as well as sustain the core player's interest beyond the initial game introduction, thus growing the market. The GAMEPLAN™ system is designed to screen a number of alternative game concepts to determine which options offer the strongest opportunity in the market for generating new play among infrequent, lapsed or non-players. The research identifies motivations

and barriers to playing proposed games, as well as anticipating frequency of play and suggested refinements. The statistical stability of the data provides greater levels of confidence than utilization of qualitative forums as a screening tool. GAMEPLAN™ is presented as a potential negotiated research option for future consideration by the Lottery, should they wish to pursue this type of game design research in addition to what we have proposed as part of our base offering. This specific research tool is available through the Independent Lottery Research (ILR) organization based in Chicago; and if desired by the Lottery, is a research program that will be negotiated separately.

Interactive Research

In today's research marketplace, the Internet is quickly gaining widespread acceptance as a viable alternative to telephone and in-person research approaches. As part of its on-going research efforts, INTRALOT asks the Texas Lottery to consider using the Internet for research purposes. Internet research can be used to conduct both on-line and instant ticket game research (i.e. testing and demonstration of game concepts), as well as other types of web studies.

There are a limited number of approaches one can use when engineering an Internet-based research study. We would suggest that the Lottery consider either hosting a survey research mechanism on their current website like many other U.S. lotteries or engage a third-party market research vendor who would host the Texas Internet surveys on a secure website accessed through a link on the Lottery's site.

Conducting research on the Internet is relatively straightforward, and is carried out in much the same way as a telephone study – from project design, questionnaire development and programming, to testing, interviewing, coding and tabulation and finally report generation.

INTRALOT stands ready to assist, along with the Lottery, on the development and design of an interactive Internet-based research program.

Market Research and the Planning Process

Our research department will provide a laser-focused level of assistance to the Lottery—from simply consulting on a single project to executing on the research program we have outlined as part of our Baseline Offering. We want to help make any research undertaken by the Lottery simple and easy to implement. Our research team and market professionals are well-versed in conducting both Primary and Secondary Research and will put that knowledge and expertise to work for the Texas Lottery.

Our research commitment to the Texas Lottery is one that offers the Lottery great flexibility within the Base Offering – from the annual study you requested, to our commitment to provide additional Focus Groups, Perception Analyzer™ sessions and Mini-Labs, as well as an annual Mystery Shop of the Retailer Base and our LOTOS Polls™ offering.

Game Development Process

Our Game Development Group currently meets on a semi-annual basis and is composed of INTRALOT developers, marketing staff, operation managers, ex-Lottery Directors, retired Lottery marketing executives from other companies, and several former Lottery product managers. We know that the staff from the Texas Lottery would add greatly to the productivity of this group.

In order to develop new products and promotions that fit well with the existing product mix and do not cannibalize existing products, but rather generate new sales and net benefits to the State, we follow a detailed research and development program, especially, as it relates to new games and game concepts.



The game design research process is a circular process where new concepts are brought to market and subsequently evaluated for their effectiveness. The results of these evaluations are then used in future planning for additional new concepts. This process, carried out by our seasoned marketing professionals, working side-by-side with the Lottery, will ensure that there are always new ideas to keep the Texas Lottery's products fresh and exciting in order to increase sales by current players as well as to generate new sales from new players; particularly those in the 21-34 year-old age group. At INTRALOT, we like to think that it's all about keeping an eye on the ball and not being afraid to make thoroughly researched decisions; especially when it comes to launching new games or even making slight changes to existing ones.

INTRALOT tracks all changes made to System components and provides reports showing when, by whom and for what purpose a change was made. These procedures will prevent conflicts caused by multiple updates. There are several reports available through Microsoft's Visual Source Safe that provides change modification history of a module. The reports identify the programmer making the changes, the reason for the change, and the actual lines of code that were added, deleted, or modified.

The module check-out procedure in Source Safe prohibits two people from working on the same module at one time in order to avoid multiple update conflicts. INTRALOT also utilizes software QA tracking system called Test-Tracker, which records the software modification process flow for all changes and corrections made to software modules. This tracking System further insures that issues are uniquely identified and tracked.

Test-Tracker

Overview

INTRALOT has a specific procedure that describes in detail the process and flow of entering and tracking software defects and customer requests for change (CCRF) using the tracking tool called Test-Track. This procedure is structured to follow Workflow from beginning to end, and it identifies the individual job function responsible for each of the steps in the Test-Track Workflow.

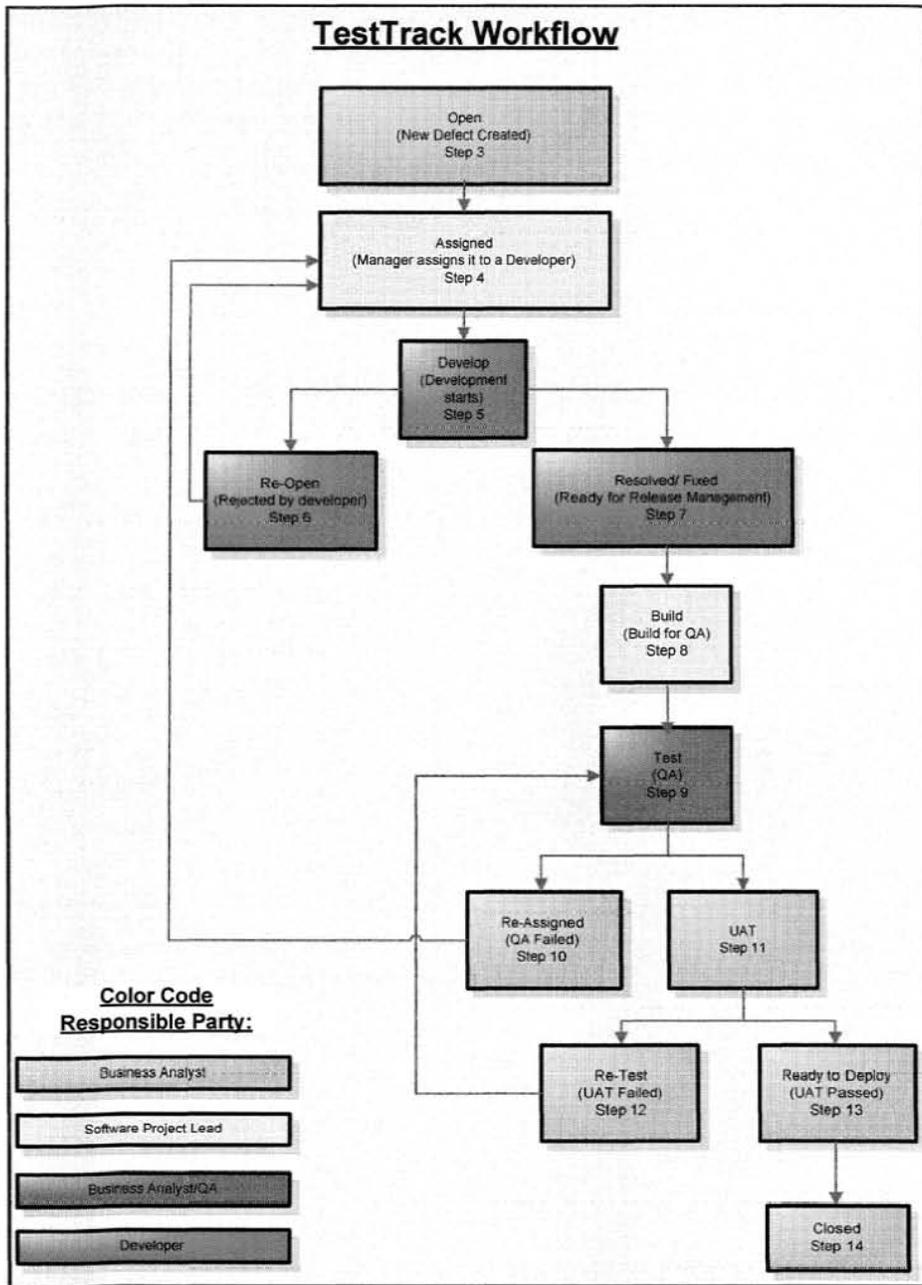
Test-Track will be used to track all software changes for all issues that arise starting with User Acceptance Testing before system start up and continuing for the life of the contract with NO exceptions.

Access will only be granted to authorize Texas Lottery personnel in order to perform the following:

- Record a new defect or change request to Test-Track
- Monitor the status of the pending Test-Track records

Change Management Process

The following diagram shows the correct process flow for identifying, verifying, assigning, completing, testing, releasing and closing defects and change requests.



Test-Track Workflow

This section contains definitions of each process step identified in the Test-Track Workflow. The first two steps are prerequisites to opening a Test-Track record and occur outside of the Test-Track process software.

Step 1: Identify and Notify the Issue - Customer Responsibility

There are two kinds of issues that are tracked: Defects and Customer Change Requests. Both are generally found by the customer, but they can be identified by any one. Once they are identified, notification is given to the INTRALOT development team by one of two separate ways.

Defect Notification

In the case of defects, the customer should perform the following:

Either send notification to the local Business Analyst/Application Expert (BA) in the form of an email. The email should contain as much detail as possible regarding the defect - how it was found, what it impacts, how to reproduce it, etc.

Or, the customer opens a new Test-Track Record with a status of 'To be validated'.

Change Request Notification

In the case of change requests, notification is provided to the BA through the use of Customer Change Request Forms (CCRF) completed with as much detail as possible by the customer.

Step 2: Verify - Business Analyst Responsibility

Defect

In the case of a defect, the BA must next verify the existence of the problem by reproducing it. Once verified, a Test-Track record must be opened as shown in Step 3. If the issue cannot be verified, the BA must meet with the customer to clarify the issue.

Change Request

In this instance, the BA should review the request with the customer to insure that there is not an existing feature in the system that will meet the requirement, and to insure that the requirement is



well understood before proceeding. Once the issue is understood, the BA should open a Test Track record as shown in Step 3.

Step 3: Open/Validate a Test -Track Record - Business Analyst Responsibility

After the defect or change is understood and is deemed to be valid, the BA will perform the following:

Either a Test-Track record is opened (in case the defect or change request has been sent through email)

Or the Test-Track status is updated from 'To be Validated' to 'Open' status.

Step 4: Assign Test Track record - Software Project Lead (SPL) Responsibility

When a Test-Track is opened by the BA, re-opened by the developer, or re-assigned by the BA, the Software Project Lead (SPL) – an INTRALOT staff member that works with the INTRALOT development staff and the BA to action the Test-Track requirement) will be notified by email automatically. It is the SPL's responsibility to review all Test-Tracks regularly and assign them to developers for completion.

Step 5: Develop Solution - Developer Responsibility

Once a Test-Track has been assigned to a developer, that person is responsible for designing a solution to the issue. The assigned developer can either fix or re-open the Test-Track.

Step 6 Re-Open the Test-Track

A Test-Track is re-opened when the assigned developer does not feel that there is enough information in the Test-Track as written or that the Test-Track cannot be completed as it is written.

Step 7: Fix the Test-Track

While the Test-Track is in the Develop workflow, INTRALOT best practices are used, including source code control to check code out of SourceSafe, to correct the defect or implement the change requested, unit test it to verify that it meets the requirements, and then recheck the code into Source Safe, the defect or change is ready to be moved into the “Fixed” status.

Step 8: Build Release - SPL Responsibility

When a release is planned, it may include several fixed Test-Track items. The BA and SPL work together to plan all software releases, and determine what items should be placed in each build. The code for these is checked out of SourceSafe, built and placed on the QA system for internal testing. The fixed Test-Tracks can be moved to Build Workflow one at a time, or a number of Test-Tracks can be moved in a group by using the “Bulk Move” feature of Test-Track.

The SPL creates the Release notes for the build as detailed in US-CP-04-01.001 Release Notes Procedural Manual, and delivers the release notes to the BA.

Step 9: Test - BA and QA Responsibility

Once the Build process is completed and the Test-Track is in the Build workflow, the BA and the QA team now can perform testing of the fix on the QA/Test system as well as any regression testing required after the Test-Tracks are moved to test.

Step 10: Re-Assign - Business Analyst Responsibility

Should the Test-Track fail testing in the QA environment, it must be returned to the development staff for correction. Placing a Test-Track in Re-Assign restarts the process of resolving the issue.

Step 11: User Acceptance Testing (UAT) - Business Analyst Responsibility

When the Test-Track is QA tested successfully, the test results are documented, the Release notes are sent to the IGB, the UAT Readiness Review Form is filled out and sent to the customer and the UAT Readiness Review Meeting is scheduled. The user must sign that it approves the deployment be moved to UAT. The fix is left on the QA system when it passes. The BA ensures that the code is once again copied from VSS and deploys to the UAT system. Once this is accomplished, and before the user begins testing, the Test-Track can be moved to UAT status.



Step 12: Re-Test - Business Analyst and QA Responsibility

If the user does not agree that the problem is fixed, they note the reason on the UAT Test Results Form and present the document to the BA. The BA then moves the Test-Track to Re-Test so that the BA can determine why the UAT failed, and removes the fix from UAT.

Step 13: Ready to Deploy - Business Analyst Responsibility

After the Test-Track release passes UAT, the user returns the signed UAT Test Results form to the BA. This form states that the release has passed UAT. The code is left on the UAT system and the Test-Track is moved to "Ready to Deploy" by the BA.

Step 14: Close the Test-Track - Business Analyst Responsibility

When the user and BA verify that the Test-Track is functioning correctly in production, the Test-Track is closed.



Implementation Process

INTRALOT has a primary goal: to design, implement and operate an on-line wagering System, which exceeds the Lottery's stated needs. In order to achieve this goal, INTRALOT continues to embrace and utilize the necessary intellectual property and technological resources available.

The quality of its products and services directly reflects not only on INTRALOT's corporate image, but also the image of its Lottery professionals who have spent many years building an excellent reputation in this industry. All software is extensively tested. All terminals are tested before they leave the manufacturing plant and again at the receiving jurisdictional facility prior to being deployed into the field.

The control of these processes constitutes the core of INTRALOT's Quality Management System (QMS), which is meticulously prepared to address the current requirements of ISO 9001 entitled "Quality System-Model for Quality Assurance in design, development, production, installation and servicing". In addition, ISO 9000-3 guidelines entitled "Guidelines for the application of ISO 9000:1994 to the development, supply, installation and maintenance of computer software" have also been taken into consideration.

The software installation in the terminals and their peripherals is performed through INTRALOT's robust LOTOS™ O/S infrastructure via the Software Download procedure, offering flexibility and Centralized management of the overall software upgrade/change procedure.

All new Systems and application software versions, be it a scheduled upgrade, the implementation of new requirements, or amending erroneous functionality, will be delivered to the Lottery electronically and accompanied with elaborate release notes. The release notes contain introduced features, amended functionality and final comparisons between the new and superseded version.

INTRALOT's System provides for maximum flexibility because it is built on an open architecture and modular infrastructure with a platform independent, on-line transaction processing engine. LOTOS™ O/S suite of applications consists of a set of modular functional applications that makes implementing new features quick and proficient. The unique open platform LOTOS™ O/S Suite is a total gaming solution based on "multi-platform" transaction processing power that handles all transaction requirements with ease from any origin, source, input, or third-party System, and interface.

Our software is modular and parametrically driven and, therefore, allows the flexibility to easily add games, change game styles, odds, payouts, matrixes, drawing times, add play types, and implement promotions. We will support all current games, and we will implement any future new games or make changes to existing games that the Lottery requests. Our System has an extensive game library that includes games such as Lotto with a bonus, classic Lotto, daily games, instant win games, promotions, and instant ticket processing capability.

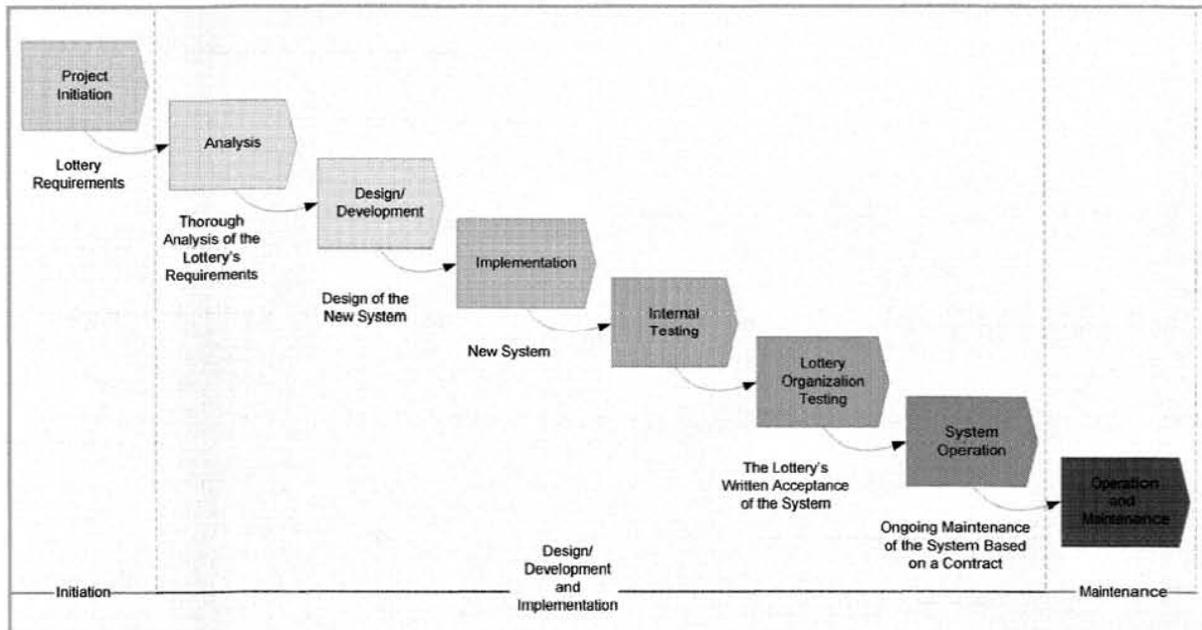
INTRALOT will ensure that the Lottery requests for System support and changes are made in a timely and committed manner.



Software Support for Quarterly Releases

INTRALOT will provide software and systems engineering support with quarterly releases for System changes. The Lottery and INTRALOT will jointly review and verify System functional requirements upon notice of intent to award a contract. We develop written System Functional Specifications for each area of the System. We draft them and then, based on input and feedback directly from the Lottery, we continue to work on these specifications until the Lottery is ready to sign-off on the specifications.

To accomplish the successful deployment of functionality, INTRALOT follows a standard process for defining, designing and installing new software or making modifications to existing software. The next page outlines the processes that are followed to provide a repeatable quality delivery to the Lottery.



Based on the preceding diagram, the project starts with the “Project Initiation” phase, continues with the “Design/Development” and “Implementation” phases where the greatest amount of effort is made and concludes with the “Maintenance” phase. All phases are supported by our company’s ISO9001:2000 certified procedures and are based on time, cost and human resource considerations.

As the initiator of the change process, the Lottery will be asked to fill out a Customer Change Request Form (CCRF). This form will specify:

- Change request tracking number (change control identification)
- Change request received date
- Lottery contact name, telephone number and email address
- Lottery approval contact name, telephone number and e-mail address

- High-level description of the request
- Attachments of prototype reports, tickets, screens (if any)
- Desired deployment time frames
- Change request Priority

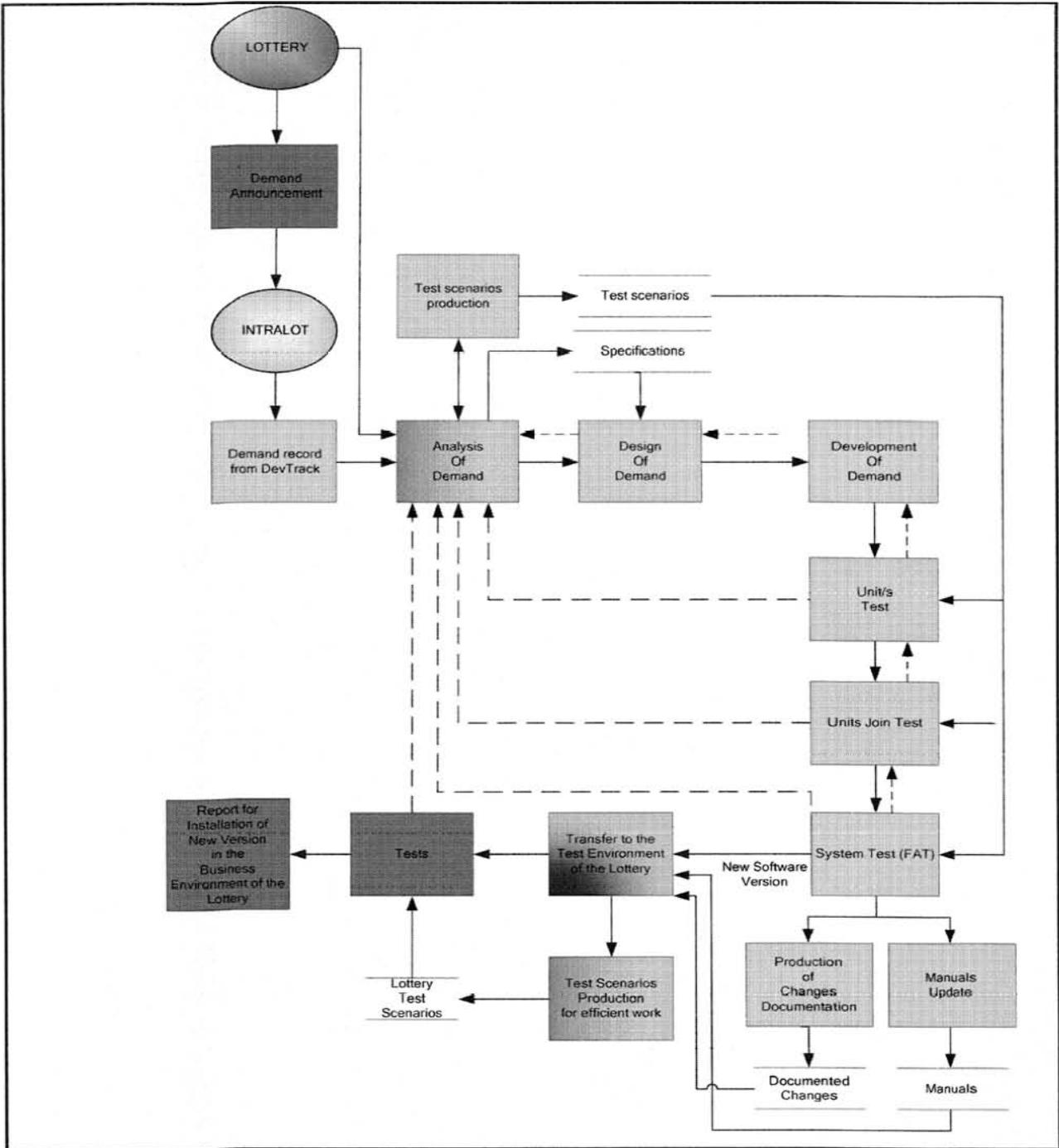
Procedures utilized during a change are dependent upon the magnitude of the changes. The following documentation sets are generated for both Lottery and internal use when there is a complex change:

- Customer Change Request Form
- Change Request Project Plan
- Software Requirements Specification
- Software Functional Specification
- Software Design Specification
- Test Cases
- Lottery Approval/Acceptance Form
- Checkpoint Release Form
- Software Faults and Failures Report
- Installation Plan

System/Software Error Correction

Once into the Maintenance phase of LOTOS™ O/S, the Lottery can request the development/implementation of new games and/or promotional activities, modifications to existing games and corrective and functional amendments due to anomalous functionality.

The following illustration details the software maintenance procedure that would occur as a result of software/functionality amendments, malfunctions, and new application features.



Software Maintenance Procedure Flow



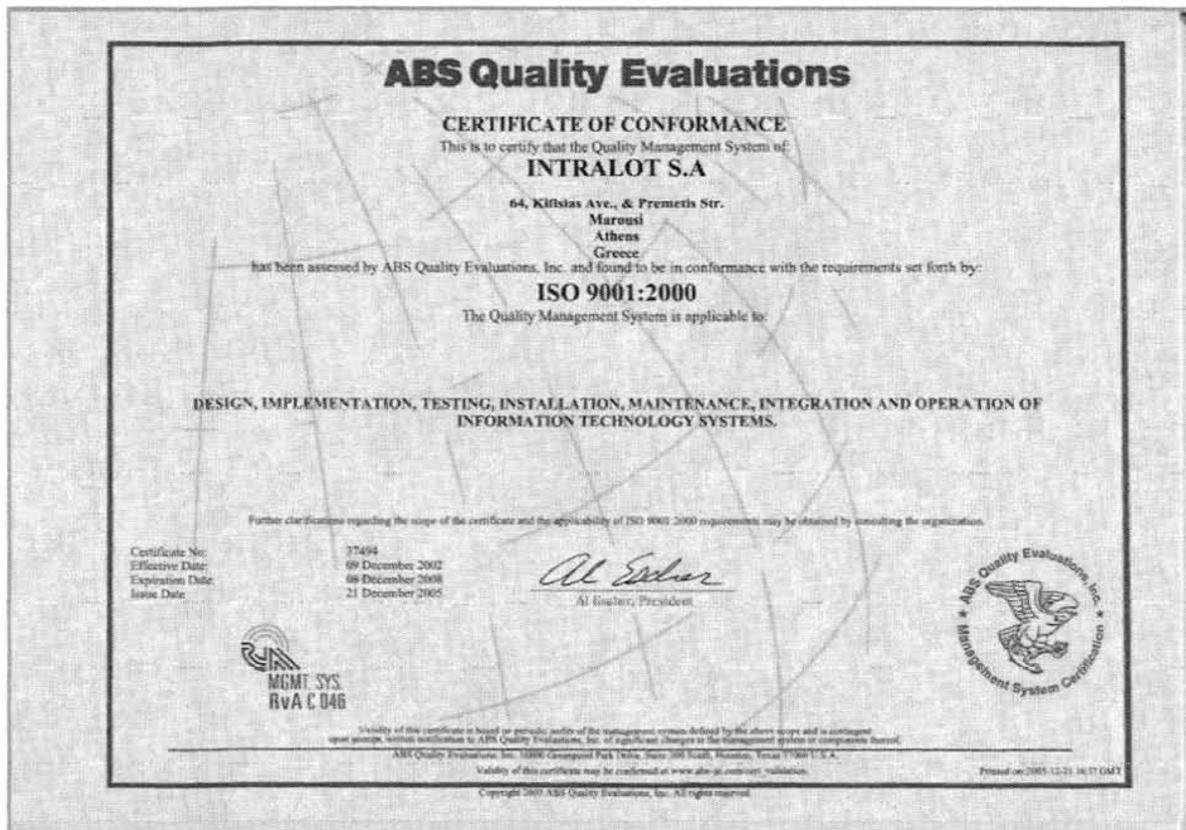
Quality Assurance and Acceptance Testing

INTRALOT will provide local resources on-site as required to support the Quality Assurance and Acceptance Testing needs for the Lottery to fully support the Lottery's acceptance testing. We will provide the Lottery with a systems engineer, applications expert and operations and programming staff that will be fully available to assist in testing for the life of the contract.

INTRALOT adopts and complies with Quality Policies, Quality Control and Quality Management Procedures and has a Certified Quality Management System compliant with the rigorous requirements of ISO 9001:2000 standard.

FACTS...

INTRALOT assures the Lottery that, in adhering to the standards we have set for ourselves, the quality of our products, equipment, software and services will, in most cases, exceed the criteria and expectations of the Lottery.





Moreover, INTRALOT continuously strives to improve its effectiveness and adaptability in accordance with any new requirements of International Quality Management Standards.

Quality planning constitutes a vital activity with respect to process control. Quality plans contain the procedures and standards that will be used for the generation of all project deliverables. The Software Requirements Specifications will conform to software specification standards similar to the IEEE/ANSI 830-993 specification. Quality reviews, both within INTRALOT and with the Lottery will be used to document activities that will assist in ensuring the utmost customer satisfaction.

Unit Testing

Unit testing is conducted by software engineers in parallel with software development within each of the responsible departments. The purpose of unit testing is to remove system defects early in the software development life cycle, before these are integrated into larger subsystems.

Factory Acceptance Testing (FAT)

Factory Acceptance Testing (FAT) is in-house, end-to-end integration testing at INTRALOT premises of all components of the System, and is conducted by the Software Quality Assurance Department as soon as all involved departments have completed their respective development/customization/configurations and have delivered the modules or applications that will be included in the planned S/W release to the Lottery, according to the agreed project plan.

Integration testing is conducted by executing Test Cases, Test Scripts and Test Procedures. This procedure verifies and validates the cross-operation capability of the modules and backwards compatibility with system components that are not affected by current release.

Each responsible department should deliver the following documentation to Software Quality Assurance Department:

Test Cases that have been performed to verify that the requested modifications and solution provided are tested and conform to the relevant specification documentation.

Test Scripts that execute specific test cases to direct testing of specific functionality that is modified or affected.

Test Procedures that summarize or collect test scripts for a whole system verification procedure.

The first step of the formal process of testing and certifying the System as a whole consists of very high-level tests that determine the stability of the software being released. The output of this procedure is a PASS/FAIL Boolean test of the System and determines if the software is ready to proceed to the functional testing phase.

Functional Testing is where the System functionality is tested against specifications. External official administration and agency environments are simulated within INTRALOT's testing environment. These include hardware equipment, software applications, third party software applications, an acceptable number of terminals, environmental conditions, etc. Once the environment is set up, the System is put through exhaustive testing, by running Test Cases, Test Scenarios and Procedures, with the intention of assessing its functionality against the agreed specifications. Among other tests, the Functional Testing phase includes:

Security Testing – Testing performed to ensure and verify that the System is secure and prevents intruders and unauthorized personnel from entering and misusing it.

Compatibility Testing – Testing performed for verifying that the individual hardware equipment and software applications of the proposed solution are compatible and can interface with each other without conflict.

Successful conclusion of Functional Testing will determine the product's suitability for delivery to the customer for on-site testing.

The infrastructure used to perform FAT will be a laboratory located at INTRALOT and will be a downsized version of the Texas Lottery configuration, including a sufficient number of terminals and relevant peripherals in a controlled environment. Access to 3rd party systems will also take place during this phase, if applicable.

On-site Testing (OST)

Following installation of the software on the Lottery's Test System, on-site testing (OST) is conducted. This testing is the final step of INTRALOT's internal testing procedures and is performed to verify and validate the agreed functionality and correct installation of the current release to the customer environment where it can be tested in real life conditions. During on-site testing the following tests are performed:

Functional Testing – The final product's functionality is tested against documented test cases. Testing may include additional ad-hoc tests in order to detect any possible defects in the software.

Script Testing – At this stage, most of the System has gone through the functional testing and most defects have been identified and resolved. The testing elements are very well defined and applied. All inputs are scripted so that there is a determined outcome at the end of the test script.

Stress Testing – This is the final phase of testing to determine how well the System reacts and performs during abnormal system situations. Failover and switchover tests are also performed during this phase.

More specifically, on-site testing may involve the following tests:

- Module testing, to test different modules both individually and when operating together as subsystems.
- System integration testing, to test that all the modules and subsystems are properly integrated and operate on a compatible basis with each other and on a subsystem level.

- Network testing, to ensure that all local area and wide area networks provide the required connectivity.
- Functional testing, to test that each different technical environment making up the System performs the functions that it is intended to perform (as per specifications) either by itself, or with those of the other technical environments with which it is to interact; and with those external systems with which it is to interoperate.
- Validation testing, against INTRALOT Test Scripts.
- Validation testing, against Texas Lottery's Test Scripts.
- Stress, performance and security testing, to confirm that the System can operate and perform in a manner which meets the agreed Security and Performance Standards.
- Anomaly Testing.
- Testing of Failover from Host to Host (includes server to server and node to node) and Switchover from Site to Site.
- Migration Testing.
- Back-up and recovery routines.
- Report production.

User (Customer) Acceptance Testing (UAT or CAT)

User (or Customer) Acceptance Testing (UAT or CAT) is the final step of the overall system testing and validation process and is performed by the Lottery or by a Certifying Authority on the Test System, in order to certify the product. It involves a series of technical, functional, performance and other tests involving testing of end-to-end processes, testing of business processes and the conduction of stress, performance, failover and anomaly testing.

User Acceptance Testing that is performed will be based on the Lottery's Acceptance Test Plan and a set of agreed test scenarios and test cases. During this testing, a set of issues or non-conformances are reported by the Lottery and evaluated by INTRALOT as either being problems that need to be fixed or change requests.

Following discussion and agreement with the Texas Lottery, a subsequent software release may be provided by INTRALOT, which is then re-tested by the customer. The overall process is assumed complete when all issues of agreed criticality are resolved, and an agreed implementation plan is provided to the customer. Upon successful completion of this testing phase, the System is certified for release into the production environment for operation. The output of the UAT process is the Customer Acceptance Certificate, which authorizes the production operation of the System.

The technical infrastructure to be used during the UAT phase comprises of:

- Test System
- Sufficient number of terminals and all relevant peripherals in the test site
- Third-party test systems when and where applicable

Furthermore, the following needs to be in place prior to executing UAT:

- Lottery personnel have been trained.
- The System has successfully completed the Factory Acceptance and On-site Testing and is ready for UAT. A notification to this end has been sent to the Texas Lottery by the Technical Project Manager.
- The Test Plan has been agreed with customer and/or the Independent Certifying Authority.
- Test Scenarios and Test Cases to be executed have been agreed.
- UAT procedure has been communicated, understood and agreed with all involved parties.
- Completion criteria for UAT have been agreed.
- Lottery's personnel that will perform testing are available.
- Relevant documentation has been delivered to the Lottery.
- Test data (if needed) has been prepared and is available.

Release to the Production System

Following successful completion of the Customer Acceptance Testing phase, the new module/program is added in the Central System, where it is continuously monitored for a period of time.

Test Script Development

INTRALOT will deliver acceptance test criteria with the software change documentation and provide dedicated staff, knowledgeable of the software tested, to assist the Lottery in identifying effective testing strategies, procedures for evaluation, software/hardware environments and resources required, and acceptance criteria. Test scripts and test cases will be derived from the actual functional specifications in order to accurately test all aspects of the features to be implemented.

The first step in ensuring that the testing and certification of the Systems is performed in a comprehensive and efficient manner is to develop an Acceptance Test Plan describing in considerable detail, how the testing process will be conducted and a comprehensive set of test cases that will be used for validating that the System performs according to the agreed functional specifications and the Lottery's desired business and user requirements. INTRALOT's dedicated staff, experts in the software being tested, will cooperate and assist the Lottery in identifying effective testing strategies, procedures for evaluation, software/hardware environments and resources required, as well as acceptance criteria.

The Test Plans and Test Cases are prepared after the Functional Requirements have been specified and agreed with the Lottery. They are used internally by INTRALOT, validated and augmented throughout the testing process described in this document. Finally, they are delivered to the Lottery for use during the Lottery's Acceptance Testing.



Acceptance Test Plan Overview

The **Acceptance Test Plan** defines how the testing process is to be conducted and managed. It includes testing objectives, schedule, responsibilities, resources, procedures and assumptions. More specifically, the Acceptance Test Plan shall include the following information:

Test Objectives: identifies the categories of tests that are to be included in or excluded from the Acceptance Test (IN / OUT of Scope). Such test categories can indicatively include the following:

Process Testing: to exercise the processing logic of the System to expose errors in data base updates, calculations and edits and to ensure that the System delivers all functionality described in the specification document.

Interface Testing: to uncover errors associated with external module interfaces.

Volume Testing: to subject the System to the volumes of data expected during production.

Storage Testing: to allocate production size data stores to verify job run procedures.

Recovery Testing: to test system back-up/recovery procedures.

Security Testing: to ensure that the System security meets the specifications.

Conversion Testing: to ensure that existing data is converted correctly.

Human Interface Testing: to ensure that the human interface (screens and reports) is usable, consistent and adheres to standards.

Documentation Testing: to ensure that the documentation (including help text) is accurate.

Forms Testing: to test the forms and procedures to be used in production.

Test Schedule: a list of high-level test activities together with expected start and completion dates.

Responsibilities: identifies the members of the testing team and their respective responsibilities, including both Lottery and INTRALOT team members.

Resources: identifies the personnel, hardware, software and data requirements, in order to successfully perform testing.

Procedures: describes the procedures followed in preparing test cases and test data, for conducting tests and verifying the test results. Major procedures that need to be defined in the Acceptance Test Plan are:

- Test cases and test cycles preparation
- Test execution and issues handling
- Transfer from test to production environment
- Change Request Management

Assumptions: documents the assumptions made in preparing the Test Plan.

Acceptance Criteria: specifies the specific criteria which, if met, will render the System as being “accepted”. These criteria are usually specified in the contract and require that no major issues of specific severity exist, before the System can be transferred into production.

Test Cases/Cycles Overview: contains a list of the test cases, brief description and purpose of each test and expected outcome.

Test Cases Overview

A **Test Cycle** consists of Test Procedures, which in turn consist of a set of Test Cases. Test Cases typically verify that a single function or action works by introducing multiple inputs and actions that will produce predetermined outputs.

A **Test Case** describes a specific isolated feature of the System as it can be accessed or introduced through a specific component. Any Test Case depends on other Test Cases that precede it. It is actually a small part of a series of Test Cases that build up to a certain set of operations. There are Test Cases that depend on the success of the preceding Test Cases (inter-case dependencies) while others depend only on a small number of the already executed ones. Thus, a failed Test Case (depending on the error severity) can affect some, if any of the following Test Cases.

The Test Cases can create a series of operations that may be repeated with a different set of input data to create different scenarios to feed with data successive Test Cases. As an example, the Test Case for play a ticket for the two games must be executed (successfully) several times in order to create enough input data for a Test Case involving the find winners procedure and payout of the winning tickets.

The whole process of execution of Test Cases can, generally speaking, be governed by a time schedule of flow of operations in LOTOS™ O/S. All of LOTOS™ O/S operations from LOTOS™ O/S start-up, play tickets, produce daily data, find winners, pay winning tickets up to accounting information can be repeated several times during the functional testing period to verify that all possible situations are addressed and all features of the System have been covered.

Successful completion of all operations and Test Cases will prove to the Lottery organization that the System is stable, robust and powerful enough to handle the official start-up of the System.

Test System Availability

INTRALOT commits to be fully responsible for assuring the Test Systems are available and configured to meet the Lottery’s Acceptance Test Plan. Operational resources will be available to conduct and evaluate the Acceptance Test.

Specifically, throughout the lifecycle of every software release, the software goes through at least four destination/installation environments during the respective test phases, before finally going to



the final customer production environment. The tests by INTRALOT will include at minimum self-testing, debugging, and testing for viruses and quality assurance, while all software submitted to the Lottery for testing will be fully operational and principally ready for production use. The destination/installation environments are as follows:

INTRALOT Development Environment

During the development and customization of the application, the developers simulate and test the deliverables locally (black box testing) on various development instances. At specific times, the relevant object files and modules are released to INTRALOT's Software Quality Assurance Department for testing. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT's Quality Department and remain internal (Release Status Unofficial).

INTRALOT Test Environment

Software deliverables are simulated and tested at the component level by INTRALOT's dedicated Software Quality Assurance Department. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT Quality Department and remain internal (Release Status Unofficial).

Lottery's Test Environment at INTRALOT

The final beta version is installed on the local test environment and simulated to ascertain impact and functionality. In order to validate the objects and modules that are modified during the change process, INTRALOT has a replica of the customer's technical environment where the initial installation simulation and Factory Acceptance Test (FAT) take place. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT Quality Department and remain internal.

Dedicated Test Environment for the Lottery

When the INTRALOT in-house acceptance testing is completed, the deliverables are uploaded to the independent Lottery test environment for the Lottery's testing for the User (customer) Acceptance Testing (UAT). At this stage, controlled item version statuses are communicated to the customer. When the official Lottery test environment installation and UAT tests are completed successfully, the software release is scheduled for production deployment.



INTRALOT's Testing Philosophy

INTRALOT will perform and document extensive self-testing, debugging, testing for viruses, and quality assurance on all software prior to submitting it to the Lottery for Acceptance Testing. All software submitted to the Lottery for testing will be fully operational and principally ready for production use. INTRALOT understands that the Lottery reserves the right to reject any software not in Acceptable Testing condition.

The same tests and procedures defined for unit testing will be utilized for internal QA testing. The key difference is that the QA tests are executed in a system-integrated production environment and under production-like processing cycles.

Timing

INTRALOT will meet the Lottery's Acceptance Test requirements prior to the scheduled installation and placements into the live production of any new software or system enhancements.

INTRALOT will provide Acceptance Testing Systems that are identical to the Systems used to run the Lottery games.

INTRALOT will provide all Test System communications interfaces required and will provide interfaces with other test systems as necessary to provide testing of Retailer Database transfers, prize verification, ICS, and LSR Systems.

INTRALOT will provide a Test System that includes all terminal types using all communication methods applicable in the live environment.

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.

In a way, it's all about the games! We understand this and are committed to bringing the Texas Lottery the best games for the market. Over the past several years, new game launches have been rather limited in the U.S., with much of the focus centered on the Powerball/Mega Millions cross-sell initiative and now the prospect of a national game. Still, that has not stopped INTRALOT from working with our lottery customers to launch new and exciting games that have not only sparked a renewed player interest, but equally important, have generated new revenues.

In Nebraska, we launched MyDaY, a new daily game that encourages players to “play their day”. Players pick one number from 1 to 31 (Day); one number from 1 to 12 (Month) and one number from 00 to 99 (Year). With a top prize of \$10,000 and overall odds of 1 in 8, this new game has been successful in generating more than 300,000 winners statewide since the game launched in October 2008. Currently, the game is averaging \$40,000 per week (\$0.023 per cap) and most important, there has been no cannibalization impact.



In Idaho, we launched Double Play Daily in which players pick numbers from a 5 of 36 matrix, but get two chances to win as the Lottery draws two sets of numbers. In the first set, players vie for a fixed top prize of \$20,000 and if no one wins that prize, the prize money rolls to the second draw where that jackpot amount grows and grows. The game was launched in May 2009 and has been enjoying a steady increase in sales to \$42,000 a week (\$0.026 per cap). Already, the game is generating upwards of 5,000 winners a week due in part to the game’s low overall odds of 1 in 3.79.



What’s most encouraging is that both of these games – MyDaY and Double Play Daily – were developed in-house, working side-by-side with our lottery partners. Together, we analyzed the market, conducted thorough game gap analyses, and then executed on extensive market research to ensure that we would have a successful game launch. Recognizing the cost of new game launches – both from an internal development cost, as well as from a marketing and advertising cost that the Lottery must bear, we understand the importance of bringing the right games to market.

In Montana, we recently launched (February 2010), 10-Spot, a twice daily on-line, non-monitor keno-style game in which players choose 10 numbers from a field of 80 and the Lottery picks 20.



Also in Montana, we launched the nation's first Fantasy Sports Action games. The first game centered on football, while the latest is based on NASCAR. Players simply pick their favorite football players (or race car drivers) and watch the results unfold in the real-world arena of the NFL and NASCAR. The initial game started in August 2008, and most important, has attracted nearly 200 new retailers in an entirely untapped retail market – the bar and tavern market. That's a sizeable number of new lottery retailers in a state the size of Montana. Not only do these new retailers sell the new Fantasy Sports Action games, but they sell all lottery products. To date, additional sales from these retailers alone have topped \$2.5 million.

Sometimes it is not only about new game launches, but it is also about the *tweaks and changes* that can be made to the current portfolio.

In New Mexico, the Lottery is faced with a 35 percent mandate; meaning that a full 35 percent of sales must be returned to the state. It's a mandate, there's no wiggle-room. Working together with the New Mexico Lottery, we made some changes to their Road Runner Cash game making sure not to lose the brand identity of this popular in-state game. The results have been remarkable. Sales prior to the game change were averaging \$116,000 per week. Now, following the changes, sales are topping \$150,000.

In short, the game has gone from per caps of \$0.058 to \$0.076; and most important, the number of weekly winners at all prize levels have spiked from just 1,500 to more than 11,000.





7.2.2 Online Game Control

On-Line Game control features allow the Texas Lottery to ensure player, drawing and unique game attributes are controlled by parameters established in the Lottery Gaming System.

Table 30 On-Line Game Control Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 29.

2. The Proposer must describe its approach and experience with the development and monitoring of On-Line Game Control features.

The LOTOS™ O/S has an extensive range of features and functions that taken together provide all tasks with the capability to securely manage and control the integrity of the online and instant games and to ensure player, drawing and unique game attributes that are controlled by parameters established in the Lottery Gaming System.

A standard feature of LOTOS™ O/S allows authorized users complete control over all game activities, including suspension (shut-off) and reactivation (resume) of each game sales and validations independently.

We welcome the Lottery's review of our narratives, software source listings, and operational procedures to ensure data and System integrity. Our security procedures and physical safeguards are described in great detail throughout this proposal.

The following table summarizes no fewer than 26 integrated safeguards that protect game control, database, log files, validation, and other critical files from unauthorized review and tampering. Many of these safeguards include even more processes and procedures that provide an interwoven array of security measures on which our System, facilities, and procedures rest.





Segregation of Duties

LOTOS™ O/S combines operating system security, database security, network security and application security to limit access and functionality to only the personnel that are needed to perform a job function. INTRALOT will work with Lottery Security to appropriately define system access for INTRALOT and Lottery personnel, which will include:

- Segregation of duties
- Need to know
- Super User restrictions

Change Control and Configuration Management

INTRALOT's System change control and configuration management procedures are well documented and ISO certified. INTRALOT has also been certified for its Information Security Management System (ISMS) against the requirements of the international standard ISO27001:2005

INTRALOT only operates under strictly defined change control and configuration management procedure practices utilizing Microsoft's Visual Source Safe to track not only software changes, but also to track changes in manuals, procedure, and configuration files.

Programmers are not allowed to make changes to production or back-up Systems. All configuration and software changes are required to go through Quality Assurance testing by INTRALOT and Quality Assurance testing by the Lottery, along with Lottery and INTRALOT management's written approval before any changes can be made to production or back-up Systems. Changes will be installed by Computer Operations Management personnel after they are satisfied all appropriate procedures have been followed, and proper testing and approvals have been received.



Version Control

The configuration management databases record full identifying attributes for all System components. In addition to version or release numbers, patch versions, model and serial numbers, the databases record the relationships and dependencies between components, further enhancing the security and integrity of the change process.

Component Traceability

Fields included are the date of modification, programmer name, reason for modification, and the release number the modification pertains to and locations of each component. This ensures that all System components are fully traceable as to history, use, and location of any given component.

Tracking

INTRALOT tracks all changes made to System components and provides reports showing when, by whom and for what purpose a change was made. These procedures will prevent conflicts caused by multiple updates.

The reports identify the programmer making the changes, the reason for the change, and the actual lines of code that were added, deleted, or modified.

The module check-out procedure in prohibits two people from working on the same module at one time in order to avoid multiple update conflicts. INTRALOT also utilizes a software QA tracking System called Test-Tracker, which records the software modification process flow for all changes and corrections made to software modules. This tracking System further insures that issues are uniquely identified and tracked.

Configuration Status Report

INTRALOT agrees to provide configuration status reports identifying the current configuration of all System components, as well as an inventory report including all System components using Microsoft Visio, the LOTOS™ Administrator, the LOTOS™ Configuration Management, and IBM Director.

INTRALOT uses NAGIOS to monitor the Systems in real time to monitor the System to verify and ensure that all System functions and operations are executing correctly.



Application Logs (Operator Commands)

LOTOS™ O/S monitors all running applications and produces comprehensive audit logs on all operator related actions. The logs include sufficient information to allow investigation of any significant loss, change or abnormal operation. Some of the commands that are recorded include, but are not limited to, the following:

- Failed user authentication attempts;
- Unsuccessful data or function access attempts;
- Access and activity of privileged users;
- All user login and logouts, with date, time and user concerned



Procedural and System Controls

INTRALOT has in place procedural and system controls to guarantee that only Lottery approved changes, on a Lottery approved schedule, will be made to the System. INTRALOT will provide reports to the Lottery to review all related change and configuration management activities whenever changes are made to the System. This is generally in the form of release notes, and QA reports. Production object code is verified by checksum software executed on a daily basis.

Software control encompasses not only source code but executable code that resides on the primary and back-up production Systems.

Ticket Stock Tracking System

INTRALOT's Ticket Stock Tracking System is a Sub-System of the LOTOS™ O/S application and resides on the same hardware (at both the primary and remote back-up sites) as the LOTOS™ O/S System. All ticket stock has separate and distinct carton numbers and serial numbers. Serial numbers are bar-coded on each roll seal to allow for receiving at the retailer terminal. A bill of lading that describes carton numbers is provided to INTRALOT with each shipment from the printer.

Inventory Status Summary

As part of the normal production run of ticket stock, the ticket stock vendor provides a secure data file on CD-ROM or secure electronic delivery directly to Lottery Security that identifies which serial numbers are contained on which rolls of stock and which rolls of stock are contained in which cartons. This ensures that INTRALOT personnel have no knowledge of which rolls are contained in which cartons of ticket stock.

Status	Unit Type	Count	Value	Percentage
Available	Full Packs	2,185	\$0.00	21.63%
Issued	Full Packs	7,871	\$0.00	77.93%
Missing	Full Packs	17	\$0.00	0.17%
Omitted	Full Packs	27	\$0.00	0.27%

of the information will be specified by the Lottery.

Ticket Stock Tracking System

A complete history of each ticket stock roll is kept by the LOTOS™ O/S inventory module. Carton, roll, and serial numbers, are loaded into the inventory System by Lottery personnel before the actual shipment is received. INTRALOT personnel, along with Lottery personnel scan each carton into inventory when it arrives at the warehouse. The inventory received is compared with the file loaded by the Lottery to ensure all cartons and rolls are accounted for.

The ticket stock is locked under controlled access while in the warehouse. As per MUSL or any other multi jurisdictional organization security requirements, two individuals must be present when stock is obtained from the central site inventory.

As the ticket stock orders are placed for warehouse distribution, the barcodes are scanned on the carton to associate it with an order that is designated for delivery to a specific retailer. The status and location of the carton will be changed to indicate that the ticket stock has been picked and packed for delivery. This action will update the inventory control module in real-time so that strict control is maintained over the ticket stock at all times. The System will track movements of stock from the warehouse to the retailer.

The screenshot shows the 'Inventory Search' application window. It has a search criteria form at the top with fields for Product ID, Location, Product ID Range, Product ID, Carton, and Document Number. Below the form is a 'Retrieve' button. The main area contains a table with the following columns: Pack, Carton, Tier, Range, Status, Location, Document, Billing Ticker, ConsoleID, Last Time Modified, and User. The table lists various inventory items with their respective details.

Pack	Carton	Tier	Range	Status	Location	Document	Billing Ticker	ConsoleID	Last Time Modified	User
005471	5471	001	001	Issued	A-102553	*	*	0	Apr 26, 2005 (Tue) 14:25:56	LOTOSDBA
005472	5472	001	001	Issued	A-102612	*	*	0	May 20, 2005 (Mon) 10:02:17	1005
005473	5473	001	001	Issued	A-102612	*	*	0	May 14, 2005 (Mon) 09:22:29	LOTOSDBA
005474	5474	001	001	Issued	A-102016	*	*	0	Feb 24, 2005 (Thu) 16:25:11	LOTOSDBA
005475	5475	001	001	Issued	A-102380	*	*	0	May 10, 2005 (Fri) 11:11:11	1005
005476	5476	001	001	Issued	A-102066	*	*	0	Apr 10, 2005 (Wed) 13:41:26	LOTOSDBA
005477	5477	001	001	Issued	A-100812	*	*	0	Apr 26, 2005 (Tue) 14:26:16	LOTOSDBA
005478	5478	001	001	Issued	A-102437	*	*	0	May 10, 2005 (Fri) 09:56:06	1005
005479	5479	001	001	Issued	A-102295	*	*	0	Apr 10, 2005 (Wed) 13:46:39	LOTOSDBA
005480	5480	001	001	Issued	A-102091	*	*	0	Apr 26, 2005 (Tue) 14:28:02	LOTOSDBA
005481	5481	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:48	LOTOSDBA
005482	5482	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:48	LOTOSDBA
005483	5483	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:53	LOTOSDBA
005484	5484	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:53	LOTOSDBA
005485	5485	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:53	LOTOSDBA
005486	5486	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:53	LOTOSDBA
005487	5487	001	001	Avail	F-1005	*	*	0	Jan 21, 2005 (Fri) 08:33:58	LOTOSDBA

Records Retrieved: 3000

Once the shipment has been received at the retailer location, the retailer must confirm receipt of the order. This action updates the inventory control module in real-time.

Given this level of control over the ticket stock, the Lottery will be able to track a serial number to a single retailer and identify the location of the retailer to whom it was delivered and the exact date and time it was confirmed by the retailer. Ticket stock status and location information are available in real-time and are available only to personnel with proper Lottery-approved security clearances.

Returned cartons and rolls are handled in the same manner as distribution. Ticket stock inventory is transferred from the retailer back to an authorized Lottery or INTRALOT representative and



ultimately back to the distribution point or warehouse. From the distribution point the carton or roll may be re-issued to another retailer.

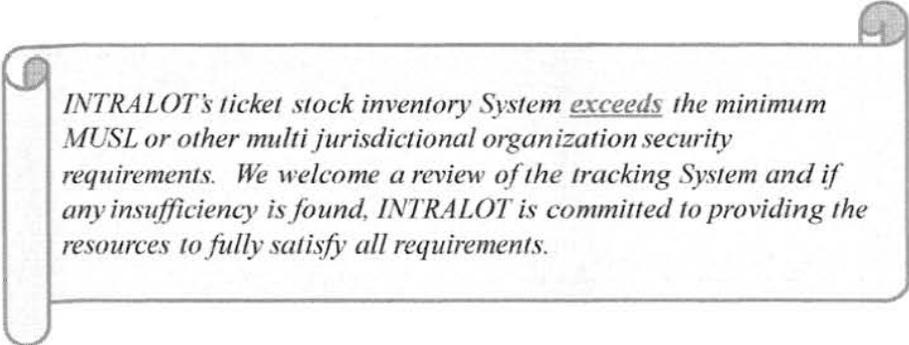
Once back in the warehouse, ticket stock may also be destroyed. Once destroyed, the status of inventory records will be updated to indicate the stock has been destroyed. The ability to ‘mark’ a roll as destroyed will be limited to authorized Lottery personnel.

The inventory module provides the Lottery an accurate picture of where each roll of ticket stock is located at any given point in time. Detailed reports, available to Lottery Security personnel only, show which cartons and rolls are unused in warehouses and distribution points, as well as in trunk stock or at retailers. Additional reports show which rolls have been destroyed.

All records in the inventory database are encrypted, preventing any INTRALOT personnel from viewing roll stock numbers and locations. This encryption, along with limiting access to reports and screens to Lottery-approved personnel, ensures the security of ticket stock information.

Ticket Stock Tracking System – Lottery Access

Through administrative terminals, authorized Lottery personnel will have real-time access to ticket stock information. INTRALOT understands that it will be permitted to know ticket stock carton numbers but not the roll numbers in the cartons. Authorized staff will be able to perform queries and produce standard reports. This gives the Lottery the ability to determine the location of ticket stock, by carton, by roll, or by retailer. Since the inventory module updates records in real-time, the Lottery is assured that ticket stock status is current and accurate.



INTRALOT's ticket stock inventory System exceeds the minimum MUSL or other multi jurisdictional organization security requirements. We welcome a review of the tracking System and if any insufficiency is found, INTRALOT is committed to providing the resources to fully satisfy all requirements.

Dual Security System – “iSecure”

**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**

7.2.3 Drawings

The Texas Lottery currently has six (6) On-Line Games, several of which have add-on features. Drawings are currently performed twice a Day, six days a week. Drawings are witnessed by an independent auditor who certifies the drawing results in coordination with Texas Lottery staff in the Lottery Gaming System. Texas Lottery drawings are supported by the Lottery Gaming System and Lottery Operator staff.

Table 32 Drawings Response Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 31 and the service level requirements under Table 33.

2. The Proposer must describe its proposed System's capability to meet the Texas Lottery's drawing requirements.

INTRALOT's LOTOS™ O/S standard features and functions provide all of the capability to meet the Texas Lottery's drawing requirements. An overview of those features and functions are provided below:



draw. In addition, because the communications network is instantaneous with high bandwidth and processing speed, it is possible to sell tickets up until seconds before the drawing is held. The System will process all transactions before the game close and apply them properly to the forthcoming drawing. All transactions received after the game close will apply to the subsequent drawing. This is a standard feature of the LOTOS™ O/S.





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7.3 Instant Ticket Game Management

The Texas Lottery designs and introduces approximately 90 to 100 Instant Ticket Games annually resulting in approximately \$2.8 billion in sales. The number of games introduced is subject to change (increase or decrease) over time. The Lottery Gaming System supports the sales, inquiry, tracking, monitoring and reporting activities of Instant Tickets both globally and at a retailer level.

Table 35 Instant Ticket Game Management

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 34 Instant Ticket Game Management Requirements.

2. 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.

Instant Ticket Game Management

INTRALOT understands that the Texas Lottery designs and introduces approximately 90 to 100 Instant Ticket Games annually resulting in approximately \$2.8 billion in sales and that the number of games introduced is subject to change (increase or decrease) over time. We also understand that the Lottery Gaming System supports the sales, inquiry, tracking, monitoring and reporting activities of Instant Tickets both globally and at a retailer level.

INTRALOT's Instant Games Management System (IGMS) an integrated sub-system of LOTOS™ O/S provides full support for all of the Texas Lottery's instant games as required by the Lottery, including, but not be limited to the features and transactions describe in detail below.

Inventory Management

The IGMS and all INTRALOT terminals support retailer inventory management transactions and messages for LSR's. It supports an end to end chain of custody from the warehouse to the retailer and back for destruction when appropriate.



The IGMS security grid described in our proposal allows the Lottery to define all valid pack transactions. All pack movement activities are recorded and printed reports produced, which eliminates the need of manual forms processing. The retailer terminals also provide the LSR with full functionality for instant ticket-related transactions, inventory management, and reporting. All transactions are entered via the terminal and are completed in real-time. This includes all pack transfer transactions and all pack status change transactions required by the Lottery.

A combination of instant ticket auto push distribution with bi-weekly LSR in store inventory adjustments combined with overstock pickup and returning partially sold books of old slow selling games enable optimal instant ticket sales opportunities. LSRs will adjust how many games of each price point are displayed to maximize each retailer's instant ticket sales. Additionally the LSR will inventory and replenish all consumables each visit to ensure that online games are always available for sale. The LSR will also ensure that our instant ticket vending machines are in good working order and the bins are full.

Inventory management of all products, including instant tickets provided by the LOTOS™ O/S, our back office system, and our IGMS System is second to none. Built on Oracle databases and updated continuously in real-time, the System is fully browser based and uses the latest tools for rapid software modification and customization. The System effectively provides for trunk stock transfers and deliveries to retailers by the LSRs, this is standard functionality.

All reporting is provided through specifically customized software to meet the exact information needs of the Lottery, including the ability to export all information directly to any standard format such as Excel or PDF for electronic distribution using email. Detailed IGMS specifications will be provided to the Lottery in order to deliver the highest level of customer satisfaction.

The IGMS inventory management System allows the Lottery to track all tickets for a given game once the game has been loaded in the System. The System can track by ticket, pack, carton, pallet, region, game, and retailer. Through an inquiry made at the management terminal, the System can report on any ticket's status in real-time. The System maintains a complete history of each ticket, including all changes to the ticket's status from initial loading to the current date. A ticket's status can also be changed on a real-time basis. Status can be updated for an individual ticket or any range of tickets or packs, allowing the Lottery's security staff to quickly classify tickets as "stolen" or "lost" (to prevent ticket redemptions) and to report further ticket activities related to security classifications. Lottery security staff can easily re-classify ticket status using the Security input screen.

The IGMS System was designed to improve the physical flow of tickets, enhance ticket selection and distribution, and provide full accountability for all tickets received for a game located in the central, a regional warehouse or in truck stock. As accountability is provided at the ticket level, our System provides a complete audit trail of each transaction that affects a game pack and related tickets. For example, specific ticket ranges in a game pack can be flagged as "stolen," preventing those tickets from being cashed. A hierarchical approach is used to account for the specific status of each game, pack, and individual ticket. This enables the Lottery to easily change the status of

each game or pack without making changes to every ticket included in the associated game or pack. In addition, an audit trail shows the history of each transaction processed for the tickets.

LOTOS O/S

Home Reports Preview

Export Text

172 Main Report 100% BusinessObjects

TOWN PUMP, INC. (500190)
Packs Received, Activated and/or Settled Report
 From: 10-15-2006 To: 10-22-2006

10/24/06 11:31

Retailer No.	Store Name	Game #	Pack #	Pack Cost	Received	Activated	Settled	Deferred
100838	TOWN PUMP #8927	366	2785	100.00	10/20/2006			
		505	735	100.00		10/16/2006		
		505	1393	100.00	10/20/2006			
		506	1255	100.00		10/16/2006		
		507	5110	100.00		10/16/2006		
		532	475	100.00	10/20/2006			
		532	476	100.00	10/20/2006			
		406	9115	120.00		10/16/2006		
		526	797	200.00	10/20/2006			
Total Packs for Retailer:					5	4	0	0
100866	TOWN PUMP #0900	506	1757	100.00	10/19/2006	10/19/2006		
		507	6493	100.00	10/19/2006			
		532	400	100.00	10/19/2006			
		532	401	100.00	10/19/2006	10/19/2006		
		406	8388	120.00	10/19/2006	10/19/2006		
		421	1070	200.00	10/19/2006	10/19/2006		
		422	896	200.00	10/19/2006	10/19/2006		
		506	1746	200.00	10/19/2006	10/19/2006		
		526	649	200.00	10/19/2006	10/19/2006		
Total Packs for Retailer:					9	7	0	0
100875	TOWN PUMP #1300	506	861	100.00		10/17/2006		
		507	5584	100.00			10/22/2006	
		532	468	100.00	10/20/2006			
		406	7474	120.00			10/21/2006	
		400	6716	200.00		10/20/2006		
		421	1615	200.00		10/20/2006		
		422	268	200.00			10/19/2006	
		526	789	200.00	10/20/2006			
Total Packs for Retailer:					2	3	3	0
100893	TOWN PUMP #1700	414	2195	100.00			10/21/2006	
		419	970	100.00			10/21/2006	
		507	6487	100.00	10/20/2006			
		507	6489	100.00	10/20/2006			
		514	6	100.00		10/18/2006		

Done

Received/Activated/Settled Packs Report



Scratch Games Inventory Report				10/29/07 10:44
From Date: 10/01/2007 To Date: 10/29/2007		Game: 851	Prod. Status: ALL	
Game: 851 TWISTER				
Status	Full Packs	Partial Tickets	Total Tickets	
2 Unassigned	303	0	30,300	
4 Partial Return	0	91	91	
6 In Transit	34	0	3,400	
7 Settled	2,983	814	299,114	
11 Security (Cashable)	1	0	100	
12 Received	1,042	0	104,200	
13 Activated	382	0	38,200	
15 LSR Trunk	135	0	13,500	
26 Warehouse Partial	0	645	645	
27 Destroyed	0	50	50	
29 Voided by Security	2	0	200	
Totals	4,862	1,600	489,800	

The System incorporates internal controls to prevent certain transactions from taking place once the game data is loaded (for example, settling packs that are in another status, such as in-transit or warehouse). A security definition table approved by the Lottery, monitors ticket movements within the System processes. Before any movement is made to the tickets, our System first checks the pack transition allowable table and the security authorization to ensure that the move is authorized and that the user is authorized to perform the move. If not, an appropriate warning message will be displayed, notifying the user that the move is unauthorized.

The IGMS System provides full ticket accountability at the ticket, pack, carton, pallet, and shipment levels.

- Full inventory tracking – a perpetual inventory management System that can be monitored and controlled by the Lottery
- The ability to enter an unlimited number of statuses for tracking tickets
- The capability to handle up to 999 regional office locations and provide reports and inquiries needed for managing regional office inventory
- The ability to allow retailers to return unlimited ranges of tickets per pack
- Audit trails to account for all activity related to a specific game, pack, or ticket
- The ability to issue the lowest available pack number in a given warehouse
- The ability to have variable options in issuing inventory
- The ability to generate invoices after picking tickets
- Controls to prevent issuing out-of-stock inventory, and
- The capability to monitor, track, and account for point-of-sale material.





LOTOS™ O/S

Home Reports Preview

Export Test

1422 Main Report 100% Business Objects

Retailer Scratch Pack Status Report

From: 10-23-2006 To: 10-23-2006 Region(s): ALL Retailer(s): ALL

Region: 1

Game #	Game Name	Pack #	Status	Date	Status Totals			# of Packs In Lottery Win
Retailer: 102189 - WALTER'S IGA								
375 - Oddball Binge		4210	12 - Received	10/23/2006				
		4210	13 - Activated	10/23/2006				
Total Packs		2			Active (2)	Received (1)	In Transit (0)	0
Retailer: 406 - LITTLE DEVIL DOUBLER SLL								
406 - LITTLE DEVIL DOUBLER SLL		8472	12 - Received	10/23/2006				
		8471	12 - Received	10/23/2006				
		8472	13 - Activated	10/23/2006				
		8471	13 - Activated	10/23/2006				
Total Packs		4			Active (2)	Received (2)	In Transit (0)	2,522
Retailer: 505 - DOUBLE DOUBLER								
505 - DOUBLE DOUBLER		1376	12 - Received	10/23/2006				
		1376	13 - Activated	10/23/2006				
Total Packs		2			Active (2)	Received (1)	In Transit (0)	1,524
Retailer: 506 - THE INSTANT GAME								
506 - THE INSTANT GAME		1077	12 - Received	10/23/2006				
		1077	13 - Activated	10/23/2006				
Total Packs		2			Active (1)	Received (1)	In Transit (0)	924

Retailer Pack Status Report

LOTOS™ OS						
Pack Swap Report 10/24/06 8:07						
From: 10/23/2006		To: 10/23/2006		Retailer: ALL		Field Rep: ALL
						Soft: None
		Assigned To:		Assigned From:		
Game #	Game Name	Pack #	Location ID	Name	Location ID	Name
632	TIC TAC MONTANA.DOE	21	122948	BRANDS GENEX	301	Karen Weisheit
632	TIC TAC MONTANA.DOE	22	122963	SHOPKO #128	301	Karen Weisheit
609	Match Case 3	26	701	Karen Weisheit	100593	SHOPKO #128
609	Button Bingo	28	701	Karen Weisheit	100548	ERVANS GENEX
0919	HOT NUMBERS	38	122963	SHOPKO #128	301	Karen Weisheit
521	HOT NUMBERS/SLUCKY TIMES 5	44	122963	SHOPKO #128	301	Karen Weisheit
523	HOT NUMBERS/SLUCKY TIMES 10	45	122963	SHOPKO #128	301	Karen Weisheit
609	Button Bingo	46	701	Karen Weisheit	100593	SHOPKO #128
614	HOT NUMBERS	56	122963	SHOPKO #128	301	Karen Weisheit
622	TIC TAC DS	70	117446	TOWN PUMP #8300	301	Kim Smeran
521	HOT NUMBERS/SLUCKY TIMES 5	93	121971	VALLEY GROCERY	301	Dennis Beauty
534	YOU OTTER PLAY	94	117446	TOWN PUMP #8300	301	Kim Smeran
534	YOU OTTER PLAY	98	117446	TOWN PUMP #8300	301	Kim Smeran
422	1-11-21	99	701	Karen Weisheit	100593	SHOPKO #128
626	COOKIES-N-CREME CROSSWORD	101	117446	TOWN PUMP #8300	301	Kim Smeran
626	COOKIES-N-CREME CROSSWORD	102	117446	TOWN PUMP #8300	301	Kim Smeran
606	BINGO ROUND UP	102	122910	DEAN'S TRAVEL PLAZA	301	Dennis Beauty
629	SUDOKU	125	122963	SHOPKO #128	301	Karen Weisheit
605	DOUBLE DOUBLER	134	124341	TOWN PUMP OF HELENA #8300	301	Norm Hiepsa
605	DOUBLE DOUBLER	145	116261	HOLIDAY #270	301	Norm Hiepsa
626	COOKIES-N-CREME CROSSWORD	156	122948	BRANDS GENEX	301	Karen Weisheit
376	Ringo Bingo Tripler	157	701	Karen Weisheit	100593	SHOPKO #128
626	COOKIES-N-CREME CROSSWORD	168	122963	SHOPKO #128	301	Karen Weisheit
605	DOUBLE DOUBLER	181	122963	SHOPKO #128	301	Karen Weisheit
606	Stow Bank	208	117446	TOWN PUMP #8300	301	Kim Smeran
632	TIC TAC MONTANA.DOE	209	117446	TOWN PUMP #8300	301	Kim Smeran
632	TIC TAC MONTANA.DOE	257	117446	TOWN PUMP #8300	301	Kim Smeran
422	POGAR BACKS	301	121989	ORGEN MEADOW MARKET	301	Norm Hiepsa
614	HOT NUMBERS	320	118184	ALBERTSONS #2037	401	Darryl Abel
621	HOT NUMBERS/SLUCKY TIMES 5	434	118184	ALBERTSONS #2037	401	Darryl Abel
621	HOT NUMBERS/SLUCKY TIMES 5	435	118184	ALBERTSONS #2037	401	Darryl Abel
421	CREEPIY CROSSWORD	479	116261	HOLIDAY #270	301	Norm Hiepsa
606	THE INSTANT GAME	481	113473	BOBS VALLEY SERVICE	301	Norm Hiepsa
626	COOKIES-N-CREME CROSSWORD	554	122943	GABE'S CONVENIENCE STORE	301	Norm Hiepsa
626	COOKIES-N-CREME CROSSWORD	556	113473	BOBS VALLEY SERVICE	301	Norm Hiepsa
626	COOKIES-N-CREME CROSSWORD	578	128864	TOWN PUMP #8300	301	Norm Hiepsa
632	TIC TAC MONTANA.DOE	582	105528	SAFERM #1486	301	Norm Hiepsa

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10/24/2006

Packs Swap Report
AChapreter

Pack Swap Report



Scratch Pack History Report									
10/29/07 11:04									
From:	To:	For:	Chain:	Game(s):	Package(s):	Sort By:			
10-01-2007	10-29-2007	ALL	0002 - JACKSONS FOOD STORES, INC	851	ALL	None			
Game #	Game Name	Pack #	Cost	LotID	Location Name	Prizes	Status	Date/Time	
851	TWISTER	126	\$300	899002	Loney/Jacksons - Best East-H	3	7 - Settled	10/29/07 02:15 am	
851	TWISTER	286	\$300	719002	Jacksons Food Store #82	3	7 - Settled	10/18/07 02:15 am	
851	TWISTER	1262	\$300	29002	Jacksons Food Store #02	3	7 - Settled	10/08/07 07:24 am	
851	TWISTER	1320	\$300	299002	Jacksons Food Store #31	3	7 - Settled	10/18/07 02:15 am	
851	TWISTER	1329	\$300	299002	Jacksons Food Store #26	3	7 - Settled	10/02/07 10:39 am	
851	TWISTER	1701	\$300	419002	Jacksons Food Store #51	3	13 - Activated	10/02/07 10:44 am	
851	TWISTER	1701	\$300	419002	Jacksons Food Store #51	3	7 - Settled	10/21/07 02:15 am	
851	TWISTER	1754	\$300	459002	Jacksons Food Store #56	3	13 - Activated	10/28/07 01:17 pm	
851	TWISTER	1763	\$300	709002	Jacksons Food Store #79	3	7 - Settled	10/01/07 09:50 am	
851	TWISTER	1817	\$300	19002	Jacksons Food Store #01	3	7 - Settled	10/13/07 02:15 am	
851	TWISTER	2064	\$300	309002	Jacksons Food Store #34	3	7 - Settled	10/09/07 02:15 am	
851	TWISTER	2107	\$300	209002	Jacksons Food Store #11	3	7 - Settled	10/09/07 02:15 am	
851	TWISTER	2225	\$300	579002	Jacksons Food Store #67	5	7 - Settled	10/28/07 02:15 am	
851	TWISTER	2314	\$300	299002	Jacksons Food Store #30	6	7 - Settled	10/03/07 02:15 am	
851	TWISTER	2478	\$300	399002	Jacksons Food Store #45	3	7 - Settled	10/17/07 02:15 am	
851	TWISTER	2495	\$300	199002	Jacksons Food Store #20	3	7 - Settled	10/09/07 02:15 am	
851	TWISTER	2648	\$300	559002	Jacksons Food Store #65	3	13 - Activated	10/10/07 02:49 pm	
851	TWISTER	2649	\$300	559002	Jacksons Food Store #65	3	7 - Settled	10/01/07 02:15 am	
851	TWISTER	2927	\$300	349002	Jacksons Food Store #44	3	7 - Settled	10/03/07 02:15 am	
851	TWISTER	2984	\$300	379002	Jacksons Food Store #47	3	13 - Activated	10/16/07 03:09 pm	
851	TWISTER	3153	\$300	829002	Jacksons Food Store #91	3	7 - Settled	10/11/07 06:10 am	
851	TWISTER	3164	\$300	899002	Jacksons Food Store #88	3	13 - Activated	10/05/07 07:16 am	
851	TWISTER	3164	\$300	899002	Jacksons Food Store #88	3	7 - Settled	10/05/07 07:16 am	
851	TWISTER	3172	\$300	199002	Jacksons Food Store #08	3	13 - Activated	10/16/07 06:37 pm	
851	TWISTER	3172	\$300	199002	Jacksons Food Store #08	3	7 - Settled	10/16/07 06:37 pm	
851	TWISTER	3174	\$300	199002	Jacksons Food Store #08	3	7 - Settled	10/19/07 02:15 am	
851	TWISTER	3175	\$300	949002	Jacksons Food Store #116	3	7 - Settled	10/20/07 02:15 am	
851	TWISTER	3242	\$300	199002	Jacksons Food Store #22	3	7 - Settled	10/19/07 03:16 pm	
851	TWISTER	3313	\$300	449002	Jacksons Food Store #54	3	7 - Settled	10/14/07 02:15 am	
851	TWISTER	3316	\$300	449002	Jacksons Food Store #54	3	13 - Activated	10/18/07 01:50 pm	
851	TWISTER	3346	\$300	329002	Jacksons Food Store #42	3	13 - Activated	10/17/07 09:29 am	
851	TWISTER	3347	\$300	329002	Jacksons Food Store #42	3	7 - Settled	10/16/07 02:15 am	
851	TWISTER	3355	\$300	569002	Jacksons Food Store #05	3	7 - Settled	10/11/07 02:15 am	
851	TWISTER	3415	\$300	779002	Jacksons Food Store #94	3	13 - Activated	10/02/07 03:02 pm	
851	TWISTER	3416	\$300	779002	Jacksons Food Store #94	3	7 - Settled	10/22/07 02:15 am	
851	TWISTER	3436	\$300	49002	Jacksons Food Store #04	3	7 - Settled	10/10/07 02:15 am	
851	TWISTER	3479	\$300	879002	Jacksons Food Store #96	3	13 - Activated	10/03/07 11:04 am	
851	TWISTER	3479	\$300	879002	Jacksons Food Store #96	3	7 - Settled	10/10/07 06:46 am	
851	TWISTER	3514	\$300	289002	Jacksons Food Store #36	3	7 - Settled	10/16/07 02:15 am	

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Pack History Report

printed and the inventory status for the return pack(s) is updated in real-time in the System database.

- The LSR's can transfer returned packs to other retailers in their region.

LOTOS™ O/S

Reports - Preview

Export Text

Scratch Settlements and Returns Report

From: 10/23/2006 To: 10/25/2006 For: Game(s):

Game	Settled			Returned			Net Total			
	Tickets	Packs	Rate	Tickets	Rate	Game	Tickets	Total	Game	
348 55000 Power Nigh	390	9	1,800.00	90.00	27.00	125.00	6.75	333	\$1,865.00	\$812.25
351 Onzler Green	0	0	0.00	0.00	0.00	0.00	0.00	(30)	(\$23.00)	\$1.00
358 Snow Bank	0	0	0.00	0.00	0.00	0.00	0.00	0	\$0.00	\$0.00
368 Luck Pursuit	100	1	1,000.00	0.00	10.00	0.00	0.00	82	\$82.00	\$4.10
375 Outdoor Bingo	900	9	1,800.00	90.00	0.00	0.00	0.00	900	\$1,300.00	\$36.00
376 Ringo Bingo Tripler	100	1	300.00	10.00	75.00	100.00	7.50	25	\$50.00	\$1.50
378 Big Six Doubler	100	1	300.00	10.00	0.00	0.00	0.00	0	\$200.00	\$10.00
400 KING SIZE CROSSW	500	14	3,800.00	140.00	0.00	0.00	0.00	280	\$2,300.00	\$34.00
401 Colossal Crossword	120	3	600.00	30.00	0.00	0.00	0.00	120	\$900.00	\$30.00
404 Blue Line Bingo	40	1	1,200.00	0.00	20.00	60.00	3.00	18	\$54.00	\$1.70
405 5 Across Bonus Bin	330	9	1,080.00	54.00	17.00	21.00	2.10	343	\$1,109.00	\$61.45
408 LITTLE DEVIL DOU	700	19	2,380.00	114.00	0.00	0.00	0.00	700	\$2,260.00	\$314.00
408 Sultan Bingo	350	2	400.00	20.00	140.00	280.00	14.00	57	\$314.00	\$5.70
408 Star Wars	100	1	200.00	10.00	65.00	100.00	10.00	5	\$10.00	\$0.50
410 Cash Crossword	500	5	1,000.00	50.00	0.00	0.00	0.00	500	\$1,300.00	\$50.00
413 Seasons Greetings	0	0	0.00	0.00	0.00	0.00	0.00	0	\$0.00	\$0.00
414 Cash Solat	0	0	0.00	0.00	4.00	4.00	0.20	(4)	(\$4.00)	(\$0.20)
415 Cow Chip Cash	100	0	800.00	40.00	0.00	0.00	0.00	0	\$900.00	\$40.00
416 Money Game	300	3	300.00	15.00	0.00	0.00	0.00	200	\$300.00	\$15.00
418 Match Cash 3	300	3	300.00	15.00	45.00	45.00	3.25	255	\$295.00	\$12.75
418 Luck Numbers Trip	1,000	11	1,100.00	55.00	0.00	0.00	0.00	1,000	\$1,100.00	\$55.00
420 Circular Crossword	100	1	200.00	10.00	30.00	64.00	3.20	68	\$430.00	\$8.80
421 CREEPY CROSSW	2,000	20	5,200.00	260.00	0.00	0.00	0.00	2,000	\$5,300.00	\$260.00
422 POLAR BUCKS	500	5	1,000.00	50.00	0.00	0.00	0.00	500	\$1,300.00	\$50.00
423 T-10-21	100	1	200.00	10.00	67.00	124.00	6.70	33	\$86.00	\$1.30
500 5 TIMES LUCKY	800	8	800.00	40.00	0.00	0.00	0.00	800	\$800.00	\$40.00
502 TIC TAC 25	500	8	900.00	45.00	0.00	0.00	0.00	500	\$800.00	\$45.00
503 WILD CHERRY	300	3	300.00	15.00	0.00	0.00	0.00	300	\$300.00	\$15.00
505 DOUBLE DOUBLER	1,000	19	1,900.00	95.00	0.00	0.00	0.00	1,000	\$1,900.00	\$95.00
506 THE INSTANT GAM	1,200	12	1,200.00	60.00	0.00	0.00	0.00	1,200	\$1,200.00	\$60.00
507 KING OF CASH	1,500	15	1,500.00	75.00	0.00	0.00	0.00	1,500	\$1,500.00	\$75.00
509 BINGO ROUND UP	1,000	10	2,000.00	100.00	0.00	0.00	0.00	1,000	\$2,000.00	\$100.00
510 DOUBLE UP CROS	300	3	400.00	20.00	0.00	0.00	0.00	200	\$400.00	\$20.00
511 CLASSIC CROSSW	1,000	10	2,000.00	100.00	0.00	0.00	0.00	1,000	\$2,000.00	\$100.00
514 HOT NUMBERS	800	8	300.00	40.00	0.00	0.00	0.00	800	\$800.00	\$40.00

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 10/24/2006
 Scratch Settlements and Returns Report
 ACharmier

Scratch Settlement and Returns Report

Service Activities

Authorized personnel using the LOTOS™ IGMS are able to perform all required service activities to ensure secure transactions processing for all instant tickets. IGMS allows retailers, LSRs, and warehouse personnel to process returns, according to the Lottery's business rules. Staff at the warehouse will be able to verify the contents of the returns and allow for any necessary adjustments associated with these returns. The System allows the status of packs to be set to include, but not limited to stolen, damaged, misprinted or mispackaged. Each status is defined by the Lottery in the business rules within the IGMS System. All transactions are traceable using the identification login of the person or persons making changes to the packs. LOTOS™ O/S records who logs in, when



they made changes to the status of packs; all of this is kept in the history record for each pack of tickets.

Using the IGMS System, which can also be interfaced with the tracking and shipment systems of UPS, FedEx, and DHL, authorized personnel will be able to check the status of the shipments to retailers. The System will report received and yet unconfirmed orders delivered to the retailers locations. Telemarketing or other staff can then call the retailers to confirm that the shipment is on order and simply not yet received by the retailer. As soon as one of the packs is activated or one of the tickets is validated, any pack that is marked as unconfirmed is then verified to the retailer for which the pack was shipped and the packs in that shipment are marked confirmed. The specific procedure for the receipt of pack shipments at the retailer locations will be decided by the Lottery.

Destruction of Ticket Stock

The IGMS System will support the secure destruction of ticket stock which will be accomplished according to the Lottery's requirements and in accordance with Lottery procedures. After designated instant tickets have been destroyed, the status of inventory records will be updated to indicate the stock has been destroyed. The ability to 'mark' instant tickets as destroyed will be limited to authorized Lottery personnel.



Confidentiality Claimed
Not released



The following pages contain examples of instant ticket pack transaction receipts and reports.

Pack Receipt Confirmation Report



Instant Ticket
Receipt Confirmation

Wed. Feb 26, 2003 07:05:33 03057
Retailer: 23598

Packs 100001 Through 100050

Manifest Number: 0123802115798

Game Number:	220
Game Name:	Duces Wild
Tickets/Pack:	500
Retail Price:	1.00
Pack Cost:	500.00

101003-0001 B TR:0000000170
27329 51850 40265 52356 52170

Pack Detail Report



NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Pack Detail

Retailer: 123456

GAME	PACK	STATUS
337	102095	Issued
120	402986	Issued
220	203042	Active
220	203041	Active
220	203040	Active

INTRALOT will provide LSRs with bar-coded badges that can be used for login and security purposes for regular retailer terminals. The retailer terminal and LOTOS™ System supports separate logins and transaction types for Field Service Technicians and LSRs. Depending on the login or Smart Card used for login, the terminal's application displays different menus and different capabilities for the particular individual's access or the servicing needs of the LSRs.

Upon scanning of the LSR's barcode and login, the System will be configured to support messages for the LSR. For each retailer, for whom a LSR conducts pack management transactions, the terminals will produce an electronic report of all activity. The System will provide and support individual messages to a LSR based on logon identification including individualized instructional information for each LSR which will be delivered by printing the messages on ticket stock or as may be requested by the Lottery. Please note, the IPT also has a terminal printer with paper the same width as ticket stock, so LSRs can use their IPT terminals to sell tickets at special events and promotions if the Lottery desires to implement this capability. INTRALOT will support the software needed to perform this functionality.

Pack Delivery and Returns

Pack delivery and pack return transactions are fully supported with a single barcode read, or as may be specified by the Lottery utilizing either the retailers' terminal or the LSRs' portable terminal. Delivery and Return movements will be defined in the inventory movement grid which is specified as part of System configuration and can be changed as needed. INTRALOT will also make application software modifications as may be required by the Lottery in order to fully support the business rules requirements of the Lottery, the LSRs, and the retailers.

Any authorized returns and transfers are accomplished by scanning the barcode on an individual pack or ticket within a pack. Partial returns are supported by entering starting and ending ticket ranges in the return function. Below are some examples of instant pack transfer and return receipts/reports.

Pack Transfer Report



Instant Ticket
Pack Transfer

Wed. Feb 26, 2003 07:05:33 03057
Retailer: 23598

Game: 220 Deuces Wild
Packs 101001 Through 101050
transferred to
Retailer/LSR: 920650

101003-0001 B IR:0000000170
27329 51650 40265 52356 52170

Returned Pack Report



NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Returned Packs

Retailer: 123456
Week Ending - Sat. Mar 1, 2003

NAME	PACK	TICKET RANGE	AMOUNT
337	102095	001-300	300.00
120	402986	001-300	300.00
220	203042	001-300	300.00
220	203041	001-300	300.00
Total Quantity 4 for			\$1,200.00

Texas Lottery

7.3 Instant Ticket Game Management

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DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

Pack Detail Report



NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Pack Detail

Retailer: 123456

GAME	PACK	STATUS
337	102095	Issued
120	402986	issued
220	203042	Active
220	203041	Active
220	203040	Active

Order Status Report



NOT FOR SALE - REPORT ONLY

Order Status

Retailer: 123456

Order Number: 001240006

Order Placed : Jan 10, 2005 12:31:55
 Order Packed : Jan 10, 2005 15:40:02
 Order Shipped: Jan 11, 2005 08:00:00
 Status : Shipped

Order Number: 001250006

Order Placed : Jan 20, 2005 12:31:55
 Order Packed : N/A
 Order Shipped: N/A
 Status : Ordered

Wed. Jan 20, 2005 15:45:42 05020 084101BA
 101003-0001 8 00014* TR:0000000170 00462



Pack Activity Card

The System will fully operate with or without pack activation cards. All pack movement and settlement transactions are accomplished on-line and in real-time via the retailers and LSR IPT terminals. Receipts/reports are available for each function showing the transactions. Retailers or LSRs may scan the barcode on the pack activity card or scan the barcode on an individual ticket within the pack to effect the transaction with or without a pack activity card

Retailer Status and Reporting

The IGMS allows the retailer to obtain, through the terminal, an appropriate selection of reports summarizing instant ticket status and transaction activity. These include, but are not limited to, (the retailer's own) inventory information by pack status, summary of validations, instant sales and adjustments, and news messages in accordance with the sample retailer reports provided by the Lottery.

Packs, tickets, etc., will reflect statuses and status changes that are a result of functions performed through the System. A ticket will reflect the same distribution status as the pack that it came from but individual tickets from the same pack could have a different exception status. INTRALOT will work with the Lottery to ensure that the System provides for comprehensive ticket management functions that meet its approval.

In addition to specific instant transaction reports, the LOTOS O/S and the IGMS provides the retailers with combined reports through the terminal detailing or summarizing instant and on-line transaction activity. Weekly invoices and settlement reports contain on-line and instant transactions so the retailer may clearly see the weekly settlement amount. All reports are branded to indicate that they are "for information only" and "not for sale" to avoid any confusion with actual game tickets. The Lottery has access to each retailer report in the *same* format as the retailer; making communication easier when discussing issues or questions.

INTRALOT agrees to provide to both the retailer and the Lottery, combined business reports incorporating instant and on-line product results customized to the Lottery's requirements.



Instant Ticket Accounting and Management

IGMS is responsible for control, tracking inventory, validating prizes and all instant ticket accounting. All of the instant ticket accounting and management is performed through the LOTOS™ O/S data base repository . The instant ticket accounting application is easily modified should it be necessary. INTRALOT will fully customize it to meet all of the requirements the Lottery may require for the full life of the contract.

Settle on Activations

The Settle-on-Activation tool will settle packs as they are activated. The IGMS System has very robust business settlement rules including Settle-on-Activation, which is standard System functionality.

Weekly Settlement

The IGMS provides weekly settlement information to retailers and the Lottery conforming to the weekly accounting cycle. The settlement reports are provided through the terminal, the retailer services website, and through statements emailed or sent via fax detailing or summarizing instant and on-line transaction activity. Weekly invoices and settlement reports contain on-line and instant transactions so the retailer can clearly see transactional activity and the weekly settlement amount. Reports will indicate that they are “for information only” and “not for sale” to avoid any confusion with actual game tickets. The Lottery has access to each retailer report in the *same* format as the retailer; making it easy to discuss issues and answer questions. Sample Reports are provided below:

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Pack Settlement
Retailer: 123456
Week Ending - Sat. Mar 1, 2003

PKT	QTY	PRICE	TOTAL
337	102095	Manual	300.00
120	402986	Dawn End	300.00
220	203042	45 Days	300.00
220	203041	75 Percent	300.00
220	203040	Retailer	300.00

Total Quantity 5 for \$1,500.00

Pack Settlement Report

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Returned Packs
Retailer: 123456
Week Ending - Sat. Mar 1, 2003

PKT	FAV	PKT RANGE	AMOUNT
337	102095	001-300	300.00
120	402986	001-300	300.00
220	203042	001-300	300.00
220	203041	001-300	300.00

Total Quantity 4 for \$1,200.00

Returned Packs Report

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Weekly Settled Packs - Detail
Retailer: 123456
Week Ending - Sat. Mar 1, 2003

PKT	QTY	DATE	AMOUNT
337	102095	02/26/03	300.00
120	402986	02/26/03	300.00
220	203042	02/27/03	300.00
220	203041	02/27/03	300.00
220	203040	02/27/03	300.00

Total Quantity 5 for \$1,500.00

Weekly Settlement Detail

IDAHO LOTTERY

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Weekly Summary
Saturday 01-Mar-03
Retailer: 123456

On-line Financials	
850 Sales	1200.00
8 Coupons	8.00-
7 Free Issues	7.00-
6 Free Replays	6.00-
0 Discounts	0.00-
828 Cash Sales	1179.00
8 Validations	600.00-
On-line Commissions	
Cash Sales	58.95-
Coupons	0.40-
Free Issues	0.35-
Free Replays	0.30-
Discounts	0.40-
Seller's Bonus	50.00-
Miscellaneous	
Adjustments	41.00-
On-line Total	428.00
Scratch Financials	
3 Settlements	900.00
120 Validations	200.00-
Adjustments	20.00-
Coupons	25.00-
Seller Bonus	50.00-
Returns	80.00-
Scratch Commissions	
Sales	45.00-
Cashing	2.00-
Scratch Total	478.00
Balance	906.00

Weekly Summary

IDAHO LOTTERY

NOT FOR SALE - REPORT ONLY

Wed. Feb 26, 2003 07:05:33

Sales - Today
Retailer: 123456

Sales Details	
450 Powerball	870.00
200 Pick 3	205.00
100 Wildcard	100.00
750 Gross Sales	1175.00
8 Coupons	8.00-
7 Free Issues	7.00-
6 Free Replays	6.00-
0 Discounts	0.00-
728 Cash Sales	1154.00
Validation Details	
2 Powerball	104.00
2 Wildcard	459.00
4 Pick 3	37.00
120 Scratch	200.00
128 Total Validations	800.00

Daily Sales



Daily Coupon Redemption



Adjustments



IDAHO LOTTERY

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Weekly Settlement
Week Ending - Sat. Mar 1, 2003
Retailer: 123456

Balance Forward	
Balance Forward	200.00
On-line Sales	
450 Powerball	870.00
200 Pick 3	205.00
100 Wildcard	100.00
8 Coupons	8.00-
7 Free Issues	7.00-
6 Free Replays	6.00-
0 Discounts	0.00-
On-line Validations	
4 Powerball	400.00-
3 Pick 3	150.00-
1 Wildcard	50.00-
On-line Commissions	
Cash Sales	63.95-
Coupons	0.40-
Free Issues	0.35-
Free Replays	0.30-
Discounts	0.00-
Seller's Bonus	50.00-
Miscellaneous	
Adjustments	41.00-
On-line Total	398.00
Scratch Financials	
3 Settlements	900.00
120 Validations	200.00-
3 Adjustments	20.00-
Coupons	25.00-
Seller Bonus	50.00-
Returns	80.00-
Scratch Commissions	
Sales	45.00-
Cashing	2.00-
Scratch Total	478.00
Amount Due	1076.00
Sweep Date - Tue. Mar 04, 2003	

Weekly Settlement

IDAHO LOTTERY

NOT FOR SALE - REPORT ONLY

Sat. Mar 01, 2003 07:05:33

Week-to-Date Sales Summary
Saturday 01-Mar-03
Retailer: 123456

On-line Financials	
850 Sales	1200.00
8 Coupons	8.00-
7 Free Issues	7.00-
6 Free Replays	6.00-
0 Discounts	0.00-
828 Cash Sales	1179.00
8 Validations	600.00-
On-line Commissions	
Cash Sales	58.95-
Coupons	0.40-
Free Issues	0.35-
Free Replays	0.30-
Discounts	0.00-
Seller's Bonus	50.00-
Miscellaneous	
Adjustments	41.00-
On-line Total	428.00
Scratch Financials	
3 Settlements	900.00
120 Validations	200.00-
Adjustments	20.00-
Coupons	25.00-
Seller Bonus	50.00-
Returns	80.00-
Scratch Commissions	
Sales	45.00-
Cashing	2.00-
Scratch Total	478.00
Balance	977.00

Week-to-Date Sales Summary

LOTOS O/S

Export Text

10/24/2006 10:43:42AM

From Date: 10/23/2006 To Date: 10/23/2006

	Powerball		Blitzcash		M&E Card 2		Hot Lotto		Quick Pick		Scratch		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Sales														
Sales	10,487	20,099.40	3,399	5,807.00	2,394	3,702.24	3,059	7,300.00	542	1,384.00	0	0.00	10,779	41,492.64
Change	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scratch Receipts	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	-1,750.00	0	-1,750.00
Scratch Sales	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	40,750.00	0	40,750.00
Free Issue	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Sales	10,487	20,099.40	3,399	5,807.00	2,394	3,702.24	3,059	7,300.00	542	1,384.00	0	0.00	10,779	41,492.64
Validations														
Validations	973	-15,520.96	142	-2,182.00	79	-2,054.00	762	-1,900.00	16	-1,000.00	4,500	-4,500.00	1,024	-16,456.96
Total Validations	973	-15,520.96	142	-2,182.00	79	-2,054.00	762	-1,900.00	16	-1,000.00	4,500	-4,500.00	1,024	-16,456.96
Commissions														
Sales Commission	10,487	-1,207.25	3,399	-384.30	2,394	-486.32	3,059	-652.00	542	-104.00	0	0.00	10,779	-2,144.87
Scratch Sales Comm	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	-1,750.00	0	-1,750.00
Change Commission	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scratch Sales Comm	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scratch Commission	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Free Issue Commission	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Commissions	10,487	-1,207.25	3,399	-384.30	2,394	-486.32	3,059	-652.00	542	-104.00	0	0.00	10,779	-2,144.87
Miscellaneous														
Lottery Adjustments	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scratch Adjustments	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vendor Dev	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Adjustment/Return Comm - House	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Adj. F. 4000	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Cash payment to Lottery	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Commission Adjustments	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Payment for Account	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OT - Misc	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OT - Power Coupon	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Credit request/verbal	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OT - Power Contract	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OT - Power Coupon	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OT - Validation	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scratch - Misc	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Misc	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Future/verbal	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Adjustment Return Ticket - Account	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Misc	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

Page 1 of 2 10/24/2006 Daily Summary Report

Daily Summary Report from a Management Terminal



LOTOS™ O/S

Report: Reports - Preview

Export Text

7/295 Main Report 100%

TOWN PUMP, INC. (500190)
 Combined Financial Activity for Accounting Week 10/01/2006 Through 10/23/2006

Stores in Sweep: 78

Retailer #	Store Name	Instant				Online				Adj/Pr	D/Pr	Total
		Sales	PayOut	Commiss	Decl	Sales	PayOut	Commiss	Decl			
100839	TOWN PUMP #8927											
10/01/2006		230.00	10.00	10.00	170.00	55.00	0.00	30.00	1.00	(14.10)	0.00	166.90
10/02/2006		0.00	0.00	0.00	(20.00)	20.00	0.00	0.00	1.00	21.00	0.00	0.00
10/03/2006		0.00	0.00	0.00	(5.00)	0.00	0.00	0.00	0.00	(5.00)	0.00	(5.00)
10/04/2006		0.00	0.00	0.00	(5.00)	0.00	0.00	0.00	0.00	(5.00)	0.00	(5.00)
10/05/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	10.00	0.00	(10.00)	0.00	(10.00)
10/06/2006		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10/07/2006		0.00	0.00	0.00	(40.00)	0.00	0.00	0.00	0.00	(40.00)	0.00	(40.00)
10/08/2006		0.00	0.00	0.00	(24.00)	0.00	0.00	21.00	0.00	(3.00)	0.00	(3.00)
10/09/2006		500.00	40.00	0.00	91.00	54.00	0.00	9.00	0.00	47.00	0.00	100.00
10/10/2006		0.00	0.00	0.00	(10.00)	0.00	0.00	0.00	0.00	(10.00)	0.00	(10.00)
10/11/2006		0.00	0.00	0.00	(75.00)	0.00	0.00	0.00	0.00	(75.00)	0.00	(75.00)
10/12/2006		0.00	0.00	0.00	(140.00)	0.00	0.00	0.00	0.00	(140.00)	0.00	(140.00)
10/13/2006		0.00	0.00	0.00	(30.00)	0.00	0.00	0.00	0.00	(30.00)	0.00	(30.00)
10/14/2006		0.00	0.00	0.00	(40.00)	0.00	0.00	0.00	0.00	(40.00)	0.00	(40.00)
10/15/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/16/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/17/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/18/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/19/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/20/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/21/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/22/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
10/23/2006		0.00	0.00	0.00	(20.00)	0.00	0.00	0.00	0.00	(20.00)	0.00	(20.00)
Total		240.00	614.00	15.00	(120.00)	1,507.00	0.00	236.00	95.00	1,573.65	(21.70)	1,292.95

Combined Financial Activity Report from a Management Terminal

Retailer Account Record-keeping

The IGMS System is designed to provide full accounting and financial information for all retailer transactions processed through the System. Information is maintained at the transaction level for all orders, pack and ticket activity, prize payments, sales and commissions, adjustments, settlements, and settlement holds. The System maintains retailer account history, including instant ticket inventory and inventory values, which can be accessed on-line for several months (time period to be determined with the Lottery). INTRALOT will work directly with the Lottery to review our purge and archival procedures for storing retailer account records for on-line reporting.



Retailer Location of Winning Instant Tickets

All information regarding the retailer locations of winning instant tickets is stored in our secure database as is all other retailer information. Only personnel with the proper authorization have access to any of this information.

Validation and Pack Handling for Instant Ticket Vendors

The IGMS maintains databases of instant ticket vendors and their instant ticket games. The games definition database contains all of the information associated with a specific instant ticket game – including the appropriate vendor ID. Together, these two databases allow IGMS to differentiate between vendors and the algorithms necessary to decipher their barcodes and winner's files. IGMS can easily and simultaneously support instant games from many different vendors. INTRALOT will work with the Lottery and your instant ticket vendor(s) to ensure that any encoding scheme, barcode design, or decryption algorithm is secure and will maintain the integrity of the game. We will ensure that the System can accommodate the Lottery's current barcode practices and standards for unique identification of instant tickets.



Telemarketing System - Instant Ticket Order Fulfillment

INTRALOT's LOTOS™ O/S instant ticket ordering System provides all of the features and functions for the Lottery to efficiently perform telemarketing and retailer account functions and services. There is no limit to the number of users for the System.

INTRALOT's instant ticket ordering System will not only take orders via the telemarketing System but also via all of the following methods:

Ordering			
<input checked="" type="checkbox"/> Auto Reorder	<input checked="" type="checkbox"/> Batch Orders	<input checked="" type="checkbox"/> Initial Allocation	<input checked="" type="checkbox"/> TelSell / Manual Orders
<input checked="" type="checkbox"/> Terminal Orders			

LOTOS™ O/S				
Home: Reports: Preview				
Export Text				
Main Report				
10/24/2006 8:01				
Tel-Sel Call Report Summary				
From: 10/23/2006		To: 10/23/2006		TSR: ALL
4010 Valerie French				
	Open	Close	Last Call	Scheduled Call
125063			10/23/2006	10/23/2006
125056			10/23/2006	10/23/2006
4030 Julia Martin				
	Open	Close	Last Call	Scheduled Call
124169			10/23/2006	10/23/2006
112341			10/23/2006	10/23/2006
113331			10/16/2006	10/23/2006
115324			10/23/2006	10/23/2006
125268			10/27/2006	10/23/2006
103380			10/26/2006	10/23/2006
105442			10/29/2006	10/23/2006
100901			10/18/2006	10/23/2006
116151			10/17/2006	10/23/2006
113260			10/27/2006	10/23/2006
101948			10/16/2006	10/23/2006
122138			10/27/2006	10/23/2006
123891			10/27/2006	10/23/2006
117233			10/17/2006	10/23/2006
114537			10/26/2006	10/23/2006
122509			10/26/2006	10/23/2006
123039			10/26/2006	10/23/2006
125126			10/26/2006	10/23/2006

Telemarketer Function Support

IGMS provides an automated call file that guides each Telemarketing Operator (TMO) through the calling process just as a printed calling report would. The call file prompts the TMO with the next retailer to be called and allows for orders to be input on the order screen. Based on the Lottery's requirements and direction, the order fields will be populated with suggested orders that can be modified. Calls that cannot be completed can be scheduled to be prompted again at the end of the normal calling cycle or can be re-visited at any time.

- The order screen contains:
 - Retailer name,
 - Number,
 - Contact person and
 - Telephone number
 - Telemarketing rep name and number

The file is keyed by TMO ID and the supervisor will have access to all Telemarketing entries. A printed Call Report will also be available as a Back-up for the automated calling file. A separate report is generated for each TMO and the supervisor has access to all reports. The Call Report contains:

- LSR name and number;
- Blank area to record sales orders; (the order screen may be populated with suggested order quantities)
- Chain account status;
- Base sales and bonus sales projection
- Dispenser configuration



LOTOS™ O/S

Home Reports Preview

Export Text

Main Report 200% Business Objects

Tel-Sel Call Report -- Detailed
Next Run Date:
Tel-Sel Call List for Tel-Sel Rep: ALL

RepID & Name ClientID & Name Delivery Info	Phone No. Contact Name Cell/Deer Info	System Name Business Address City, State, ZIP	Net Sales Thru (date)	Base	1%	2%	3%	4%	5%
#510 - Valerie French NONE Next Call Date - 10/23/2006	(406) 245-4775 Mico Hanley (10-10-30) Mon: to:	Jackson Casino Heights 2030 Main Street Billings MT 59105	980	1,390	1,362	1,404	1,456	1,508	1,560
4010 - Valerie French 500190 - TOWNS PUMP, INC. Next Call Date - 10/23/2006	(406) 851-1305 Mon: to:	Town Pump of Billings #3 #7025 3159 King Avenue West Suite A Billings MT 59102	2,990	2,940	2,794	2,648	2,502	2,356	2,210
4030 - Julia Martin NONE Next Call Date - 10/23/2006	(406) 862-4448 DEB Mon: to:	FORTUNE MERCANTILE 8800 HWY 83 SOUTH Forsyth MT 59816	6,320	6,236	6,152	6,068	5,984	5,900	5,816
4030 - Julia Martin NONE Next Call Date - 10/23/2006	(406) 453-2435 BECKY Mon: to:	MOUNTAIN VIEW CO-OP 1000 SMELTER AVENUE Great Falls MT 59404	2,280	6,985	6,915	6,845	6,775	6,705	6,635
4030 - Julia Martin NONE Next Call Date - 10/23/2006	(406) 862-4306 CHRIS GENTRY Mon: to:	MADISON FOODS 4979 US HWY 287 N Ereola MT 58729	2,780	6,128	6,073	6,018	5,963	5,908	5,853
4030 - Julia Martin NONE Next Call Date - 10/23/2006	(406) 452-1741 Gladys SinghFrank Mon: to:	Nelson's #571 3200 Tenth Avenue South Great Falls MT 59405	4,140	11,655	12,121	12,587	13,054	13,520	13,986

Page 4 of 4 10/24/2006 Tel-Sel Call Report - Detailed

Telemarketing Call Report – Detail

Telemarketer Application Standard Features and Functions of LOTOS™ IGMS

Data Sort

The telemarketing application can provide data in any sort sequence required by the Lottery, including but not limited to: game number and name, sell priority, price amount and inventory condition.

Jump from One Game to Another

All application screens are accessed using a standard browser interface and standard cursor control for viewing information. Accessing information from one game to the other by using the enter key, or the mouse; the user can easily jump from one game to the other.

Page Forward and Backward through the Application

All software screens are accessed using a standard browser interface and standard browser control for viewing information. Accessing telemarketing information is no different; by using the normal forward and backward buttons at the top of the screen the application can easily page forward and backward.

Block a Game from being Ordered

The business rules that govern the IGMS are defined by, among other things, the individual game. The ability to order or block ordering is controlled in real-time. By simply changing the check box (shown on the following screen) a game is either eligible or not eligible (Blocked) for orders, automatic orders, and orders taken from the on-line terminals.



PRODUCT MANAGEMENT

Product Management:

Game Name: 992 TEST GAME
Game History: -- Select --

Product Information

Game ID: 992	Full Game Name: TEST GAME
Product Type: Instant Tickets	Play Style: -- Select --

Last Modified By: ikamp/ikamp [100] 5/29/2009 11:01:16 PM

Inventory Control | Replenishment | Prize Payment | Financial Control

Replenishment

Begin Distribution: 04/17/2009

Replenishment Status: Active

Telephone Orders Enabled:
Automatic Orders Enabled:
Terminal Orders Enabled:

IGMS Product Management – Replenishment Parameters



Block a Retailer from Ordering

Like blocking a game from ordering, the ability to block a retailer from ordering is also controlled in real-time by simply changing the check box on the screen. The retailer is either prohibited or permitted to place orders.

Review the Unsettled Inventory (Pack Numbers)

The LOTOS™ IGMS provides, via screen, the ability to review unsettled inventory pack numbers for a retailer.

Put a Retailer on a Call-back List

The ability to put a retailer on a call-back list, if the retailer is not ready to order when called initially, is a standard functionality for the IGMS and just one of many scheduling options that can be set for each retailer to provide great flexibility in scheduling calls. Multiple parameters are used to determine when to schedule a call for a retailer. These parameters are:

- Call Cycle – Determines whether the retailer is called daily, weekly, semi-monthly, monthly, or seasonally, etc.
- Call Day – Day of the week the retailer is called.
- Call Week – Ability to schedule retailers on an odd week, even week, every third week, etc.
- Call Time – The time of day when the retailer prefers to be called (if specified).
- Call Back – Flag for placing a retailer on a special call back list.
- Call Back Date /time – The date/time of day when the retailer prefers to be called back or when the telemarketer chooses to set a call back.

Make Route, Contact, and Phone Number Changes (add or delete)

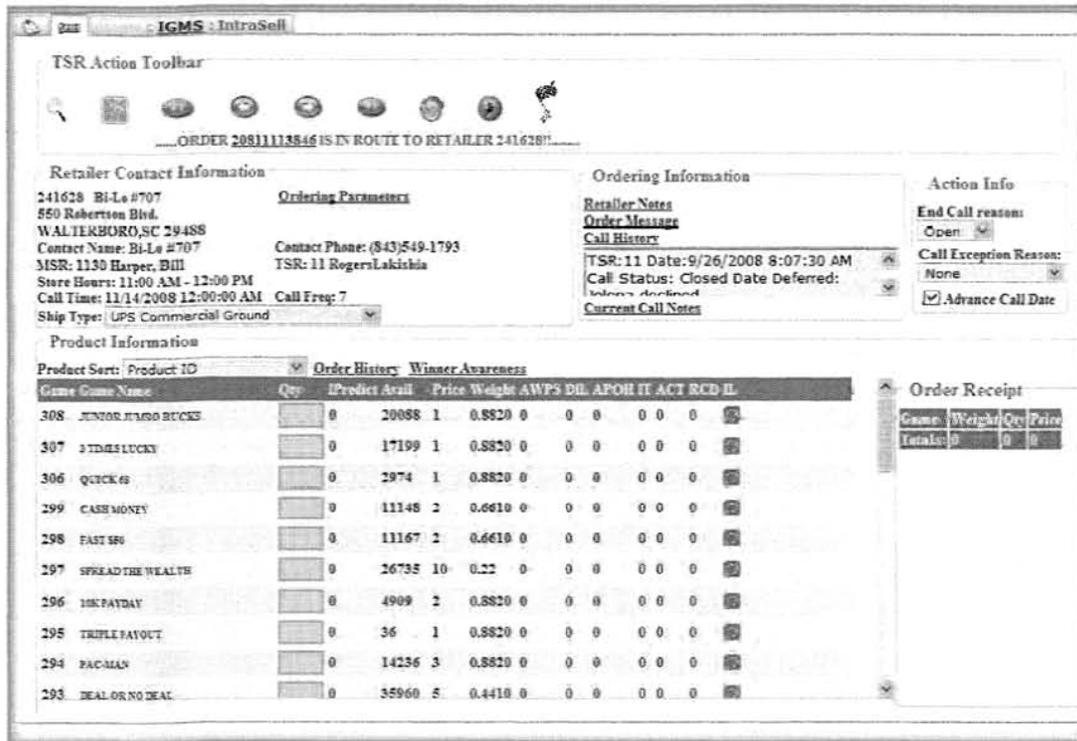
The ability to make route, contact, and phone number changes is standard functionality for the IGMS Telemarketing application.

Provide Order Status Information for the Telemarketer

The IGMS provides the telemarketer the ability to look up order status and shipping manifest information.

Efficient Operation

INTRALOT's telemarketing application utilizes bold fonts, highlighting, and other display mechanisms to enhance the efficiency and accuracy of the telemarketers, as can be seen in the screen on the following page:



INTRALOT will work with the Lottery to design the screen layouts and display formats to meet the Lottery's specific requirements.

Display Automatically Every Retailer on the Call List

Call lists can be displayed automatically for all retailers that are on the call list, either on the computer screen, or on hard copy. Each retailer's information is listed individually. When an order is completed, the System will automatically bring up the ordering screen with information for the next retailer on the list.



INTRALOT's Call System will dial a retailer's telephone number using the Cisco IP Phone integrated telephone which has been configured to work together with our software so the TMO does not have to dial the number, but simply point and click for the next retailer on the call list.

Exit the Call List to Perform Ordering Activities for a Particular Retailer

A telemarketing representative can jump out of the call list sequence to place either a call or an order for another retailer at any time, and then jump back into the call list at any position.

Search

The retailer search function is configurable to search based on keywords or values including: retailer number, name, phone number, county, region, SIC, owner's name, or owner's Social Security Number. The screen to the right shows a retailer search based on the Retailer Name (where the user has typed in "pub") and the System has returned a pick list of the "Publix" grocery stores.

Retailer Search

Retailer Number:

Retailer Name:

Address:

City:

Phone:

101185 Publix Super Markets #472
222800 Publix Super Markets #1012
101176 Publix Super Markets #613
210991 Publix Super Markets #35
101184 Publix Super Markets #459
212042 Publix Super Markets #205
101174 Publix Super Markets #597
215629 Publix Super Market #874
101189 Publix Super Markets #506

Support Special-Circumstance Orders

The IGMS System supports on-demand (walk-in) sales. This type of order is processed through the IGMS System from the management terminal. Using the Ticket Issue Screen, authorized personnel can sell and transfer stock to retailers. When tickets are sold over the counter, the packs are scanned into the System using the barcode scanner. Lottery personnel can enter the retailer number on the screen, scans the packs, and the System automatically displays the packs by number on the screen. Once the order is confirmed, the System updates the inventory status in real-time and produces a bill of lading for the retailer; listing the packs processed under the order.

1 / 69 Main Report

Tel Sell Call List

TSR	Retailer Name	Status
11 - Rogers	Lakishia	
	100007 Treascoat #2	OPEN
	100008 Treascoat #3	OPEN
	100051 Mini Market LLC	OPEN
	100088 Humane Corner	OPEN
	100078 JR's Hasty Mart	OPEN
	100100 Street Corner News	OPEN
	100114 Coffee Shop/Tobacco	OPEN
	100117 Motor Mile Exoco	OPEN
	100126 Tony's Party Shop	OPEN
	100140 Garden Spot Food Store	OPEN
	100148 Kallert's Korner	OPEN
	100180 Little Mountain Corner	OPEN



Call According to a Set Schedule Relative to Each Retailer

The IGMS allows authorized users to call retailers on varying cycles. The telemarketing staff will call retailers at least every two weeks, for example. The IGMS can set up all retailers with a preferred call day (Monday through Friday typically), and a call frequency in number of days. The preferred call day and frequency for a retailer are modifiable by an authorized representative. The "next scheduled call date/time" is a field that is calculated and populated automatically after each successful call.

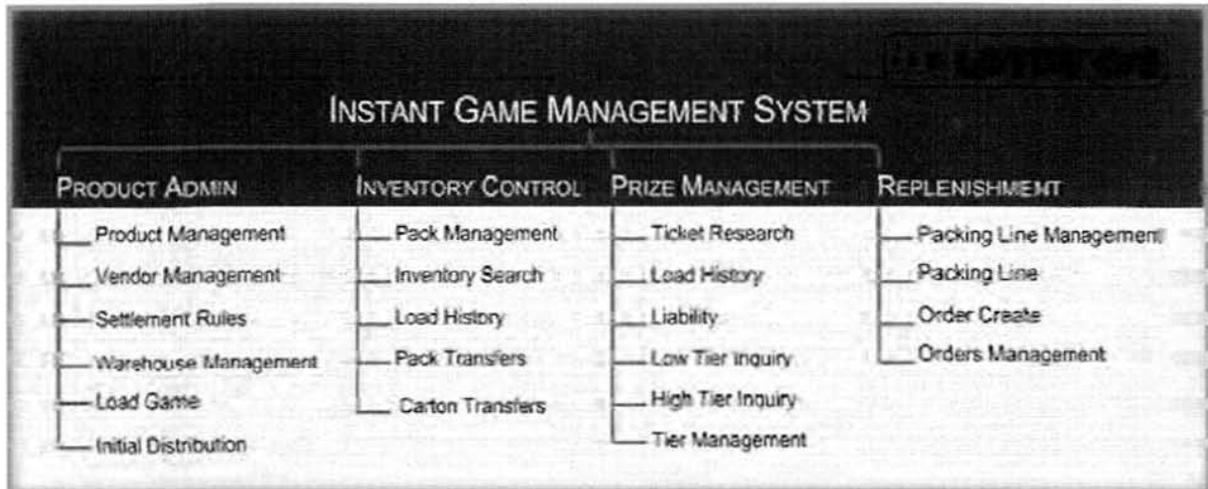
Call Lists and Call Back Lists

Call lists and Call Back Lists are created automatically on a daily basis using various parameters including special set schedules by retailer. IGMS schedules calls for retailers and checks the inventory status of all retailers to see if any are in need of inventory. The System will proactively schedule those retailers to be called. The System automatically caters for schedule modifications for holidays.

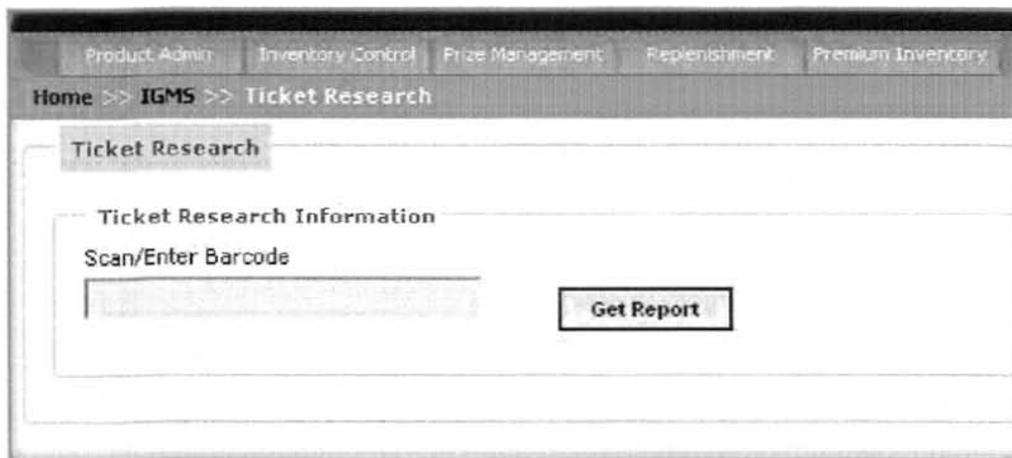
Instant Ticket Inquiries and Reports

LOTOSTM O/S IGMS supports a wide variety of instant ticket inquiries, including shipped and pending orders, instant game pack lookup, retailer inventory, game definitions, sales activity, returned inventory, settled inventory, ended games, and LSR inventory.

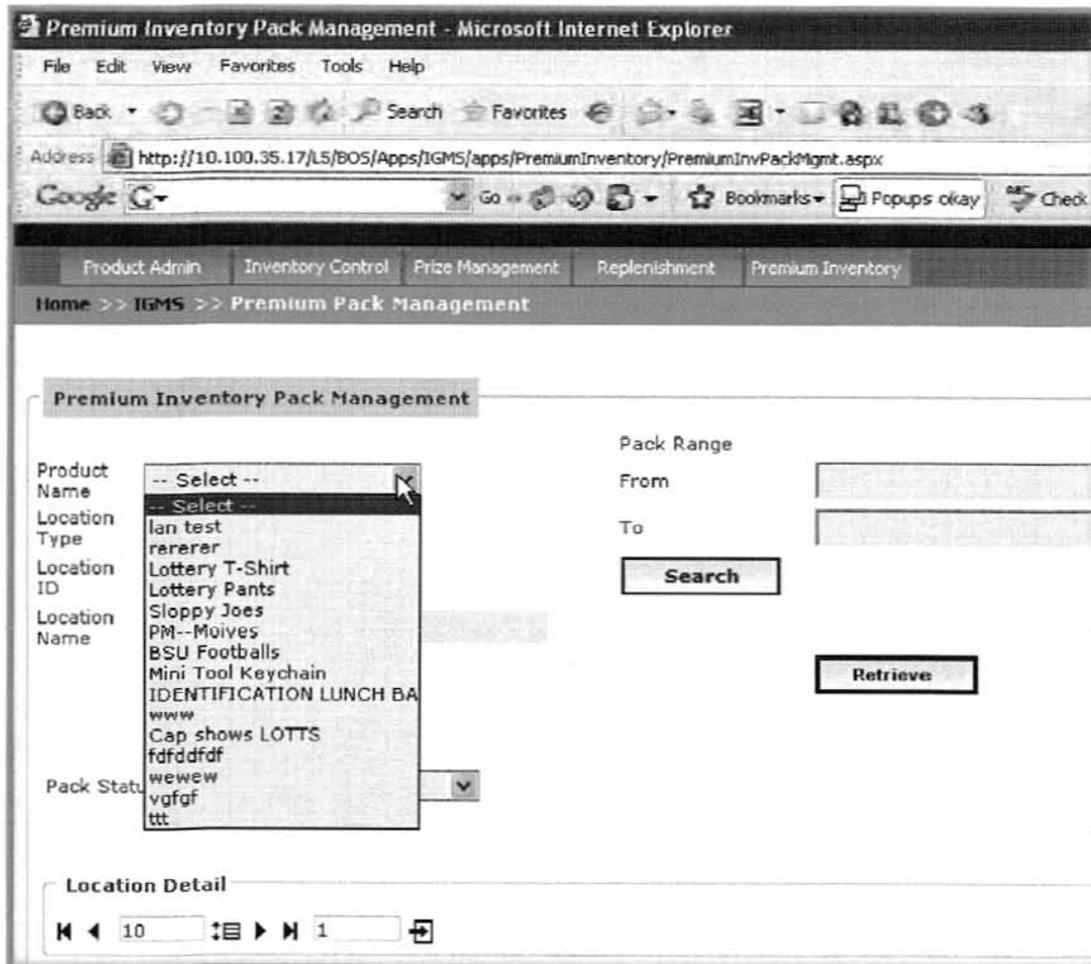
The data model structure below depicts the vast capabilities of the IGMS System. INTRALOT's application that supports instant ticket inquiries is flexible, driven by business rules and parameterization, contains the necessary security measures to encrypt and protect all information, and is capable of performing virtually any type of data inquiry, including shipped and pending orders, instant game pack look-up, retailer inventory, game definition, on-line and instant ticket research, sales activity, returned inventory, settled inventory, ended games, full and partial pack returns, issued packs, LSR inventory, and LSR route listings. We have provided example screens from random areas in the IGMS System to illustrate that our System has the entire variety of information that is required to effectively provide for any form of instant ticket inquiry.



IGMS Data Model Main Structure



Instant Ticket Research Inquiry

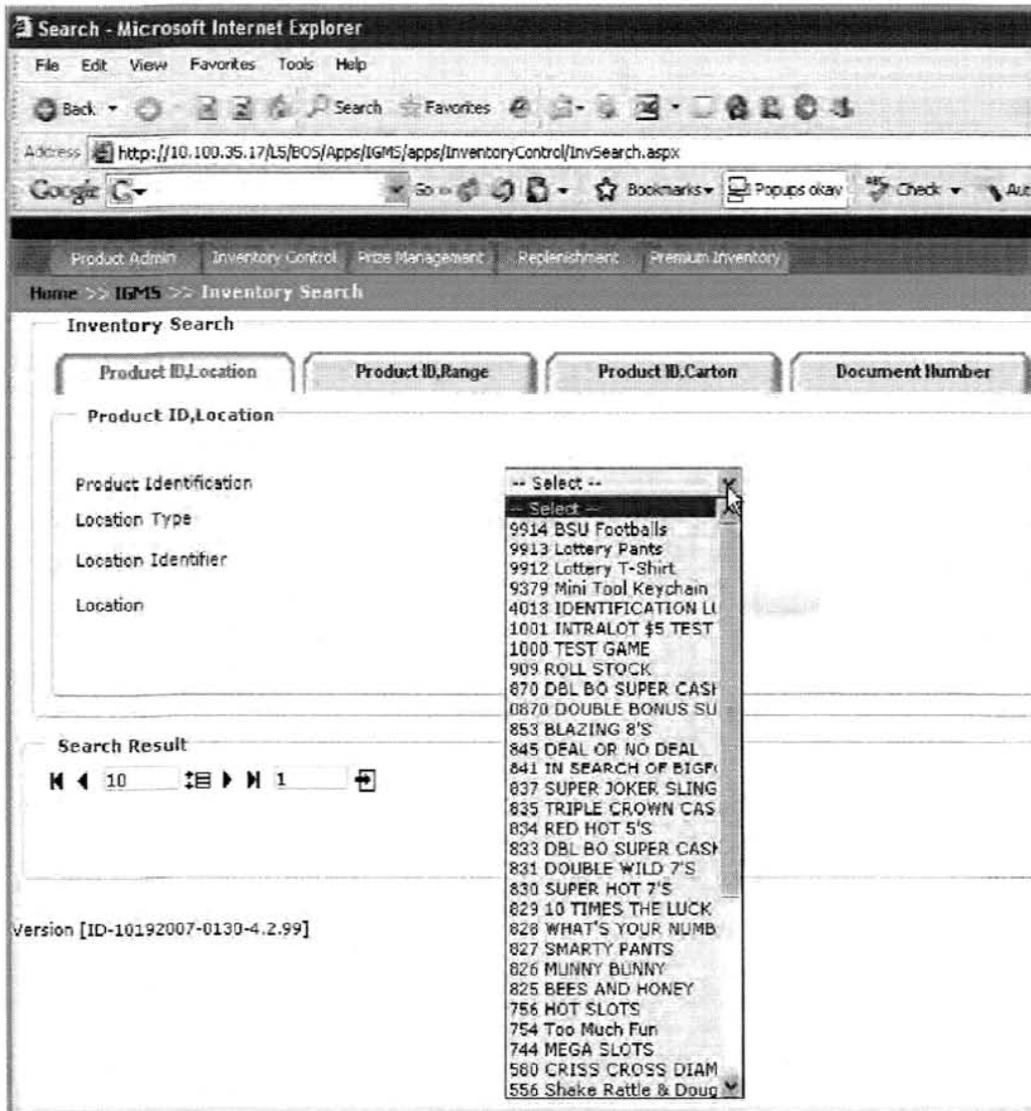


Premium Items Inventory Management

Inventory may be searched on by one of the following criteria:

- Product ID,
- Location,
- Range,
- Carton, or
- Document Number

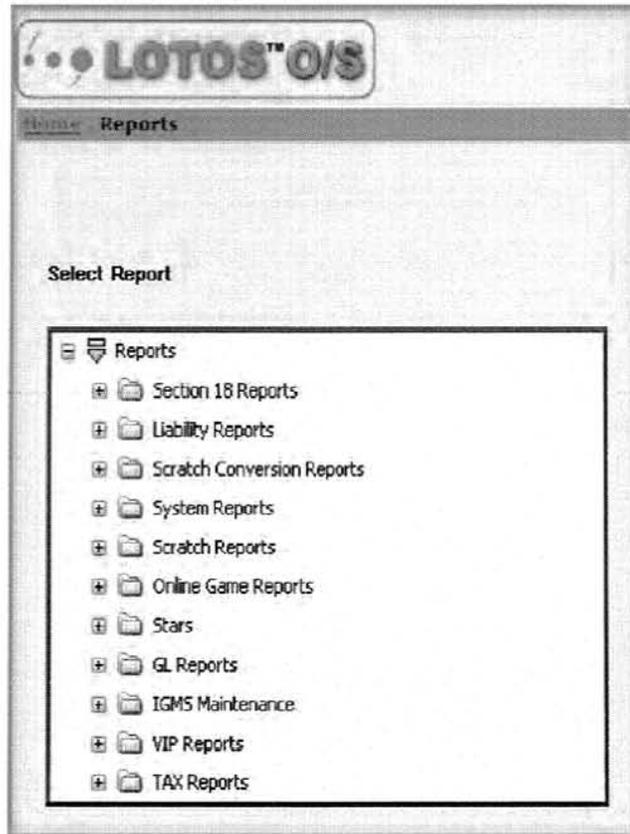
This criteria list will be modified to also include other search criteria specified by the Lottery.



Premium Search by Product Type

The screenshot displays the 'Product Administration Menu' within the IGMS system. At the top, a navigation bar includes 'Product Admin', 'Inventory Control', 'Prize Management', 'Replenishment', and 'Retailer Parameters'. The 'Product Admin' menu is expanded, showing sub-options: 'Vendor Management', 'Address Rule', 'Invoice Management', 'Load Game' (which is selected), 'Full Product Load', and 'Retailer Parameters Management'. The main content area is titled 'Product Information' and contains several input fields: 'Product ID' (text input), 'Abbreviation' (text input), 'Full Product Name' (text input), 'Product Type' (dropdown menu), 'Play Style' (dropdown menu), and 'Game End Reason' (dropdown menu). At the bottom of the window, a row of buttons provides access to 'Inventory Control', 'Replenishment', 'Prize Payment', 'Financial Control', and 'Retailer Parameters'.

IGMS Main Menu – Product Administration Menu



Instant Ticket Report Menu

- Scratch Reports
 - Activations and Returns Report
 - Scratch Settlements and Return
 - Scratch Games Inventory Report
 - Cashed Scratch Ticket Report
 - Scratch Audit Validation
 - Stock Recover
 - Packs Settle
 - Scratch Pack History Report
 - Stock Recovery Report
 - Premium Item Event Inventory Report

Instant Ticket Reports

- Section 18 Reports
 - 18.1 Active Game/Pack Report
 - 18.4 Albertson's Billing Summary Statement
 - 18.5 Statement - Chains
 - 18.6 Daily Summary
 - 18.10 Draw Summary Report
 - 18.11 Day End
 - 18.12 Game and Pack Listing
 - 18.14 High Tier Winner
 - 18.15 Monthly Warrant Register Report
 - 18.16 Weekly Pack Control Inventory Report (Pack Aging)
 - 18.18 Retailer Adjustments
 - 18.19 Retailer Bonus
 - 18.20 Retailer Activity Sales
 - 18.21 Retailer Activity Sales (Summary)
 - 18.22 Statement (Retailers)
 - 18.23 Sweep Report
 - 18.24 Ticket Distribution Invoices
 - 18.25 Void/Reissue Report
 - 18.26 Jackson Chain's Retailers Statement

LOTOS™ O/S

Home Reports Preview

Export Text

Main Report 100%

Stolen/Evidence Scratch Tickets Report

From: 09/01/2006 To: 10/23/2006 Retailer: Game(s): Ticket(s): Site/Zone

Game #	Game Name	Pack #	Ticket #	Cash	Retailer #	Retailer Name	Region	Chain	Date
405	5 Across Bonus Slings	81120	1-40	40		Montana Lottery	1	3 Miss Lot	10/4/2006
406	LITTLE DEVIL DOUBLER SLINGO	81120	1-40	40		Montana Lottery	1	3 Miss Lot	10/4/2006
415	Cow Chip Cash	81123	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
502	TIC TAC 2'S	1173	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
502	TIC TAC 2'S	1741	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
605	DOUBLE DOUBLER	290	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
605	THE INSTANT GAME	1428	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
607	KING OF CASH	8113	1-100	100		Montana Lottery	1	3 Miss Lot	10/4/2006
814	HOT NUMBERS	1052	1-100	100		Montana Lottery	1	3 Miss Lot	10/8/2006
521	HOT NUMBERSLUCKYTIMES 5	118	1-40	40		Montana Lottery	1	3 Miss Lot	10/4/2006
521	HOT NUMBERSLUCKYTIMES 5	432	1-40	40		Montana Lottery	1	3 Miss Lot	10/4/2006
931	SUDOKU	949	1-40	40		Montana Lottery	1	3 Miss Lot	10/4/2006



Packer Statistics – Packaging line statistics and details are presented in the screen shot below:

Packing Line Detail
 You are viewing page: 1 of 1 Record Retrieved: 10

of Orders To Move (Maximum:1000)

ORDER ID	TOTAL PACKS	ORDER TYPE	STATUS	REF ID	PACKING LINE	DATE PLACED	
20811113798		Initial	InProcess	240744	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113720		Initial	InProcess	237654	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113752		Initial	InProcess	239683	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113774		Initial	InProcess	240235	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811113794		Initial	InProcess	240726	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
20811118482	4	Initial	InProcess	233696	Line1	11/10/2008 11:59:59 PM	<input type="checkbox"/>
20811113666	4	Initial	Created	204003	Line1	11/10/2008 11:59:57 PM	<input type="checkbox"/>
10812044148	1	TeleSale	InProcess	239818	Line1	12/4/2008 1:16:17 PM	<input type="checkbox"/>
10812044142	1	TeleSale	Created	101630	Line1	12/4/2008 1:15:05 PM	<input type="checkbox"/>
10812044146	1	TeleSale	Created	238900	Line1	12/4/2008 1:15:57 PM	<input type="checkbox"/>

Game Carton lookup

Game carton lookup is performed using the inventory search function screen below:

INVENTORY SEARCH

Inventory Search

Product ID,Location

Product Identification:

 Location Type:

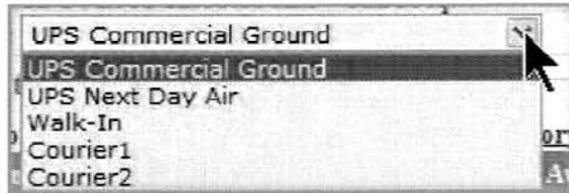
 Location Identifier:

 Location:



Courier Manifest Reports

Generating courier manifest reports is a standard System function shown below:



1 / 466 Main Report 100%

SHIPPING DETAIL REPORT

SCEL
120 North Point Ct
Blythewood SC 29016

Date Shipped Between 11-10-2008 AND 12-07-2008 Total Records: 6,049

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INVOICE #/ PAYMENT	TRACKING ID#	CONSIGNEE NAME/ADDRESS	CITY COUNTRY	ST	ZIP CODE	WT
ITSE: 10811075554 BILL: SHIPPER ORDER: 10811075554	1ZIR3A120310755548 CARRIER: UPS PAYOR: IR3A12	243714 Great Falls Mart 3727 Great Falls Hwy	RICHBURG	SC	29729	4.40924524
ITSE: 10811100074 BILL: SHIPPER ORDER: 10811100074	1ZIR3A120311000742 CARRIER: UPS PAYOR: IR3A12	215179 Bi-Lo #285 1937 Wilson Road	NEWBERRY	SC	29108	3.747858454
ITSE: 10811100966 BILL: SHIPPER ORDER: 10811100966	1ZIR3A120311009663 CARRIER: UPS PAYOR: IR3A12	201652 Hot Spot #1109 9892 Ocean Highway	PAWLEYS ISLAND	SC	29585	4.850169764
ITSE: 10811101046 BILL: SHIPPER ORDER: 10811101046	1ZIR3A120311010464 CARRIER: UPS PAYOR: IR3A12	100575 Riverland Quick Stop #2 235 E Main St	WALHALLA	SC	29691	3.30493393
ITSE: 10811101326 BILL: SHIPPER ORDER: 10811101326	1ZIR3A120311013265 CARRIER: UPS PAYOR: IR3A12	239854 Menswear and Accessories 4824 N Main St Ste 2	COLUMBIA	SC	29203	6.172943336
ITSE: 10811101606 BILL: SHIPPER ORDER: 10811101606	1ZIR3A120311016066 CARRIER: UPS PAYOR: IR3A12	101884 Hot Spot #1201 517 W Main St	EASLEY	SC	29640	1.322773570



Inventory Reports

The System is replete with various inventory reports, an example inventory report is shown below:

Retailer Pack Inventory								intralot	
Retailer ID: 100002		Game: ALL	Chain: ALL	Region: ALL					
Retailer ID	Name	Game	Pack ID	Status	Cost	Date	Tickets in Pack	Price Point	Manifest ID
100002 A-1 News Stand									
099 - GANT JUMBO BUCKS									
			452498	7 - Settled	300.00	12/02/2008	60	\$5.00	001181972
			456482	12 - Received	300.00	11/21/2008	60	\$5.00	10811203712
			450481	12 - Received	300.00	11/21/2008	60	\$5.00	10811203712
			451387	12 - Activated	300.00	12/03/2008	60	\$5.00	001179427
104 - INSTANT CAROLINA 5									
			301405	12 - Received	300.00	10/31/2008	60	\$5.00	001193695
			302080	12 - Received	300.00	11/21/2008	60	\$5.00	10811203712
			302080	12 - Received	300.00	11/21/2008	60	\$5.00	10811203712
			301404	13 - Activated	300.00	11/07/2008	60	\$5.00	001193695
108 - JUNIOR JUMBO BUCKS									
			21873	7 - Settled	300.00	12/08/2008	900	\$1.00	001176258
122 - JUMBO BUCKS									
			70328	12 - Received	300.00	11/21/2008	180	\$2.00	10811203712
			70329	12 - Received	300.00	11/21/2008	180	\$2.00	10811203712
			85203	13 - Activated	300.00	11/12/2008	180	\$2.00	001179427
226 - QUICK 50 2ND EDITION									
			27495	7 - Settled	300.00	11/25/2008	180	\$2.00	001176258
230 - BIG CASH BLOWOUT									
			36454	12 - Received	300.00	07/11/2008	100	\$3.00	001135783
236 - EXTREME 5000									
			47963	12 - Received	300.00	08/12/2008	150	\$2.00	001159492
245 - WEEKLY BONUS									
			20818	7 - Settled	300.00	12/07/2008	150	\$2.00	001168238
			20982	12 - Received	300.00	11/21/2008	150	\$2.00	10811203712
			24467	12 - Received	300.00	10/31/2008	150	\$2.00	001193695

Retailer Information – A Retailer information screen shot is shown below:

Retailer Data	Owner Data	Financial Data	Financial Limits	Operational Data	Geographical Data	Notes
Retailer Basic Data						
Retailer Number	202595		Ownership Type	Non-Profit		
Location Name	BK0908-Piggly Wiggly #20		Retailer Type	Online & Instant		
Status	Active		Business Type	Grocery / Food Store		
Primary Phone	8432359434		SC Sales Tax Retail License No			
Secondary Phone	8432359434		Application Date	7/27/2008		
Fax			License Type	Operational		
E-mail			License Representative			
VSAT	Yes		Application Type	New		
Web Site	HTTP://www.		Application Status	Complete		
This Retailer is a(n)	Chain Retailer		COO Retailer Number			
Chain HQ Number	90001		EDI	*****5558		
SSN			SMB	Unknown		
MSR	Shealy, Travis		Key Account	<input type="checkbox"/>		



Pack History Information

Pack History information is available in report format and on screen as shown below:

Instant Pack History										
Begin Date: 11/01/2008		End Date: 12/08/2008		Start Pack: ALL		End Pack: ALL				
Pack State: ALL		For: 100002		Chain: ALL		Game: 294		Sort By: None		
Game Name	Pack ID	Start Tkt	End Tkt	Cost	Loc ID	Location Name	Region	Status	Date/Time	
294 PACMAN	2612	0	99	300.00	100002	A-1 News Stand	5	5 - Allocated to Ship	11/10/08 11:36 am	
294 PACMAN	2612	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/10/08 11:36 am	
294 PACMAN	2612	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/16/08 1:55 pm	
294 PACMAN	2612	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	12/08/08 6:24 pm	
294 PACMAN	2613	0	99	300.00	100002	A-1 News Stand	3	5 - Allocated to Ship	11/10/08 11:36 am	
294 PACMAN	2613	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/10/08 11:36 am	
294 PACMAN	2613	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/16/08 1:55 pm	
294 PACMAN	2613	0	99	300.00	100002	A-1 News Stand	3	13 - Activated	11/16/08 1:57 pm	
294 PACMAN	2613	0	99	300.00	100002	A-1 News Stand	3	7 - Settled	12/10/08 1:00 am	
294 PACMAN	9999	0	99	300.00	100002	A-1 News Stand	3	5 - Allocated to Ship	11/20/08 11:43 am	
294 PACMAN	9998	0	99	300.00	100002	A-1 News Stand	3	6 - In Transit	11/20/08 11:43 am	
294 PACMAN	9998	0	99	300.00	100002	A-1 News Stand	3	12 - Received	11/21/08 11:22 am	
Total Entries:		12								

Returns Information

Instant pack return detail report shown below:

Instant Return Detail										
Start Date: 11/01/2008		End Date: 12/08/2008		Retailer ID: ALL		Game: ALL		Chain: 12452		
Retailer	Game ID	Pack ID	Name	Manifest ID	Ticket Range	Date	Tickets	Return		
								Amount	Commission	
207781 - BiLo #525	269	21190	MATCH FOR CASH	001177861	80 - 99	11/25/2008	29	-60.00	4.20	
						Sub Total for Retailer 207781:			20	\$-60.00
207789 - BiLo #107	247	4283	LOWCOUNTRY SOIL	001047440	257 - 299	11/17/2008	33	-33.00	2.31	
						Sub Total for Retailer 207789:			33	\$-33.00
207817 - BiLo #104	263	21542	MATCH FOR CASH	001190573	80 - 99	11/25/2008	29	-60.00	4.20	
						Sub Total for Retailer 207817:			20	\$-60.00
211575 - BiLo #12	269	26306	QUICK 40 2ND EDITION	001199966	148 - 149	12/08/2008	4	-8.00	0.56	
						11/21/2008	38	-114.00	7.58	
							12/08/2008	15	-75.00	5.25
Sub Total for Retailer 211575:			57	\$-197.00	\$13.79					
211593 - BiLo #42	270	7001	AIR ESCAPE	001107973	118 - 149	11/25/2008	34	-68.00	4.76	
						Sub Total for Retailer 211593:			34	\$-68.00
211609 - BiLo #48	262	12091	BINGO DOUBLER	001086408	77 - 99	11/20/2008	23	-69.00	4.83	
						11/20/2008	143	-143.00	10.01	
Sub Total for Retailer 211609:			166	\$-212.00	\$14.84					



Inventory Pack Management Search

Inventory Pack Search Screen shown below:

Inventory Pack Management

Location

Product Name: From: Pack Range:

Location Type: To:

Location ID:

Location Name:

Pack Status: Description:

Location Detail

Navigation:

You are viewing page: 1 of 447

PRODUCT	PACK	TICKET RANGE	STATUS	LOCATION	LOCATION TYPE	Date Modified	
851	123	1-100	13-Activated	209046-RIDLEY'S FOOD & DRUG	3-Retailer	10/13/2007 3:13:10 PM	Hist.. <input type="checkbox"/>
851	124	1-100	13-Activated	12303-HANNIFINS CIGAR STORE	3-Retailer	9/18/2007 10:26:00 AM	Hist.. <input type="checkbox"/>
851	125	1-100	7-Settled	12303-HANNIFINS CIGAR STORE	3-Retailer	9/11/2007 2:15:25 AM	Hist.. <input type="checkbox"/>
851	126	1-100	7-Settled	899002-LOTTERY/JACKSONS - BSU EAST- H	3-Retailer	10/29/2007 2:15:28 AM	Hist.. <input type="checkbox"/>
851	130	1-100	7-Settled	129073-FRED MEYER	3-Retailer	8/24/2007 8:29:37 AM	Hist.. <input type="checkbox"/>
851	131	1-100	7-Settled	129073-FRED MEYER	3-Retailer	8/24/2007 7:47:19 AM	Hist.. <input type="checkbox"/>
851	132	1-100	13-Activated	12289-JAY MART	3-Retailer	10/22/2007 4:52:49 PM	Hist.. <input type="checkbox"/>
851	133	1-95	7-Settled	12313-THE GALLEY	3-Retailer	9/27/2007 2:15:28 AM	Hist.. <input type="checkbox"/>
851	135	1-100	7-Settled	79191-SHOPKO #095	3-Retailer	8/6/2007 11:23:38 AM	Hist.. <input type="checkbox"/>
851	136	1-100	7-Settled	12303-HANNIFINS CIGAR STORE	3-Retailer	8/21/2007 1:16:02 AM	Hist.. <input type="checkbox"/>

1 2 3 4 5 6 7 8 9 10 ...

LOTOS™ O/S							
Main Reports Preview							
Export Text							
Main Report 100%							
Retailer Inventory Detail Report							
10/24/06 10:30							
Retailer: ALL		Region: 1		Sort: None			
Retailer #	Retailer Name	Region	6 - In Transit	7 - Settled	12 - Received	13 - Activated	Total
100808	TOWN PUMP #8617	TX	0	0	16	0	16
100809	TOWN PUMP #8618	TX	0	0	2	0	2
100810	TOWN PUMP #1312	TX	0	0	13	0	13
100814	TOWN PUMP #1313	TX	0	0	0	5	5
100817	TOWN PUMP #8120	TX	0	0	16	165	181
101054	TOWN PUMP #8121	TX	0	0	17	165	182
101073	TOWN PUMP #8145	TX	0	0	14	5	19
101868	LOAD N JUG #128	TX	0	0	28	24	52
101877	LOAD N JUG #129	TX	0	0	16	0	16
101896	LOAD N JUG #129	TX	0	0	16	165	181
102188	WALTER'S #84	TX	0	0	0	20	20
102268	ROCKY MOUNTAIN SUPPLY #2	TX	0	0	0	5	5
102727	THE CORNER STORE	TX	0	0	20	15	35
103460	SAFENWAY #288	TX	0	0	0	0	0
103488	SAFENWAY #288	TX	0	0	10	1	11
103497	SAFENWAY #288	TX	0	0	7	0	7
103500	SAFENWAY #288	TX	0	0	0	0	0
103502	HANE INC	TX	0	0	26	152	178
103840	THRIFTWAY SUPER STOP 1	TX	0	0	20	12	32
103859	THRIFTWAY SUPER STOP 2	TX	0	0	15	14	29
103877	THRIFTWAY SUPER STOP 4	TX	0	3	11	10	24
107139	LEE AND DADS GROCERY, INC	TX	0	0	28	0	28
107584	ALBERTSONS #1007	TX	0	0	10	0	10
107801	ALBERTSONS #2008	TX	0	0	15	0	15
108059	Kwik Kwik #54	TX	0	0	22	11	33
108075	Kwik Kwik #54	TX	0	0	12	0	12
108431	REDS TRAVEL STOP	TX	0	0	27	0	27
108489	BEAVERHEAD #1A	TX	0	0	14	14	28
108082	TOWN CAFE & LOUNGE	TX	0	0	28	102	130
111077	KADY KORKER	TX	0	0	16	4	20
112104	EXPRESS LUNGE	TX	0	0	28	25	53
112274	THRIFTWAY SUPER STOP 5	TX	0	0	28	166	194
112283	ERST SAFE #1A	TX	0	3	16	10	30
112282	TOWN PUMP #8121	TX	0	0	16	10	26
113217	GROKERY MARKET, INC.	TX	0	0	0	0	0
113232	RALPHS EXCISE & CONN. STORE	TX	0	0	14	0	14
113813	SUPER SAVE CAR #100	TX	0	0	20	10	30
114205	THRIFTWAY SUPER STOP 6	TX	0	0	28	10	38
114301	TOWN AND COUNTRY FOODS	TX	0	0	16	0	16
115268	TOWN PUMP #8121	TX	0	0	16	0	16

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10/24/2006

Retailer Inventory Detail Report
L.Chambliss

Retailer Inventory Detail Report

LOTOS™ O/S

Home Reports Preview

Export Text

7/23 Main Report 100% Business Objects

On-Demand Packs Report

10/24/06 8:06

From: 10/23/2006 To: 10/23/2006 Sort By: None

Retailer #	Retailer Name	Region	Game #	Game Name	Pack #	Date of Change	Original Status	New Status	User ID
100028	FRIENDLY'S EAST	3	410	Oath Crossword	3040	10/23/2006	12 Received	10 Activated	100028
100028	FRIENDLY'S EAST	3	422	POLAR BUCKS	3271	10/23/2006	12 Received	10 Activated	100028
100028	FRIENDLY'S EAST	3	408	S. Korea Bonus Bingo	10410	10/23/2006	12 Received	10 Activated	100028
100028	FRIENDLY'S EAST	3	330	3 TIMES LUCKY	1380	10/23/2006	12 Received	10 Activated	100028
100028	FRIENDLY'S EAST	3	336	THE INSTANT GAME	430	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	331	SUDOKU	718	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	378	Big Sky Double	226	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	338	BINGO ROUND UP	297	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	320	HIT NUMBERS LUCKY TIMES 10	1548	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	316	DOUBLE DOUBLET	111	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	401	KREBBY CROSSWORD	1009	10/23/2006	12 Activated	12 Settled	auto_pette
100028	FRIENDLY'S EAST	3	371	CLASSIC CROSSWORD	2264	10/23/2006	12 Activated	12 Settled	auto_pette
100031	STANOS FOOD CENTER	2	406	LITTLE DEVIL DOUBLET SINGO	8113	10/23/2006	12 Received	10 Activated	100031
100034	WESTSIDE SELF-SERVICE	4	386	Snow Bank	2777	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	386	Snow Bank	2778	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	378	Big Sky Double	2213	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	320	7x7 TAC MONTANA DIE	462	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	320	7x7 TAC MONTANA DIE	463	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	378	Big Sky Double	2213	10/23/2006	12 Received	10 Activated	100034
100034	WESTSIDE SELF-SERVICE	4	326	COOKIES-N-CREME CROSSWORD	786	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	326	COOKIES-N-CREME CROSSWORD	786	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	326	COOKIES-N-CREME CROSSWORD	787	10/23/2006	6in Trans Rb	10 Received	100034
100034	WESTSIDE SELF-SERVICE	4	326	COOKIES-N-CREME CROSSWORD	787	10/23/2006	12 Received	10 Activated	100034
100034	WESTSIDE SELF-SERVICE	4	320	7x7 TAC MONTANA DIE	464	10/23/2006	6in Trans Rb	10 Received	100034
100875	TOWN PUMP #1310	5	311	CLASSIC CROSSWORD	738	10/23/2006	12 Activated	12 Settled	auto_pette
100883	TOWN PUMP #1310	5	331	SUDOKU	438	10/23/2006	12 Activated	12 Settled	auto_pette
100910	TOWN PUMP #952K	5	321	HIT NUMBERS LUCKY TIMES 5	1258	10/23/2006	6in Trans Rb	10 Received	100910
100910	TOWN PUMP #952K	5	326	COOKIES-N-CREME CROSSWORD	985	10/23/2006	6in Trans Rb	10 Received	100910
100910	TOWN PUMP #952K	5	326	COOKIES-N-CREME CROSSWORD	987	10/23/2006	6in Trans Rb	10 Received	100910
100910	TOWN PUMP #952K	5	314	HIT NUMBERS	1075	10/23/2006	6in Trans Rb	10 Received	100910
100910	TOWN PUMP #952K	5	314	HIT NUMBERS	1118	10/23/2006	6in Trans Rb	10 Received	100910
100910	TOWN PUMP #952K	5	326	COOKIES-N-CREME CROSSWORD	987	10/23/2006	12 Received	10 Activated	100910
100910	TOWN PUMP #952K	5	325	HIT NUMBERS LUCKY TIMES 10	1037	10/23/2006	6in Trans Rb	10 Received	100910

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10/24/2006

On-Demand Packs Report
ACharpenier

Done

On-Demand Packs Report

LOTOS™ O/S

Home Reports Preview

Export Text

Main Report 100% BusinessObjects

One of Each Report 10/24/06 10:56

From: 10-23-2006 To: 10-23-2006 Sort:NoneNone

Region	Retailer #	Retailer Name	Chain	4-Pack	5-Pack	One of Each	Total
Region 5	117742	24TH STREET CENEX		4	0	0	4
Region 5	119900	3 GS CONVENIENCE #2		1	0	0	1
Region 5	121533	3 GS CONVENIENCE #4		4	0	0	4
Region 5	110829	3 GS CONVENIENCE CENTER		4	0	0	4
Region 5	115588	5 CORNERS MARK STOP		1	0	0	1
Region 7	121284	ATKENS OAK STOP L 1		1	0	0	1
Region 7	123713	ATKENS OAK STOP L 2		1	0	0	1
Region 4	121293	ALBERTSONS #1237	506170	1	0	0	1
Region 1	107564	ALBERTSONS #2007	506170	1	0	0	1
Region 1	119528	ALBERTSONS #2009	506170	4	0	0	4
Region 2	120602	ALBERTSONS #2010	506170	1	0	0	1
Region 6	114182	ALBERTSONS #2012	506170	1	0	0	1
Region 4	114191	ALBERTSONS #2013	506170	1	0	0	1
Region 3	114092	ALBERTSONS #2014	506170	1	0	0	1
Region 4	114137	ALBERTSONS #2017	506170	1	0	0	1
Region 7	114119	ALBERTSONS #2018	506170	5	0	0	5
Region 4	114232	ALBERTSONS #2019	506170	5	0	0	5
Region 2	114096	ALBERTSONS #2020	506170	1	0	0	1
Region 3	114087	ALBERTSONS #2022	506170	1	0	0	1
Region 6	114214	ALBERTSONS #2023	506170	1	0	0	1
Region 2	114100	ALBERTSONS #2024	506170	1	0	1	2
Region 5	114289	ALBERTSONS #2025	506170	4	0	0	4
Region 5	114276	ALBERTSONS #2026	506170	1	0	0	1
Region 5	114287	ALBERTSONS #2027	506170	1	0	0	1
Region 5	114290	ALBERTSONS #2030	506170	1	0	0	1
Region 4	114223	ALBERTSONS #2031	506170	4	0	0	4
Region 4	114155	ALBERTSONS #2035	506170	1	0	0	1
Region 4	114164	ALBERTSONS #2037	506170	1	0	0	1
Region 5	114250	ALBERTSONS #2038	506170	1	0	0	1
Region 5	122961	ALBERTSONS #2038 FUEL CENTER	506170	1	0	0	1
Region 6	114241	ALBERTSONS #2039	506170	1	0	0	1
Region 2	115257	ALBERTSONS #2040	506170	1	0	0	1
Region 5	115946	ALBERTSONS #2041	506170	1	0	0	1
Region 1	118601	ALBERTSONS #2042	506170	1	0	0	1
Region 2	117502	ALBERTSONS #2043	506170	1	0	0	1
Region 6	118419	ALDERMAN OIL COMPANY		1	0	0	1
Region 6	123924	ALS MEATS		1	0	1	2

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Done

10/24/2006

One of Each Report

Analysis for One of Each Report



Supervisor Functions

LOTOS™ Telemarketing System called “INTRASELL” provides features and functions for the telemarketing supervisor to monitor the progress and actions by telemarketers’ name as the day progresses to ensure that all scheduled calls for the day are acted on. IGMS will report exceptions when calls are not complete and when ordering activity does not meet sales goals.

Automatic Allocation to Retailers

The IGMS System has the ability to set automatic allocations for specific retailers for initial distribution of games. Using this capability the Lottery has the ability to set the number of books by price point that retailers will receive for the initial allocation of games. The System also has the capability for auto-ordering, generating orders for shipment based on rates of turnover of the inventory at the retailer locations.

The IGMS software includes stored procedures that automatically review each retailer’s inventory every day to identify those retailers whose inventory drops below a specified level. This feature allows our System to proactively suggest reorders for those retailers before their regularly scheduled call and before they actually run out of inventory. Detecting potential out-of-stock situations before they happen is a best practice course of action. Depending on the retailer’s preference settings, the System can automatically reorder inventory for them. The combination of telemarketing, LSR in store inventory adjustment and auto reorder is best practice and it drives higher sales.

LOTOS™ IGMS supports the real-time processing of telemarketing orders. Orders entered using the telemarketing System by authorized users are available for packing in the warehouse immediately after they are entered. They are packed in the order in which they are received. This allows the warehouse to ship all telemarketing orders on the same day that they are entered.

Initial and new game allocations are easily configured using calendar date selections as shown on the following page:

Order Scheduler

Type: **AUTO-REORDER** Frequency: **DAILY**

Use **FIXED ALLOCATION** Email: _____

INITIAL ALLOCATION End On: _____

SAMPLE-WEEKLY-SALE

October 2008							December 2008						
Sa	Mo	Tu	We	Th	Fr	Sa	Sa	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6	1	2	3	4	5	6	
7	8	9	10	11	12	13	7	8	9	10	11	12	13
14	15	16	17	18	19	20	14	15	16	17	18	19	20
21	22	23	24	25	26	27	21	22	23	24	25	26	27
28	29	30	31	1	2	3	28	29	30	31	1	2	3
4	5	6	7	8	9	10	4	5	6	7	8	9	10

Next

Order Scheduler

Type: **INITIAL**
 Frequency: **ONCE**
 Start: **12/8/2008 0:00**
 End On: **12/8/2008 0:00**
 Email: _____

Active Retailers: **Active**

Initial Order Enabled: **Enabled**

Cities: **ABBEVILLE**
ADAMS RUN
AFDGSBCBZ
AIKEN
ALBEMARLE

Zip Code: **01760**
07095
07645
11111
19115

Chain: **10002**
10057
10079
10087
10104

Region: **1**
2
3

Previous **Next**



IGMS – Warehouse and Order Distribution Features and Functions

Our IGMS application has been deployed by many of our Lottery clients to improve the efficiency of their warehouse operations. The pick and pack method offers greater flexibility and streamlines the order processing operations performed by the warehouse staff. With this method, a pick/distribution list is generated, which identifies the retailer, delivery method, and number of packs to be shipped. The warehouse personnel use the barcode scanner to simply pick the game packs to be shipped in the order. The System records the pack barcodes and assigns them to the order. A Bill of Lading is then produced at the warehouse, including a list of the actual pack numbers generated for that order.

Warehouse operations can be streamlined since the picking list and actual pack numbers no longer have to be verified manually by warehouse personnel. This method significantly reduces errors and has proven to be extremely effective in a central or regional warehouse distribution System. Full ticket returns can easily be placed back into inventory and reissued in any order the Lottery desires, thus eliminating the need to select different options in issuing the inventory (for example, virgin first/full return second, or vice versa).

Initial Orders

When an initial allocation is made, the automatic order process updates the order file. Other order functions, including Telemarketing orders, automatic re-ordering, and retailer re-ordering functions, access the order file to determine stock levels before processing the orders. The Telemarketing function lists the inventory on hand, including initial allocation, which confirms to the Telemarketing Representative that initial orders have been allocated to the retailer.

Re-Orders

The re-ordering function is based on a retailer's re-order point, which is not implemented until the retailer receives an initial allocation. INTRALOT's retailer terminals are equipped with a 2D barcode reader for validating instant tickets; this same barcode reader is used to enable retailers to quickly process tickets once they receive them. The automatic re-order function is not activated until the retailer receives and processes the initial allocation of game tickets.

The System can perform automatic re-ordering based on parameters determined by the Lottery. The System calculates the order quantity based on the retailer's re-order point, average number of tickets sold by game, price point, Telemarketing call cycle, delivery lead time, LSR regional delivery cycle, stock received but not activated, stock ordered but not received, and maximum on-hand quantity for each game. These parameters are established by retailer/game combination, based on historical data for each retailer.

The System allows the Lottery to establish global defaults for the re-order point. The global defaults can be modified for specific retailers, game, or product type. This feature can be turned off at the retailer level if a retailer does not want to participate in the auto re-order option. The Retailer



Game Reorder Maintenance screen is used to change the global System defaults for each game at the retailer level, allowing changes to be made easily. For example, Telemarketing Representatives can turn off the automatic re-order process for a retailer who does not want to re-order a specific game.

The automatic re-order System is separate from the other forms of re-ordering used by the Lottery (LSR delivery, telemarketing calls, retailer initiated calls, initial allocations, etc.), and disabling this feature, either by game or globally, will not affect other re-ordering methods. However, when this feature is turned on, the other methods of ordering are used to determine when an automatic re-order is placed for the retailer.

The retailer re-order feature can be turned off at the Lottery's request, either at the retailer or terminal identification level. Disabling this feature does not affect the other means of re-ordering, including the automatic re-ordering function. Retailers can order instant tickets through the retailer terminal. The retailer selects the instant ticket menu and chooses the Instant Ticket Order Entry function option. From this option, the retailer can order packs of tickets for any active game. The retailer's re-order function is independent from the automatic order (initial game allocation) and automatic re-order functions.

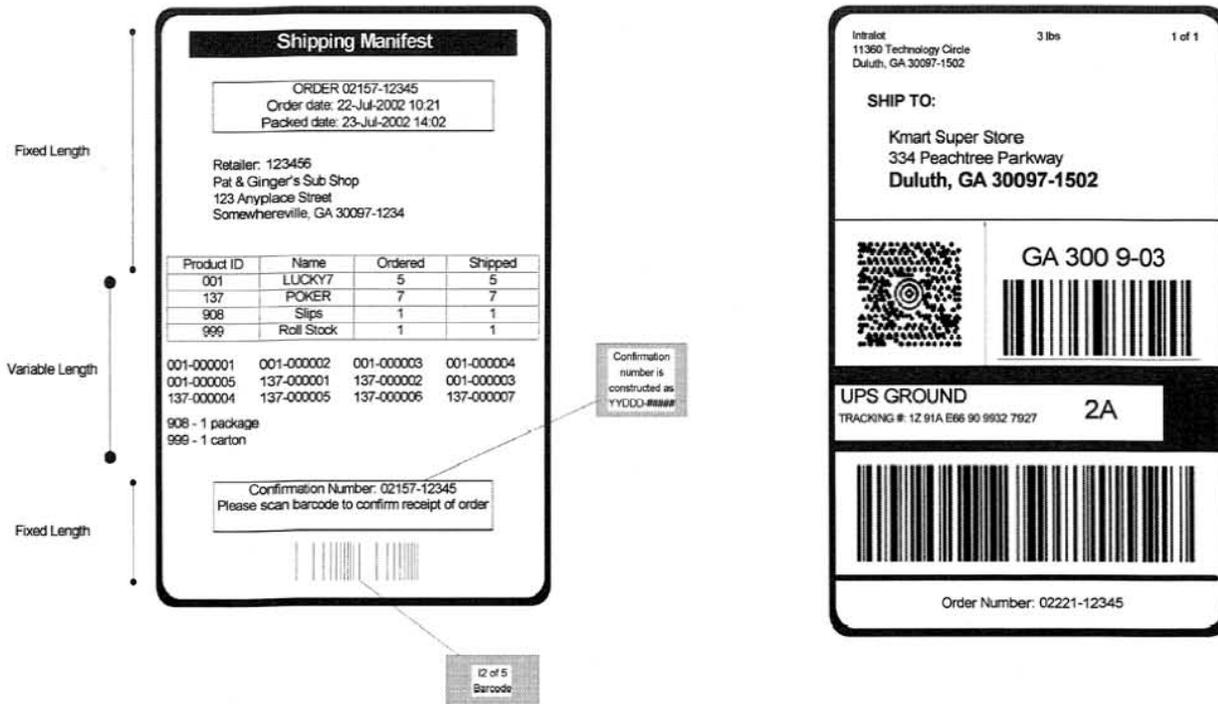
The retailer order and reorder System is used to display all information regarding the current order being packed. The order number, product ID, product name, number ordered, number packed, size of container, and the current unit scanned is displayed for the packager.

Processing Priority

INTRALOT processes the orders through the System to the packaging stations in the order received or according to any other priority or selection method required by the Lottery. A supervisor has the ability to set the priority and order of the instant ticket waiting to be packaged and shipped using the management terminal and the IGMS System.

Barcodes are generated on each shipping label. This allows retailer to scan a single barcode to receive the entire order.

The IGMS System supports a single carrier such as Lone Star Overnight or United Parcel Service (UPS) or it can support multiple carriers simultaneously. Our System will accommodate various delivery methods, including carrier (single and multiple vendors) deliveries, trunk stock deliveries, LSR deliveries, and walk-in sales deliveries. The System can identify the package size that should be used to ship the tickets and production of the packaging labels, with correct weight and pricing (based on information provided by the courier) for individual shipments, a shipping barcode for use by the carrier, and a retailer invoice.



Shipments can also be packaged by zip code or other demographic data to improve courier handling and distribution. In some cases, this can save additional shipping costs.

The courier delivery System will provide the following:

- The ability to produce pick/distribution lists on demand
- The ability to recognize when the last pick/distribution list was produced for the day
- The ability to handle multiple couriers simultaneously, and
- Interfaces to various couriers for controlling and streamlining the shipment and delivery process.

The telemarketing ordering function or the system auto ordering function generates the orders placed or received daily from retailers. A pick/distribution list is produced and printed in the warehouse the following day for pack selection and shipment sorting. The pick/distribution list includes the following:

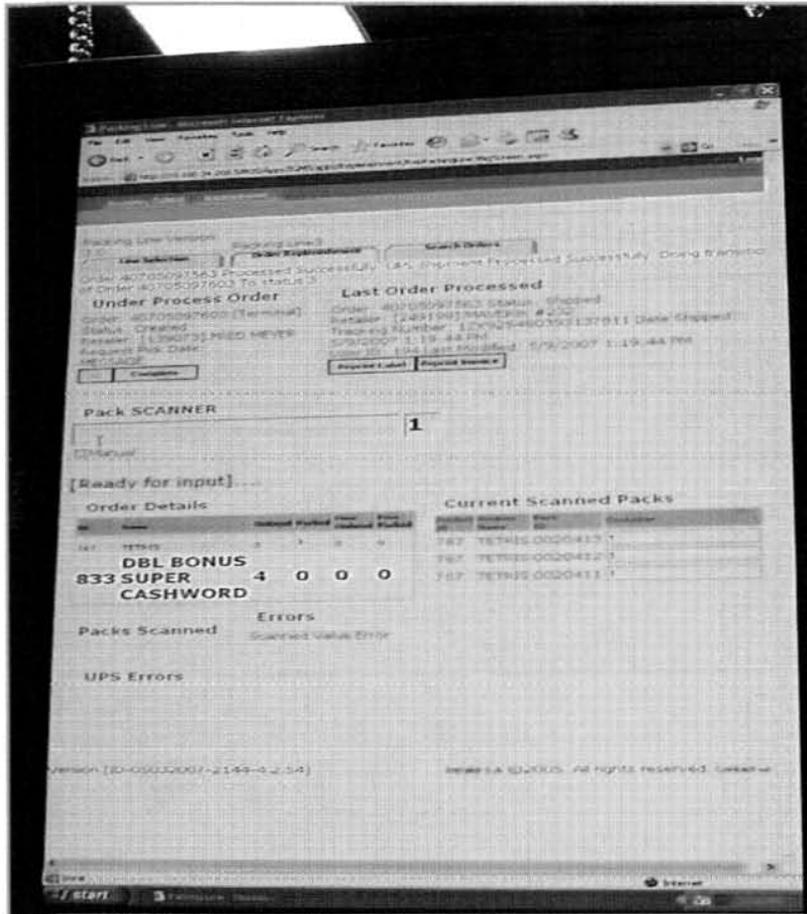
- Region number, Sales Rep name, retailer name, address, contact
- Phone number
- Shipment number in both human-readable format and barcode
- Pack numbers sorted by ticket game
- Global messages to the Sales Rep and specific messages related to individual retailers
- Signature line for retailers to sign
- Total shipment count, by number of packs and games
- Summary level report for each Sales Rep, listing the packs and games, and
- Can sequence games based on product type.

Order Picking and Packing

The IGMS allows multiple packers to pack various combinations of daily, new game, walk-ins or LSR orders and to toggle between order types, which are a standard functionality of the System.

Upon completion of an order entry by the telemarketer or the auto ordering function, the order is placed into an electronic queue, from which it is dispatched to the packing stations for picking and fulfillment.

The order packager's screen is displayed on a large monitor near each packaging line, as shown below.



LCD Monitor Order Packagers Screen

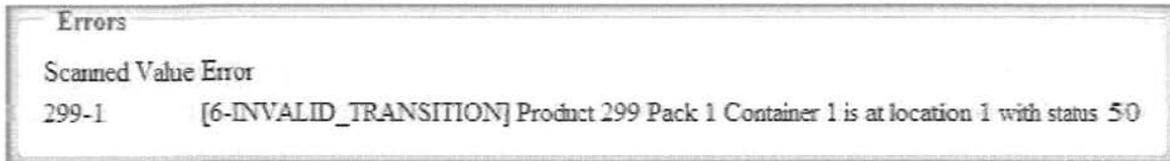
The screen presents the order on a large monitor so that more than one order packager can work together to package orders. The large format displayed on the order packaging line monitor provides an easy eye view of the actual orders being packaged on each line, including the game and number of packs needed, the packs scanned, ability to check orders in the queue for each packaging line and to designate which courier is being used, along with retailer name, etc.

Pre-Assigned Packs are Not Permitted

LOTOS™ O/S IGMS does not pre-assign packs to specific orders, the System operates with pick and pack for any packs of tickets that reside in the warehouse in the proper status that allows shipment to a retailer. This is standard IGMS functionality; the old days of packing tickets in pack number order are long gone.

Error Screens

The System is replete with various error screens and messages:



Printing Order Labels and Manifest

LOTOS™ O/S IGMS supports the printing of labels and manifests upon the scanning of the last pack to be placed for an order. Complete orders, which will not fit in one shipping container, are divided into two or multiple orders and separate manifest and multiple shipping labels are generated.



Above – Scan of the last pack produces Shipping Documents

Below – Shipping Manifest is Created and placed in Package



Manifest files may be exported into a variety of formats including Excel and CSV. Shipping files are exported in formats that are compatible with multiple couriers such as UPS, FedEx and DHL.



Reprinting Labels and Manifests

Reprinting of labels and manifests by the order packagers can be accomplished easily for archived orders and the last order completed, screen shots showing this function have been shown above.

Generation of a Barcode File for the Courier

As stated above, the IGMS System supports multiple couriers and can generate a bar-coded file of all shipments for each courier.

Order Exception Reports

An order exception report will be generated when an order cannot be filled for a retailer. In the event that an order cannot be fulfilled, the System will not allow modification to the order or allow partial fulfillment of an order. Either all of an order is filled or no part of an order is filled.

Returns and Ticket Destruction

As standard functionality of the system, any authorized returns and transfers are accomplished by scanning the barcode on an individual pack or ticket within a pack. Partial returns are supported by scanning or entering starting and ending ticket range numbers manually keying return function information. Bulk shipment receipt and print carton contents listings are fully supported with a single barcode read while in the returns function.

The screen shot below shows just one way of many in the System for viewing the cartons contents, which can be printed while in the returns function.

● INVENTORY SEARCH II

Inventory Search

Product ID,Location
Product ID,Range
Product ID,Carton
Document Number

Product ID, Carton

Product Identification:

Carton Identifier:

Carton Summary

Slot #	Not Available	Total Packs	30
Status	Available-Virgin	Starting Pack #	1606
Location	1	Ending Pack#	1636

Search Result

◀ 10 ▶ 1 +

You are viewing page: 1 of 3 Record Retrieved: 30

Inventory Search

PRODUCT ID	PKCS	CARTON	TICKET RANGE	PKCS STATUS ID- DESC	LOCATION TYPE ID- DESC	PKCS LOCATION ID - DESC	DOCUMENT TYPE ID- DESC	BTWER	COMMS	MOQ/REQD	USER
308	1606	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	63-	*	63	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1607	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	60-	*	60	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1608	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	63-	*	63	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1609	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	60-	*	60	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1610	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	60-	*	60	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1611	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	63-	*	63	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1612	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	64-	*	64	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1613	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	60-	*	60	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1614	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	63-	*	63	9/18/2008 3:34:00 PM	SCCONV View Pack History
308	1615	1	0-299	2-Available-Virgin	1-Main Warehouse	1-South Carolina Main Warehouse	62-	*	62	9/18/2008 3:34:00 PM	SCCONV View Pack History



The System allows manual entry for returns, while scanning the barcodes of the pack is the preferred method; it is always possible to enter returns and other information manually.

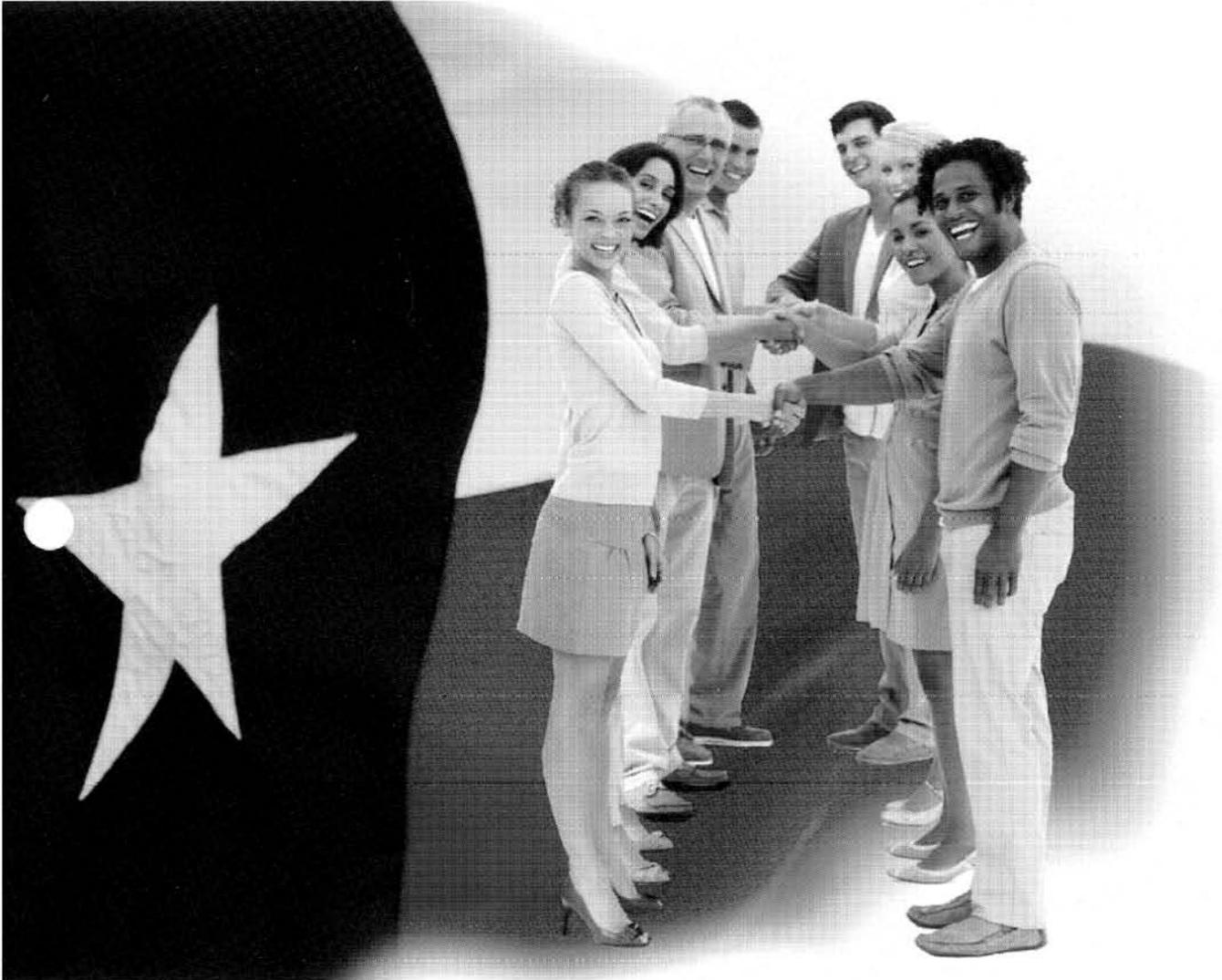
Partial or damaged packs for an active game and packs from a past game that are returned will be destroyed. IGMS fully supports the return of all full, partial or damaged packs of unsold tickets to any Lottery warehouse for destruction. Reports will be available that allow security or audit personnel to verify the accumulation of returned tickets and subsequently authorized destruction of those tickets. The records that are created during the return process will be shown on reports and will be used to set the status of the packs as “destroyed”.





intralot

A GLOBAL LEADER
YOUR LOCAL PARTNER



INTRALOT
A PROUD PARTNERSHIP WITH TEXAS

7.4 Claims and Validation

Players can claim prize payouts at Retailers or one of the sixteen (16) Texas Lottery Claim Centers across the State of Texas. The number of Claim Centers has the potential to increase or decrease over time.

Prizes valued at less than \$600 can be claimed at any Retailer location. Prizes valued at \$1 million or less can be claimed at any of the Texas Lottery Claim Centers. Any Lottery prize can be claimed at the Austin Claim Center. In addition, the following prizes only may be claimed at the Austin Claim Center:

- Lotto Texas or Mega Millions Jackpot Prizes
- The prize is greater than \$1 million
- The prize is paid as an annuity

All claims are subject to the Texas Lottery's security and ticket validation requirements and procedures. All claims for Lottery tickets that cannot be validated and/or for tickets that appear to have been altered are identified and investigated by the Texas Lottery. Texas Lottery investigations frequently rely on reporting tools and data in the Lottery Gaming System.

Table 37 Claims and Validation

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 36 Claims and Validations Requirements and Table 38 Claims and Validation Service Levels.

2. 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.

Claims and Validation

INTRALOT is confident that the Claims and Payments sub-System of LOTOS™ O/S provides the Lottery with an advanced solution that accommodates the current prize validation and payment processing practices, as well as meeting the future requirements of the Lottery. INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class facilities will provide superior security, office and



warehouse space that is optimized for efficient workflow. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry. **Our LOTOS™ securities have never been breached.**

INTRALOT will dramatically beat the Texas Lottery's claims and payment service level expectations. INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. INTRALOT is totally committed to driving tremendous annual growth in lottery sales.

INTRALOT will provide, install and maintain two (2) check printers in the Lottery Test Lab, the Texas Lottery Office of the Controller and at each Texas Lottery Claim Center.

INTRALOT will provide a secure method of applying required signatures pending Lottery approval. LOTOS™ provides integrated claims and payments for on-line and instant ticket validations for use at the Texas Lottery Claim Centers and Headquarters. LOTOS™ provides the ability to release payments to specific printers throughout the Claims Processing system. It records which printer processed each claim as part of the payment transaction.

On-Line Tickets that have been previously validated are maintained on the System for more than ninety (90) Days following prize validation. When presented for subsequent system validation or prize inquiry, previously validated On-Line Tickets return a previously validated message identifying the validating Retailer for a ninety (90) day period following prize validation. Instant Tickets that have been previously validated are maintained on the LOTOS™ System for a suitable period of time related to the validation periods for Instant Tickets and return a previously validated message identifying the validating Retailer. The validation periods for Instant Tickets are determined by the close date for a particular game and the one hundred and eighty (180) Day period following the close date during which prize-winning tickets from a closed game may continue to be validated on the Retailer Sales Terminal. The LOTOS™ System provides the ability to check claims for eligibility against a database(s) that tracks ineligible claimants. The LOTOS™ System provides the ability to change or select the payment type (annuity or cash option) at the time of the claim.

All of INTRALOT's terminals are capable of validating both instant and on-line tickets using the 2D image based barcode scanning, and all terminals will validate tickets using the touch screen and a manual entry procedure. All terminals have a comprehensive set of functions that allow the validation of on-line and instant tickets, and other functions that include receipts, activations, settlements and validations. The terminals are capable of validating winning instant tickets, both through keyless validation using the barcode printed under the latex and manual entry.

LOTOS™ O/S is extensively parameter drive, providing flexibility to set the prize amount triggers for payment by the retailer or via a claim to the Lottery. These parameters also incorporate, on a game by game basis, the time period in which winning tickets can be paid by the retailer or when a claim must be filed with the Lottery. INTRALOT agrees to validate tickets according to the schedule and time period requirements of the Lottery.

Validations are initiated by reading a ticket's bar code or by manual entry of the ticket validation details. Our terminals are controlled by system parameters that specify whether a prize is to be paid by the retailer or must be taken to a claims center or Lottery headquarters for redemption. The System parameters will be set to accommodate the current limit of \$599 for retailer payment. Individual ticket claims of six hundred dollars (\$600) or more are entered under separate validation entries in accordance with IRS reporting requirements.

The LOTOS™ System captures, reports and prints claimant information required for IRS reporting at year-end. This functionality also provides the ability to calculate and withhold taxes and other designated amounts from the prize payment automatically and on an ad hoc basis at the time of payment issuance. The LOTOS™ System prints the required forms for reporting claimant's income to the IRS. This includes but is not limited to W-2G, and 1042S forms. The LOTOS™ System uses information gathered and entered from Form 5754 to create multiple W-2Gs for one claim. All designated Texas Lottery staff will have the ability to generate replacement tax documents via LOTOS™ upon request.

The LOTOS™ System provides the ability to maintain game validation records, inquire on validation files, and search for cashed ticket records. Access to these records is available online for at least three (3) years. The long-term access and retention of these records will be in accordance with Section 3.74 of this RFP. The LOTOS™ System provides the ability to automatically account for unclaimed prizes for all Lottery Products based on each game's end validation date.

The LOTOS™ System provides the capability to support Super Retailers who in the future may be authorized to validate and pay prizes up to four thousand nine hundred and ninety-nine dollars and ninety-nine cents (\$4,999.99). While LOTOS™ is not required to process these Super Retailer validation claims with actual tax withholding of a portion of the prize amount, it easily could. LOTOS™ allows review of the prize claimant information and based on internal data files, recognizes prize claimants who may owe certain financial obligations to the State of Texas. LOTOS™ does not allow the validation of these types of prize claims and creates a message that directs the prize claimant to a Texas Lottery Claim Center.

or a message that is approved by the Lottery will be printed on the validation receipt. Any ticket that cannot be located in the System such as expired tickets will not be allowed to be validated. LOTOS™ captures the prize amount from the validation process and records the ticket as validated/paid. Validation processing allows the production of exchange tickets for all Texas Lottery Products as appropriate. The LOTOS™ system provides the capability to account for non-cash prizes when a printed check is not required. A transaction number is assigned to track these claims. A weekly report is generated to track these types of transactions.

The LOTOS™ System provides the ability to track (by agency and time period) and manage debt set-off from prize payments for certain identified debts under Texas Government Code Annotated. 466.407 owed to government agencies. The LOTOS™ System provides the ability to perform this function for all types of prizes and prize payments.



LOTOS™ System will be password protected. The LOTOS™ System provides banking activity updates for banks to minimize fraud.

The LOTOS™ System provides the ability to void and reissue payments. This functionality provides the ability to update and modify claimant information and record all historical modifications by user ID with a system-generated date and time stamp. This functionality provides the ability to inquire online and produce ad hoc reports detailing claim modification history.

The LOTOS™ System provides the ability to verify zip code and addresses in the United States, US jurisdictions, Canada and Mexico. The address validates with United States Postal Services (USPS) data.

The LOTOS™ System provides the ability to automatically account for unclaimed prizes for all Lottery Products based on each game's end validation date. LOTOS™ generates reports for checks printed at each Claim Center and each check printer. It identifies Claim Center location, check number, date range, prize level range, claimant data and user I.D. The LOTOS™ database can be queried on line and readily supports report generation. INTRALOT's gaming system communicates with ICS and tracks, reports and accounts for all checks issued through ICS and permits the tracking of outstanding checks by comparison with "cleared check tapes" from the Texas Lottery's bank. LOTOSTM tracks, reports and accounts for annuity payment and non-annuity payments including current balance due and paid for each winner over the annuity period. LOTOS™ can track payments to the prize winner or someone other than the prize winner.

Validation receipts are printed for each winning ticket and optionally for non-winning tickets. The validation receipt references the original wager. Claim receipts with the appropriate response, as specified by the Lottery, will be printed for winning tickets over the defined limit and must be mailed, taken to a regional claim office or Lottery headquarters for redemption. INTRALOT will implement the Lottery's specific requirements regarding validation limits and the messages to be printed on the validation receipts. ▲ ▽

INTRALOT will customize all validation and "pay" or "claim" receipts according to the requirements established by the Lottery. This functionality will be documented in functional specifications developed by INTRALOT at the start of the project.

The retailer terminals have the ability, through central site communication for validation, to specify whether a prize is to be paid by the retailer or must be taken to a claims center or Lottery headquarters for redemption. Validation receipts are printed for each winning ticket and optionally for non-winning tickets. Claim receipts may be printed for winning tickets that must be taken to a regional claims office or Lottery headquarters for redemption. Examples of validation receipts and claim receipts are depicted below.



Validation Receipt



Validation Receipt
Non Winner



Claim Receipt

The wording on the validation or other printed receipts can be quickly and easily modified on the LOTOS™ O/S system. INTRALOT will work with the Lottery to ensure that tickets or receipts that are printed on the terminals contain the data, messages and information that the Lottery deems appropriate.

LOTOS™ O/S is developed with flexibility and security. The System provides many functions that can be modified with a simple parameter change. The System allows the selective implementation or suppression of specific on-line or instant game functions, and/or other terminal capabilities on an individual terminal and System-wide basis. In addition, INTRALOT will configure the System to detect and display errors, as may be defined or requested by the Lottery.

The LOTOS™ O/S system provides parameters that allow for the configuration of the maximum value to be redeemed at the retailers. The System will be configured so that the retailer terminals cannot cash wins in excess of that permitted by the Lottery, including the current limits either for a single play winner or for multiple play winners on a single ticket. The retailer terminals are easily configured in order for the retailer to query the System as to whether to continue with the pay transaction or not, in the case that enough cash may not be on hand to pay the ticket. For larger wins the terminal returns a response as defined by the Lottery, permitting the win to be claimed, such as "File Claim."

Great care has been taken in the design and architecture of the LOTOS™ System to accommodate and provide flexibility for the ongoing operation and changes to the configuration of the system, including the requirements for multiple draw tickets. All multiple draw and advance draw wagers are maintained

Before an exchange ticket is printed by the terminal, LOTOS™ O/S verifies the existence and state of the previous wager, and updates the database appropriately.



In the event of a game termination or change, the LOTOS™ O/S phase-out schedule is configurable in real-time by simply changing parameters in a game administration management screen. Once the phase-out schedule is determined by the Lottery, our operators will change the settings for advance plays and multiple draws as the date of game termination or change approaches.

The LOTOS™ System will never produce duplicate tickets because unique serial numbers are assigned to every ticket issued, whether a single draw or multi-draw ticket. Our System security eliminates the possibility of duplicated terminal transactions because, after completing the printing of a ticket exchange, cancel, validation, or report, the contents of the print buffer are filled with blanks. Therefore, if a printer failure resulted in successive PRINT commands being executed, the second command would produce a blank-filled ticket and not a duplicate of the first ticket. This ensures that the sale, exchange, cancellation, and validation of tickets cannot be duplicated on any retailer terminal equipment.

If a multi-draw ticket is submitted for validation before all draws have expired, any prizes won are processed normally as either a "Pay" or "Claim." An exchange ticket (replacement ticket) is generated for multi-draw tickets that are paid or claimed for any remaining draws. This ticket is clearly marked as an exchange ticket and has its own unique serial number and barcode. Like the validation transaction, the exchange ticket serial number is linked to the original ticket at the Host.

A standard feature of LOTOS™ O/S allows authorized users to completely control game activities, including suspension and reactivation of game sales, suspension of ticket cashing, and modification of game parameters and activation of game promotions by retailer location, demographic groupings or the entire network. The ability to turn cashing on and off at the terminal level or for a specific game and specific draw(s) is controlled by check box parameters throughout the System as the validations control function is defined by Retailer, by Game and by Draw

INTRALOT's LOTOS™ O/S and GMS Systems support low, mid, and high tier levels, with numerous subdivisions.

INTRALOT's System supports all types of prizes and prize levels including cash, free tickets, merchandise, and other new serialized products such as electronic scratch cards. Our System supports multiple prize levels that can result in the same value – in other words there may be several ways to win the same cash or merchandise prize. The amount of the prize that can be paid by the retailer is just one of many configurable parameters.

FUNCTION	SOLUTION
Prize level/value	GMS provides more than 999 individual levels and values per game.
Prize type (low tier, mid tier, high tier, multiple tier, merchandise prize type)	GMS supports low-, mid-, and high-tier prizes. It provides variable tiers of prize levels with numerous subdivisions in order to accommodate cash prizes, free tickets, and merchandise. GMS differentiates which prize levels can be paid by the retailer, at a regional office or requires payment at Lottery headquarters, in addition to allowing for several different prize levels to result in the same prize value.
Prize amount	GMS supports prize amounts greater than ten billion dollars exceeding the RFP requirements.

3. The Proposer must describe the validation capabilities of its proposed System.

INTRALOT's GMS offers the Lottery total flexibility in validating instant and on-line tickets and the System supports multiple vendor validation algorithms simultaneously for instant ticket validation. All instant game validation transactions at the retailer will inquire against a validation database to check for "payable" status, which is located on the LOTOS™ O/S database. Tickets from a pack that has not been activated may not be validated unless auto-activation is enabled. Stolen tickets may not be validated. Tickets still in the warehouse may not be validated, etc. All ticket validations are controlled according to a parameter based transition matrix which defines allowable movement and ticket status changes.

INTRALOT will work with the Lottery to define valid pack movement and valid ticket statuses when defining the pack transition matrix. The instant ticket pack transition matrix used in Ohio contains nine hundred eighty eight (988) statuses to track instant tickets from initial receipt at the warehouse through sale or destruction. The number of valid movement and valid ticket statuses is unlimited due to the parametrical design of the IGMS system and will be customized exactly to the business rules and requirements of the Texas Lottery. Each instant ticket validation returns a winner/non-winner status, a prize value, and a pay/no-pay or claim status. The retailer has the option to receive a receipt for each validated ticket or to receive a single receipt for all tickets validated in a batch.

INTRALOT will facilitate a functional specification for the validation and ticket status rules that the Lottery requires.

Winning tickets with prize values exceeding the retailers' cashing limit will create a claim receipt that the player can take to a Lottery office. Neither online nor instant tickets have to be cashed at

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the same retailer location that sold the ticket. Cross-redemption is a standard feature of IGMS. Another standard feature of IGMS is partial pack transaction processing for stolen tickets, returns, transfers, and settlements.

INTRALOT will facilitate implementation of additional cashing transactions that the Lottery requires and provide the ability to perform different functions depending upon the prize amount of the ticket.

Please note that all Lottery equipment and peripherals offered by INTRALOT utilize 2D barcode technology. INTRALOT retailer terminals, ticket checkers, and self service vending machines will read the barcodes currently in use by Texas for keyless validation of instant tickets with a 99% or higher first time read rate.

From the validation stand point transition from GTECH to INTRALOT will be seamless and unnoticeable by the retailers.



Keyless validation utilizing barcodes under the latex is a standard function for the INTRALOT System. The LOTOS™ System and all INTRALOT terminals support the capability to perform all instant ticket retailer transaction processing requirements that are required for keyless validation.

The proposed INTRALOT retailer terminals support the full range of instant ticket transactions at the retailer and the LSR level, including keyless validation for instant tickets. The terminals support full 2D barcode reading, including PDF417 and Data Matrix barcodes, and also provide the ability to read drivers' licenses and other documents such as: UPS and FedEx shipping manifests.



INTRALOT will work with the Lottery and your instant ticket vendors to ensure that any encoding scheme, barcode design, or decryption algorithm is secure and will maintain the integrity of the game. We will ensure that the System can accommodate the Lottery's current barcode practices and new standards.

By working closely with the Montana, Idaho, New Mexico, South Carolina, Ohio, and Arkansas Lotteries and their instant ticket vendors, INTRALOT has been very successful in implementing keyless validation using the "Failsafe" barcode printed under the latex for all of these customers. All INTRALOT terminals have the ability to read all known barcode formats including 1D, 2D, PDF417, Data Matrix, and any other types of barcodes. The barcode readers and Ticket-Checkers

used by INTRALOT are image based readers which allow this technical ability.



The redundancy of information within the 2-D barcode, i.e. how much of the latex covering the barcode must be removed in order to get a valid scan, the print float parameters and constraints and the data/information within the barcode is determined by the Lottery and the ticket printer.

The check digit code is generated by an algorithm approved by the Lottery. The secure barcode is printed in the play area and covered with latex for test and production games and is consistent with NASPL standards.

**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



Confidentiality Claimed
Not released

Confidentiality Claimed Not released

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.

INTRALOT's LOTOS™ O/S has a check writing application for claims centers and Lottery headquarters. The application allows for the complete integration of claims, payments, and reporting. The System utilizes the browser-based Games Management interface with the appropriately authorized user. This browser-based check writing application functionality is a part of LOTOS™ O/S.

INTRALOT will provide the Lottery with privileged terminals; workstations check writing hardware and software, check stock, and secure signature management as may be required.

All claims are initiated by the input of data from a claim form that has been completed by the claimant. The claim form provides all the information required by the Texas Lottery to pay the prize. Information such as IRS and State Agency requirements, including winner pools, as reported on IRS Form 5754 are included on the claim form.

The System captures and retains pertinent and related information required to meet IRS withholding requirements, as well as issuing W2-G forms to winners at the time of payment. The System can also generate forms needed at the end of the year in order to transfer to the IRS information for prizes over the withholding limit. The System also has the ability to withhold other amounts from the prize on an Ad Hoc basis. INTRALOT will install printers in all Lottery offices for the purposes of printing Lottery checks and W2G's for all applicable winners.



INTRALOT is currently using the XEROX Phaser® 4510 with great success. We are using three-trays, one for plain paper, one for check stock, and the 3rd for W2 stock.

INTRALOT will provide privileged terminals and check-writer printers for the Lottery claim centers and headquarters for cashing and paying winning tickets. For these terminals, cashing will be restricted by the Lottery to dollar and prize ranges different from ordinary retailer authorization. INTRALOT will configure these terminals to the exact cashing limits and according to the specifications defined by the Lottery.



**Confidentiality Claimed
Not released**

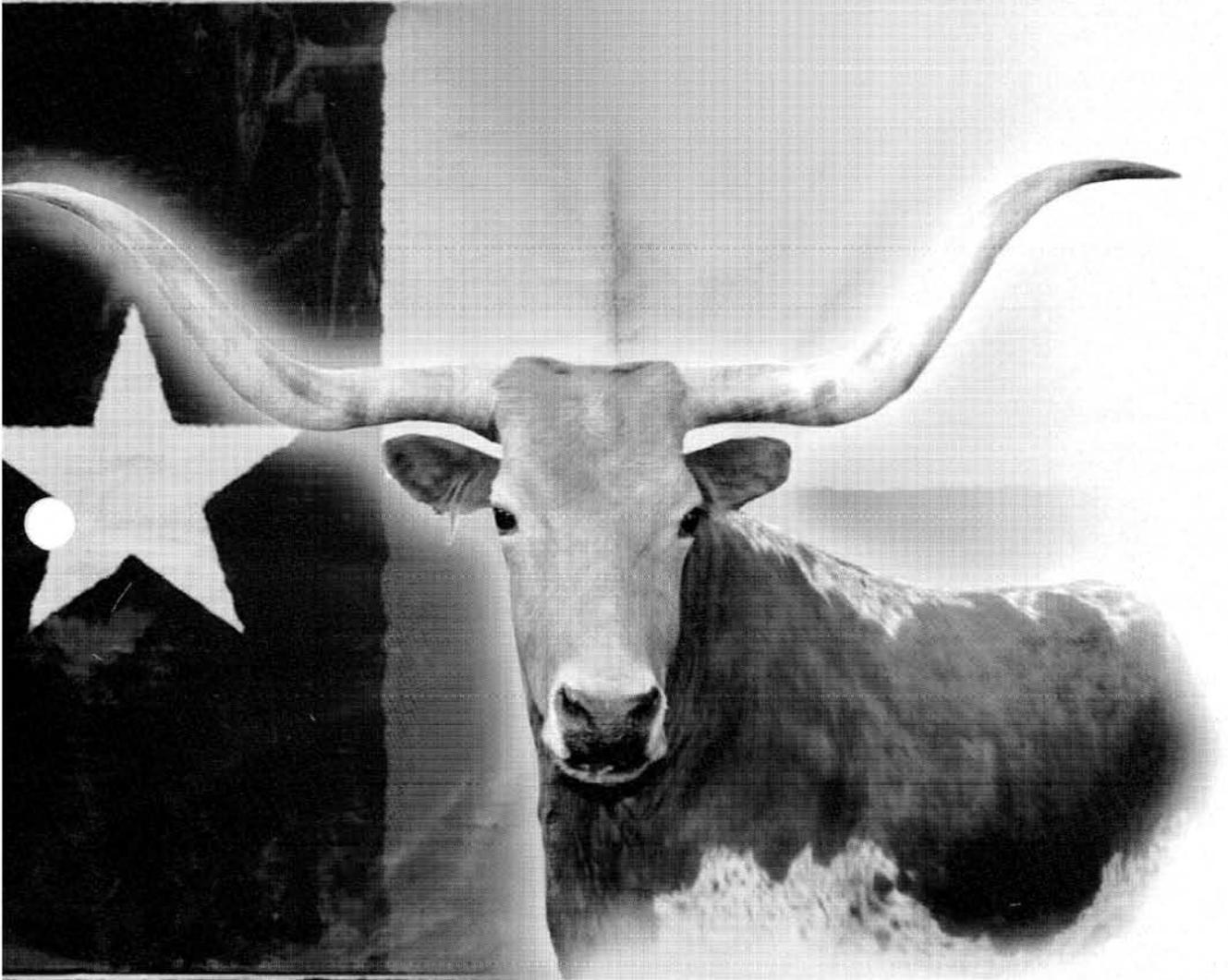


**Confidentiality Claimed
Not released**

In addition to providing the above data exchange with the banking system LOTOS™ O/S will provide check writing data to the Lottery's Internal Control System (ICS).

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7.5 Retailer Management

The Lottery Gaming System supports a variety of retailer management functions, including licensee management such as retailer maintenance and license application processing, inventory management, accounting and access control. Additionally, the Texas Lottery also maintains internal databases for sensitive licensee information and internal business processes that require database interactivity and Lottery Gaming System integration.

Retailers are held accountable for all charges that accrue from the settlement of Instant Ticket packs and the sale of On-Line Game tickets through their licensed business location. Retailer accounts are adjusted to credit retailers for sales commissions, prize payments, and other transactions related to managing the financial relationship between the Texas Lottery and retailers. A Retailer account sweep is executed weekly to debit the Retailer's account for all charges that have accrued since the last cycle (currently, Sunday morning through Saturday night) and transfer the money to the Texas Lottery Commission's account. If the sweep results in a bank return, the Texas Lottery will initiate a process to recover the funds due plus penalties and interest. Retailer licenses are summarily suspended pending payment. Four (4) or more bank returns for non-sufficient funds (NSF's) in a twelve (12) month period or failure to pay all amounts owed to the Texas Lottery may result in revocation of the Retailer's license. TLC Retailer Services can credit a Retailer's account for both On-Line and Instant Ticket games and related prize activity.

Table 40 Retailer Management

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 39 Retailer Management Requirements.



2. 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 management, accounting and access control.

Retailer Account Setup

Under the LOTOS™ O/S Retailer Account Management is a sub-function of the Instant Game Management System (IGMS). All retailer accounts are set-up and updated by authorized personnel in real-time using the browser based features and functionality of this sub-system as described on the following pages:

Retailer Data and Configuration

The Retailer/POS configuration allows authorized users, through a management terminal, the capability to input, update/process and delete retailer data.

The authorized user(s) have the capability to search for a retailer or for a group of retailers using a variety of filters, the main filters are:

- Retailer number
- Location, address or portion of an address
- Geographic Criteria (e.g. county, city / community etc.).
- Zip Code
- Retailer name or Company Name or part thereof
- LSR or Route Code
- Collaborating Bank

The information that is recorded at the retailer level can be divided into the following:

- Basic Data – e.g., Retailer number, address, type of business, Ownership Data
- Financial data
- Financial Limits
- Operational Status – e.g., active, suspended,
- Geographic Allocation – e.g., part of the state or lottery region depending on the lottery's retailer network is organized,
- Information – e.g., general note/comments about the retailer.

Basic Retailer Data

BOS Portal

Signed-in User: admin

Messages

User Message: Sobal: 0

Applications

System Configuration

Business Configuration

Basic Configuration

Retailer Management

Terminal Management

Operatives

Accounting

Retailer Management - Retailer Outlet ID Details

Financial Limits	Operation Information	Geographical Information	General Information	IGMS Information
Basic Data		Ownership		Financial Information
Retailer Outlet ID	Alias	Operational hours		
Status: Non_Active	Time Zone: 0	Monday: 06:00 - 21:30		
PPS Number	Trading name	Tuesday: 06:00 - 21:30		
Central/Unit name	Street number	Wednesday: 06:00 - 21:30		
City/Town	Post code	Thursday: 06:00 - 21:30		
After Hours Phone	Business Hours Phone	Friday: 06:00 - 21:30		
Business Fax	Web Site	Saturday: 06:00 - 21:30		
Email	Foyler Code: N/A(D)	Sunday: 06:00 - 21:30		
Central Retailer Code: Retailer	Retailer Type: Kiosk	Contact Hours		
ABN	Retailer User Tax Organization	Call Range: Monday-Friday		

Retailer Configuration Basic Data Screen

This screen is used to record the general retailer information including:

- Retailer ID number
- Old number: Previous number for any particular retailer can be included for correlation purposes
- Status: Current status of the retailer
- Time Zone: The time zone (the divergence from Greenwich Mean Time) where the retailer is located
- Title: A field used to further describe the retailer
- Street Address
- City
- Zip or Postal Code
- After Hours Phone
- Business Hours Phone
- Fax Number
- Web Site



- E-mail
- Route Code: allows the establishment of routes for distributing consumables if required,
- Central Retailer Code: Refers to the code of the retailer's parent organization.
- Retailer Type: Typically associated with sic codes.
- Retailer User Tax ID Number also known as Employer Identification Number (EIN)
- Retailer Responsible –e.g., the owner or manager
- Operational Hours: Local Operating hours (from – to)
- Contact Hours: Recommended times to contact the staff responsible for lottery products
- Call Range: The range of days available for communications usually defined in the form of “Mon-Fri”

Ownership Data

The ownership data connect the retailer name with one or more owners. By supporting the participation percentage, a point of sale terminal can be owned by more than one owner, who can be private individuals or companies. This application retains a detailed history of the ownership periods for each owner, covering ownerships that are transferred.

The System supports multiple business models, including independent retailers, jointly owned retailers, chains of retailers and facilitates the procedure of recording transfers.

Ownership data includes:

- Percentage of Participation (stake): In instances of joint ownership the stake of each owner
- Starting Date/Closing Date: Period of Ownership for each owner in cases where a stake was transferred or the retailer/point of sale was transferred.
- Type of Owner (individual, company, etc.)

Depending on the ownership data the retailer is assigned to:

- District Sales Supervisor
- Lottery Service Representative
- Field Service Technician(s),
- Telemarketing Representative

Financial Information

The content of these files, as well as the manner in which the banks are informed is defined separately for each retailer through the retailer's financial data.

Financial data are divided into accounting data and banking data.

The screenshot shows the BOS Portal interface for Retailer Management. The main content area is titled "Retailer Management - Retailer: ruRetailerDetail" and "Code: 4". It features a tabbed interface with the following sections:

- Financial Limits**
- Operation Information**
- Geographical Information**
- General Information**
- iGMS Information**

Below these tabs, there are sub-sections for "Basic Data", "Ownership", and "Financial Information". The "Accounting Data" section contains the following options:

- Move Credit Amount to next Acc. Period
- Move Credit Amount to next Acc. Period
- Block Transactions if previous acc. period balance is credited

There are three "Limit:" input fields, each followed by a "Limit:" label. Below these is a checkbox for "Block Transactions if balance sheet not printed" and a "Bank Data" section with a "refresh" button. A "Save" button is located at the bottom of the form area.

Financial Data Screen



Tracking Retailer Changes

LOTOS™ O/S audit tracking functionality of the Oracle database, provides secure and auditable tracking of all changes to the retailer master file and accounting files. The System provides displays and reports that show past changes and statuses of the files using the standard retailer maintenance screens and reporting functions.

Retailer Weekly Accounting

The LOTOS™ O/S has the flexibility to define and to change any accounting period on a retailer by retailer basis.

LOTOS™ O/S can also be configured for daily or other accounting periods in the event such a business need arises.

problems.

Accounting by Retailer Location

A standard feature of LOTOS™ O/S is to accommodate the accounting of multiple retailer terminals associated with one retailer account. Retailer accounting is setup in the such that multiple terminals at one retailer can be accounted for individually or on a combined basis. As an example, high volume retailers may have two or more clerk activated terminals and possibly a WINSTATION TVM at one location. This creates the need for individual terminal by terminal accounting, a rollup of all sales for the retailer of the clerk operated terminals and a rollup of the clerk operated terminals with the self service terminals for one retailer. The retention of accounting data and ability to report financial information, even in the case of a change of ownership, is also a standard feature.

Retailer Adjustments and Reimbursements

LOTOS™ O/S IGMS offers full functionality for debit and credit adjustments to a retailer's account, including entry of manual adjustments and adjustments for a group of retailers, such as a region, zip code, type of retailer, etc. In the event of a special promotion special adjustments are also allowed. The Lottery is able to easily define the adjustment type codes and descriptive reason codes and add, modify or deactivate codes on an ongoing basis, as needed. In addition, automatic recurring adjustments can be scheduled for a retailer or group of retailers to aid in any special accounting requirements that may be needed.

All actions are recorded and fully auditable, including, but not limited to, date of adjustment, Lottery employee making the adjustment, and description/reason for the adjustment. The System also supports input of an excel file which can be uploaded by Lottery from a management terminal for the purposes of making bulk adjustments to many retailers quickly and easily without the requirement to manually input adjustments one at a time.

Retailer Bonus Checks

LOTOS™ O/S IGMS has extensive and robust check writing and 1099 reporting functions, which includes the ability to produce retailer bonus checks. This application has all of the functionality to produce retailer bonus checks including the ability to roll multiple bonuses up to a single check for corporate accounts while maintaining individual store information.



Separate Commission Rates

The billing function calculates sales commissions for each retailer. The sales commission is parameters can be easily modified by the Lottery on a retailer by retailer and/or game by game basis. This permits multiple commission structures, in the event that the current commission structure changes or special promotions are developed. This function is available to enhance retailer participation in new games. The sales commission can be set to a specified percentage for each game sold, promotional offers and by game or product type.

Variable Retailer Commission Rates

LOTOS™ O/S supports variable commission rates. LOTOS™ O/S and IGMS System supports variable commission rates.

Commission rates for certain retailers or retailer subsets, may temporarily or permanently be set differently than the default. Retailer commissions can be increased to any percentage on all product sales during a promotional period, for one or more days, or even a portion of a day. For example, during the Nebraska “Buy \$2 of Pick 3 and get \$1 free Powerball” promotion, retailer commissions were increased by 3% on all Pick 3 sales.

Variable Retailer Allowance Rates

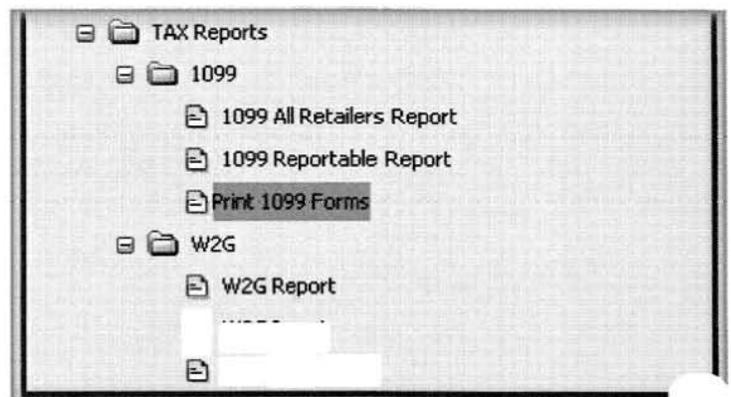
LOTOS™ O/S supports variable retailer allowance rates for:

- Tickets issued in error,
- Various rates may be triggered by terms and conditions of retailer contracts,
- By retailers meeting sales objectives,
- Other defined conditions.

The allowance will be a percentage of sales of the games identified by the Lottery which will be credited weekly to the retailer.

Retailer Tax Accounting

INTRALOT provides combined instant and on-line product accounting for retailer tax accounting, which is a standard feature of LOTOS™ O/S. Our System maintains accounting records to support IRS filings via electronic file transfer or DVD.





LOTOS™ O/S Oracle database captures information for retailer terminal activity:

to meet the 1099 end of year reporting requirements. Information will consist of sales commission, cashing commission, incentives, bonuses and certain other retailer adjustments. This information provides a full accounting for tax reporting purposes.

LOTOS O/S IGMS provides the following functionality for retailer tax accounting:

- The capability for the Lottery to enter or adjust additional 1099 data such as for bonuses paid to retailers for selling high tier winning tickets. These entries will not affect the retailer invoice but will be incorporated into the 1099 reporting records.
- The capability of rolling up all of an owner's stores, based on EIN/TIN, to one 1099.
- Report on year-to-date 1099 totals with individual stores under one owner, and roll-ups for owners of several stores.
- Printing and sending 1099s to the Lottery for review and subsequent distribution to retailers.
- Producing the files for the IRS and the Lottery in CVS or any other format that may be required over the term of the contract.

1099 Retailers										
intralot										
Start Date: 11/30/2008 End Date: 12/06/2008 Retailer ID: ALL Owner ID: ALL										
Bus Type Retailer ID	Retailer Name Owner Name	Owner Address FIEN	Commissions							
			Online Sales	Instant Sales	Online Sales	Instant Sales	Bonus	Adjustment	Total	
Code 000 100001	Barrhill Grocery Inc # 1 Barrhill Grocery Inc (terminated)		1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			4	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			Total for 100001:			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Grocery 100002	A-1 News Stand A1 News Stand, Inc.		1	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			2	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			3	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			4	7,323.00	7,200.00	513.14	504.00	0.00	0.00	1,017.14
			Total for 100002:			\$7,323.00	\$7,200.00	\$513.14	\$504.00	\$0.00
Grocery 100003	Hess Mart West Lucas ELG Inc									



Banking Data

Banking data associates each retailer to a specific banking entity. This designates the bank, the branch office and the account number that is debited or credited with the accounting balance settlements. The supported banking data includes:

LOTOS™ O/S supports either semi-automated or fully automated electronic data transfer procedures. The retailer's banking data designate whether the retailer participates in the electronic data transfer procedure.

Financial Limits

The accounting data determines whether retailers receive small debits or credits. Financial Limits include parameters that set the upper financial limits for retailer payments and cancellations.

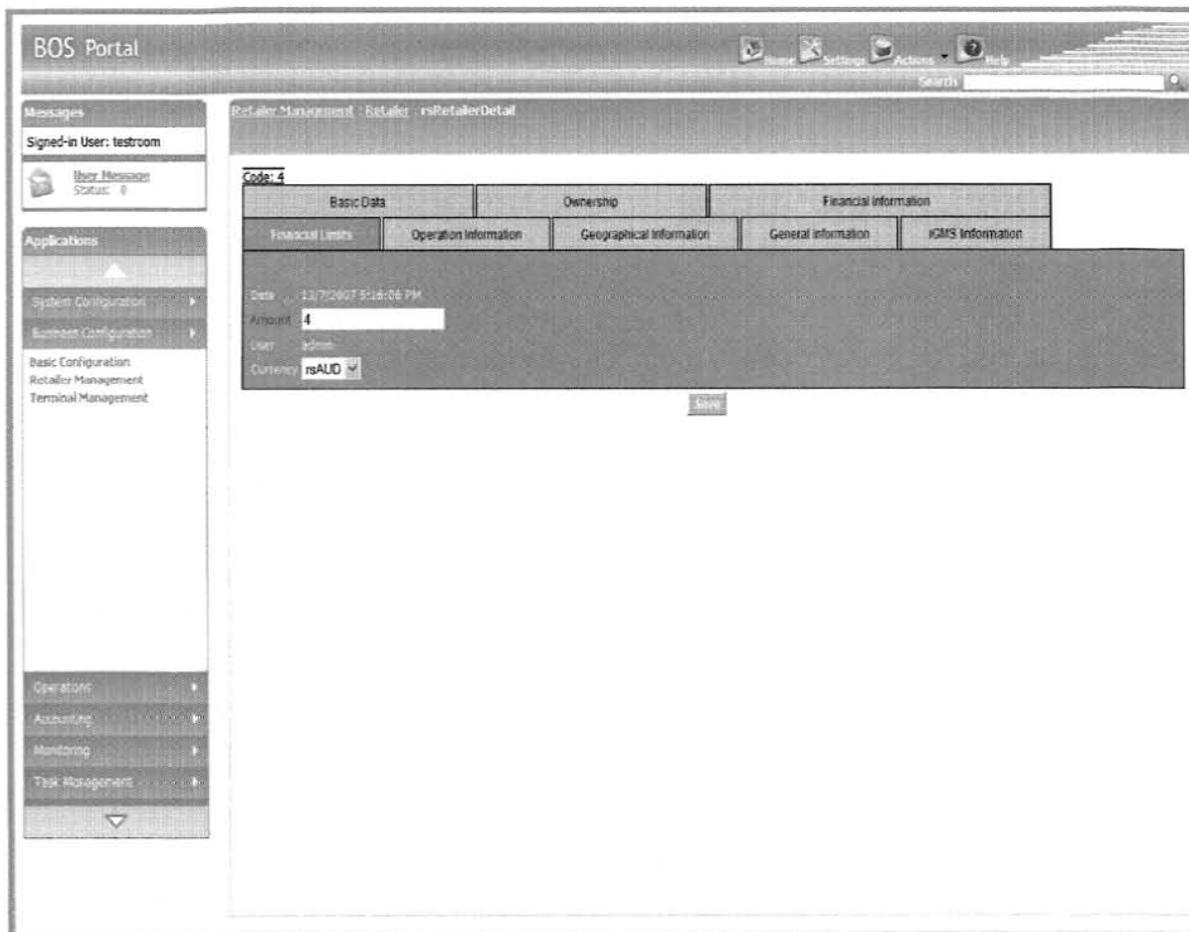
Credit Limit

The credit limit, should the Lottery wish to implement it, is equivalent to the highest permitted monetary amount from cash income that the retailer can accrue in its account. LOTOS™ O/S will not allow the retailer to perform a financial transaction if the amount of that transaction added to the running total of the retailer's account will exceed the credit limit.

LOTOS™ O/S maintains counters that record the amounts that concern all the retailers' financial transactions (sales, payments, returns and/or promotions which result in a financial transaction).

Some of these financial transactions are cross-checked cumulatively, in real time, with the credit limit of each retailer. The kind of financial transactions that are taken into consideration (e.g. sale, payment of winnings, other reductions) and whether it will be recorded as a debit or a credit to the aggregate of the counter operating in conjunction with the credit limit is set as a parameter by the Accounting and Finance System.

The credit limit for the retailer of sale is a simple parameter that can be changed dynamically or on screen by an authorized Lottery employee.



Financial Limits Screen

Payment and Cancellation Limits

The financial limits for payments and cancellations designate the maximum amounts that can be paid or cancelled for each ticket printed on the retailer's terminals.

The general financial limits on payments and cancellations are entered and modified for each game by the Games and Draw Management application. Payment and cancellation limits can also be uniquely set for any retailer. In the instance where the amount for payment or cancellation of a ticket exceeds these limits, the System does not permit the transaction to be completed. A pop up message is sent to the affected terminal describing what actions must be taken to handle the transaction (e.g. a message to call the customer service line, or information the retailer needs in order to direct the player to take the ticket to an authorized Lottery payment center).

Authorized Lottery personnel can set financial limits on payments and cancellations that change throughout the system dynamically.

Operational Information

The status and dates associated with the retailer's terminal can be easily viewed and modified on the operational status screen. These dates reflect the historical operational status of retailer's.

The screenshot shows the BOS Portal interface. At the top, there is a navigation bar with 'Home', 'Settings', 'Actions', and 'Help' icons, along with a search field. On the left side, there is a sidebar with 'Messages' (Signed-in User: testroom, User Message Status: 0) and 'Applications' (System Configuration, Business Configuration, Basic Configuration, Retailer Management, Terminal Management). The main content area is titled 'Retailer Management : Retailer : rsRetailerDetail' and shows 'Code: 4'. Below this, there is a table with columns for 'Basic Data', 'Ownership', and 'Financial Information'. The 'Basic Data' column is further divided into 'Financial Limits' and 'Operation Information'. The 'Operation Information' column contains several date fields with calendar icons and a 'Status' field.

Basic Data		Ownership		Financial Information	
Financial Limits	Operation Information	Geographical Information	General Information	IGMS Information	
	Operation License Date				24 X
	Operation Start Date				24 X
	Operation End Date				24 X
	Operation Suspend Start Date				24 X
	Operation Suspend End Date				24 X
	Final Deletion Date				24 X
	Status	Pending			

Operational Information Screen

The data supported include, but are not limited to the following:

- **Date of the Operating License:** when this particular retailer received its operating license from the Lottery.
- **Start date:** when this particular point of sale officially began its business operations as part of the Lottery's sales network.
- **Date of Start of Temporary Break:** records the beginning date of a temporary break in terminal operations (e.g. due to exceeding a limit, non-payment of amounts owed to the Lottery or retailer's request for a temporary interruption of operations).
- **Date of Termination of Temporary Break:** records the date of re-commencement of terminal operations.
- **Termination date:** records the date on which the retailer's terminal was deactivated (but may still have active financial status in case of unpaid winnings, etc.).
- **Date of Permanent Deletion:** after all pending financial transactions at a point of sale are settled, it is no longer active in the day-to-day management procedures but remains in the data base for reasons of historical accuracy (Permanent Deletion).
- **Status:** a retailer terminal can be characterized at various stages of its business operation cycle to be:
 - At stand-by – it has not yet been activated
 - In operation – in full business operation
 - In a temporary break – temporarily inactive
 - In deletion – the status of termination of operation
 - Permanently Deleted – available only as an historical element

Geographical Information

This includes data that identifies the geographic location for a point of sale. The geographic location is designated separately from the retailer's basic data. LOTOS™ O/S supports various distribution profiles because different countries or states, even different areas within a country or state may have a different manner of geographical hierarchical and administrative categorization.

Basic Data		Ownership	Financial Information		
Financial Limits	Operation Information	Geographical Information	General Information	IGMS Information	
Geographical Information					
Country	Australia				
County	Western Australia				
District	Southwest				
City	Augusta-Margaret River				
<input type="button" value="Save"/>					

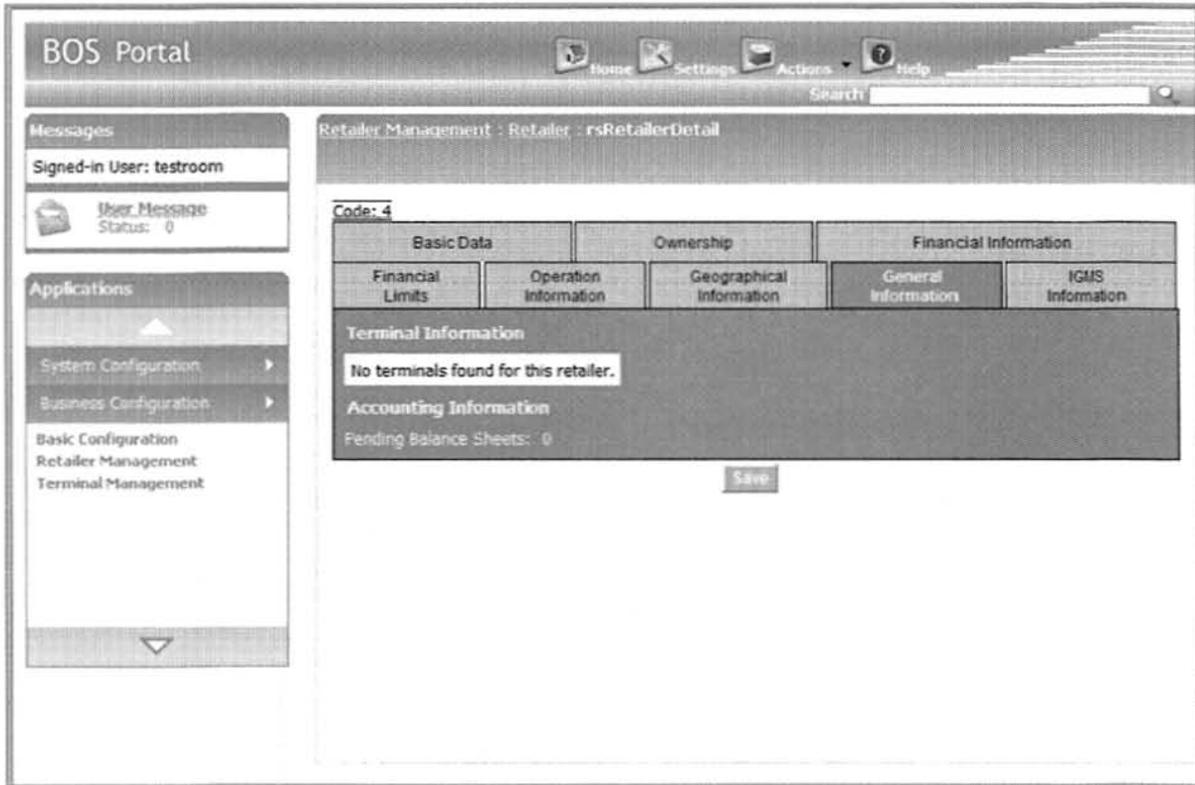
Geographical Information Screen

The location profile characterizations could include (but are not limited to) the following:

- Country or State
- County
- Municipality/Community
- Municipal/Community
- City/Village/Settlement

General Information

This screen can be used to display a variety of information that can be customized to the requirements of the Lottery such as the number of devices, terminals and their status, accounting information such as pending balance amounts as shown in the example below:



General Information Screen



Other Operational Functions of Retailer Management Application

Retailer Terminal Enable/Disable

Through a management terminal used by authorized Lottery or INTRALOT personnel; LOTOS™ O/S provides users with the ability to control various functions at any given retailer terminal. All changes can be scheduled or can take effect immediately.

Management terminal users with the proper access are able to change the following:

- Activate/de-activate a retailer's terminal, a group of terminals or all terminals
- Enable/disable a terminal's wagering, cancellation, or validation functions by game or for all games
- Prevent cash payment on any terminal or group of terminals
- Make inquiry to the validation file (security matrix access controlled)
- Request any retailer report regardless of retailer status, and view the report as would the retailer
- Send messages to retailer terminals
- Update all retailer information

Retailer Disablement Codes

A retailer may be disabled for a variety of reasons on multiple occasions over a period of time. LOTOS™ O/S maintains a complete history of retailer, such actions including: date suspended and all applicable reason codes along with notes which are maintained within the retailer's historical database information that can be provided by either via display on a management terminal inquiry screen or printed report. The LOTOS™ O/S has been designed in such a way as to provide no limit for the total number of disablement codes or the number of concurrent disablement code conditions at any given time.

Retailer Personnel

The LOTOS™ O/S retailer master file and data base system includes the data elements to support entry of retailer personnel including control persons, clerks and associated contact information. This information is fully searchable by name or other sort keys.

Retailer Configuration

LOTOS™ O/S data base tracks all equipment at each retailer. This information is accessed through the Oracle Siebel HOTLINE and CRM management application and by authorized users through the LAU (LOTOS™ O/S Administrator).

Retailer Event and Compliance Tracking

Retailer events are recorded in the Oracle Siebel CRM system. Applications processing, including security investigation approvals, along with retailer and contract compliance are tracked using the LOTOS™ O/S retailer licensing application, all of which is standard functionality of LOTOS™ O/S.

Retailer Licensing

Using Retailer Application Management from a management terminal, an authorized user can track prospective applicants and approve or deny the retailer's application. After the necessary approvals, the System automatically adds the applicant to the Retailer Master File, as a licensed retailer. Following notice of intent to award, INTRALOT will begin working with the Lottery



Home : [Retailer Maintenance](#) : [Retailer Configuration](#)

Search

Retailer Number

Retailer Name

Status

Retailer Number	Status	Retailer Name	
3110	Active	SECURITY CAT TERMINAL	Edit...
9002	Active	JACKSONS FOOD STORES INC	Edit...
9006	Active	DAVIS FOODS INC	Edit...
9016	Active	CONSUMER CO-OP	Edit...
9022	Active	MOYLE PETROLEUM COMPANY	Edit...
9023	Active	COLEMAN OIL COMPANY	Edit...
9024	Active	STEIN BROS INC	Edit...
9025	Active	SMITHS FOOD & DRUG CENTERS	Edit...
9026	Active	KERR OIL CO	Edit...
9027	Active	AH SCHADE INC (DBA GEM STOP)	Edit...

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Retailer Application Management Main Menu

LOTOS™ O/S

Home : [Retailer Application Management](#) : [Retailer Application](#) : [Status Board](#)

Application Code 22229

Retailer Code:

Retailer Name:

<input type="button" value="Data Entry"/>	<input type="button" value="Passed"/>	<input type="text" value="ikamp 8/29/2007 10:15:18 AM"/>
<input type="button" value="Security/Credit Checks"/>	<input type="button" value="Passed"/>	<input type="text" value="michelle 8/23/2007 3:14:18 AM"/>
<input type="button" value="Licensing"/>	<input type="button" value="Passed"/>	<input type="text" value="zazaris 8/24/2007 7:15:11 AM"/>
<input type="button" value="Scheduling"/>	<input type="button" value="Waiting"/>	<input type="text"/>
<input type="button" value="Final Approval"/>	<input type="button" value="Waiting"/>	<input type="text"/>

Retailer Application Approval and Status Process Screen

INTRALOT will work with the Lottery to identify special groups and to which groups each retailer and or LSR should be assigned. The message screen is very simple to understand and use.

Send messages to the retailers

Message Title: **This is a test title for a message**

Message to send

This is the actual text message that the retailer would get on his/her terminal.

Message Type

Normal Message Mandatory Message

Target Retailers

All Retailers

One Retailer [input field] [icon]

Chain Account [input field] [icon]

Key Account [input field] [icon]

City [input field] [icon]

Zip Code [input field] [icon]

County Code [input field] [icon]

Region Code [input field] [icon]

Full Service Terminal

Limited Service Terminals (if any)

Update Exit

Terminal Message Screen



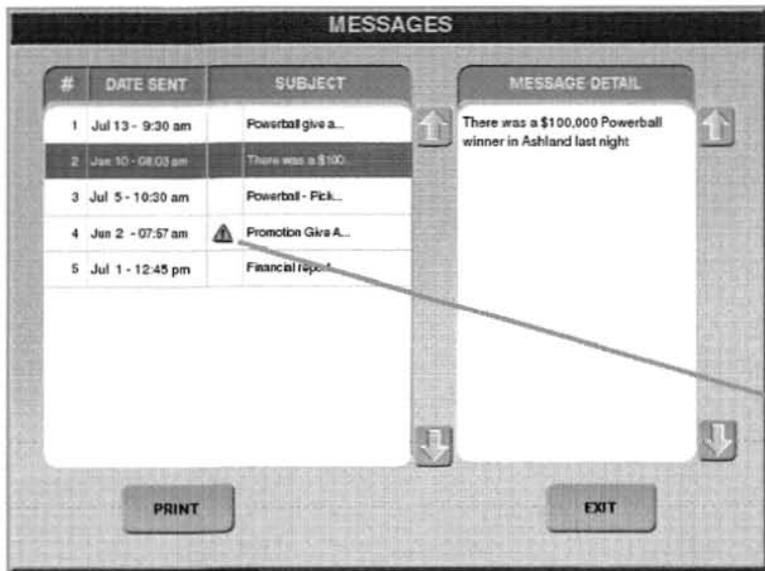
Once the message priority has been selected, determining where the message will be broadcast is as simple as selecting from the Target options based on the following example criteria. Criteria for groups can be defined as a parameter therefore the listing below is not all inclusive and is fully customizable as the Lottery may require.

- All retailers, or LSRs, or Both, etc
- City
- Full service terminals
- Sales levels
- Specific retailers
- ZIP Code
- Limited service terminals
- Chain accounts
- County
- Business type
- Key accounts
- Region
- Communications circuit

Messages may be printed by highlighting the appropriate message and touching the print button. The maximum message length is a parameter setting in the LOTOS™ O/S System.

LOTOS™ O/S GMS easily allows an authorized user to select the appropriate message priority. The retailer is notified of message arrival by a blinking icon in the Administrative area of the main menu. Mandatory messages are accompanied by a non-suppressible, programmable audible alarm, as well as the blinking icon.

Touching the message icon displays the message screen from which the retailer can select the messages to be read as shown below:



Indicates a Mandatory Messages

Terminal Message Screen

Mandatory messages are indicated by the alert icon next to the message subject. The terminal may be programmed to play a sound or sounds upon the arrival of a mandatory message, a standard message, or either. Mandatory messages arrive as Mandatory messages (they must be viewed immediately) and are displayed on the retailer's display as well as the customer display.

Messages may be sent in English, Spanish, both, or any programmed language and may be delivered to the retailer's touch screen or the advertising displays. Messages may be printed by highlighting the appropriate message and touching the print button.



3. The Proposer must describe the System's ability to provide online access to transactional data.

LOTOS™ O/S provides extensive secure on-line access to all data, including transactional data, stored in the through a rich library of applications to authorized users.

INTRALOT understands that security represents a critical component in ensuring and maintaining the integrity of the gaming system and related Lottery information. Therefore, all users requiring access for any purpose will be approved by the Lottery.

LOTOS™ O/S utilizes industry standard operating systems and supports controls and procedures that allow the Lottery to audit all System access

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**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



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.

INTRALOT has reviewed the Texas Lottery's current web-site areas associated with the application of original and renewal Retailer Applications. INTRALOT has all of the necessary resources to develop and implement an internet-based system to the specific requirements of the Texas Lottery, including the capture and processing of application fees.

While many companies have implemented internet-based applications to streamline their operations, the Texas Lottery's Retailer Application and Renew requirements go beyond simply inputting data in to a form, as the application has to be supported by several other documents namely:

- Fingerprint cards for each person listed in PROPRIETORS section of the application,
- Electronic Fund Transfer (EFT) Authorization Form
- Void Check for EFT account
- W-9 Request for Taxpayer Identification Number and Certification:

Today all of these additional documents need to be mailed to the Lottery and all of which require additional resources to process and maintained.

To compliment the enhanced efficiencies of an interactive internet-based Application process, INTRALOT recruiters can collect and scan the additional documentation to accelerate the application process. After scanning, the documents can be mailed to a central location for original storage to meet any legal requirements for position of original signatures.

Alternatively INTRALOT can provide a process whereby the Applicant could submit the supporting documentation at a convenient lottery retailer using the document capture capabilities of the PHOTON retailer terminal. The PHOTON has excellent read capabilities that are fully described in **Section 7.12**; capabilities that include the accurate reading and capture of finger print cards.



INTRALOT is confident that a completely automated paperless solution as described above will be cost effective, efficient and will provide many tangible and intangible benefits for the Texas Lottery including but not limited to:

- Significant savings from handling and maintaining applications and support documents,
- On-line access to applications that reflect real-time status.
- Faster processing of applications and installation of new retailer.

INTRALOT is ready to develop a Retailer Application Internet based web-site and enhance it with the implementation of a sub-system as described above within LOTOS™ O/S for the Texas Lottery.



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intralot

**A GLOBAL LEADER
YOUR LOCAL PARTNER**



INTRALOT
THE RIGHT FIT FOR TEXAS

7.6 Lottery Gaming System General Requirements

System security encompasses the activities associated with maintaining physical and logical security of all Lottery Gaming System components (hardware and software), including, but not limited to, data and virus protection, and access control. At a minimum, these activities must be maintained in compliance with Texas Lottery Security requirements as defined by Title 1, Texas Administrative Code, Chapter 202 – Information Security Standards (Title 1 TAC 202). The following table identifies System security requirements.

Table 41 System Configuration and Capacity Requirements

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 41 System Configuration and Capacity Requirements and the service level requirements under Table 42 System Configuration and Capacity Service Levels.

2. The Proposer must describe how its System will meet the configuration and capacity requirements.

LOTOS™ O/S:

- ✓ *is ready for 24-hour a day option from day one!*
- ✓ *has the ability to roll accounting periods and process nightly task while the current accounting period is selling, cashing and validating!*

Before we describe INTRALOT's LOTOS™ O/S Lottery Gaming System's detail configurations and capacities, let us demonstrate that it meets and exceeds the Texas Lottery's minimum configuration and capacity requirements.



Hours of Operation – INTRALOT’s LOTOS™ O/S Lottery Gaming System accommodates a twenty-four (24) hour-a-day full-time operation. The System can operate 24 hours per day supporting sales and validations, including instant ticket processing, which exceeds the Lottery’s near twenty-four (24) hour-a-day operation requirement. Currently, our Systems in Arkansas, Idaho, Montana, Ohio and South Carolina are all running retailer terminals 24X7. Only New Mexico and Nebraska have a shut down period for about two or three hours in the early morning, per the individual lottery’s requirements.

LOTOS™ O/S Failover – The LOTOS™ O/S System design, built on fully redundant architecture, makes it a high availability and fault tolerant solution. Recovery from a failure within an active System located at the Primary or Back-up Data Center to the hot backup system located at the same site will occur instantaneously without operator intervention as the remaining System(s) immediately and transparently assume the load. Recovery is an “Auto-Failover” process without operator intervention and totally transparent for failures of any modular hardware (i.e. Network Interface Cards, Hard Drives, Power Supply, Fans) or other locally contained failure.

The System architecture is built with ease-of-operation in mind; therefore, there are no complicated switchover scenarios from system to system. Each of the LOTOS™ transaction engines and ORACLE™ Database engine Servers are capable of handling the entire retailer network. The design of the hardware configuration is such that hardware and software problems do not impact nor disrupt retailer operations, ticket validations or management terminal services. System recovery testing verifies that functionality and contingency factors are in place and operational to mitigate any failures that may happen.

Business continuity is the key factor with INTRALOT’s configuration. Utilization of redundant System architecture ensures the LOTOS™ O/S Lottery Gaming System will not experience any downtime nor any data loss or corruption of information. A recovery plan will be in place to ensure that, in the event there is a complete loss of processing capability on the primary System; transaction processing will immediately switch over to the Secondary System located at the Primary Site. If the both systems at the Primary Site fail and the Remote Back-up Site Systems are required to take over, the changeover will occur, “Automatically” within two minutes or less.

There will be no loss or corruption of transactional data. The Remote Back-up Site transaction Engines will automatically become the master and handle the load from the remote Back-up Site transaction engines.

Retailer Accounting Week and Billing Period – The LOTOS™ O/S has the standard functionality of a Sunday to Saturday billing period and flexibility to define any accounting period for each retailer and to change the accounting period as the Lottery may require. The System supports multiple billing periods for different classes of retailers based on variables such as retailer type, business type, financial standing, sales volume or other variables defined by the Lottery. INTRALOT understands that the Lottery reserves the right to change accounting periods during the term of the contract. INTRALOT understands that retailer accounting and EFT file process is on a weekly basis, which is currently Sunday through Saturday. INTRALOT understands that in the event a business need arises daily or other accounting periods may be required and agrees to provide this functionality.



All of the LOTOS™ O/S Retailer Management features and functions are fully described in **Section 7.5 above**.

Inquiry and Search Tools – INTRALOT is proposing Crystal Reports and/or Business Objects as the primary tools for data mining, data analysis and data reporting. Both tools are user friendly have graphical interfaces and can pull data in real time without negatively impacting system performance. They can easily pull data by querying the databases to allow analysis and graphing data by game, transaction, dollar amount or other data views requested by the Texas Lottery

Printing the Master Transaction File – The Texas Lottery can view and print (but not add, modify, or delete) LOTOS™ O/S transactions from management terminals. This is accomplished by use of the Real Time Transaction Viewer a simple browser based application which is available to authorized users with a system management terminal access.

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LOTOS™ O/S and our database allow fraud profiling and reporting that is unmatched. Our data mining and data analysis tools have the ability to cross reference virtually any transaction information including

Our LOTOS™ O/S gaming system adheres to all Texas Lottery business rules, regulations, all applicable banking regulations, and state and federal laws. Even though lottery products cannot be purchased with credit cards, the LOTOS™ O/S gaming system already meets the requirements of the Payment Card Industry Data Security Standard (PCI DSS).



Additional LOTOS™ O/S Capabilities and Capacities

INTRALOT's experience and track record has clearly demonstrated that the LOTOS™ O/S (Open System) Lottery System is the most flexible, secure, and above all robust transaction processing System currently available to lotteries anywhere. Our Open Systems approach allows our System to interconnect and operate seamlessly with third-party hardware or software systems that are deployed in the industry. LOTOS™ O/S implemented on IBM's leading edge business system platform, is the most flexible and reliable gaming solution for the Texas Lottery. The LOTOS™ O/S Lottery engine incorporates , the world standard for industrial strength transaction processing, database applications and data mining.

Our original LOTOS™ product, with its extensive capabilities, has been enhanced with new and advanced technological concepts that meet the demands of our sophisticated customers and is now called LOTOS™ O/S. LOTOS™ O/S is the "all inclusive" integrated solution that addresses Lottery business requirements through its highly modular and automated suite of applications.

LOTOS™ O/S sets the new standard for Lottery Systems. The LOTOS™ O/S Suite contains an extensive library of applications that are capable of meeting the most demanding Lottery requirements. LOTOS™ O/S enables growth and customized from conversion and implementation and over the course of the contract to meet and exceed the requirements of the Texas Lottery as they evolve.

The design and field-proven operational performance of our Systems has resulted in maximized uptime and minimal turn-around time for game additions and enhancements. The same System design proposed for the Texas Lottery currently handles our operations in six U.S. jurisdictions (MT, ID, NM, AR, OH, and SC) and will soon to be operational in Louisiana, New Hampshire, Vermont and the District of Columbia. Further demonstration of the LOTOS™ O/S system performance is in Greece, where sales volumes exceed \$6.5 billion dollars per year. This proven system design is proposed to the Lottery. Our most recent production version is installed in Arkansas, Ohio, South Carolina, Idaho, Taiwan, South Africa and South Korea to name a few.

The Lottery can rest assured that by selecting INTRALOT they will deploy a System with the capacity and proven operational track record that exceeds the requirements of the RFP.

The Systems, Terminals, and Software offered in this proposal are guaranteed to have the total flexibility and functionality required to support all online games and play combinations and instant game support activities.

INTRALOT will deliver a TOTAL SOLUTION that is capable of handling the immediate and long range needs of the Lottery. INTRALOT will provide services and equipment that will meet or exceed the Lottery's requirements for processing performance, data storage capacity, terminal support, software functions, security, systems reliability, availability, serviceability, scalability and controls for a wide variety of games and play combinations. All functionality required by the Lottery will be implemented into the System in close cooperation with the Lottery. The LOTOS™ O/S System is fully capable of supporting all of the requirements, and in fact, significantly exceeding them as identified in the RFP.



Based on a “multi platform” transaction engine design philosophy, LOTOS™ O/S provides enhanced modular and scalable capabilities to its existing features and functionality. It offers an unparalleled enhancement to an already proven and worldwide-accepted Lottery Gaming System. Business Configuration Management (BCM) is one of the fundamental applications of LOTOS™ O/S and represents the heart of the System. It comprises a series of applications and configuration parameters that allow LOTOS™ O/S customization according to the Lottery’s specific business model.

LOTOS™ O/S LOTTERY GAMING SYSTEM OVERVIEW



BUSINESS CONFIGURATION MANAGEMENT ABSOLUTE INTEGRITY – SEAMLESS PROCESSING

LOTOS GAMEWARE

GAMES

NUMERICAL GAMES	- NGMS
SPORTS POOL GAMES	- SGMS
KENO GAMES	- KGMS
BINGO GAMES	- BGMS
FIXED ODDS BETTING	- FLEXBET
PARIMUTUAL BETTING	- PARIBET
INSTANT & TRADITIONAL LOTTERY	- IGMS
INTERACTIVE GAMES (TRADITIONAL, SKILL, ENTERTAINMENT)	- B-On
VIDEO LOTTERY GAMES	- VGMS
MONITOR GAMES	- MGMS

INTERREGIONAL / CROSS BORDER GAMES

+ 3rd PARTY GAMES

LOTOS™ GAMEWARE –
Manages all Game specific
Application modules.

LOTOS™ SALES PLUS –
 Manages all Services Application
 modules that support game sales.

LOTOS SALES PLUS

SERVICES

REGISTERED PLAYERS	- LOTOS CLUB
PROMOTIONAL ACTIVITIES	- LOTOS PROMO
BILL PAYMENTS	- LOTOS BILLPAY
TICKETING	- LOTOS TICKETING
ALTERNATIVE PAYMENT	
METHODS	- LOTOS FLEXPAY
BANKING PRODUCTS	- LOTOS BANKER
PLAYER MESSAGES	- LOTOS MESSENGER
VARIOUS PRODUCTS SALES	- LOTOS RETAIL
TRAVEL SERVICES	- LOTOS U-GO
POLLS	- LOTOS POLLS
ACCOUNT CREDITING	- LOTOS REFILL

LOTOS VALUE PLUS

APPLICATIONS

FINANCIAL MANAGEMENT	- LOTOS FINANCIALS
REPORTS, MONITORING	- LOTOS INNOVAT
DATA ANALYSIS	- LOTOS DATA ANALYST
HELP DESK	- LOTOS HOTLINE
DISTANCE LEARNING	- LOTOS TUTOR
e-LEARNING	- LOTOS e-LEARNING
GEOGRAPHIC DATA ANALYSIS	- LOTOS GEO VIEWER
DONATIONS	- LOTOS DONATIONS
VOICE PORTAL	- LOTOS VOICE PORTAL

LOTOS™ VALUE PLUS –
 Manages all Value Added
 Services and Applications

+ 3rd PARTY APPLICATIONS

LOTOS INTEGRITY

CONTROL & SECURITY

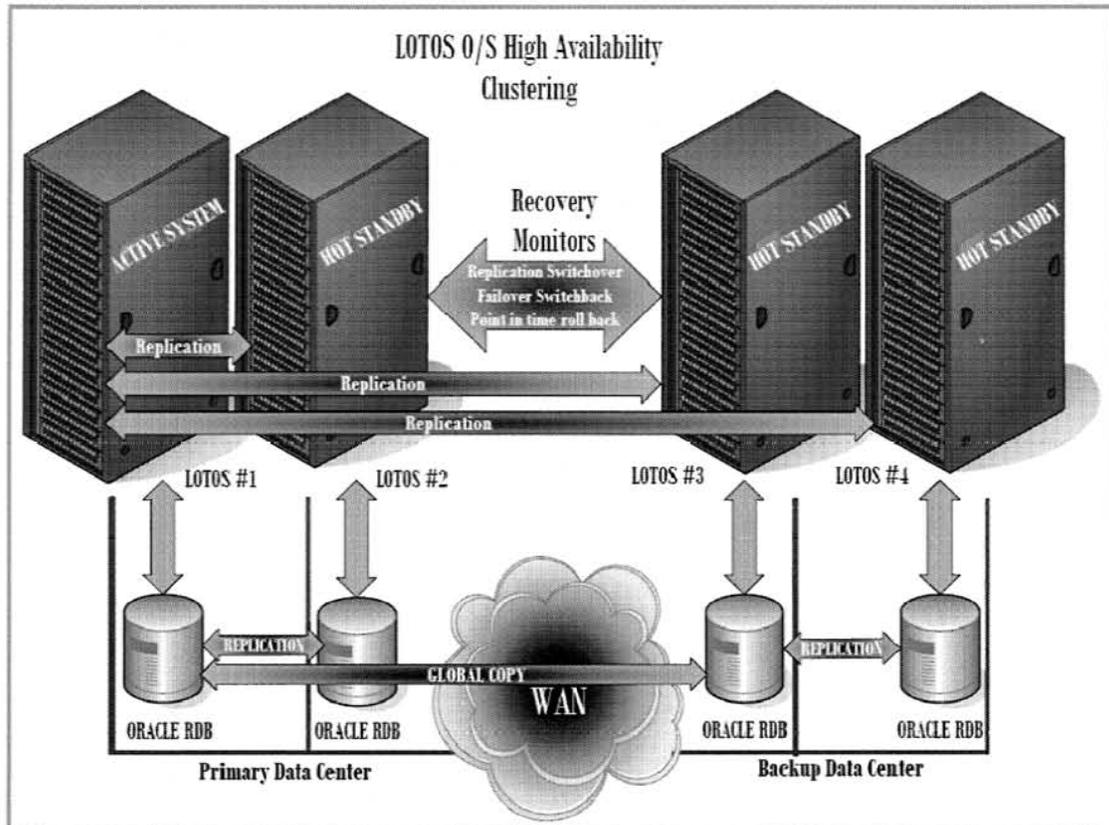
SYSTEM SECURITY	- LOTOS AUTHENTICATOR
SYSTEM MONITORING	- LOTOS MONITOR
TRANSACTIONS	
VERIFICATION	- ICS INTEGRITY
FRAUD DETECTION	- LOTOS FRAUD DETECTOR
CONTROL COMMITTEE	- LOTOS VERIFIER
RESPONSIBLE GAMING	- RESPONSIBLE GAMING

LOTOS™ INTEGRITY –
 Manages all aspects of
 System Integrity, Control and
 Access

<p>LOTOS HORIZON</p> <p>CONTENT</p> <p>EVENTS PROGRAM GAMES ODDS GAMES DRAWS GAMES STATISTICS - DATA INFORMATION FOR RETAILERS / PLAYERS ADVERTISEMENTS (TEXT, IMAGES, VIDEO) MONITOR GAMES LIVE GAMES</p>	<p>LOTOS™ HORIZON – Manages the broadcasting and display of all System Information Content</p>
--	---

LOTOS™ O/S – SYSTEM CONFIGURATION

LOTOS™ O/S is a highly-available clustered and fully redundant System making the Remote Back-up System an extension of high availability. INTRALOT has applied various techniques including the use of IBM's High Availability Cluster Multi-Processing (HACMP) product, with redundant Servers and applications. Data redundancy is provided by sophisticated replication technologies built into IBM's Total Storage Solution, Operating Systems and application middleware. INTRALOT's reliable and robust System architecture incorporates LOTOS™ Communications Processors (LCP), LOTOS™ O/S On-line Transaction Processing Engines (OLTPE), and RDB (Relational Data Base). Redundancy is build into every component of the network infrastructure encompassing the System's LAN and WAN communications network topology.



LOTOS™ O/S High Availability Clustering

INTRALOT's Gaming solution design provides a fully redundant and highly available configuration at all levels. Fully redundancy that includes the on-line transaction processing engines running the LOTOS™ O/S application software. The transaction processing engines, called LOTOS™ Transaction Processing Engines (LTPEs), are deployed on a fiber channeled clustered environment with a redundant number of high-volume servers inter-connected to an IBM Total Storage Area Network solution. LOTOS™ O/S LTPEs run the applications that are used for on-line processing, storing and logging of transactions over multiple media. A redundant number of specialized front-end processors, called LOTOS™ Communication Processors - LCPs, act as the interface between the Central Gaming System and the POS (Points of Sale). LCPs are intelligent communication devices specifically designed for on-line and instant ticket wagering systems.

ORACLE



INTRALOT has a fiduciary responsibility to protect the Lottery's assets. Not protecting them can be more costly than investing in protection, and as such, INTRALOT derives competitive advantages from being overly cautious, thereby mitigating risks, by investing in solutions and procedures to control, manage and contain any potential disaster.

INTRALOT's Lottery Gaming System offers one of the best Runtime and Data High Availability (HA) Systems available. By Runtime HA, we mean focusing on keeping the application components up and running and with Data HA we avoid data loss. Our Systems design is highly robust and redundant offering High Availability with no service disruption and no loss of game processing capabilities in the event of hardware or software malfunction. INTRALOT has taken the "no single point of failure" pledge to the nth degree.

The Primary Site System and the Remote Back-up Site System mirror each other. Both sites are identical in processing capacity and architecture. Both sites are fully capable of supporting all Texas Lottery processing, reporting and network communications functions.

The Systems are sized so that each specific server configured for its task is capable of handling the entire retailer network, transaction and back office processing loads. The design of the hardware configuration is such that hardware or software issues do not impact the System, and, in particular, do not result in disruption of retailer operations, ticket validations, or management terminal features and functions. The System configuration proposed supports full 24x7x365 continuous operation and is currently running operations 24x7x365 in Arkansas, Idaho, Montana, Ohio and South Carolina. Only New Mexico and Nebraska have a shut down period for about two or three hours in the early morning, per their individual requirements.

LOTOS™ O/S – SYSTEM FLEXIBILITY and ADAPTABILITY

In today's fast paced and rapidly evolving Information Technology environment, the effectiveness, flexibility and adaptability of INTRALOT's Gaming System are state-of-the-art. INTRALOT wants to be your next partner and through our proposal we clearly demonstrate that we offer the most robust, secure, flexible and adaptable System in the industry. We offer a premium class, field proven System that meets and exceeds the RFP requirements and current needs of the Lottery. INTRALOT recognizes that the Lottery Gaming System needs to be flexible and adaptable to accommodate future lottery requirements. Flexibility in the LOTOS™ O/S includes not only the basic system but game flexibility, Systems and User interface flexibility, ability to readily change business rules and Player point of sale flexibility (i.e. mobile phones, iTVs etc. Take a second to page back to the Graphics that are titled "LOTOS™ O/S Lottery Gaming System Overview". Read the functionality under the "Point of Sale, Player Devices and Partner Solutions". Following that are graphics showing the phenomenal robustness of our "LOTOS Gameware, LOTOS Sales Plus, LOTOS Value Plus, LOTOS Integrity and LOTOS Horizon: products. No other Lottery Gaming System offers this kind of functionality and flexibility.

INTRALOT is a technology based company constantly investing in Research and Development and the means to expand its retailer and lottery player base by harnessing new technologies; for instance, Mobile Phone Interactive gaming channels, JAVA based mobile phone applications



currently in use today in Europe communicating with INTRALOT's LOTOS™ O/S open platform. The Mobile Phone betting industry is rapidly growing and INTRALOT is already a major Services and Systems provider.

The modular designed platform of LOTOS™ O/S incorporates an extensive suite of high-end, interrelated hardware and software components designed to provide reliability, serviceability, upgradeability, versatility, data and transaction processing security, high availability and unparalleled performance.

LOTOS™ O/S open platform infrastructure guarantees customer satisfaction for all current and future market trends. Customers will have a technology partner that is able to provide them with the information necessary to address emerging market opportunities and explore new business channels and niches. This is our commitment to you, our customer, and business partner. From your success we will build on ours. We will constantly be looking forward to working together to provide enhancements to our services and technology.

"Delivering value through Innovation"

LOTOS™ O/S – EASE OF OPERATION

The System architecture is built with ease of operation in mind, and there are no complicated switch-over scenarios from the Primary System to the Remote Back-up System.

INTRALOT has developed its Desktop Manager to allow for a single sign-on and application launch experience covering both instant ticket accounting and on-line gaming applications for the Lottery user. The sign-on screen requires that the user provide a valid user name and password, which is authenticated before the Desktop Manager application is launched.

The entire LOTOS™ O/S Games Management System and functionality is available over a simple TCP/IP network connection and requires only a typical personal computer running an industry-standard web browser.

Our System functions properly using Microsoft's Internet Explorer, Mozilla's Firefox, Opera, Netscape Navigator, and other browsers. This capability enables Lottery personnel to utilize their choice of browsers to maximize efficiency; as well as provide seamless operation should the Lottery require personnel to utilize a specific browser due to security concerns.

INTRALOT ensures that all management functions defined in this RFP will be provided to the Lottery. This includes all game management and back office management functions in a format compatible with the Lottery's requirements. LOTOS™ O/S will be configured to accommodate as many concurrent users as the Lottery may require. There is currently no limit to the number of users that may access the System. Please note that, based on each users login profile and security clearance, only those applications for which that specific user is authorized are displayed on the Desktop Manager.



LOTOS™ O/S – LOTTERY APPLICATION SOFTWARE

INTRALOT's LOTOS™ O/S Game Management System (GMS), LOTOS™ Instant Game Management System (IGMS) together with our LOTOS™ BOS (BackOffice System), collectively the System, contains everything needed to manage online and instant games, including warehousing, Tel-sell, distribution, accounting, inventory, packaging, shipping and reporting. The System supports all types of prizes and prize levels, including cash, free tickets, merchandise, and other serialized products such as electronic scratch cards, etc. Our System supports multiple prize levels that can result in the same value – in other words, there may be several ways to win the same cash or merchandise prize. The maximum amount of a prize that can be paid by the retailer is just one example of many configurable parameters.

As your local partner, INTRALOT guarantees to customize and expand or change the System provided to the Lottery as required to meet the current and future needs of the Lottery. Your success is our success. We understand that requirements change and new and innovative products must be introduced for continued growth and success; as such we want to ensure the Texas Lottery that the powerful combination of INTRALOT's resources, will provide the flexibility, experience, performance, security, and scalability to accommodate those changes during the life of the contract.

We intend to provide the best possible solutions to further enhance the Lottery's business plans.

INTRALOT, working together with the Lottery, will customize all reporting and database structures to the exact requirements of the Lottery in order to provide all of the features and functionality required according to specifications. Our customization will also allow the Lottery to effectively streamline operations and improve the productivity of all individuals using the System.

are effectively and efficiently contributing to our customer's success the world over.

By selecting INTRALOT and our top of class solutions, the Lottery has an opportunity to utilize one central repository for all gaming information which will be contained in the database and hosted on fault tolerant redundant IBM POWER6 servers running IBM AIX Operating System. All Lottery System information is stored in one database format, eliminating islands of information which provides greater efficiencies that lower operating costs for the Lottery and provide better service to the retailers and players.



LOTOS™ O/S SOFTWARE DEVELOPMENT

INTRALOT's LOTOS™ O/S System and applications are designed and developed using the industry leading relational database, and Microsoft .NET Visual development tools, all of which are now commonly used in browser-based open source software systems. The



and Microsoft's rapid development tools and software products create an environment that shrinks development time for design, coding, and modification of systems and major application functionality changes and customizations.

Together, these products and our software create a powerful gateway to rapid information retrieval for instant ticket and on-line games information. Using SQL (Structured Query Language) and the open Server applications designed into our System, we have developed a user-friendly, multi-tasking environment that is fast and efficient. Users can quickly access, retrieve and update information in real-time, displaying information on screens and in reports.

The GUI (Graphical User Interface) applications created in the System through web-based interfaces, support the majority of the data entered, displayed and reported through the management terminals.

LOTOS™ O/S RETAILER TERMINAL NETWORK

LOTOS™ O/S and INTRALOT's retailer terminals support all games (online and instant) ticket transactions as required by the RFP. The proposed INTRALOT retailer terminals are fully capable of supporting all Lottery ticket transactions at the retailer level and the LSR level, including keyless validation for instant tickets and full 2D barcode support, which provides the ability to read drivers licenses, UPS, and FedEx shipping labels, to name a few. All of our terminal applications (retailer and management) are user friendly and are as simple as surfing web pages on the Internet. Access to information is simple to obtain using many of the System's point and click browser-based screens.

INTRALOT's proposal provides to the Lottery an array of retailer terminals all of which are fully described in Section 7.12 Sales Terminals and Related System Sales Equipment.

LOTOS™ O/S COMMUNICATIONS NETWORK

To specifically serve the needs of the Texas Lottery, INTRALOT has designed a comprehensive telecommunications network solution based on our years of experience and knowledge of the local geography, weather and available technologies.

The overall network design incorporates sophisticated, yet easy to use, network management, monitoring and reporting tools to maintain optimal network performance.

INTRALOT understands that we will be responsible for seeing that the network is implemented and operated in compliance with the agreed-upon specifications, including the responsibility for both network monitoring and management. In fact, in many cases INTRALOT's network design will exceed the Lottery's requirements and expectations. INTRALOT will be totally responsible for the design, implementation, operation, and management of the communications network over the life of the contract including any extensions.



INTRALOT's proposal provides to the Lottery a cost effective, secure and robust network that is fully described in Section 7.14 Communications Network.

CONVERSION EXPERIENCE and TRACK RECORD

INTRALOT has more recent experience in successfully converting from SGI and GTECH networks and Systems than any other vendor in the world. INTRALOT has won ten clients from GTECH and four clients from Scientific Games in the last three years from May 2006 through November 2009 for a total of more than 65,000 Retailers in various contracts as shown in the following table:

Lottery	Award Date	Previous Vendor	NEW Vendor	Retailers
District of Columbia	November 2009	GTECH	INTRALOT	625
Arkansas	September 2009	New State	INTRALOT	2,200
Vermont	May 2009	SGI	INTRALOT	750
New Hampshire	May 2009	SGI	INTRALOT	1,400
Louisiana Lottery	April 2009	GTECH	INTRALOT	2,800
Ohio Lottery	May 2008	GTECH	INTRALOT	8,800
Netherlands	April 2008	GTECH	INTRALOT	5,500
South Carolina	January 2008	SGI	INTRALOT	3,800
South Africa	October 2006	GTECH	INTRALOT	9,000
New Mexico	July 2007	GTECH	INTRALOT	1,400
South Korea	July 2007	SGI	INTRALOT	9,000
Malaysia	July 2006	GTECH	INTRALOT	2,200
Lottery West	August 2006	GTECH	INTRALOT	1,000
Idaho Lottery	May 2006	GTECH	INTRALOT	1,050
Taiwan	May 2006	GTECH	INTRALOT	8,000
TOTAL				64,450

INTRALOT looks forward to implementing its proposed solution for the Texas Lottery utilizing our proven Perfect Switch conversion program. The new network will be installed in parallel to that of your existing network, as will be the Central Systems and terminals, thereby minimizing any impact or conversion risks to your day-to-day operations. Since the new System, in total, will be installed in tandem to your existing system, it will be fully tested and proven prior to conversion.

INTRALOT's proposal provides a proven and comprehensive conversion plan that is fully described in Part 10 Conversion.

INTRALOT has the credentials and experience and is ready and fully capable of Exceeding Your Expectations.

7.6.1 System Configuration and Capacity

The following table identifies the minimum System configuration and capacity requirements for the Successful Proposer's Lottery Gaming System.

Table 42 System Configuration and Capacity

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 41 and Table 43.

2. The Proposer must describe how its System will meet the configuration and capacity requirements.

INTRALOT has provided detailed configuration block diagrams and an itemized Bill of Materials down to the component level of the proposed System, at the end of this section. Each hardware and software item is identified by manufacturer, product name, and model number as applicable. The software products to be supplied including the version number are also listed. In the event that a version number is not shown, the latest release at the time of conversion will be implemented.

INTRALOT does not plan to deviate from the list of standard hardware and software products; however, in the event that a deviation is required, INTRALOT agrees to disclose this to the Lottery with an explanation and understands that Lottery approval is required.

The LOTOSTMO/S Lottery Gaming System described below in detail provides a configuration to meet and exceed the capacity and other requirements of the RFP.

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TechWorld printed the following article about the Power6 processor series of enterprise class servers:

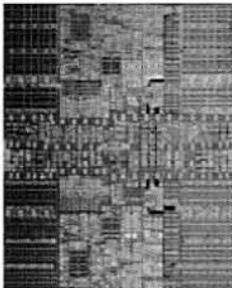
TECHWORLD

THE UK'S INFRASTRUCTURE &
NETWORK KNOWLEDGE CENTRE

3RD SEPTEMBER, 2007

VOLUME 4, NUMBER 15

IBM CLAIMS BENCHMARK HONOURS OVER HP BY MANEK DUBASH, TECHWORLD



IBM is trumpeting that its latest POWER6 processor-based Unix server is the world's fastest at processing technical and commercial applications. And it's combined this with a sideswipe at HP, saying that its System p 570 benchmark results are significantly better than HP's equivalent servers. HP in contrast focuses more on the wider issue of price-performance and performance-per-watt. IBM's results were obtained by running benchmarks on single core, four-, eight- and 16-core servers running either Linux or the IBM AIX, said IBM.

IBM reckoned its System p 570 server achieved record-breaking results in the SPECfp_2006 and per core SPECfp_rate2006 benchmarks, which determine the speed and throughput, respectively, of floating point calculations common in scientific applications as well as commercial workloads such as financial trading and product design.

IBM claimed server performance leadership in four sets of benchmarks, including those measuring speed and system throughput. In the

SPECfp_2006 benchmark, which measures speed, a single core of a 4.7GHz POWER6 processor in an IBM System p 570 server running SUSE Linux scored 22.4. IBM said this was "the highest result in the industry". IBM claimed that this was 23 percent better than HP's Integrity rx6600 running HP-UX which achieved 18.1.

In the SPECfp_rate2006 benchmark, which measures system throughput, an IBM System p 570 server with two 4.7GHz POWER6 processors (four cores) running the AIX operating system scored 115 versus 51.3 for an HP ProLiant DL585 G2 with two 3.0GHz AMD processors (four cores) running SUSE Linux -- a difference of 124 percent, claimed IBM.

In the SPECfp_rate2006 benchmark's eight-core results, an IBM System p 570 server with four 4.7GHz POWER6 processors running AIX scored 213 versus 98.7 for an HP ProLiant DL585 G2 with four 3.0GHz AMD Opteron processors running SUSE Linux -- a difference of 115 percent.

And in the SPECfp_rate2006 benchmark's 16-core results, an IBM System p 570 server with eight 4.7GHz POWER6 processors running Linux scored 428 versus 186 for an HP Integrity rx8640 with eight 1.6GHz Itanium 2 processors running HP-UX.

IBM launched the 4U System p 570 in May to showcase its new Power6 chip in

configurations at speeds of 3.5, 4.2 or 4.7GHz with up to 16 cores, running either AIX or Linux.

Big Blue targets the server at a number of applications, including database, business processing, application serving and business intelligence workloads, along with server consolidation. Features that, Big Blue reckons, support that claim include its processing power, I/O expandability, and virtualisation technology.

HP doesn't claim that its systems are faster. Instead, it focuses on cost, and performance per watt issues. For example, comparing its systems to IBM's previous-generation Power5-based p5 575, HP said that its Integrity Superdome, delivered 95 percent of the performance of a cluster of 16 IBM systems at a total system cost that was \$1.8 million less expensive. "IBM does not have a single-system (non-clustered) TPC-H result in the 10 terabyte database size," said HP.

HP also points out that IBM's Power-based systems don't run Windows. "HP Integrity servers offer much more than a glitzy benchmark result delivered at the cost of many important customer features," said the company.

SPECIAL POINTS OF INTEREST:

- ◆ Briefly highlight your point of interest here.
- ◆ Briefly highlight your point of interest here.
- ◆ Briefly highlight your point of interest here.
- ◆ Briefly highlight your point of interest here.

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	AIX 5L	Linux on POWER	Linux on Intel
Commercial Application Availability	✓ Best	== Good	+ Better
Hardware First-Failure Data Capture and diagnostic fault isolation capabilities	✓ Best	== Good	- No
Vertical Scalability	✓ Best	+ Better	== Good
Open Source Application Availability	== Good	✓ Best	+ Better
Virtualization Support	✓ Best	+ Better	== Good
Dynamic Processor Deallocation	✓ Best	✓ Best	- No
Mainframe inspired Operating System First Failure Data Capture and OS fault isolation	✓ Best	- No	- No
Predictive failure analysis on processors, caches, memory, I/O and DASD	✓ Best	✓ Best	- No
Concurrent run-time diagnostics	✓ Best	== Good	- No
Binary Compatibility	✓ Best	== Good	== Good
Manageability	+ Better	== Good	== Good

The preceding table, “AIX 5L and LINUX – Side by Side”, exemplifies the reason why INTRALOT has chosen AIX (Advanced Interactive eXecutive) Operating System over LINUX. AIX was written specifically for the IBM Power or PowerPC architecture CPUs because it makes use of advanced RAS (Reliability, Availability, & Serviceability) hardware features.

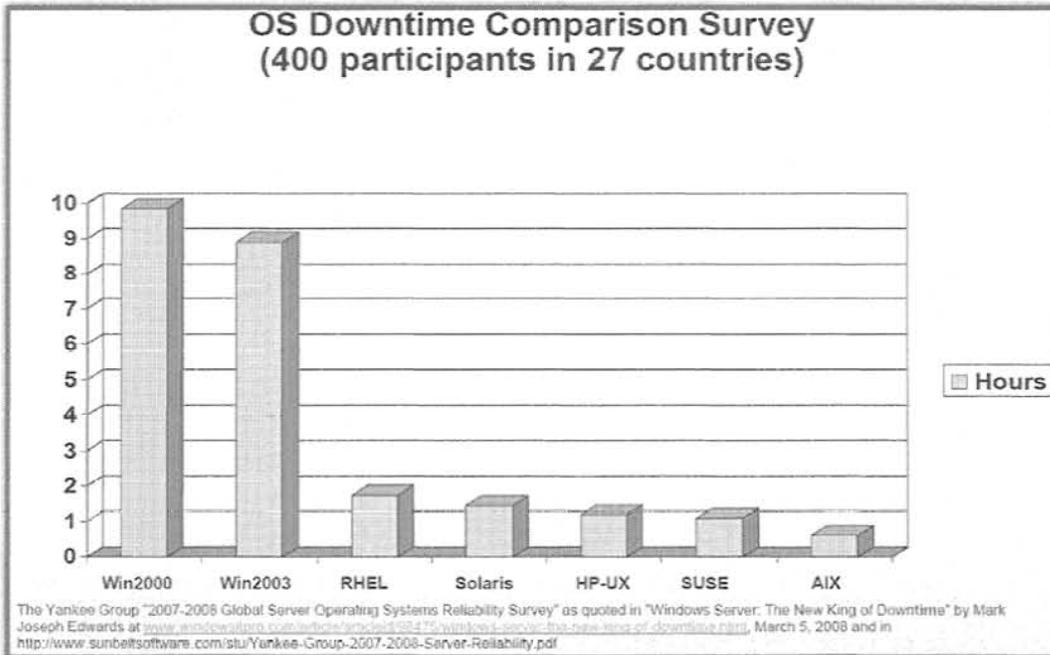
Note: INTRALOT runs AIX, while the other vendors operate on the other platforms shown above, and now version 6 provides additional advantages.

AIX "Is Most Reliable" – Testimonies from Major Users

The Yankee Group's second annual Global Server Operating System Reliability Survey polled 400 users from 27 countries worldwide. The latest independent, non-sponsored web-based survey revealed that:

All versions of UNIX, which typically carry very high workloads—are near bulletproof, achieving 99.99999% reliability. IBM's AIX UNIX led all server Operating Systems for reliability with just more than 30 minutes per server of annual downtime.

AIX, experiencing a mere 36 minutes of downtime over the course of an entire year, was the clear winner at 99.99 percent uptime. Ubuntu Server, a Linux OS (based in part on Debian) that's growing in popularity by leaps and bounds, experienced only 1.10 hours of downtime on average last year, faring better than HP-UX, Solaris, and Red Hat!"



Here's what Stephen Boyle Vice President,

Global Platform Alliances said:

"We are pleased to see IBM's continued commitment to AIX with the release of Version 6.1. IBM continues to push the UNIX envelope with AIX Version 6 and the new virtualization, security, and availability features that provide a robust and flexible platform for Oracle Database and Oracle Applications"

Kent McMullen Senior Director, Symantec Strategic Alliances said:

"Version 6.1 demonstrates IBM's commitment to AIX. The rich set of new features provides a robust and flexible platform for Symantec products,"

IBM's AIX Operating System was able to achieve the 99.99999% availability, while Red Hat Enterprise Linux (the other guys) could only achieve 99.97% (1.73 hours downtime). The key concepts factored into this analysis were reliability, uptime, performance, management, Service Level Agreement, and Service Level Agreement compliance. Since AIX achieved a 99.99% rate it puts it in the information technology industry's "MISSION CRITICAL AVAILABILITY" category, which dictates from INTRALOT's perspective, how important and critical the Lottery industry is viewed and how important a robust Operating System is to the public's perception of such a high profile System.

LOTOS™ O/S Continues to Maintain a 99.99% Availability Rate

The pSeries JS23 & JS43 Blade and P570 Power6 architecture running AIX Operating System is ideal for the Lottery industry since it provides low-latency operations; a much needed requirement for the industry. It is clearly evident in the "System p Operating System Features" chart above that the AIX Operating System was designed for the IBM POWER processor, utilizing all facets, thereby making the processor for what it is renowned for, a fault tolerant High Processing Computing (HPC) processor. The high density, deployment, and management challenges associated with High Processing Computing clusters makes IBM POWER series architecture, namely pSeries JS23 & JS43 Blade and p570 Servers, an ideal platform that addresses the challenges of today and tomorrow's lottery requirements.

System p Operating System Features

Function	AIX 5L V5.2	AIX 5L V5.3	SLES 10	RHEL AS 4
Micro-Partitioning	N	Y	Y	Y
LPARs	N	Y	Y	Y
CUoD processors	Y	Y	Y	Y
CUoD memory	Y	Y	Y	Static
Dynamic LPAR processors	Y(1)	Y(1/10 th)	Y(1/10 th)	Y(1/10)
Dynamic LPAR memory	Y	Y	Y	N
Dynamic LPAR I/O	Y	Y	Y	Y
Simultaneous multi-threading	N	Y	Y	Y
Virtual SCSI Client	N	Y	Y	Y
Virtual Ethernet	N	Y	Y	Y
EEH recovery	Y	Y	Partial	Partial
Large page support	Y	Y	Y	Y
Concurrent diagnostics	Y	Y	N	N
PCI hot-plug	Y	Y	Y	Y
I/O drawer concurrent add/remove	N	Y	N	N

IBM's POWER Processor RAS Features Comparison

Reliability, Availability and Serviceability features	AIX 5L	Linux on POWER	Intel	Comments
Automatic First-Failure Data Capture and diagnostic fault isolation capabilities	Yes	Yes	No	Used by Error Log Analysis Tool
Self-healing internal POWER5 processor array redundancy	Yes	Yes	No	ECC, bit steering, memory scrubbing, etc
Industry-first PCI bus parity error recovery	Yes	Limited	No	EEH detection: partition down vs system
Scrubbing and redundant bit-steering for self-healing in main storage	Yes	Yes	Limited	Intel not as robust
ECC and Chipkill correction in main storage	Yes	Yes	Yes	
Fault tolerance with N+1 redundancy, dual line cords, and concurrent maintenance for power/cooling	Yes	Yes	Yes	
Predictive failure analysis on processors, caches, memory, I/O and DASD	Yes	Yes	Limited	Intel does not have predictive analysis of I/O
Processor run-time and boot-time de-allocation based on run-time errors (Dynamic Processor De-allocation and Persistent Processor De-allocation)	Yes	Yes	No	FFDC advantage
Fault avoidance through highly reliable component selection, component minimization and error mitigation technology internal to chips	Yes	Yes	No	
Concurrent run-time diagnostics based on First-Failure Data Capture for power, cooling, and I/O	Yes	Limited	No	Planned for Linux
Service Processor is a separate, independent processor that provides hardware initialization during system IPL, operation monitoring of environmental and error events	Yes	Yes	Limited	Linux on Intel not as robust

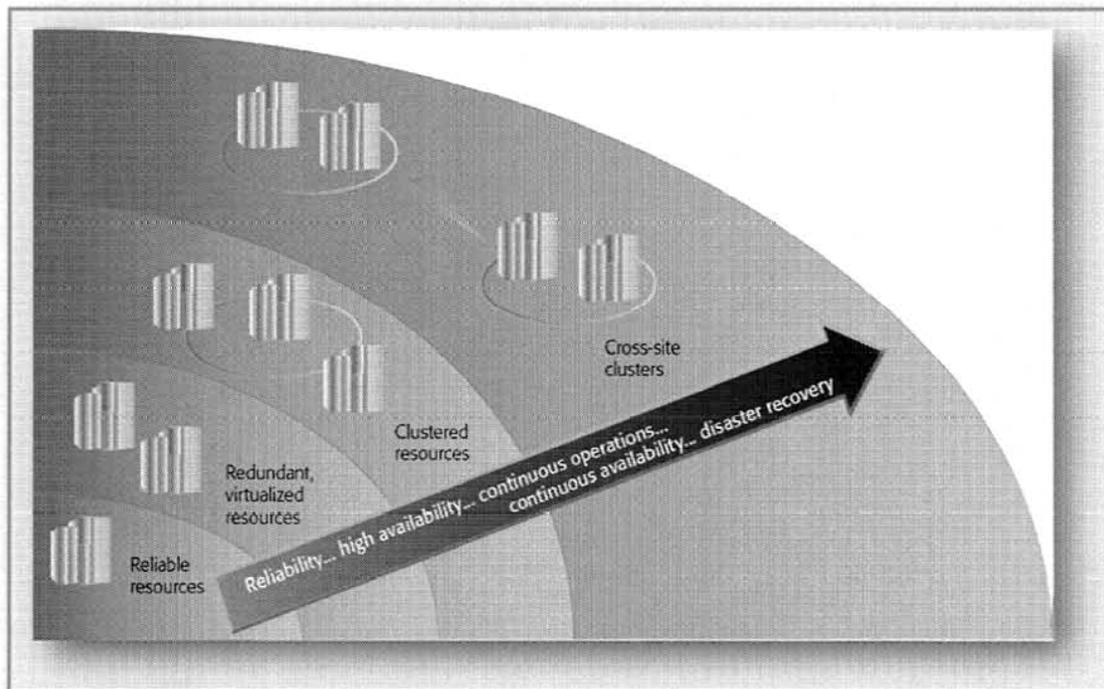
http://www.ibm.com/systems/p/hardware/whitepapers/power5_ras.pdf

The two tables above compares the AIX operating systems RAS (Reliability, Availability, & Serviceability) features to those of the Linux operating systems. The additional features of AIX enhance the system's reliability, availability and serviceability all of which are of paramount importance for continuous (24/7) operational requirements like those of a Lottery Gaming System.

LOTOS™ O/S Ability to Achieve 100% Systems High Availability

With INTRALOT's robust LOTOS™ O/S running on the IBM' Power Systems hardware and operating systems, INTRALOT can undeniably boast a proven track record of successful deployments across the globe, achieving High Availability and business continuity.

*INTRALOT's LOTOS™ O/S
The Lottery System that never stops...
Providing secure continuous operations
24/7/365*



INTRALOT Infrastructure Configuration Continuum

INTRALOT understands the Lottery business and the need for business critical High Performance Computing (HPC) applications and scalable reliable processing power. The Lottery industry relies on high-volume, complex, real-time transaction response times to process on-line and instant ticket transactions. Complex Lottery applications require computational intensive system performance. INTRALOT's Systems Architects lead the lottery industry in system design and performance and they differentiate INTRALOT from other Lottery vendors.

Our Systems are multi-homed which means that each system has multiple network interfaces. We have redundant (A and B) Ethernet LANs and the interfaces plug into each LAN for redundancy. The failure of an individual network interface, cable, or switch will not cause any disruption to system operations.

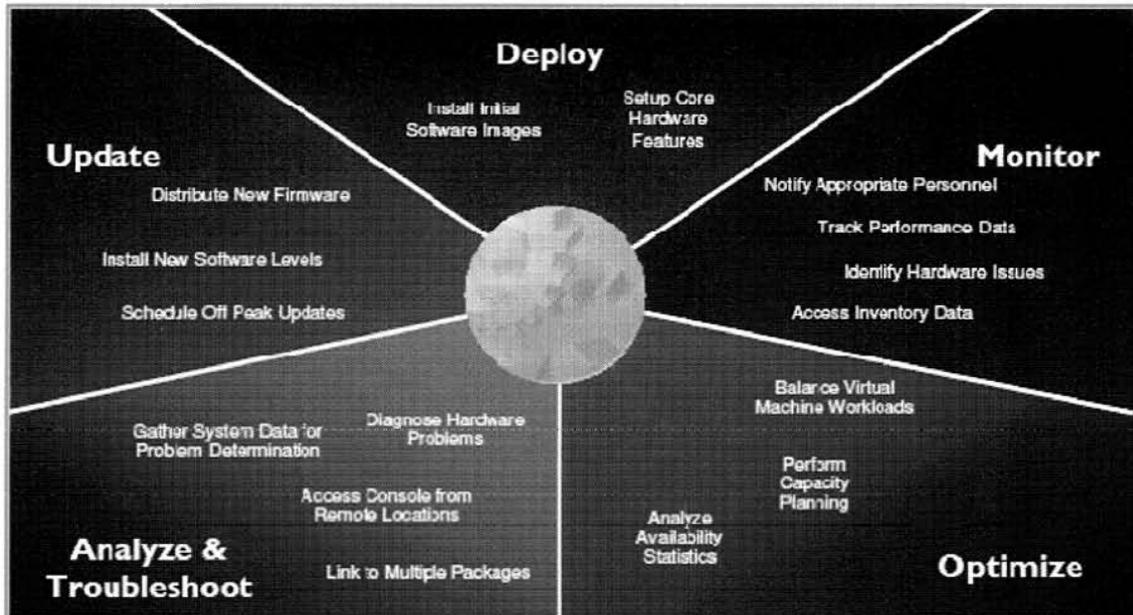
All System components are fully redundant, with no single point of failure. LOTOS™ O/S supports operations over multiple data centers by employing real-time data replication and synchronization between the Primary and Remote Backup Sites. The data alignment between sites is fully and automatically undertaken at the application level, thereby upholding and fulfilling its fault tolerant architecture to which it fully capitalizes to meet the requirements for uninterrupted Lottery systems processing.

INTRALOT's LOTOS™ O/S Open Systems application is a fully redundant systems architecture providing transparent recovery through its design. INTRALOT's LOTOS™ System design ensures that no transactions are lost in the system. With data security and integrity in mind, there are always active transaction engines in the Primary Site and Remote Back-up Site housing the four-plex transaction systems across four fully redundant SANS that will receive the transactions in real time from the terminals.



INTRALOT's LOTOS™ O/S utilizes IBM's Director V6.1 to take System monitoring and availability to a new level to maximize availability and optimize Server throughput, utilization and performance. IBM's Director server management tool allows INTRALOT to administer multiple IBM and non-IBM Operating Systems identifying their individual status and assigning computing resources to business needs. Director achieves this via Predictive Failure Analysis (PFA); it preemptively detects probable failures and acts upon this detection via an action register plan (i.e. e-mails, data paging, step-through action templates, etc.). The following components are protected by PFA:

- Hard Disk Drives
- Fans
- Power Supply Units
- Memory
- CPU's
- Voltage Regulator Modules
- Software



IBM Director V6.1 Server Management Tasks

**Confidentiality Claimed
Not released**











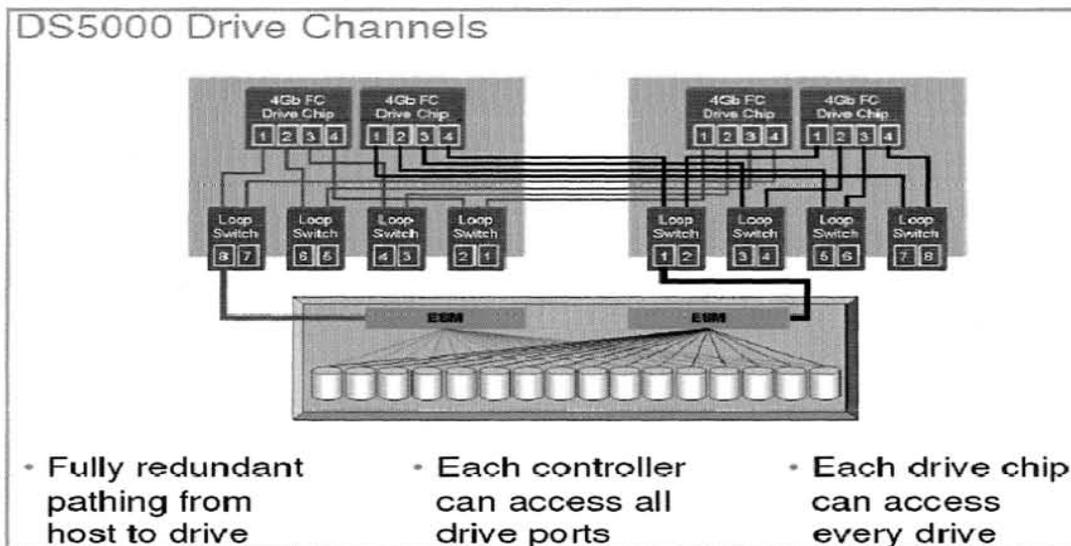


END of Confidential, Proprietary and Trade Secret Information

PDHM monitors drive health and identifies drives with developing reliability problems. Once a drive is showing signs of impending failure, it can be removed and replaced - avoiding the failure before it occurs.

PDHM Technology:

- Examines every completed drive I/O
- Tracks the rate of drive reported error and exception conditions returned by the drives (in the form of sense keys)
- Tracks drive performance degradations often associated with unreported internal drive issues
- When any error or degraded performance threshold is exceeded – indicating a drive is showing signs of an impending failure – the Storage Manager Software issues a critical alert message and takes any corrective action deemed necessary and safe.
- Storage Redundancy is achieved with the following DS5000 Series Drive channel configuration.



Additional features of the DS5000 series include:

- Configuration data is stored on every configured drive:
 - Each drive knows its state and status as well as its logical drives' state and status
 - One drive in each RAID array stores the controller and subsystem level information
 - Minimum of three per disk system



DS5000 series benefits:

- Creates “data intact” drive portability as drives are not bound to a given enclosure or slot
- Individual physical drives can be relocated within a system to improve channel utilization (performance/availability)
- Individual RAID arrays can be migrated to another system
- Full systems can be upgraded by simply replacing the controller

Higher Availability:

- Critical configuration data stored on every drive, not just a few

LOTOS™ O/S User Interface - Friendly and Easy to Manage

LOTOS™ O/S has been designed using the latest programming technologies and provides the capability to manage all functions in real-time through a simplified, user-friendly Graphical User Interface (GUI). All LOTOS™ O/S Back Office System (BOS) applications have been developed using the .NET platform. The Back Office System applications are used by authorized personnel to perform the necessary management, control and administration functions of all gaming processes and the screening and overview of the entire Lottery network.

The .NET framework technology provides the ability to quickly build, deploy, manage, and use security-enhanced solutions with Web Services. Web Services have revolutionizing how applications interact with other applications—or, more broadly, how computers talk to other computers—by providing a universal data format that lets data be easily adapted or transformed. Based on Extensible Markup Language (XML), the universal language of Internet data exchange, Web Services can communicate across platforms and Operating Systems, regardless of the programming language in which the applications are written.

LOTOS™ O/S Expandability

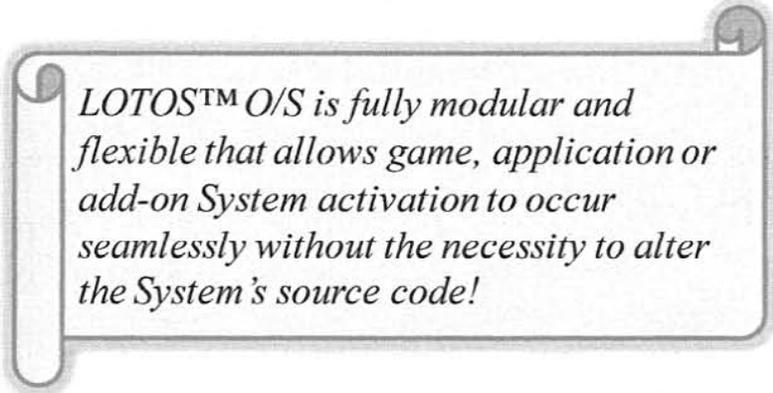
The increasingly competitive business environment and the new conditions that shape various technological and business developments in the gaming market create a series of new demands for information systems that support the gaming operators. The key difference between the solutions available in the market is the extent to which modern information systems can effectively respond to these needs.

An important part of the “new generation” demands for flexible Lottery information systems emanates from each organization’s specific needs for business expandability. Constant expansion of the core products (i.e. lottery games) through growth requires additional value-added business activities.

Recognizing the importance of expandability for the Lottery, and in comparison to our competition, INTRALOT is a leader in this area as well. We design, implement and propose solutions that provide unlimited capabilities for both capacity and operational expandability.

INTRALOT combines the internationally recognized superiority of its Systems with its unparalleled knowledge and experience in the local and international area. INTRALOT is capable of offering the Lottery a System that both secures and encourages the future business expandability of the Lottery through a wide range of features. In summary, these capabilities consist of:

- Capacity expandability, which allows the important and very easy increase in the number of POS and terminals (even through third-party terminals), the number of games it operates, combined with promotional activities.
- Unlimited operational expandability, which allows the Lottery to offer many value-added services, to market its products both through existing sales networks (e.g. supermarkets) and through alternative sales channels.



LOTOS™ O/S is fully modular and flexible that allows game, application or add-on System activation to occur seamlessly without the necessity to alter the System's source code!

**Confidentiality Claimed
Not released**

LOTOS™ O/S Scalability

Predictably or not, lottery organizations and markets continuously evolve. This calls for the ability to handle change on-demand. INTRALOT will deliver a System that supports both vertical and horizontal scalability. A vertical upgrade means enhancement of the existing components of the



System. A horizontal upgrade will constitute the addition of new equipment to the existing infrastructure.

The System's capability to expand on-demand basis ensures that INTRALOT can deploy a solution that not only handles the way business is conducted today, but can keep pace with predictable or unpredictable shifts in the way business will be conducted in the future.

The overall architecture of LOTOS™ O/S is based on INTRALOT's desire to offer the Lottery industry Systems that are fully scalable at all levels.

LOTOS™ O/S Upgrade Strategy

In order to design an appropriate solution for a Lottery, INTRALOT's selection of hardware and software technologies is a highly analytical process, whereby all solutions are examined for their lifecycle duration and possible upgrading requirements. INTRALOT selects the latest hardware and software available from the IT industry's leading companies such as IBM, CISCO and ORACLE. We make sure that our solutions remain current and supported until the expiration of the contract. Our Systems can be upgraded both vertically and horizontally as the Lottery experiences growth and requires new features and functions.

LOTOS™ O/S :

- ✓ *is NOT restricted by Software or Hardware platforms!*
- ✓ *System Design supports growth through vertical and horizontal scalability!*

IBM offers extended support (i.e. multi-year maintenance warranty) for each AIX Technology Level Update thus lengthening the amount of time each technology level is supported, reducing the impact of adding new IBM hardware to the environment and introduces cost optimization which is passed on to the Lottery through INTRALOT's lower fees.



LOTOS™ O/S System Structure & Design

The LOTOS™ O/S System operates using an intuitive browser interface and the Enterprise Edition Server architecture to facilitate communications between varied applications in an extremely rapid manner. Our System was designed and developed using the industry leading relational database and Microsoft's .NET Visual Studio development tools, all of which are now commonly used in Web Services based open source software systems. The and Microsoft RAPID DEVELOPMENT tools and software products create an environment that shrinks development time for design, coding, and modification of systems and major application functionality changes and customizations.

LOTOS™ O/S Flexible and Modular

LOTOS™ O/S software is comprised of a series of fully integrated modules that remain independent, even though they are operationally integrated. When the need arises for a new game, a supplemental application or an add-on system it can be either activated or seamlessly integrated without the need to change anything in the System code. In this way adding, removing, enabling or disabling and, if necessary, amending services and games can occur without affecting or impacting the overall operation of the System or the functionality of other components. INTRALOT's Lottery Gaming System exemplifies plug and play by dynamically allowing the addition of new games without downtime, degradation or adverse ramifications.

The Lottery Gaming System's transaction processing engine is totally independent from changes in the games library, the database or the back-office applications or other add-on systems or services. Upgrading to address growing capacity requirements is a transparent process and, even more important, it occurs without jeopardizing operations. Equipment upgrades, System software and/or Operating System updates in LOTOS™ O/S can be performed without interruption of operations or suspension of sales. The LOTOS™ System flexibility and open source architecture provides the ability to attach any other third party hardware or software applications at any time in the future without issues.

**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**

**Confidentiality Claimed
Not released**

LOTOS™ O/S Failover

The LOTOS™ O/S System design, built on a fully redundant architecture, makes it a high availability and fault tolerant solution

will occur without operator intervention as the remaining System(s) immediately and transparently assume the load. Recovery is an “Auto-Failover” process without operator intervention and totally transparent for failures of any modular hardware (i.e. Network Interface Cards, Hard Drives, Power Supply, Fans) or other locally contained failure.

The System architecture is built with ease-of-operation in mind; therefore, there are no complicated switchover scenarios from system to system. Each of the LOTOS™ transaction engines and Database engine Servers are capable of handling the entire retailer network. The design of the hardware configuration is such that hardware and software problems do not impact nor disrupt retailer operations, ticket validations or management terminal services. System recovery testing verifies that functionality and contingency factors are in place and operational to mitigate any failures that may happen.

Business continuity is the key factor with INTRALOT’s configuration. Utilization of redundant System architecture ensures the LOTOS™ O/S Lottery Gaming System will not experience any downtime nor any data loss or corruption of information. A recovery plan will be in place to ensure that, in the event there is a complete loss of processing capability on the primary System; transaction processing will immediately switch over to the

There is no loss or corruption of transactional data. A designated Back-up Data Center server automatically becomes the master and the remaining server become the secondary system. Failover to the Back-up Data Center can be setup in two configurations:

- Scenario 1 – Automatic Failover – from Primary Data Center to Back-up Data Center, or
- Scenario 2 – Manual switchover by the LOTOS™ Operator to select the Back-up Data Center for the master.



We will normally continue running in that configuration until the following month when the process will revert. Our operations module, LAU (LOTOS™ O/S Administrator Unit), ensures that switch over to Back-up Systems can occur at any time.

INTRALOT will provide written documentation, such as printouts from the operations log file, which will document the successful failover and we welcome the Lottery to observe these planned failovers at any time. The System's health is monitored on a real time basis by the Operating System and the software control /monitoring applications such as (i.e. IBM Director, LAU, Nimsoft, NAGIOS, etc). The System is programmed and configured to warn about potential failures and is capable of running with multiple component failures.

Planned maintenance for something such as Operating System patches and security updates will be pre-tested on the TEST System and allowed to run for an appropriate test period. Maintenance changes to production hardware or software will not occur without following the proper Change Management Process including prior written consent of the Lottery. Planned maintenance, whether for hardware or software, will be scheduled well in advance and planned in conjunction with the Lottery during low transaction activity periods. In order to further reduce the risk of integrating new hardware, operating system patches and security updates in the operational environment, INTRALOT will introduce all such changes on the third and fourth servers in four-plex and run for several days to ensure that the changes impose no threat to lottery systems. Only upon successful completion of this final operational test will the primary and secondary servers be upgraded.

The Primary and Back-up Data Center systems and all other site will have service and maintenance agreements from the equipment manufacturers. IBM service technicians or the manufacturer's engineers for a given piece of equipment will perform any non-routine or technically involved preventative maintenance or upgrade.

The proposed LOTOS™ O/S architecture design ensures that a single component failure never causes the System to become inoperative. System operation continues while a failed component is hot-swapped with a new component and returned to a redundant on-line operation without interrupting the Lottery Gaming System operations.

The Lottery System is secured against commercial power failures at both the primary and backup data centers by a multi-bay battery Uninterrupted Power Supply (UPS), ensuring the full continuation of operations without loss of power or data. In addition, diesel generators automatically start upon loss of commercial power to supply the site with power until reliable commercial power is returned. The Lottery Site generators are exercised weekly to ensure proper activation and operation should a commercial power loss occur. Each diesel generator has sufficient fuel for a minimum of two days operational hours at all times.

In both cases, the affected components are configured to automatically connect to another component for continuous operation.

This fault tolerance guarantees that no single point of failure will be able to stop, or prevent, the communications link. This feature, together with Secondary System redundancy, guarantees the continuity of operations and the data integrity of the transactions.

This architecture provides automatic failover and load balancing of the terminals. This process ensures data loss does not occur due to redundant, high availability backend Systems architecture. In Each LCP has multiple redundant network paths defined in its configuration file to access the Lottery Gaming System.

LOTOS™ O/S Data Protection and Transaction Integrity

Interactions with the System can be identified by checking the relevant transaction(s) it has generated. The originator of every System transaction is also recorded. Only completed transactions are recorded on the System, ensuring the continuity of data and the integrity of the database.



LOTOS™ O/S Recovery from System Checkpoints using Audit Trails

LOTOS™ O/S is designed to provide periodic dividing transactions into groups, ensuring the integrity of the transaction logging process. This procedure verifies the sequential and chronologically ordered recording of the transactions in the log file.

LOTOS™ O/S keeps audit trails on all user transactions. The record shows who has accessed the System and what operations have been performed during a given period of time (session). LOTOS™ O/S audit trails can be used both for maintaining security and for recovering lost transactions.

For all take-over scenarios due to a System failure, a comprehensive audit trail prevents the loss of data and allows for complete verification of transactions and data integrity between Systems. The layered protection feature minimizes the requirement for reprocessing data necessary to re-establish full Systems operation.

LOTOS™ O/S Communications Routing

At the application layer, the Lottery Gaming System's IPLCPs, which are the communications Front End Servers that are communicating with the retailer terminals, can be set to automatically reroute the retailer transactions to the Back-up Data Center's main transaction processing Systems or logically divert retailer traffic should it fail to communicate with the Primary Data Center's system. There is no complicated switch over logic required to determine which System is

IDAHO PRODUCTION FAILOVER PROCEDURES

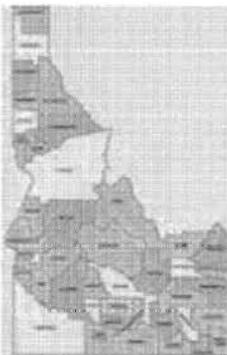
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Revision 2 7/5/2008

Operations Procedures

Production Failover
Procedures 1

intralot
USA



Operations Failover Procedure (of Production sites)

The document describes in detail, the steps the operators on the system have to perform in order to switch over from one node to another.

From the normal site check the **Umon utility** and verify that the Dump and Pending messages are zero.

Make a previous Back-up node to Normal

Shutdown the application at the primary site (f5down 0), if it is still running

Shutdown the application in the disaster site (f5down 0)

Login as Id_Operations

Run **uph_cfg** application to define the new status for the node

CURRENT CONFIGURATION

- (a) OPERATION : BACK-UP (3)
- (b) FAIL OVER HOST : 0.0.0.0
- (c) SWITCH OVER HOST
- (d) SWITCH OVER HOST 2 : 192.168.165.22
- (e) DISABLE LIVE FEED : [NO]
- (f) AUTO SWITCH (sec) : 0
- (g) PING TIMEOUT (sec) : 0
- (h) PING RETRIES (sec) : 0
- (i) QUORUM ADDRESS 1 : 0.0.0.0
- (j) QUORUM ADDRESS 2 : 0.0.0.0
- (k) QUORUM ADDRESS 3 : 0.0.0.0

Enter Choice (1-11)? - Press any 0 to exit:

The status of the node must become NORMAL

User **admin** logged in **SPTP3...**

CURRENT CONFIGURATION

- (a) OPERATION : NORMAL (1)
- (b) FAIL OVER HOST : 0.0.0.0

Save and exit from the application

Logout as ID_Operations

Startup the LOTOS Application as Normal

At Umon utility you should see Dump & Pending Messages increasing

Make a previous Normal node to Back-up

Login as ID_Operations (the LOTOS application should be down)

Run **uph_cfg** application to define the new status for the node

User **admin** logged in **SPTP1...**

(CONT'D)

IDAHO PRODUCTION FAILOVER PROCEDURES

Page 2 of 110
Revision 2 7/5/2005

Operations Procedures

Production Failover
Procedures 1

intralot
USA



CURRENT CONFIGURATION

(a) OPERATION : NORMAL (1)
(b) FAIL OVER HOST
(c) SWITCH OVER HOS
(d) SWITCH OVER HOST 2 : 0.0.0.0
(e) DISABLE LIVE FEED : [NO]
(f) AUTO SWITCH (sec) : 0
(g) PING TIMEOUT (sec) : 0
(h) PING RETRIES (sec) : 0
(i) QUORUM ADDRESS 1 : 0.0.0.0
(j) QUORUM ADDRESS 2 : 0.0.0.0
(k) QUORUM ADDRESS 3 : 0.0.0.0

Enter Choice (1-11)? - Press any 0 to exit:

The status of the node must become BACK-UP

User **admin** logged in **SPTP1**...

CURRENT CONFIGURATION

(a) OPERATION : BACK-UP (3)
(b) FAIL OVER HOST
(c) SWITCH OVER HOS
(d) SWITCH OVER HOST 2 : 0.0.0.0

Save and exit from the application

Logout as ID_Operations

Startup the LOTOS Application

From the disaster site check at **Umon utility** that the Dump and

Pending

messages are zero.



Should the Primary Data Center systems malfunction, processing operations will transition immediately and seamlessly to the Back-up Data Center systems. Network and transaction-processing loads will NOT impact System performance nor incur any data loss. As stated previously, when the Secondary detects a failure in the Primary, it *automatically* continues control by declaring itself the “*new Primary*” and notifies the operations console of the failed status of the member System. There is no discernible interruption of transaction processing.

When the Systems are set for “Auto-Failover” and the Secondary Systems are not able to perform load processing, the Primary Site IPLCPs, which are the communications Front End Servers that are communicating with the retailer terminals, are set to automatically reroute to the Back-up Data Center’s main transaction processing Systems. In this way there is no complicated switch over logic required to determine which System is “Primary” and the switch over to the Remote Back-up Data Center is completely automatic. This tried and tested feature alone makes the LOTOS™ O/S System superior to other vendors’ systems.

After the failed System computer has been repaired it will be manually reintroduced into the on-line configuration as the Back-up or Remote Back-up via a command that allows the operator to specify the role of the System. Once it is reintroduced to the on-line status configuration, that System is able to establish communications with the other on-line computers. The reintroduced Gaming System will automatically begin synchronization with the current Primary Gaming Systems.

During this time, on-line processing is not interrupted, no data is lost, and the LOTOS™ System continues operating the games. The downed System is taken off line from the on-line configuration and is then available for maintenance. When maintenance is completed, the failed System may be reintroduced into the on-line configuration. During this process, data is resynchronized with that of the entire LOTOS™ O/S System and database configurations.

LOTOS™ O/S Real-Time Monitoring and Failure Detection

The real-time monitoring of gaming transaction traffic and System activity is provided by the LOTOS™ O/S Administrator User (LAU). INTRALOT and the Lottery will receive immediate notification of abnormal System conditions and their causes from the LAU. Conditions reported include, but are not limited to, validation problems, communication difficulties and System anomalies or failures.

The LAU has a graphical interface that provides real-time information. It gives the user control over the System configuration and game parameters. One of the main functions of LAU is the real-time monitoring of various system parameters related to the System’s setup as shown in the following three screen shots.

System Information - IS_Idaho
[-] [X]

Terminals per Status

Init	TLF Updated	Processed
342	0	0
Loaded	CPN Updated	Replied
0	0	1872
Validated	SKW Updated	Retransmitted
0	0	0

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
5107	POWERBALL	2121	12/03/2008 20:00:00	18735	58346	58346.00
5109	WILD CARD2	1542	12/03/2008 20:00:00	1320	4351	4351.00
5126	HOT LOTTO	123	12/03/2008 20:00:00	1402	5106	5106.00
2111	PICK3	2709	12/01/2008 20:00:00	135	767	767.00
2114	RAFFLE	3	12/30/2008 22:00:00	117659	117659	117659.00

Transactions per Day

Game: 5107
Draw: 2121

Draw Time	Draw Status	Visual Draw	Record
12/03/2008 20:00:00	Active	2121	2

Play & Coupon Type	Coupons	Groups	Columns
Play Slip	1550	4109	16698
Simple	2902	6552	23004

You have not access for this operation!

Node ID	LCPs
1	4
Node Name	Defined
1001	0
Games Loaded	Connected
5	4
Total Coupons	Blocked
131258	0
Agencies	
1200	
Terminals	
1314	
Powered On	Powered Off
958	99
Disconnected	Deactivated
25	259

Transaction Statistics

12/01/2008

Time Range	Count	Count
00:00-00:30	3696	3924
00:30-01:00	1047	3467
01:00-01:30	0	3677
01:30-02:00	437	3943
02:00-02:30	370	2821
02:30-03:00	196	3026
03:00-03:30	608	3258
03:30-04:00	652	0
04:00-04:30	1444	0
04:30-05:00	2561	0
05:00-05:30	2930	0
05:30-06:00	4896	0

First Part Of Day

12/01/2008 09:56:38
[IS_Idaho] --> OFFICIAL
[kyle.schiepan] --> VIEW ACCESS
Logout

System Information Status

System Information - IS_idaho
Close

Terminals per Status

Init	TLF Updated	Processed
342	0	0
Loaded	CPN Updated	Replied
0	0	1472
Validated	SKW Updated	Retransmitted
0	0	0

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
5107	POWERBALL	2121	12/03/2008 20:00:00	18738	58351	58351.00
5109	WILD CARD2	1542	12/03/2008 20:00:00	1320	4351	4351.00
5126	HOT LOTTO	123	12/03/2008 20:00:00	1403	5187	5187.00
2111	PICK3	2789	12/01/2008 20:00:00	135	767	767.00
2114	RAFFLE	3	12/30/2008 22:00:00	117660	117660	117660.00

Transactions per Day

Game 5107 **Draw** 2121

Draw Time 12/03/2008 20:00:00 **Draw Status** Active **Visual Draw** 2121 **Record** 2

Play & Coupon Type	Coupons	Groups	Columns
PlaySlip	1558	4109	16698
Simple	2982	6552	23884

You have not access for this operation!

Overall | **Node** | **Lcp** | **Agency** | **Terminal** | **Transactions**

LCP	LCP Selection
1	
Status	Operation
Connected	Init
CSIM in Progress	
0	
Max Allowed CSIM	
100	
Last Report	
12/01/2008 09:30:00	

Processed Transactions

0 secs	1225
1 secs	38
2 secs	0
3 secs	0
4 secs	0
5 secs	0
6 secs	0
Over 6 secs	0
Timeout	0
Failed	0

12/01/2008 09:57:08
[IS_Mahoe] --> OFFICIAL
[kyle.schiepan] --> VIEW ACCESS
Logout

System Info: Communications Processor Status

System Information - IS_idaho
Close

Terminals per Status

Init	TLF Updated	Processed
242	0	0
Loaded	CPN Updated	Replied
0	0	1672
Validated	SKW Updated	Retransmitted
0	0	0

Game	Description	Draw	Draw Time	Coupons	Columns	Revenues
5107	POWERBALL	2121	12/03/2008 20:00:00	18748	58386	58386.00
5109	WILD CARD2	1542	12/03/2008 20:00:00	1321	4352	4352.00
5126	HOT LOTTO	123	12/03/2008 20:00:00	1403	5187	5187.00
2111	PICK3	2789	12/01/2008 20:00:00	135	767	767.00
2114	RAFFLE	3	12/30/2008 22:00:00	117662	117662	117662.00

Transactions per Day

Game 5107 **Draw** 2121

Draw Time 12/03/2008 20:00:00 **Draw Status** Active **Visual Draw** 2121 **Record** 2

Play & Coupon Type	Coupons	Groups	Columns
PlaySlip	1553	4124	16713
Simple	2906	6572	23104

Overall | Node | Lcp | Agency | Terminal | Transactions

Terminal	Terminal
1600001	
Primary LCP	Hardware Type
1	Consis
Terminal Mode	Component Data
Normal	0
Sign on User	Activation Status
0	Deactivated
Equivalence	Group
0	0
Transaction Status	
Replied	
Last Transaction Data	
Msg: 0 Smg: 0 Reply Status: 0	

PC-Gateway

10.102.102.01

Last Trns Time

01/01/1970 00:00:00

Elms (Terminal)

0

Operational DV

2

You have not access for this operation!

12/01/2008 09:57:47
[IS_idaho] --> OFFICIAL
[kyle.schiepan] --> VIEW ACCESS
Logout

System Info: Terminal Current Status



LAU provides information on operational and processing data for the LCPs, type of connection, status for each LCP, monitoring message switching time, and the transfer of messages between the Lottery System and the terminals. LAU provides monitoring of all requests made during game transaction processing, including the status of requests for games and transactions and the status of all draw transactions.

LOTOS™ O/S Secure Connectivity

Security is an ongoing, pervasive and interactive process that continuously evolves along with technological advancements, and constantly changes with specific customer needs. INTRALOT has engineered LOTOS™ O/S to be readily adaptive to evolving security requirements. The system is modularly built over a layered security structure that does not constrain the choice of security policies because it is not operationally dependent on technology or vendor-specific security solutions. This means that for every security layer, any of the available integrity, control, security and encryption industry standards can be implemented.

INTRALOT guarantees the open architecture design of the LOTOS™ O/S Lottery System platform. LOTOS™ O/S is a fully in-house developed System based on in-depth industry knowledge and staff expertise and the valuable experience that INTRALOT has accumulated over the years from operating Lotteries around the world. It constitutes an open architecture suite of applications that can be deployed on a variety of hardware and software platforms.

INTRALOT designs, develops and implements its products ensuring total control over the entire project lifecycle. We tailor the installations to the needs of the local market and client. All software applications have been developed with a commitment to high quality, an adherence to industry standards and have repeatedly received international praise. The LOTOS™ O/S transaction processing system features a fault tolerant, highly secure, diverse and innovative solution that has had a profound impact on the U.S. Multi-State Lottery Association (MUSL). After reviewing LOTOS™ O/S, the Association recognized the necessity for enhancement of their compliance standards and consequently introduced further, more stringent security requirements in recognition of LOTOS™ O/S superior and rigorous security functionality.

INTRALOT is the first and only Lottery vendor to ever achieve a perfect first time MUSL security inspection certification score.

Mr. Jeff Anderson, Director of Idaho Lottery, proudly had this to say:

"This has been a tremendous effort by my staff and INTRALOT to get a great amount of work done on a very limited schedule. My confidence in the whole process was also affirmed when INTRALOT received MULTI-STATE LOTTERY ASSOCIATION (Powerball) certification on the first inspection with zero discrepancies. This was the first time a Lottery vendor scored "100%" on the inspection."

INTRALOT capitalizes on IBM's AIXpert Enterprise Security Management Tool. This network and Operating System security hardening tool is based on in-depth knowledge of UNIX security hardening techniques. It comes with a Lottery Security Management tool that controls over 300 security settings from a single user friendly console. INTRALOT has applied an IBM provided SARBANES-OXLEY best practices security template and customize it to meet the Lottery and INTRALOT's security needs. This template sets the security parameters to be consistent with the Payment Card Industry (PCI) and COBiT compliance standards.

COBiT is a framework for an approach to IT management with the objective of ensuring that the technology delivers the information to meet the business needs of the organization or business unit.

**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**

INTRALOT was the first lottery vendor to achieve the WLA (World Lottery Association) Security Control Standard certification. The press release was presented earlier in the section.

“INTRALOT has become the first international lottery vendor to have its Technical Division officially certified with the World Lottery Association (WLA) Security Control Standard certification along with ISO/IEC 27001:2005 certification from BSI Management Systems, an information security management systems certification body, accredited by the United Kingdom Accreditation Service (UKAS).... .”

INTRALOT’s recent achievements in security applied to its LOTOS™ O/S Gaming System configuration resulted in ISO/SEC 27001 certification for Information Technology Security Techniques as demonstrated by the following certificate.



C E R T I F I C A T E

DQS GmbH

Deutsche Gesellschaft zur Zertifizierung von Managementsystemen

hereby certifies that the company

INTRALOT S.A. INTEGRATED LOTTERY SYSTEMS & SERVICES

intralot

64, Kifissias Avenue & 3, Premetis street
15125 Maroussi - Athens
GREECE

for the scope

design, implementation, testing, installation, maintenance,
integration and operation of information technology systems

has implemented and maintains a

Information Security Management System.

An audit, documented in a report, has verified that this management system
fulfils the requirements of the following standard:

ISO/IEC 27001
Information Technology - Security techniques
Information Security Management Systems Requirements
October 2005 Edition

This certificate is valid until	2010-07-17
Certificate Registration No.:	387746 IS02
Frankfurt am Main	2007-07-18

Ass. iur. Michael Drechsel

MANAGING DIRECTORS

Dipl.-Ing. S. Heinioth



D-60433 Frankfurt am Main, August-Schanz-Straße 21





THE INTERNATIONAL CERTIFICATION NETWORK[®]

CERTIFICATE

IQNet and
DQS GmbH Deutsche Gesellschaft zur Zertifizierung von Managementsystemen
hereby certify that the company

INTRALOT S.A.
INTEGRATED LOTTERY SYSTEMS & SERVICES

64, Kifissias Avenue & 3, Premetis street
15125 Maroussi - Athens
GREECE

for the scope

design, implementation, testing, installation, maintenance,
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October 2005 Edition

This certificate is valid until 2010-07-17
Frankfurt am Main 2007-07-18

Registration Number: DE - 387746 ISO2



René Wasmser
President of IQNet

Ass. iur. M. Drechsel
Managing Directors of DQS GmbH

S. Heinloth
Managing Directors of DQS GmbH



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Testing Results

Leap Second Testing
Model Name: SyncServer® S200/S250
Release Version: 1.10 and 1.11
Date Tested: November 2008

The following leap second testing results provide time of year information across the boundary between December 31, 2008, and January 1, 2009 (UTC time). This includes, but is not limited to, handling of the time information provided via the unit's output ports. Note: since 2008 is a leap year the leap second will be added at the end of the 366th day.

All testing below has been done on an S200/S250 running firmware Release version 1.10 or 1.11. If you are running a version of firmware that is lower than 1.10 Symmetricom recommends that you download the latest version for your S200/S250 at:
<http://www.symmetricom.com/support/online-support/tm-product-support/software-downloads/>

Symmetricom products that report time information will do so as described below. The system time and all of its related outputs should increment time monotonically except for the following discontinuity, which is expected:

1. December 31st, 2008 23:59:59
2. December 31st, 2008 23:59:60 (some clocks may display a repeated value of 59 sec)
3. January 1st, 2009 00:00:00

Testing was done on an S200/S250 that was synchronized to a single input source, either GPS or an IRIG. If an S200/S250 is configured to have more than one source, the S200/S250 will set its time based on the time in the majority of its sources.

S200/S250's locked to GPS:

For the below tests, the simulation time was started on December 31st, 2008 at 22:30 and allowed to run until January 1st, 2009 at 00:15, for a total simulation time of 1 hour and 45 minutes. The leap second is handled as follows on the S200/S250's IRIG, serial and NTP server ports:

Output on IRIG port with IEEE 1344 enabled or on Sysplex port:

366:23:59:58
366:23:59:59
366:23:59:60
001:00:00:00
001:00:00:01

Output on NTP server:

The NTP server correctly sets the Leap Indicator pending bits in packets served.

S200/S250 locked to an IRIG source:

IEEE 1344 compliant IRIG source:

When the S200/S250 is locked to an IEEE 1344 compliant IRIG source that correctly sets the leap second pending bit, the S200/S250 will set the leap second pending bit on its IEEE 1344 compliant outputs and add the leap second to its IRIG output as shown above. The NTP server correctly sets the Leap Indicator pending bits in packets served.

Non-IEEE 1344 compliant IRIG source:

Assuming the incoming IRIG source abruptly adds a leap second at the end of the UTC day on Dec. 31st, 2008 the S200/S250 will update the time on its IRIG and Sysplex outputs correctly. It will take up to 15 minutes to insert the leap second into the NTP packets served by the S200/S250.

S200/S250 synchronized to an NTP server with the leap indicator bits set:

NTP response packets include a leap indicator field that warns networking elements that get their time via NTP that a leap second should be inserted at the end of the current day (UTC). Since the leap indicator field can only be set up to 24 hours in advance of the leap second event, Symmetricom recommends that the Maximum poll interval (Maxpoll) of all SyncServers be set to less than 24 hours. For further information on setting Maxpoll see the [SyncServer User Guide](#).

Assuming an S200/S250 is synchronized to another NTP server and that this S200/S250 has received an NTP time packet with the leap indicator field correctly set to indicate a pending leap second at least 10 minutes before the event, the S200/S250's IRIG and Sysplex outputs will add the leap second 3 seconds after midnight UTC as shown below. The time served by the S200/S250 as well as the leap indicator bits will be as follows:

Time on IRIG/Sysplex Ports	Time in NTP packets served	Leap Indicator Bits
366:23:59:58	23:59:58	10 (leap second pending)
366:23:59:59	23:59:59	10 (leap second pending)
001:00:00:00	23:59:59	10 (leap second pending)
001:00:00:01	00:00:00	00
001:00:00:02	00:00:01	00
001:00:00:03	00:00:02	00
001:00:00:03	00:00:03	00
001:00:00:04	00:00:04	00

Symmetricom is not responsible for the correct processing of this information by any external program or device, only the transition from the year 2008 to the year 2009 as provided by the unit's output ports.

Symmetricom, Inc. is making every effort to provide accurate and up-to-date information on the Leap Second readiness of its products. This information reflects the current results of compliance tests of standard products and may be updated or changed without notice as testing continues. This information is published for our customers' assistance only. An overall assessment and plan based on particular needs is our customers' responsibility. Symmetricom disclaims any implied warranties of merchantability and fitness for a particular purpose and makes no express warranties except as may be stated in its written agreement with its customers. In no event is Symmetricom liable for any indirect, special, or consequential damages. Liability is limited to the purchase price of the product.



LOTOS™ O/S Component Level Bill of Materials

Presented at the end of this section, please find confidential diagrams that show the LOTOS™ O/S Lottery Gaming Systems overview regarding the hardware, communications and software system components to be supplied. The drawings and charts list equipment by model number, manufacturer, and product name. Following the charts and diagrams please find a confidential “Component Level Bill of Materials” entitled “Central Configuration”. Please consult this configuration listing for a system component level bill of materials.

NOTE: Please reference the “CONFIDENTIAL” INTRALOT System Overview and Equipment Diagrams for the Primary and Back-up Data Centers presented at the end of this section:
The inserts include:

1. Lottery Central Gaming Systems Overview
2. Primary Data Center LAN-WAN Overview
3. Primary Data Center Central Gaming Systems
4. Primary Data Center Storage Area Network
5. Primary Data Center Communications
6. Primary Data Center Texas Test Environment
7. Back-up Data Center LAN-WAN Overview
8. Back-up Site Lottery Gaming Systems
9. Back-up Site Storage Area Network
10. Back-up Site Communications Equipment
11. Texas Network Communications Diagram Overview



3. The Proposer must demonstrate how its proposed System can meet or exceed the Texas Lottery's performance requirements.

INTRALOT system meets and exceeds the Texas Lottery's performance requirements.

Terminal Send to Cut Online Ticket Printing Performance

**Confidentiality Claimed
Not released**

Hours of Operation

INTRALOT's LOTOS™ O/S Lottery Gaming System accommodates a twenty-four (24) hour-a-day full-time operation. The System can operate 24 hours per day supporting sales and validations, including instant ticket processing, which exceeds the Lottery's near twenty-four (24) hour-a-day operation requirement. Currently, our Systems in Arkansas, Idaho, Montana, Ohio and South Carolina are all running retailer terminals 24X7. Only New Mexico and Nebraska have a shut down period for about two or three hours in the early morning, per the individual lottery's requirements.

LOTOS™ O/S:

- ✓ *is ready for 24-hour a day option from day one!*
- ✓ *has the ability to roll accounting periods and process nightly task while the current accounting period is selling, cashing and validating!*

Primary Site System Recovery

INTRALOT’s Primary Data Center system recovery in auto-failover mode from a one System failure is accomplished in less than two (2) minutes while maintaining current transactions without any data loss.

The following Battelle Institute test results show that a Primary Site System failover, A-to-B switch, was accomplished by a similarly configured System operating under loads exceeding the requirements of this RFP in forty-eight (48) seconds.

Failover Test	
Test Specifications <ul style="list-style-type: none"> • 20 tickets requested • System A fails over to System B after 5 tickets have printed 	48 Seconds for terminal to continue printing the remaining tickets

This demonstrates that the LOTOS™ O/S overall Systems architecture exceeds the RFP requirements. Failover has been independently tested and documented by two third parties, Battelle Institute and Gaming Laboratories International (GLI). INTRALOT’s System as configured will **exceed** the Lottery’s requirement of less than two (2) minutes.

RFP Requirement	Multiple Play Tickets in Six Seconds									
Test #2 Specifications	Powerball Multiple Play Tickets									
Timings (in seconds)										
3.69	4.00	3.59	3.69	3.97	3.69	3.66	3.78	3.82	3.97	



4. The Proposer must describe its System's capability for detecting and reporting fraudulent transactions and activities.

Confidentiality Claimed
Not released



**Confidentiality Claimed
Not released**



Confidentiality Claimed
Not released



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



**Confidentiality Claimed
Not released**



7.6.2 Electronic Data Exchange

Electronic Data Exchange services are the activities associated with the day-to-day management of the data exchange between the Lottery Gaming System and designated Texas Lottery systems. The description and format of current data exchanges will be provided to prospective Proposers attending one of the mandatory pre-proposal conferences upon receipt of a signed Non-Disclosure Statement. The Data Exchange Report and all associated requirements will be incorporated into any Contract resulting from this RFP.

Table 45 Electronic Data Exchange

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 44.

- 2 The Proposer must describe how it will meet the data exchange requirements outlined in this section and the Data Exchange Report.

INTRALOT acknowledges the requirements for the Lottery Gaming System to provide data exchange and to Interface with other systems as described in the table below and at the frequency indicated. INTRALOT will put in place all of the Systems and operational procedures to accomplish these, and any other tasks that may be required during the term of the contract, within the required time frames.



7.6.3 Sales and Marketing System

Table 46 identifies the minimum System requirements for sales and marketing including:

- Plans, designs and implement a Lottery Gaming System that supports the Lottery’s sales and marketing functions
- Develops and implements terminal-oriented promotions with lottery products that utilize coupons, free tickets, entry forms, vouchers or other Terminal or ticket stock items as required by the Texas Lottery

Table 47 Sales and Marketing System General

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 46 and Table 48.

2. The Proposer must describe its System’s capabilities for providing player and retailer promotions.

INTRALOT will provide the Texas Lottery with a broad range of promotional features and most important promotional opportunities to both grow lottery revenues and create additional player excitement. INTRALOT will provide the promotional features and options as detailed by the Lottery in this section.

Unique to INTRALOT is our “OnQ™” technology that not only provides an exhaustive range of available game configuration parameters; but it also supports on-line promotional games. When the need arises for an amendment to be made to an existing game promotion or when a pre-determined start-and-end date need to be added to a promotion there is actually no new development involved in the process at all using INTRALOT’s OnQ™ technology. It is simply a matter of typing in the key parameters.

INTRALOT recognizes that continued success can be accelerated by creative and effective promotional programs. The INTRALOT System is designed to facilitate the Lottery’s need to provide game promotions and incentives that stimulate sales and interest in the Lottery’s product offerings.

One of INTRALOT’s marketing objectives for the Texas Lottery will be to develop and open new sources of revenue, including promotions and non-ticket value. We believe that carefully crafted

promotions, particularly in conjunction with outside sponsors, could not only bring significant new streams of revenue to the Lottery, but they could also move the Lottery toward the position of “*creating more winners*” – which is the lifeblood of any lottery. Promotions revitalize player interest.

Lottery promotions can be used successfully to target new or under-served market segments. For instance, to stimulate interest among younger adults a promotion could be staged with hot new technology products as prizes and promotional offerings, such as concert tickets, iPhones, Blu-Ray’s, etc. Promotions could also be tied to the launch of a new lottery games, the Lottery’s website, as well as the Lottery’s VIP Club. Promotional ideas are practically endless – and with INTRALOT’s OnQ™ technology, launching promotions are made easy.

In providing the software and technological capability to introduce desirable promotions, INTRALOT is committed to working with the Texas Lottery in conducting promotional research and analysis. The System and terminals that we are proposing for Texas have exceptional promotional capabilities designed to facilitate marketing and promotional offerings in many different ways.

Some important promotions opportunities include:

- Introducing new or modified games;
- Providing player and retailer incentives;
- Promoting cross-product incentives;
- Conducting 2nd chance drawings, expanded prize level offers, and “Nth” ticket promotions;
- Generating revenues from outside sponsors; and
- Leveraging a Lottery’s VIP and/or subscription program.

The goal should be to design promotions that achieve strategic objectives such as:

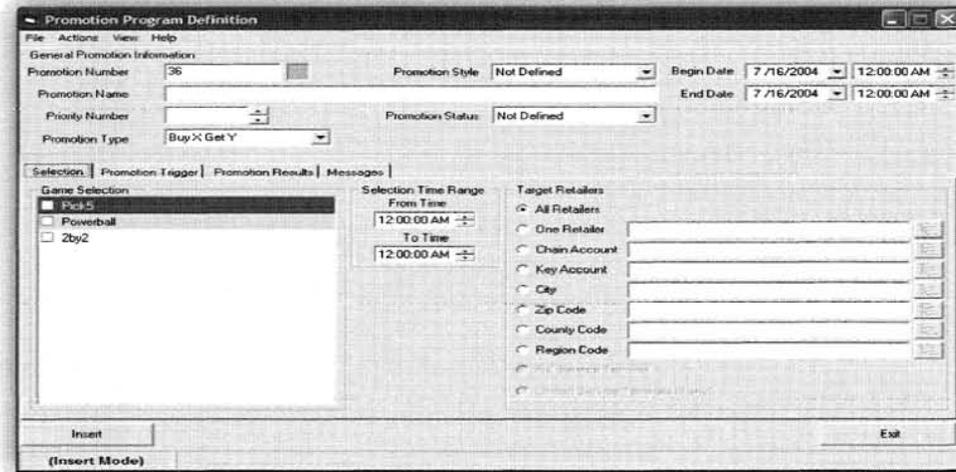
- How to generate “new” interest in existing games/products;
- How to appeal to a “new” segment of players;
- Localizing or targeting sales to specific areas or individuals;
- Attracting promotional partners to minimize costs;
- Devising affordable but attractive incentives for both the retailers and players; and
- Avoiding undesirable cannibalization of existing game sales.

Each promotion should have specified measurable targets. Data should be collected to show whether the promotion met its targets or not. Promotion strategies that achieve target results should continue, those that do not should be redesigned before they are used again. INTRALOT’s OnQ™ technology makes managing promotions easy and vastly more effective.

The System we have proposed for Texas is fully capable of implementing terminal-originated promotions that use coupons, free tickets; ticket stock entry forms, and other terminal or ticket stock promotions. The promotional programs that we have developed can be applied to all lottery games. Our promotional package is user-friendly and customizable to your needs and requirements. The



following screen shots are presented as an overview into the wide variety of promotional options available within the INTRALOT System.



Promotion Program Definition Screen

Promotion Program Definition

File Actions View Help

General Promotion Information

Promotion Number: 36 Promotion Style: Ticket Promotion Begin Date: 7/16/2004 12:00:00 AM
Promotion Name: Buy 10 Draws Powerball End Date: 7/30/2004 12:00:00 AM
Priority Number: 2 Promotion Status: Active
Promotion Type: Buy X Get Y

Selection | Promotion Trigger | Promotion Results | Messages

Game Selection

- Pick5
- Powerball
- 2by2

Selection Time Range

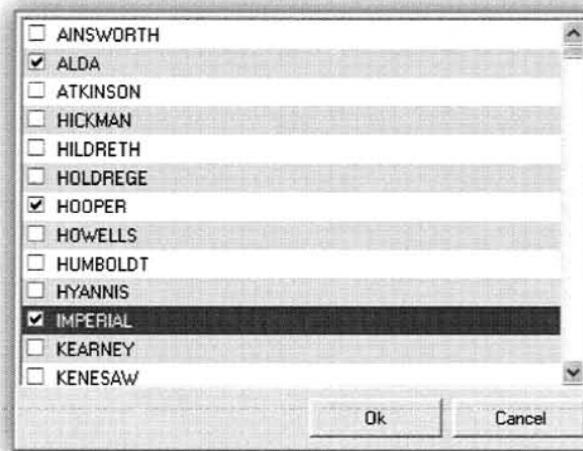
From Time: 12:00:00 AM
To Time: 11:59:59 PM

Target Retailers

- All Retailers
- One Retailer
- Chain Account
- Key Account
- City
- Zip Code
- County Code
- Region Code
- All Services Allowed
- Limited/Wholesale Retailers Only

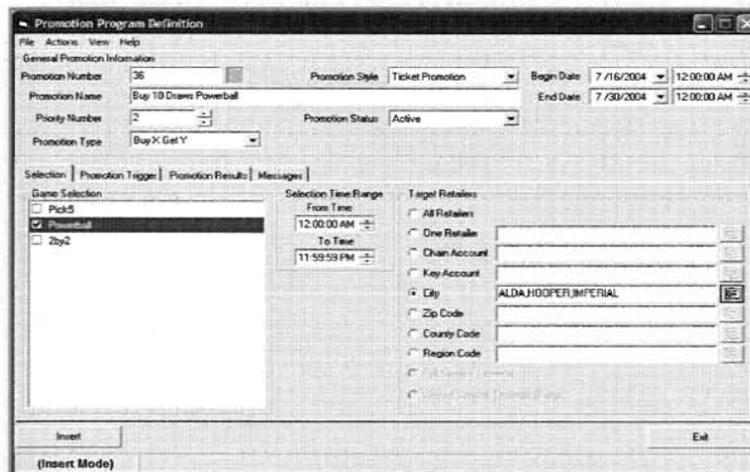
Insert (Insert Mode) Exit

Promotion Program Definition – Game Selection Tab



Promotion Program Definition – Target Cities

Once the selection criteria has been checked and approved, the selection will appear on the “Target Retailers” portion of the screen.



Promotion Program Definition - Selected Target Retailers

The “Promotion Trigger” tab allows the selection of the type of the promotion to be defined. If the selection type is for a ticket, the promotion can be based on the number of plays; the number of draws; or the total amount. If the selection type is for a coupon the promotion can be based on a serialized coupon or a non-serialized coupon.

Promotion Program Definition

File Actions View Help

General Promotion Information

Promotion Number: 36 Promotion Style: Ticket Promotion Begin Date: 7/16/2004 12:00:00 AM

Promotion Name: Buy 10 Draws Powerball End Date: 7/30/2004 12:00:00 AM

Priority Number: 2 Promotion Status: Active

Promotion Type: Buy X Get Y

Selection: Promotion Trigger | Promotion Results | Messages

Selection Type

Ticket

of Plays: Once

of Plays: Non-validated - No Plays

of Draws

Amount of Ticket

Value

Insert Exit

(Insert Mode)

Promotion Program Definition – Promotion Trigger Tab

If multiple promotions were active, a single ticket purchase might trigger multiple promotions. Promotion triggers can be defined to be applied once per wager or repeatable for a single wager.

Promotion Program Definition

File Actions View Help

General Promotion Information

Promotion Number: 36 Promotion Style: Ticket Promotion Begin Date: 7/16/2004 12:00:00 AM

Promotion Name: Buy 10 Draws Powerball End Date: 7/30/2004 12:00:00 AM

Priority Number: 2 Promotion Status: Active

Promotion Type: Buy X Get Y

Selection: Promotion Trigger | Promotion Results | Messages

Selection Type

Ticket

of Draws: Once

of Draws: Once with PP

of Draws: Repeat

of Draws: Repeat with PP

Value

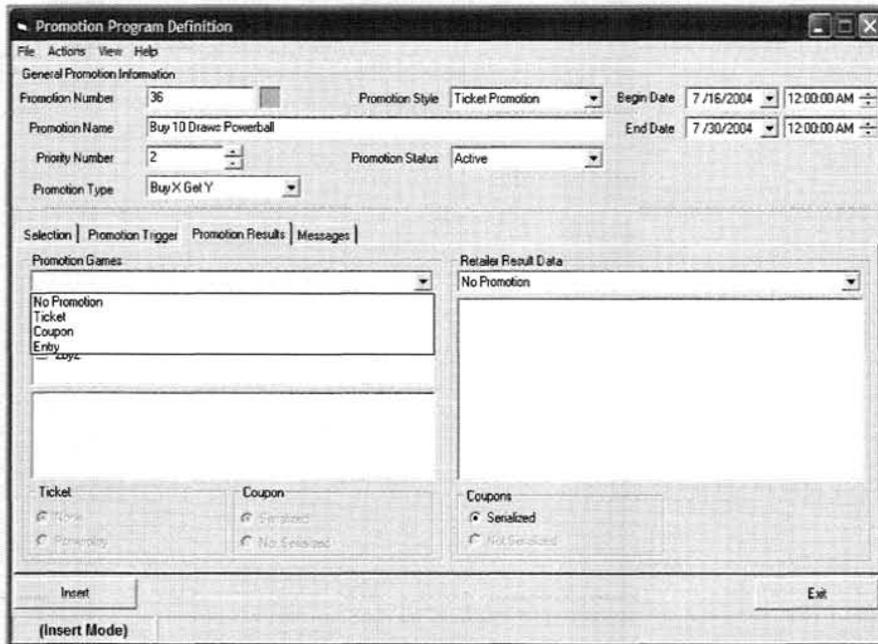
Insert Exit

(Insert Mode)

Promotion Program Definition – Selected Promotion Trigger

After the “Promotion Trigger” has been defined, the “Promotion Results” tab is used to determine what the promotion reward will be. The rewards can be defined for the player, the retailer, or both. The player could receive either a free ticket, another promotion coupon that can be good for a future date, or an entry ticket in a raffle or other drawing. The retailer could receive either a coupon that they could redeem after so many coupons or points are received or they can receive an entry ticket in a raffle or drawing that is tied to a clerk or retailer incentive program.

The following snapshots illustrate the various options that can be selected within this tab.



Promotion Program Definition – Promotion Results Tab

Promotion Program Definition

File Actions View Help

General Promotion Information

Promotion Number: 36 Promotion Style: Ticket Promotion Begin Date: 7/16/2004 12:00:00 AM

Promotion Name: Buy 10 Draws Powerball End Date: 7/30/2004 12:00:00 AM

Priority Number: 2 Promotion Status: Active

Promotion Type: Buy X Get Y

Selection | Promotion Trigger | Promotion Results | Messages |

Promotion Games

Ticket

Pick5

Powerball

2by2

of Plays: 1

of Draws: 2

Ticket

None

Serialized

Not Serialized

Coupons

Serialized

Not Serialized

Insert Exit

(Insert Mode)

Promotion Program Definition – Promotion Results

Promotion Program Definition

File Actions View Help

General Promotion Information

Promotion Number: 36 Promotion Style: Ticket Promotion Begin Date: 7/16/2004 12:00:00 AM

Promotion Name: Buy 10 Draws Powerball End Date: 7/30/2004 12:00:00 AM

Priority Number: 2 Promotion Status: Active

Promotion Type: Buy X Get Y

Selection | Promotion Trigger | Promotion Results | Messages |

Promotion Games

Ticket

Pick5

Powerball

2by2

of Plays: 1

of Draws: 2

Ticket

None

Serialized

Not Serialized

Coupons

Serialized

Not Serialized

Insert Exit

(Insert Mode)

Promotion Program Definition – Promotion Results

The last piece of the promotion functionality is defining the on-ticket message for the triggering wager and additional messages that are to be printed on the coupon or entry tickets. This message can be entered using the text box on the Messages tab.

The screenshot shows a software window titled "Promotion Program Definition" with a menu bar (File, Actions, View, Help) and a "General Promotion Information" section. The fields in this section are: Promotion Number (36), Promotion Style (Ticket Promotion), Begin Date (7/16/2004) at 12:00:00 AM, Promotion Name (Buy 10 Draws Powerball), End Date (7/30/2004) at 12:00:00 AM, Priority Number (2), Promotion Status (Active), and Promotion Type (Buy X Get Y). Below this is a tabbed interface with "Messages" selected. It contains three text boxes: "On Ticket Message - Max chars (4x24)" with the text "Thanks for buying at least 10 draws of Powerball. Receive your FREE Pick 5"; "Player - Max message (10x24)" which is empty; and "Retailer - Max message (10x24)" with the text "Missouri Lottery thanks you for selling 10 draw multi-draw Powerball tickets. Save this entry ticket for a chance to win a great give away. Prizes to be given: F150 Pickup Truck 60" Plasma TV Weekend Get Away - Vegas". A circle highlights the Retailer message box. At the bottom are "Insert" and "Exit" buttons, and the text "(Insert Mode)".

Promotion Program Definition – Promotion Messages

Promotional Activity Reporting

All promotional information is tracked by the System. All sales information, free ticket information, and coupon information is tracked in a database and ready for immediate analysis.

Retailer Promotion Information

Report... Main Menu

Result Count: 1123 Search...

Retailer No.	Chain No.	Name	City	Zip Code	Region	Promotion 1		Promotion 2		Promotion 3	
						SERIALIZED COUPON	Amount	SERIALIZED COUPONS	Amount	SERIALIZED COUPON	Amount
100004	0	Netr Land Tire C	LEXINGTON	68500	2	0	\$0	51	\$5	3	\$3
100004	0	Handy Shop	LINCOLN	68508	7	12	\$12	22	\$22	26	\$26
100005	0	Sheet Speedee M	AUBURN	68305	9	2	\$2	40	\$40	22	\$22
100022	0	Farm's Market	NOBLESVILLE	68760	6	0	\$0	7	\$7	33	\$33
100028	0	Goiter Foods	SARGENT	68874	3	1	\$1	14	\$14	7	\$7
100032	0	Jack & Jill Grocer	BROKEN BOW	68822	3	4	\$4	21	\$21	26	\$26
100033	0	Jack's Quickstop	VERDOPRE	68763	6	40	\$40	30	\$30	26	\$26
100035	500059	CITY DISCOUNT	(NORTH PLATTE	69101	2	0	\$0	11	\$11	6	\$6
100042	0	Lee's Market	SCRIBNER	68857	5	0	\$0	26	\$26	77	\$77
100044	0	MAULINE'S SUPER	SUTHERLAND	69165	2	2	\$2	8	\$8	16	\$16
100055	0	Reeds Food Cent	ARNOLD	69120	3	10	\$10	17	\$17	96	\$96
100058	0	SMITTY CITY	PENDER	68047	6	1	\$1	9	\$9	32	\$32
100061	0	Stop Inn Liquor &	DAVID CITY	68632	5	3	\$3	25	\$25	27	\$27
100065	0	White Star Di Co	ALBION	68620	5	8	\$8	34	\$34	207	\$207
100067	500006	PUMP & PANTRY	GENOA	68640	5	0	\$0	20	\$20	51	\$51
100069	0	Fox's Food Plaza	ONEILL	68763	3	6	\$6	24	\$24	122	\$122
100071	500006	PUMP & PANTRY	CARRI	68824	4	0	\$0	30	\$30	33	\$33
100072	500006	PUMP & PANTRY	BROKEN BOW	68822	3	4	\$4	28	\$28	19	\$19
100076	500056	400 RT STOP	GOOSEBURG	69138	2	1	\$1	31	\$31	81	\$81
100084	0	Tom's Midwest L	LEXINGTON	68850	2	114	\$114	5	\$5	200	\$200
100087	500023	Wendys-Merch's	ALLIANCE	68301	1	0	\$0	12	\$12	21	\$21
100088	500006	PUMP & PANTRY	ST PAUL	68873	3	2	\$2	55	\$55	149	\$149
100089	500006	PUMP & PANTRY	ONEILL	68763	3	5	\$5	33	\$33	142	\$142
100091	500013	Gas 'n Shop #02	HASTINGS	68901	4	0	\$0	41	\$41	58	\$58
100092	500013	Gas 'n Shop #07	HOLDREGE	68949	4	33	\$33	55	\$55	45	\$45
100093	500013	GA'S 'N SHOP #0	LINCOLN	68528	7	17	\$17	60	\$60	49	\$49
100094	500013	Gas 'n Shop #11	LINCOLN	68528	7	2	\$2	13	\$13	18	\$18
100096	500013	Gas 'n Shop #13	LINCOLN	68510	7	26	\$26	27	\$27	125	\$125
100097	500013	Gas 'n Shop #14	LINCOLN	68521	7	2	\$2	6	\$6	9	\$9
100099	500013	Gas 'n Shop #15	LINCOLN	68527	7	3	\$3	18	\$18	9	\$9
100098	500013	Gas 'n Shop #16	YORK	68467	8	1	\$1	25	\$25	33	\$33
100100	500013	Gas 'n Shop #17	SCOTTSBLUFF	69361	1	0	\$0	28	\$28	23	\$23

Promotions Report

Promotions don't require any software changes to the system. They can be defined up until the day before they are scheduled to go active. Promotion reports and statistics can be generated for Lottery staff and retailers for any time frame. The promotional summary report and detailed reports provide an excellent snapshot of the overall promotional campaign.

Crystal Report Viewer - Microsoft Internet Explorer provided by Intralot

File Edit View Favorites Tools Help

Address: C:\Program Files\Intralot\Documents\Official\Lottery Specifications\RetailPromotionRep.html

Printed: 23-Dec-2003 Tue

Nebraska Lottery Promotion Summary Report

23-Dec-2003 1:52:29AM

M	Name	Type	Status	Priority	Start Date	End Date
10	Two 2x2 Plays, Get Free 2x2	Buy X Get Y	Active	1	01-Dec-2003	31-Jan-2004
11	Every 5th Pick 3 Tickets	NO Ticket	Scheduled	1	15-Jan-2004	31-Mar-2004
20	Buy 5th PowerBall for \$4	Drawn	Active	1	01-Dec-2003	15-Jan-2004
21	Complete 2x, Free 2x2	Complete	Active	1	01-Dec-2003	31-Jan-2004

Total Promotions: 4

Page 1 of 1

Summary Report

Crystal Report Viewer - Microsoft Internet Explorer provided by Intralot

File Edit View Favorites Tools Help

Address: C:\Program Files\Intralot\Documents\Official\Lottery Specifications\RetailPromotionRep.html

Printed: 23-Dec-2003 Tue

Nebraska Lottery Promotion Detail Report

23-Dec-2003 2:07:09PM

M	Name	Type	Status	Priority	Start Date	End Date
10	Two 2x2 Plays, Get Free 2x2	Buy X Get Y	Active	1	01-Dec-2003	31-Jan-2004

Retailer Name

102402	Joe Cash Back
--------	---------------

Total Retailers for Promotions: 1

Total Promotions: 1

Page 1 of 1

Promotion Detailed Report

Specific Promotions and Results

Free Play : The INTRALOT System supports “Free Play” when a number of wagers, specific trigger wagers, or other conditions specified by the Lottery are purchased. The number or type of purchases used to trigger the free play and the amount and specifications of the Free Play are changeable and can be determined by the Lottery at the start-up of the promotion or anytime during the promotion. As an example, INTRALOT worked closely with the Nebraska Lottery and its Scratch ticket vendor to establish a bar-coded coupon that could be issued from terminal after each \$2 Powerball purchase. Players received a free \$1 Scratch ticket with each qualifying purchase. Retailers could receive instant credit by scanning the bar-coded coupon with their Instant ticket validation device.

Cross Promotion: The INTRALOT System supports Cross Promotions including ‘Buy X, Get Y’ promotions resulting when a player purchases a ticket of a specified product (X), and receives a prize (Y) of a different product. The prize may be a free ticket, a coupon, or an entry ticket. Both on-line and instant products can be cross-promoted in various combinations on the INTRALOT System.

This functionality has been used by the several INTRALOT clients. In Nebraska, the Lottery used this feature to cross promote two of their on-line games; players who purchased \$2 of Pick 3 received a free \$1 Powerball Quick Pick. In Idaho, it was used regionally to produce a \$3 discount coupon for admission to Lewis and Clark College baseball championship play-off games with the purchase of a \$5 Wild Card ticket.

INTRALOT’s System has the capability of generating an instant – on-line cross promotion. The Nebraska Lottery wanted to increase instant game awareness, create a PowerBall player motivation to try instant games, and increase average daily sales.

Nebraska’s on-line cross promotion included the following:

- Goal: To increase trial of Scratch games by Powerball players.
- Dates: February 20, 2005 to March 6, 2005
- Buy \$2 Worth of Powerball; Get One \$1 Scratch Ticket Free.
- Offer: For every \$2 worth of Powerball purchased on a single ticket, players received one \$1 Scratch ticket free.

Nebraska’s cross promotion sales results:

Powerball: Sales increased eight percent during the promotion compared to sales during similar jackpots for the thirteen weeks prior to the promotion. Meanwhile, sales during the promotion increased six percent compared to sales during approximately the same time period the previous year.

Scratch: Total Scratch Sales increased eighteen percent during the promotion compared to the average for the thirteen weeks prior to the promotion. Meanwhile, total scratch sales

increased by twenty six percent during the promotion compared to the same two weeks the prior year.

\$1 Scratch games average weekly sales increased forty two percent during the promotion compared to the average for the 13 weeks prior to promotion.

The terminal issued a coupon for every \$2 Powerball purchased on a single ticket. A total of 388,420 coupons were created during this cross promotion. Each coupon produced a unique 22-digit barcode that could be redeemed by an instant ticket validation device. The barcode could only be issued once.



Example of Nebraska's coupon

Various prize types are supported by INTRALOT's system under the cross-promotion functionality. The system supports prizes that are cash; merchandise; cash/merchandise; and annuity (weekly, monthly, annually) prize payments.

An example of a promotion of this type, which was implemented in Nebraska, as "My Ticket To Ride" Harley-Davidson® Giveaway:

- Goal: To increase Lotto sales by encouraging at least \$5 in Lotto (on-line) purchases during low jackpots.
- Dates: March 27, 2005 to April 24, 2005
- Offer: For every \$5 Lotto play (Powerball, Pick 5, 2by2) on a single ticket, players received a terminal-generated coupon that served as a mail in entry for the chance to win a Harley-Davidson motorcycle.



More than 142,000 entries were received during the four-week promotion. This promotion received over three times as many entries as the Truck\$ & Buck\$ second chance Scratch promotion the previous year, which ran for 15 weeks. Powerball sales eight weeks after the promotion ended showed an eight percent increase when compared to sales during the same time period in the previous year with a similar jackpot levels. Nebraska Pick 5 sales eight weeks after the promotion increased nine percent when compared to sales during the same time period in the previous year with similar jackpots. 2by2 sales increased seven percent as compared to the same time period the previous year. (The Jackpot is always \$20,000).

Bonus Draw: The INTRALOT System supports Bonus Draw that allows the Lottery to draw as many sets of winning numbers as the Lottery may require. In addition, INTRALOT's System can generate vouchers for second chance drawings under conditions specified by the Lottery.

Bonus Payoff: The INTRALOT System supports Bonus Payoff promotions in which a specified increase in the payoff for specified winning plays can be triggered.

There are times when a Lottery may want to increase the payoffs like as is the case with "Red Ball" type promotions with games like Pick 3 and/or Pick 4. As an example of a Bonus Payoff promotion, INTRALOT and the Nebraska Lottery have run "doubler" promotions on the Nebraska Pick 5 game. In this promotion, the winning rolling jackpot prize is doubled during a specified period of time. All winning jackpots during the promotion period are doubled. If the jackpot is not won during the promotional time period, the jackpot is doubled the first time it is won after the planned promotion end date.

Drawing Events: The INTRALOT System can vary the number of draws per game per week and/or the days on which draws are conducted on, or both.

Selective Marketing: The INTRALOT System has the ability to designate the sale of any specified game(s)/products through any selected retailer groups the Lottery desires, as well as selected geographical areas. Retailers can be grouped any way the Lottery wishes and a promotion can be defined and activated for any retailer group, including, but not limited to, individual retailers, chain retailers by the entire state, sales region, county, city, ZIP code, and NAICS.

Promotions can also be defined to run simultaneously in different parts of the state at specific time frames (i.e. 4:00 p.m. to 6:00 p.m.) and can start and stop at any time.

The flexibility of the INTRALOT System allows the Lottery to support regional events including: state fairs, music and art festivals, home and garden shows, and a host of sporting events throughout the entire state.

Sampler Ticket: The INTRALOT System runs multi-game Quick Picks where the System automatically generates more plays either with or without a premium.

In Nebraska, the terminals have a three-pack button (Powerball, Nebraska Pick 5, and 2by2), and a four-pack button (Powerball, Nebraska Pick 5, 2by2, and Nebraska Pick 3). INTRALOT's System



also supports the Nebraska Lottery's Lotto Game Sampler play-slip, where all four or any combination of Nebraska's on-line games can be purchased using a single play-slip.

In Montana, the terminals have a 4-pack button (Powerball, Hot Lotto, Wild Card, and Montana Cash).

In Idaho, the terminals have a Triple Play button (Powerball, Wild Card and Pick 3), as well as Quick Pick buttons that support \$1, \$5 and \$10 one-touch purchases, plus Powerball with Power Play Quick Pick one touch buttons for \$2, \$10 and \$20.

Examples of Sampler Ticket Promotions

Montana Lottery: *Blue Basket Market Promotion*

Buy a Lottery Six-Pack for \$5, in which the Free Ticket is the Power Play for Powerball. The promotion is automatically activated when the retailer selects the Six-Pack button.

Message on ticket: Your Power play ticket is free to show you our appreciation. Good Luck on your Lottery Six-Pack, Blue Basket Market and Montana Lottery.

Montana Lottery: *IGA Promotion*

Buy a Lottery Six Pack for \$5 in which the Free Ticket is the Power Play for Powerball. This feature is automatically activated when the retailer selects the Six-Pack button.

Message on ticket: Your Power Play ticket is free to show our appreciation. Good Luck on your Lottery Six-Pack, EVERY DAY IGA and the MONTANA LOTTERY.

Variable Commission Rates: The INTRALOT System is capable of providing variable commission rates for certain on-line and instant products. For retailers or retailer subsets, commission rates may temporarily or permanently be set differently from the default during a promotion. Retailer commissions can be increased by any percentage on all product sales during the promotional period, for one or more days, or even a portion of a day. For example, during the Nebraska "Buy \$2 of Pick 3 and get \$1 free Powerball" promotion, retailer commissions were increased by 3% on all Pick 3 sales.

The INTRALOT System is robust and has the capabilities to implement many other types of on-line and instant promotions. Following is a snapshot of additional promotional features and capabilities of the INTRALOT system, which will deliver significant added value to the Lottery.

Voucher Promotions: The INTRALOT System supports Vouchers used in promotions whereby ticket purchases can result in a certificate worth a certain dollar amount or exchangeable for merchandise. The INTRALOT System can add barcodes, UPC codes, or other defined identifiers. The INTRALOT System is also fully capable of tracking the liability for prizes due to the issuances of vouchers.

Retailer Clerk Incentive Promotions: Under conditions specified by the Lottery, the INTRALOT System can issue a form for a retailer or clerk to enter a special drawing or participate in other

retailer incentive programs or promotions. We call this our Premium Points Program for retailers and chain accounts. This is a great way to actively engage Retailers in their own promotions.

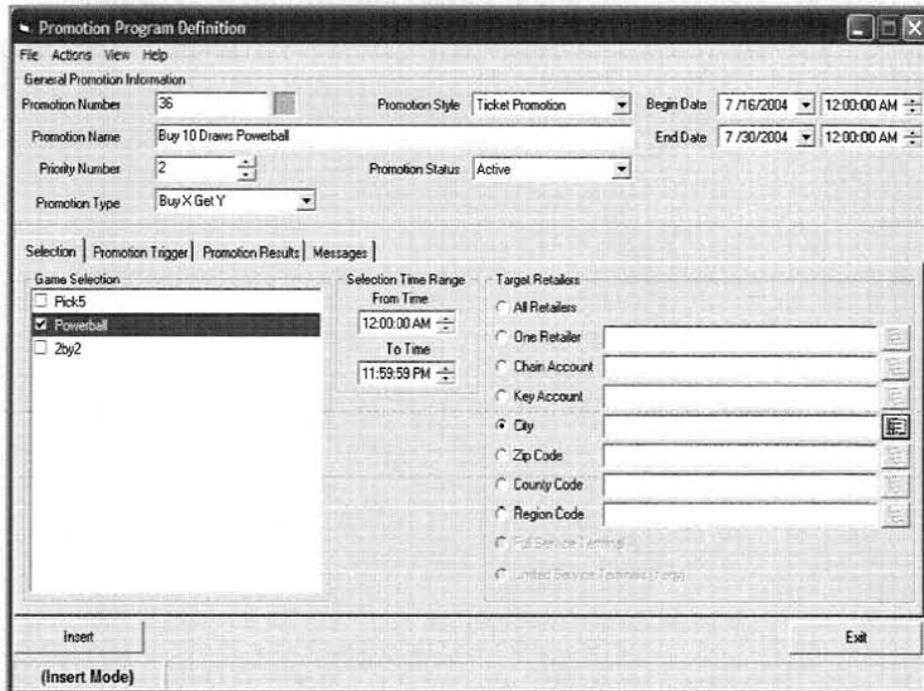
The Retailer Clerk Incentive program can be set up as a long-term promotion and can be triggered by one of the following items or any other event, as requested by the Lottery:

- Single Play Sales
- Single Draw Sales
- Multi-Play Sales
- Multi-Draw Sales
- Amounts (the total worth of the ticket)

Each promotion, or Premium Point Program, may have a single game or multiple games assigned to it. Through the Management Terminal, Lottery personnel can enter the parameters for the Program using the “Promotions Definition” screen. The user can easily define the basic characteristics of the Program:

- The Promotion Style indicates whether the promotion is a ticket or a coupon promotion.
- The Promotion Type sets whether it is a Buy X Get Y, Nth ticket, or Discount.
- The Priority Number dictates in what order promotions will take precedence when a wager triggers multiple promotions.

The selection of game(s) to be included in the promotion is selected within the Game Selection container, located on the Selection tab of the screen.



Points accumulate on the System and can be viewed or printed in a report. Point accumulation can also be sent to the terminal so that the retailer, clerk or Lottery field marketing personnel can view it and keep the retailer apprised of the status. The Retailer Clerk Incentive program can be set up for chain stores and the points can be viewed at the chain level all the way down to the store level. Points processing can be performed by Lottery personnel from the Management terminals and reports will be developed, as specified by the Lottery, which can provide activity summaries, details and accounting information.

Nth Ticket Promotions: The INTRALOT System supports an "Nth" ticket promotion where a promotional ticket is automatically printed after a qualifying purchase of a specific product ticket that happens to be the "Nth" ticket purchased from a terminal participating in the promotion. The promotional ticket may either be a free ticket (Quick Pick play or multi-draw play on the same or different product), a discount (on the same product), an entry ticket, or a coupon or even a prize. Specific definitions and parameters for this type of "Nth" ticket promotion can be tailored to individual promotions. For instance, this type of promotion was used during MUSL's "12 Days of Powerball" promotion.

Entry Form Promotions: The INTRALOT System supports Entry Forms issued upon ticket purchases used to create an entry for a prize drawing.

Raffle Promotions: The INTRALOT System is capable of producing a raffle ticket for a promotional drawing when a combination of dollar values of plays is purchased.

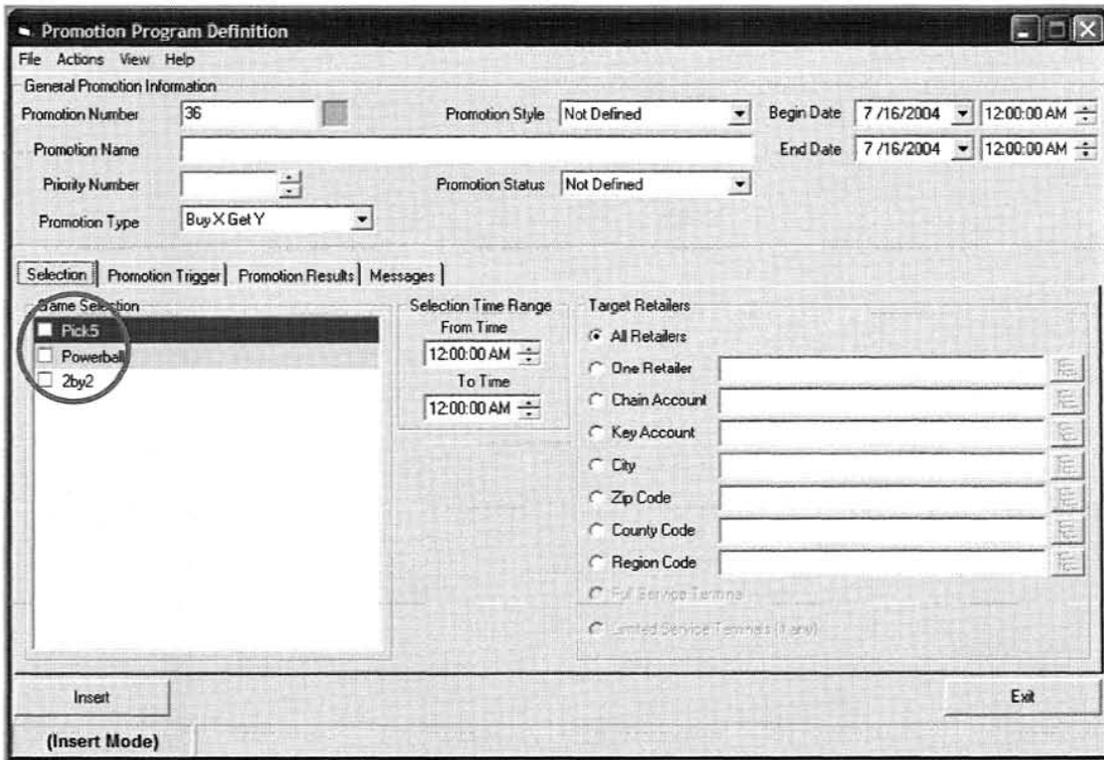
Second Chance Drawings: The System is capable of printing ticket-specific unique codes to register for second chance drawings and/or other promotional prizes via the Internet as well as printing information specific to the needs of the Lottery.

Promotional On-Line Games: INTRALOT's System supports Promotional On-line Games that contain predetermined start and end dates – and does it without the need to install a software change at the end of the game through INTRALOT's OnQ™ technology.

Partner Play or Retailer Coupons: The System supports Partner Play or Retailer Coupon promotions which are a direct method for rewarding and incentivizing the retailer and sales clerk. On an "nth" ticket basis (determined by the Lottery) a sales clerk will get an exact duplicate of a ticket purchase by the player in order to "play along" to win cash and/or merchandise.

Gift Certificates: The INTRALOT System supports a Gift Certificate promotion in which players can purchase a "gift certificate" ticket or coupon printed by the terminal which can be redeemed for any lottery product – instant or on-line.

Grouping Games: The System supports the grouping (or packaging) of various games into discounted promotional packages. Such as two Powerball, two Daily 3, and two Daily 4 easy picks for \$5. Groupings can be easily enabled and disabled just as any other promotion. The following screen illustrates the ease in which a user can select games for a promotion:





Terminal Originated Promotions: INTRALOT's System has the capability to produce terminal originated promotions that use coupons, free tickets, ticket stock entry forms, and any other terminal or ticket stock items, as required by the Lottery. The ticket stock promotional pieces are produced immediately from the terminal.

Trailer Ticket Promotions: INTRALOT's System is able to produce a "trailer" ticket (a ticket/coupon produced after a wager is produced) as well as a coupon based upon "X" number of validations of instant tickets for a specified game number, or of all games, as required by the Lottery.

Discounted Price Point: The System is capable of allowing players to buy a certain number of tickets for less than the face value or Discounted Price Point. For instance, players can buy \$6 worth of tickets for \$5. This is an excellent promotion aimed at increasing trial of various games.

Number of Draws Discount: The System supports promotions in which players can purchase a certain number of advance draws and receive a discount.

Trigger-based Promotions: INTRALOT's System is capable of offering promotions that trigger based on single-board or multi-board tickets in various dollar amounts.

Priority Value Promotions: INTRALOT's System is capable of assigning a priority value to each promotion in order to arbitrate which promotion will trigger if a purchase is made that qualifies for more than one promotion, or, if both promotions should be triggered.

Serial Number Promotions: INTRALOT's System can use the serial numbers of non-winning tickets for a separate drawing to win cash prizes.

Multipliers: The System is capable of offering various "doubler," "tripler" or other "multiplier" promotions as a way to increase prize levels. INTRALOT has successfully implemented these types of promotions in jurisdictions, like Nebraska where the Lottery runs a regular Cash 5 "doubler" promotion.

Single Use Coupons: The INTRALOT System can easily handle pre-printed or lottery-sponsored coupons in which players can receive discounts on lottery products. In some jurisdictions, lotteries use these promotions as part of direct mail campaigns.

Generic "Dollar Value" Coupons: The INTRALOT System supports "Lottery Bucks" type coupons.



INTRALOT's Player Registration and Subscription System Overview

INTRALOT will provide a customized web-based Player Registration and Subscription System specifically for the Texas Lottery under the LOTOS b-On sub-system of LOTOS™ O/S. The LOTOS b-On Program “maximizes revenue” to the Lottery by offering an innovative, entertaining, and rewarding player services experience that will attract new players, as well as increase revenues from existing players who desire to participate. While the subscription system will increase on-line sales, the increase will be most significant when jackpots are low, thereby, helping to diminish the “Roller Coaster Revenue Effect.” Using the Subscription System additional relationship marketing opportunities also exist during these low jackpot times and could be tactically turned on automatically by the System immediately after large jackpots are won.

INTRALOT's Subscription System is an integrated solution that is provided as an added-value add-on module to the LOTOS™ O/S platform. It has been designed specifically for LOTOS™ O/S and provides comprehensive functionality beyond the requirements of the RFP requirements. INTRALOT will provide all the features and functionality required in the RFP and presents a number of additional benefits that will give the Lottery significant added value. The LOTOS™ b-On module is a highly parameterized solution that can be customized and extended specifically for the Lottery.

The Subscription System provides significant added value for the Lottery. Our advanced registration procedures and multitude of gaming options coupled with the promotions and advertising capabilities of the system will provide the Lottery with to a powerful revenue stream.

The LOTOS™ b-On module enables the Lottery to support and manage registered players and provide a number of services and privileges. By registering a player joins the players' club and acquires a number of benefits. The member card (personal card) can be used and is the quickest and safest method for a player to participate in their favorite games. A player purchasing an initial subscription is required to register and automatically becomes a member of the Players' Club and receives all of the benefits of membership.

Players are able to register their lucky numbers or use quick pick. Using their personal member card, players can collect winnings from their electronic wallet and set preferences on whether they receive personalized messages, such as special offers on games. Using the LOTOS™ b-On application, the Lottery can evaluate player usage data. The LOTOS™ b-On application includes a number of reports which the Lottery can use to analyze several types of data.

The software architecture of the subscription module is based on 3-tier J2EE architecture. The architecture consists of a business logic tier (Application Server), it uses an Relational Database and it offers administration web pages as well as customer web pages (web JSPs). Built on J2EE application servers the application is designed for enterprise-class scalability and performance. It takes full advantage of the J2EE development model and Java standards for integration with 3rd party systems should that are required.



Functional Description

The functionality of the subscription module is grouped as follows:

Administration

LOTOS™ b-On /Subscription application provides a highly parametrical web based administration framework. It offers the flexibility to administer the Subscription Game Products, the Subscription Sales Calendar and the Subscription Types:

- A Subscription Game Product is the preset way a customer would like to participate in a game. Example: A Powerball Quick Pick with four plays
- The Subscription Sales Calendar shows the time before the draw, the beginning of the subscription, the end of the subscription, dates when the player account will be charged with the participation costs, as well as the dates when payment of winnings will be executed
- The binding of a Subscription Game Product with payment options and a Subscription Sales Calendar define the Subscription Types available for players to register. Subscription Types can vary for different types of membership (gold, silver, bronze, etc)

Player Registration

LOTOS™ O/S b-On/Subscription provides a multichannel interactive player registration capability. Using the registration application is simple and intuitive and entails the input of personal details i.e., name, address, gender etc., and various preferences , which includes provision for various methods of communicating with the player in various messaging formats including, but not limited to, RSS, SMS and MMS

Once registered the player has the following function:

- With the assistant of a user friendly wizard a customer may select one of the available Subscription Types, that can have limited or unlimited duration
 - A customer may register though any channel supported by the Subscription application, e.g., web-based, retailer
 - A player may define favorite numbers to be used for the Subscription participation or have the System Quick Pick the numbers
 - A player may select one of the available payment options to pay for the Subscription participation, e.g., e-Wallet money, bonus credits and free tickets, credit/debit card money and money through electronic funds transfer
 - A player may offer a Subscription as a gift to another registered player
 - A player may select how to be notified about Subscription Promotions and Marketing Notifications, e.g., email or SMS
- A player may select whether to participate in every draw of the game or when specific time or game conditions are met, e.g., the player may select to participate only in the draws of even weeks or even months, or when the jackpot is above a specified threshold.

Subscription Marketing

The LOTOS™ application offers a set of features that can be used to promote subscription game participation. This includes the implementation of promotions, marketing offers targeted to a particular player segment, multichannel marketing notifications and campaigns. It offers the following promotion types:

- Discount promotions
- Free lottery tickets promotions
- Bonus credit promotions
- Loyalty point programs
- Affiliate program promotions

All games played by subscription are recorded and processed through the same System as with non-subscribed game play. All subscriber plays are merged with the ordinary game pools for determination of winners and payouts. Subscribed players can play the same games as non-subscribed players and their plays participate in the same game pools. However, as an incentive to participate in the subscription program the System has the capability of supporting games exclusive to subscribed players should the Lottery desire. This is an added value capability of the LOTOS™ Subscription System.

Reporting

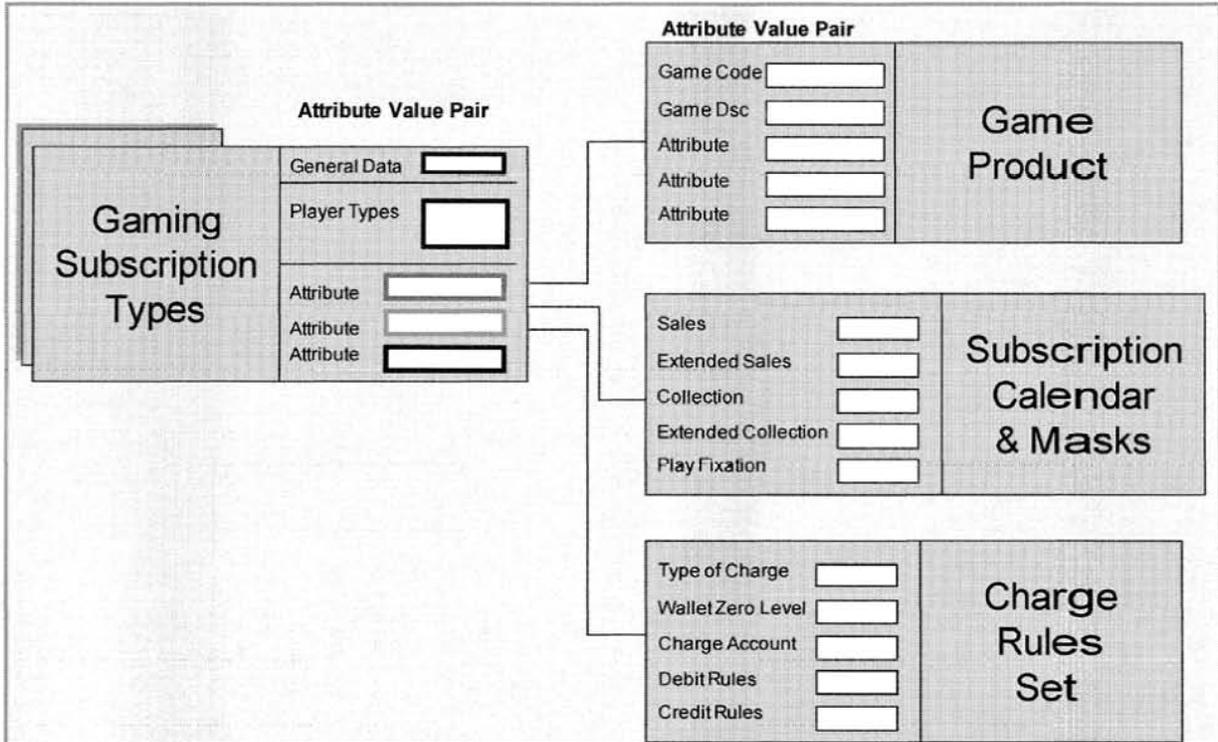
LOTOS™ b-On offers a list of standard reports for the Lottery's sales and marketing personnel. They include but are not limited to:

- Sales per Subscription Type
- Sales per Customer Type
- Player per Subscription Type
- Success, failed & rejected participations report

Subscription Gaming Transaction Processing

LOTOS™ b-On has a transaction processing engine scalable to support multiple millions of subscribed players. This is based on a batch process framework using proven and reliable technologies. It integrates through open interfaces with the existing Lottery Central Gaming System and with multiple payment aggregators. Transaction processing engine key features are:

- Optimized framework for high volume of transaction and performance
- Integrated support of offline and on-line payments of subscription participations
- Fully automated subscription gaming processes
- Robust and highly available framework
- Detailed monitoring and reporting



Subscription Types

Subscription Types >> Products >>

Details

Game
Subscription Type
Product
Use default Draw Cost No Yes
Default Cost

Promotions

Name	Subscription Promotion	Start Date	End Date	Marketing Code	Budget	Reserve Money for new Subscription	Minimum product multiplier	Promotion for
test-1	15% discount for 3 BP	06/02/2009	06/02/2012	111	123.00	1.00	1	New Subscriptions <input type="button" value="Delete X"/>

[Add Promotion](#)

Promotion Configuration Screen

Subscription Types >>

Name	ST-Lotto-Premium
Description	ST-Lotto-Premium-Calendar:2009-Period Mask:1
Game	Lotto
Active From	20/02/2009
Active To	
Game Calendar	2009

Player Type

Premium	<input checked="" type="checkbox"/>
Silver	<input type="checkbox"/>
Gold	<input type="checkbox"/>

Select Mask

Period Mask
 Conditional Mask

Period Mask **1**

Charge Type

Pre-charge normal	<input checked="" type="checkbox"/>
Pre-charge extended	<input type="checkbox"/>
Post-charge normal	<input type="checkbox"/>
Post-charge extended	<input type="checkbox"/>

Default Charge Type **Pre-charge normal**

Charge Account **Own**

Participations

Play Participations **Before each draw**

Action for failed subscriptions **Cancel**

Failed attempts before action **1**

View/Edit Subscription Types

The System can be configured so that players can register either at the POS or over the Internet, such as the Lottery's website.



Players wishing to play via Subscription will initially register and receive all of the benefits of the LOTOS™ b-On. LOTOS™ b-On supports a number of different methods of registration over a number of channels. The registration System requires the player to submit a number of compulsory and optional information. The Lottery ultimately determines which details should be compulsory and which will be optional. Additional details can be incorporated in the player registration form as requested by the Lottery.

The following data are usually considered compulsory for the participation of the player in the club (these details may be modified if Lottery requests):

- Player name
- Player surname
- Address (City, County, Zip Code)
- Identification Card Number
- Date of birth
- Telephone (home, office or mobile)
- E-mail address

Furthermore, during registration the player may choose to complete optional details that may include (these details may be modified if Lottery requests):

- Gender
- Game preferences
- Amounts usually spent by the player on games.

In addition, the player's registration request may allow definition of preferences regarding the player's electronic wallet and the information the player wishes to receive from the Lottery.

Registration Procedure at the POS

The player initially completes a registration form. At minimum the player would complete the mandatory fields in the form. The form then is returned to the retailer who scans the form on the terminal's reader. The form is submitted to the LOTOS™ b-On application for further processing and final approval.

The System has the ability to issue a receipt with a reference number. The player can use the reference number to inquire on the status of the registration request, by contacting the Customer Service department.

When the registration process is completed the player would typically receive a personal card together with a security code (PIN) separately at the reported address, as well as the access code by email.

A player can then activate the card by either placing an official request to the Customer Service Department or upon the first use of the card.



Registration Procedure on the Internet

The System supports two methods of accessing the registration form via the Internet.

The player can send an e-mail to a specified address and automatically receive the registration form with the details to be filled in. Alternatively, the player may access the registration webpage and view the form on-line. The player must fill in all the mandatory fields. Upon clicking on "Submit", the data is sent to the LOTOS™ application.

When the registration process is completed the player receives a personal card together with a security code (PIN) separately in the registered address, as well as an access code by email.

A player can then follow a card activation procedure, which may take place either through an official request sent by the player to the Customer Service Department or upon the first use of the card.

The LOTOS™ b-On/Subscription application includes an integrated electronic wallet solution that manages player credit and winnings payments. Players can place money in the form of credit and use it for transaction purchases on the Lottery's network. The application supports multiple types of credit units, such as money credit units, bonus points etc. The Lottery can specify rules for deposit, cashing and consumption of various types of credit units via different channels, using the user friendly web-based management application.

Winners are paid automatically within the limits set by the Lottery. Low-tier winnings can accumulate until the end of the subscription period or when a player wins a high-tier prize, whichever comes first. High-tier wins are paid by Electronic Funds Transfer (EFT). The System can be fully customized to pay-out winners as the Lottery requires. Some examples of additional rules that can be provided are:

- Bonus points may be used only for the payment of specified Lottery products and cannot be paid out in cash.
- A deposit, up to a certain amount can be made in a POS.
- Specified maximum available balance in each wallet.
- Specified maximum daily deposit limit in the electronic wallet.

Rules ensure the monitoring of player transactions and money availability for participation in games of chance. The System can protect the integrity of the operation and enforce responsible gaming policies.

Once the registration procedure is successfully completed, an electronic wallet is created for the player. The LOTOS™ application allows players to use more than one wallet. Furthermore, an electronic wallet may be jointly owned by two players whereby one will be able to use up to a fixed amount of money (credit units). Also, the application allows transferring of credit units from one electronic wallet to another.



Each player may specify preferences, regarding their electronic wallet, during registration, as well as through the profile management application. In particular, players are able to specify electronic wallet preferences as:

- Automatic transfer of winnings to the electronic wallet. This functionality is available only up to a certain amount.
- Setting a limit up to which automatic transfer of the winnings to the electronic wallet is allowed.
- Update by e-mail/SMS/Post each time deposits or withdrawals are made to/from the electronic wallet.
- Regular update by e-mail/SMS/Post regarding the balance of the electronic wallet and activity.

In any case, the System administrator may define a maximum limit for the automatic transfer of winnings so that the limits set by players do not exceed this value.

The following operations are available through the electronic wallet:

Automatic Transfer (Payment) of Winnings

The LOTOS™ Subscription System is very flexible and winners can be paid automatically through the subscription management system. Within limits determined by the Lottery, low-tier winners can extend the length of the subscription, while high-tier winners may be paid by EFT or check. INTRALOT will configure the subscription system to the Lottery's specific requirements and implement new features to enhance the subscription program to maximize subscription play over the term of the contract.

Players must use their personal card in order to be identified by the System. In this way, all the transactions are recorded in the player's wallet. An automatic transfer threshold can be set for winnings. The LOTOS™ application can send a personalized message to the player by SMS or e-mail regarding the transfer of winnings that took place including; the amount, the game, the prize and/or additional marketing messages.

Transfer of Winnings to the E-Wallet at the POS

The player may visit the POS with the winning ticket and the registration card in order to transfer winnings from the ticket to his/her electronic wallet. If the player identification procedure is completed successfully, the player may request the ticket's prize payout to be made to the electronic wallet. Regardless, the amount is readily available to the player for further game purchases.

Transfer of Winnings to the e-Wallet using Self Service Terminals

Transfer of winnings to the electronic wallet is also supported by INTRALOT's self-service terminals. By using their cards and personal passwords, the players are able to identify themselves and then transfer winnings to the electronic wallet.

Bonus Points Transfer to the e-Wallet

Whenever a member of the club wins bonus points through reward programs or related activities, they can save these points in their electronic wallet based on rules set by the Lottery. Furthermore, based on the player's preferences, the LOTOS™ b-On/Subscription application can send personalized messages to the player by SMS or e-mail about the bonus points' transfer that took place, including relevant information.

Deposit at the POS

When a player wishes to deposit money to the electronic wallet through the POS, the retailer can simply key in the requested amount, which sends a request to the application for money to be deposited in the player's electronic wallet and, upon completion of the transaction, a deposit receipt is printed.

Based on the rules that have been defined, the LOTOS™ application performs checks, such as whether a specific player is allowed to deposit money in their electronic wallet, if there is a maximum amount they can deposit through the POS or other relevant checks concerning the total available balance in the player's wallet. If these tests are performed successfully, the LOTOS™ application deposits the amount in the player's electronic wallet and sends a confirmation of the deposit transaction to the terminal. A receipt is then issued which contains a unary code, the deposited amount and the electronic wallet balance. A personalized message, for example a reward or/ and motivation message for participation in games, may also be printed.



Deposit procedure via the Internet

The LOTOS™ b-On/Subscription application allows players to deposit money using the Internet. The capability to interfacing with banks and card transaction processing organizations (Visa, MasterCard, AMEX etc) is supported to enable money transfer from a bank account, credit or prepaid card to the electronic wallet. By accessing the website, the player will be able to request crediting of their electronic wallet. More specifically, the following electronic wallet crediting services are supported via Internet:

- Debit service by means of Credit/ Prepaid Cards: These services allow the player to use a credit card to add money (credit units) to their electronic wallet. This payment method is easy and fast.
- Bank Account Debit Service: These services allow the player to use a bank account in order to add money (credit units) to the electronic wallet.
- Prepaid Card: Pre-Paid Cards used by players to credit their electronic wallets are a low cost, safe and easy way to ensure access to the System through all channels.

Withdrawal from the POS

When a player wishes to cash money from the electronic wallet inside a POS, the identification procedure must be completed successfully. The retailer then sends a request to the application for withdrawal of the requested amount from the player's electronic wallet and upon completion of the transaction, a withdrawal receipt is printed.

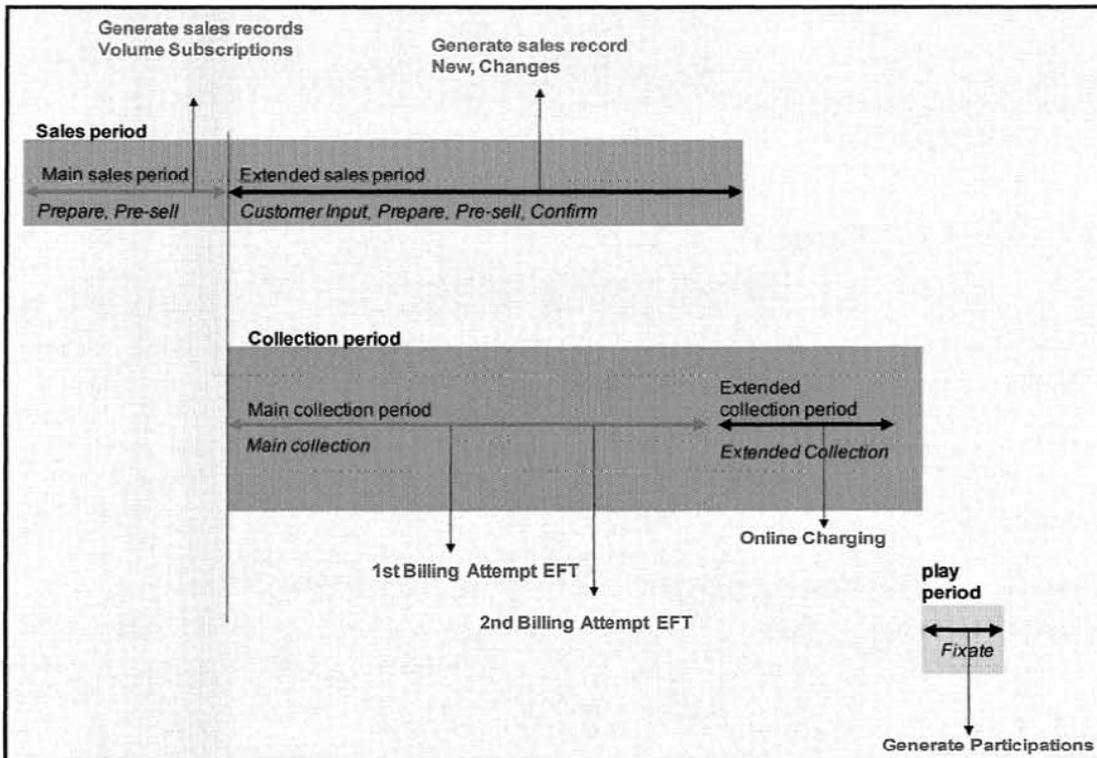
Withdrawal Procedure via the Internet

Through the website, a player can instruct the application to cash a certain amount from their electronic wallet, which will be credited to a bank account.

In general, the LOTOS™ b-On/Subscription application supports the following withdrawal operations through the website:

- Debit Card Operations: This service allows the player to transfer earnings to his/her bank account through a debit card.
- Bank Check: A check may be issued and sent to the player's address.
- Bank Account Crediting Operations: These operations allow the player to use his/her bank account in order to transfer credit units from the electronic wallet to the bank account.

In addition, the LOTOS™ application records all transactions involving withdrawals from the electronic wallet via any supported channel, including necessary information, such as day, time, amount, unary transaction code, type of withdrawal etc.



Collection and Billing

Additional Information

Services

The Subscription System enables players to subscribe to a number of services supported. There are three types of services included in the offered system:

- Gaming services
- Wallet Services
- Information services

Players can subscribe to games and automated game play as they require. A monthly Lotto subscription for example would be a recurring lotto play with predefined or randomized (quick-pick) selections for one or more draws of the month. Subscription plays are merged with ordinary game pools for the determination of winners and payouts.

A subscription to an e-Wallet service can be the automated execution of financial transactions. An example can be automated cash out of winnings to player's bank account at the end of the month.



A subscription to an information services results in automated information and notifications dispatching to player. An example can be sending the lotto draw results via SMS to player's mobile phone.

e-Wallet Capabilities:

Electronic Wallet Status

The LOTOS™ application allows players to view their electronic wallet balance, as well as the latest transactions in the POS and using the website. The System supports confirmation notice in the form of a written statement, which can be sent on a regular basis to the e-mail or postal address specified by the player or on a case by case basis as required.

Electronic Wallet Status at the POS

With this option, players receive a printout of the electronic wallet summary statement from the terminal. This statement displays the details, such as code, player's full name, available balance, bonus points, loyalty points, electronic promotional coupons, as well as recent account activity.

Electronic Wallet Statement on Self-Service Terminals

The player can view and collect statements of the electronic wallet through the INTRALOT's self-service terminals. The statements provide information such as the player's code and full name, available balance, bonus points, loyalty points, electronic promotional coupons, as well as recent account activity.

Electronic Wallet Status on the Website

Players can view the status of their electronic wallets including available balance, bonus points, and loyalty points on the website. Players can browse transactions through the website. Players are able to view detailed information on each electronic wallet transaction, such as date/ time, amount, transaction type, reason etc.

Renewal Notices

The LOTOS™ Subscription System application will notify players that their subscription is about to lapse and that renewal is required. The renewal notice will indicate the options available to the player to provide a convenient way to renew. This can include: direct-debit of bank accounts depending on available bank services, or by direct debit of Credit Cards depending on credit services available and Lottery rules and regulations, or by mail or by a Lottery retailer. Renewal



notices will be sent by mail or via email if an email address is in the player's subscription record or according to the Lottery requirements.

Tracking Changes to the Subscription Files

All changes to the subscription system are recorded in the system log transaction files and historical activity is maintained for each subscription. The system has robust functionality including the ability to track and research changes and records in the subscription database.

Advanced Play Adjustments

Managing advance plays when games are changed is just another standard part of the robust subscription system provided by the system. The LOTOS™ Subscription System provides functionality to manage subscriptions including advanced play adjustments when certain conditions e.g., a matrix change cross the game change boundary or other game changes e.g., termination of a game or price change, where subscriptions are involved.

Subscription Account Management by the Lottery and Players

The LOTOS™ Subscription System allows configurable Subscription administration by Lottery authorized operations personnel. Access to the player database for maintenance, reporting and mailings will be allowed for authorized personnel at a management workstation at the Lottery.

By using the rich functionality the Subscription System, the Lottery will be able to offer convenience of play to their players through Internet and point of sales terminals covering both current games and new games in the future.

The LOTOS™ application enables the administration and management of player accounts and their personal cards through a Web based management application. Depending on access privileges the administrator may perform a number of operations through the Web based management application. The application enables the Lottery to generate automatic mailings and provide player services to subscribers.

Players can manage their account and preferences either at the POS (retailer terminal or self-service terminal) or through the Internet website. Websites are custom designed specifically for the Lottery where additional marketing prom

- The Proposer must describe its System's capability to support Web-based "Second-Chance Drawings" for On-Line Games.

Second-Chance Drawing Web-site

IINTRALOT delivered Second Chance Site (SCS) and Play-It-Again (PIA) web sites that encompass the full promotional lifecycle of a second chance game. Recent development of the Arkansas Scholarship Lottery provides one of the best examples of the capabilities that INTRALOT can provide the Texas Lottery.

Within the SCS and PIA, player management and administration are core components of the system. Even the ability for a player to update their own profile and reset passwords is consistent with the self-service aspects of the system. As shown below, the SCS has a fluid, carefully explained interface where SCS tickets can be entered. Unlike most SCS, the Arkansas Lottery SCS ticket entry page serves as single entry portal for both second chance drawings such as the World Poker Tour (WPT) as well as PIA drawing entries. Application logic separates the entry and marshals entry requests into the two separate systems behind the scenes.

Second Chance Ticket Entry Screen

Once points are accumulated through multiple ticket entries, points received can be used to redeem merchandise through the Points for Prizes redemption page, illustrated below. So, in addition to providing ticket entry and player's point accumulation, the Arkansas Scholarship Lottery site includes the ability to shop and redeem points online with full integration into the back-end prize fulfillment system that was also developed for the Arkansas Lottery.

Arkansas Lottery Redemption Page

The SCS and PIA functions of the site are actually independent application modules that were developed subsequent to but integrated completely with the state's lottery site. Therefore, whether the Texas Lottery wants to have one larger landing page that services all lottery promotions (as shown below) or the decision is made to incorporate second chance application logic into game-specific micro-sites, either approach can be fully supported. Arkansas' SCS and PIA sites have now been in production for more than 2 months and have amassed more than 20,000 total merchandise orders.

Home About Play It Again Enter Tickets Eligible Games Drawings Winners Feedback Rules FAQ



play it again

DRAWING 4
Winner posted >

A SECOND CHANCE TO WIN THE
TOP PRIZE IN EVERY INSTANT
LOTTERY GAME!

SUBMIT NON-WINNING INSTANT
TICKETS FROM ANY ELIGIBLE
GAME TO ENTER!

Arkansas Second Chance Landing Site

Second Chance Player Site Support

INTRALOT will fully support Second Chance Sites (SCS) for players and the dynamic life cycle of second chance games that vary in time and complexity. SCS and Play It Again (PIA) sites generally have differing durations and rules depending on the game promotion. The ability to dynamically manage these games, addressed in Second Chance Site Administration, as well as core functionality for the SCS and PIA sites will be fully supported.

Functionality consistent with SCS and PIA sites includes:

- **Themed Pages** – These are pages consistent with the game or promotion themes and marketing assets.
- **Registration** - This is capture of profile data, preferences and self service capabilities for changing/resetting passwords.
- **Interactive Games** – If game content is provided, Flash or Silverlight games can easily be incorporated into the SCS and PIA sites.
- **Game Information** – This is information such as rules, prizes, upcoming drawings and winners.

- **Ticket Entry** – The most pivotal aspect of the SCS which would encompass encrypted ticket entry, ticket validation and entry logging.
- **Feedback** – Ability for a player to provide feedback or generate a customer support request.

Second Chance Site Administration

One of the most overlooked aspects of SCS and PIA sites is providing administrative functions for adding, configuring and removing SCS and PIA promotions. INTRALOT will provide the Texas Lottery with the features and functions to fully administer the SCS and PIA sites through an administrative site.

Functionality support SCS and PIA administration includes:

- **User Administration** - This is the ability to add/delete users as well as system administrators, assigning appropriate roles consistent with security policy.
- **Audit Logging & Reporting** – The ability to log and audit system administrator activity as well as select end user activity. These reports are often used for compliance reporting.
- **Player Search & Update** – Functionality that will allow administrators to search for a player and update information reset passwords and view account history.
- **Game Administration & Maintenance** – Ability to add/remove and configure games with such parameters as effective dates, prize specification, drawing schedules, ticket eligibility and testing of ticket entry.
- **Content Management** – Provides functionality that allows content on SCS and PIA pages to be modified/updated.
- **Drawing File Export** – This is often required for integrating with other systems and allows drawing entries to be exported based on certain criteria.
- **Import Winner File** – Again, often required for providing interfaces with other systems.
- **Reporting** – While broadly categorized, the ability to generate reports for such queries as number of winners, number of ticket entries by game, etc.



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TEXAS
CENTRAL GAMING SYSTEMS
OVERVIEW

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TEXAS CENTRAL GAMING SYSTEM OVERVIEW

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TEXAS PRIMARY DATA CENTER STORAGE AREA NETWORK

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TEXAS PRIMARY DATA CENTER COMMUNICATIONS

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TEXAS BACKUP DATA CENTER LAN-WAN OVERVIEW

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					Description – Proprietary & Confidential TEXAS BACKUP DATA CENTER CENTRAL GAMING SYSTEM
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Confidential & Proprietary
TEXAS BACKUP DATA CENTER STORAGE AREA NETWORK

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Confidential & Proprietary
TEXAS BACKUP DATA CENTER COMMUNICATIONS

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					Description – Proprietary & Confidential TEXAS NETWORK DIAGRAM OVERVIEW
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