

REQUEST FOR PROPOSALS

ADDENDUM # 4

ISSUED: 09/06/2016

RFP NUMBER: CSP903117
INDEX NUMBER: LOT008

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Ohio Lottery Commission is requesting proposals for:

COOPERATIVE SERVICES FOR THE OHIO LOTTERY COMMISSION: Instant Ticket Warehousing, Distribution and TelSell Services

Attached are page(s) 2, 9, 27, 39, and 40 to this Request for Proposal (RFP). Remove the corresponding page(s) from the existing RFP and replace with the attached.

Reason for Addendum. This addendum is issued to add "Attachment Seven" and "Attachment Eight" under the Attachments section on page two (2). Number 1 was removed from section 1.4.1 A, and added it as number 4 under section 1.4.1 C on page nine (9). On page twenty-seven (27), the link to the Instructions, section 5.1 was updated to correct page 9 and "Retailer Listing" and "Instant Weekly Average" web link were added under section 5.4. Attachment seven, the "Agency Table of Organization" was added on page thirty-nine (39). Attachment eight, the "Intralot Organizational Chart" was added on page forty (40).

PROPOSAL DUE DATE: September 23, 2016
OPENING LOCATION: Department of Administrative Services
General Services Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1395

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ATTACHMENTS

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Attachment Two	Instant Ticket Sales, Book and Size Information
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Attachment Six	Billing Methodology
*Attachment Seven	Agency Table of Organization
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RFP GLOSSARY OF TERMS

AA:	Affirmative Action
AOS:	Auditor of State
Bid Bond:	Guarantee of the availability of the products and/or services offered by the Offeror for a certain period of time following Proposal Submission.
CCTV:	A closed network TV system that is monitored, primarily for surveillance and security purposes. CCTV relies on strategic placement of cameras, and observation of the camera's input on monitors somewhere and video is recorded and stored for future use.
Contractor:	Vendor after Award
CRM:	Customer Relationship Management – A software application which allows the Lottery to view and manage information about its Retailers.
CSP:	Competitive Sealed Proposal
Customer Acceptance Testing:	An extensive verification process to demonstrate and ensure that the Program conforms to all Requirements.
DAS:	Department of Administrative Services
Encryption:	The process of transforming information to make it unreadable to anyone except those possessing special knowledge that meets or exceeds the requirements of encryption and encryption key management used by the United States government as certified by the National Institute of Standards and Technology (NIST), and that has not yet been broken or compromised, or determined by the Lottery to not be viable.
EOD:	Equal Opportunity Division
FEI:	Federal Employer Identification
FY:	Fiscal Year. July 1 through June 30 of the following year
Gaming System:	The set of software and hardware components required in order to deploy a particular game or set of games. Such components include game terminals, communications channels, and game host computers at the Lottery Central Office.
Internal Control System:	The audit system and its associated processes that performs auditing of the gaming system component to ensure the integrity, security, and accuracy of gaming transactions.
IntraSell:	The software platform used for the current contract
LPEF:	Lottery Profits Education Fund
LSR:	Lottery Sales Representatives
Logical Day:	A one day period on the test system. These days can be compressed so that multiple days may be tested in one physical day.
Lottery Primary Computer System Location:	The main physical location that houses the Lottery's central computer systems to (and from) which all lottery transactions flow and are recorded in a secure manner. Typically, all administrative and data processing staff are located here to monitor and maintain the computer systems to ensure continuous lottery operation.
Mandatory:	Must, Will, Shall
Major Part:	A product, system, or service provided, which is important for an implementation and/or operation of the Lottery.

*Indicates addition of attachment seven and attachment eight to the Table of Contents.

1.4 SCOPE OF WORK

The following describes the Project and what the Successful Contractor must do to complete the project satisfactorily. It also describes what the Awarded Contractor must deliver as part of the completed Project (the "Deliverables"). The Program and Services consist of the following:

1. Data Processing.
2. Warehouse Operations
3. Security Management
4. Staffing Plan
5. Management of a Telephone Based Order System
6. Management of Instant Tickets and Gaming Supply Inventory
7. Packaging and Delivery of Instant Tickets and Gaming Supplies
8. Management of Return Receipt Instant Tickets and Gaming Supplies
9. Destruction of Instant Tickets
10. Implementation Plan
11. Anticipated Difficulties and Solutions
12. MBE Subcontracting Plan

OPTIONAL ITEMS, ENHANCEMENTS AND SERVICES

The Lottery is seeking innovative and creative ideas that may increase the effectiveness of its current operation. Offerors are encouraged to submit potential improvements, optional items and/or creative services that would improve upon the current Cooperative Services for the Instant Ticket Warehousing, Distribution, and TelSell Services Program.

1.4.1 Data Processing.

- A. *The Awarded Contractor will be provided with the following data processing hardware and software components from the existing online gaming vendor:

Inbound call routing from the Lottery Customer Service Hotline.

- B. The Awarded Contractor may be provided with the following data processing software components from the existing online gaming vendor or may choose to provide an alternate software solution. Said solution must integrate with the current gaming system.

- 1) Intralot's IntraSell software application to support TelSell and retailer account functions and services. The system will be capable of supporting up to one hundred (100) users with varying privileges assigned by and agreed to by the Lottery. Access to the system and test data will be provided to the Awarded Contractor once a Non-Disclosure Agreement is signed with the current online vendor.
- 2) The IntraSell software application supports warehousing, physical inventory control, packaging, distribution, returns, and destruction with a broad range of features including the following:
 - a. The software employs combinations of auditory, color, and shading cues on the order processing workstations to help make order distribution efficient and accurate. Orders will be dispatched from TelSell to the packing stations in the order received, unless they are designated as priority.
 - b. Orders are displayed on the order packager's screen and show order information such as retailer, game and number of books needed, books scanned, orders in queue, courier to be used, etc.
 - c. The software prints labels and manifest upon scanning of last book in the order.
 - d. The software permits an order to be divided and will generate separate manifests and multiple shipping labels.
 - e. The software generates an export file acceptable to UPS, or other common courier(s).
 - f. The software does not pre-assign books and will provide an Auto-Order module for new game orders; and
 - g. The software processes returned full-books into available inventory and re-issue when appropriate.
- 3) The IntraSell software application generates a series of TelSell and order fulfillment reports; including packer statistics; game carton lookup; courier manifest reports; pending and filled order detail; and returns information.

In addition to these reports, the Offeror can suggest alternative methods to create specialized reports that would benefit the program, as well as upgrades to the current software.

- C. The Awarded Contractor shall provide the following data processing hardware and software components:
- 1) All workstation hardware and operating systems for the TelSell, Pick and Pack area, and administrative stations including manifest and label printers.
 - 2) A dedicated toll-free number for incoming retailer calls and all outbound call services.
 - 3) Adequate security for any applications and/or network connections or configurations to protect the Lottery such as firewalls, virus protection and intrusion detection.
 - 4) *The Awarded Contractor must provide a secure real-time data connection from their facility to the existing Gaming System facility located in Strongsville, OH.

*Indicates removal of Item one from section A and re-adding item A.1 to section C.4

5.0 LINKS to be applicable to all Proposals and subsequent award(s), including sections named below.

*5.1 Instructions

- 5.1.1 Proposal Instructions
- 5.1.2 Inquiries
- 5.1.3 Protests
- 5.1.4 Addenda to the RFP
- 5.1.5 Proposal Submittal
- 5.1.6 Confidential, Proprietary or Trade Secret Information
- 5.1.7 Waiver of Defects
- 5.1.8 Multiple or Alternate Proposals
- 5.1.9 Addenda to Proposals
- 5.1.10 Proposal Format
- 5.1.11 Evaluation of Proposals
- 5.1.12 Proposal Format and Documentation Required

5.2 Forms

- 5.2.1 Offeror Required Information
- 5.2.2 Contract Signature Page
- 5.2.3 Offeror Profile
- 5.2.4 Offeror Prior Projects
- 5.2.5 Offeror's Candidate References
- 5.2.6 Offeror's Candidate Education, Training, Experience
- 5.2.7 Offeror Performance Form
- 5.2.8 Contractor/Subcontractor Affirmation and Disclosure

5.3 Terms and Conditions

- 5.3.1 Performance and Payment
- 5.3.2 Work and Contract Administration
- 5.3.3 Ownership & Handling of Intellectual Property & Confidential Information
- 5.3.4 Representations, Warranties and Liabilities
- 5.3.5 Acceptance and Maintenance
- 5.3.6 Construction
- 5.3.7 Law & Courts

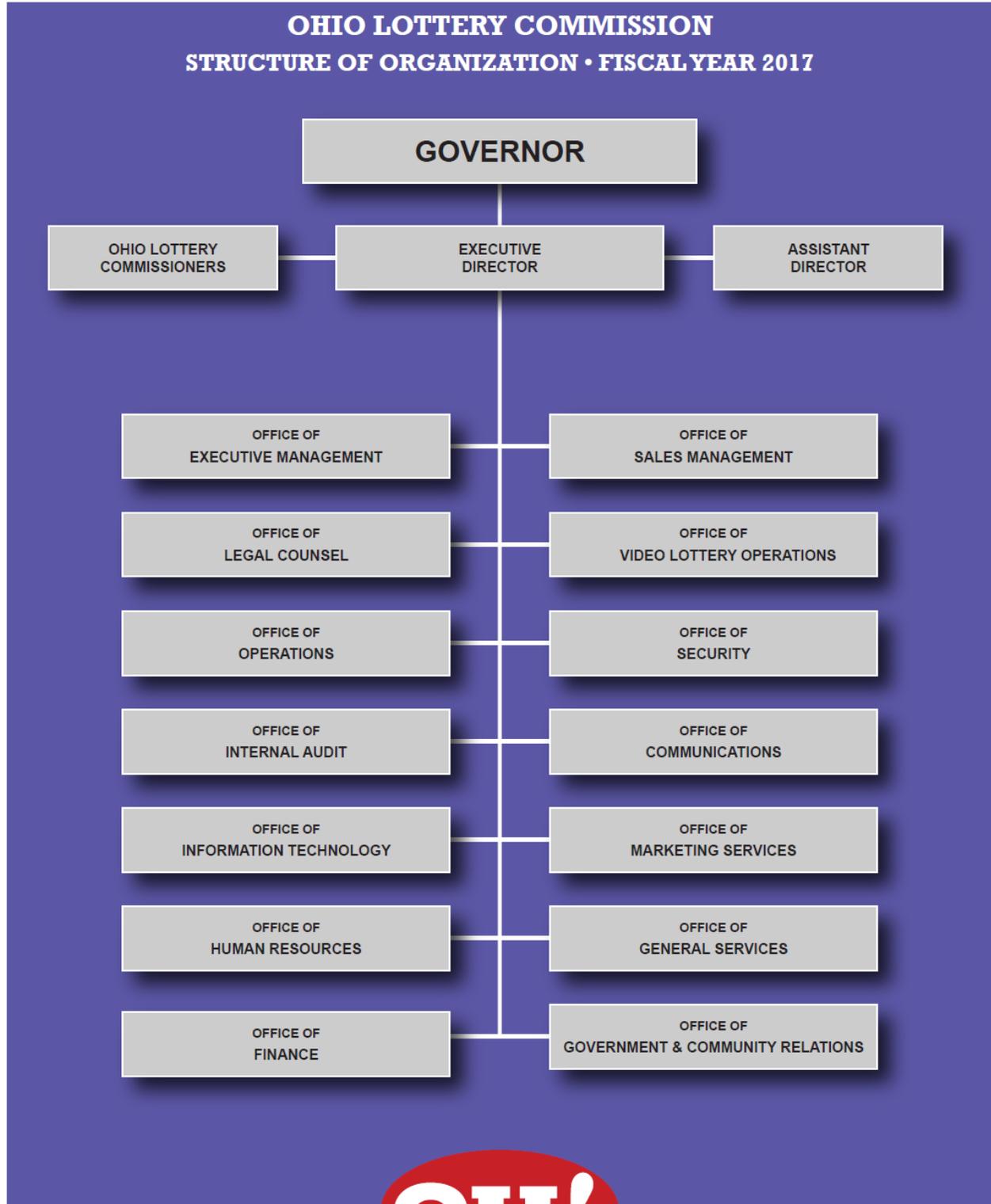
5.4 ADDITIONAL RESOURCES

EOD Reporting	http://eodreporting.oit.ohio.gov/searchEODReporting.aspx
Office of Budget and Management	http://www.obm.ohio.gov/
Office of Procurement Services	http://procure.ohio.gov/proc/index.asp
Ohio Shared Services	http://www.ohiosharedservices.ohio.gov
Ohio Business Gateway	http://business.ohio.gov/
Ohio Secretary of State	http://www.sos.state.oh.us/SOS/Businesses.aspx
*Retailer listing	\\igdprodweb01\drived\web\WWWroot\pdf\Retailer_Listing.pdf
*Instant Weekly Average	\\igdprodweb01\drived\web\WWWroot\pdf\2016_instant_weekly_avg.xlsx

All links are subject to change in accordance with State of Ohio laws, Ohio Revised Code, Ohio Administrative Code, Executive Orders or any other updates issued by the State of Ohio, Department of Administrative Services, and the Office of Procurement Services. It is the Offeror's responsibility to read and be aware of any changes, corrections, updates or deletions to any information included in the link(s) above.

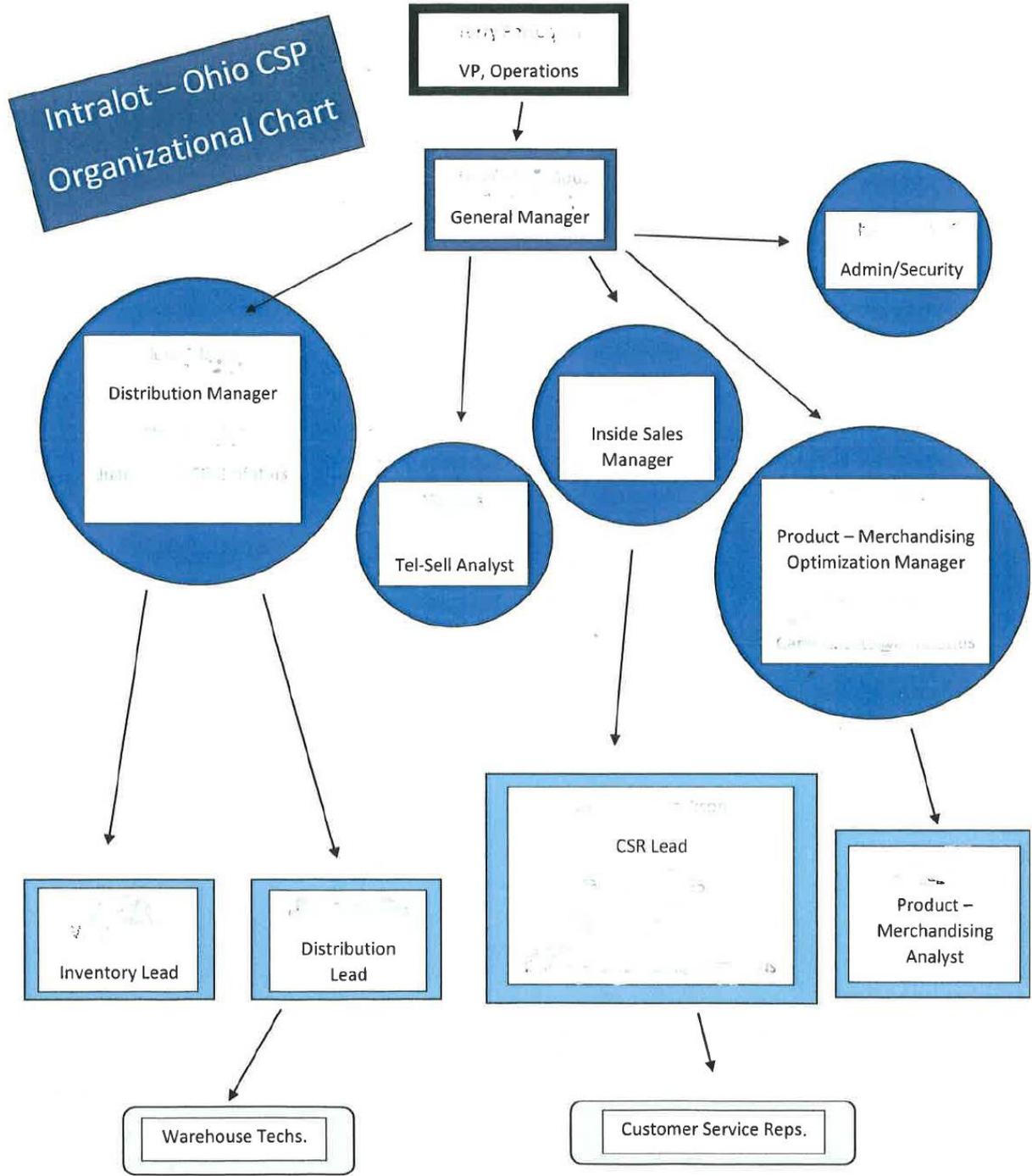
*Indicates update to link for 5.1 and addition of Retailer Listing and Instant Weekly Average Web Links

*ATTACHMENT SEVEN
AGENCY TABLE OF ORGANIZATION FY2017



*Indicates addition of Attachment seven, the Agency Table of Organization FY2017

*ATTACHMENT EIGHT
INTRALOT ORGANIZATIONAL CHART



*Indicates addition of Attachment Eight, Intralot Organizational Chart