REQUEST FOR PROPOSAL EVALUATION TOOLS

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Speakers

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Solving the Procurement Puzzle

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Why We Are Here

- Our objective is to provide a few (new) tools used at different points of an RFP process
- These are not intended to replace any templates or tools used by SBOP or agencies

"Leaders win through logistics. Vision, sure. Strategy, yes. But when you go to war, you need to have both toilet paper and bullets at the right place at the right time. In other words you must win through logistics."

-Tom Peters

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Agenda

- Current State of RFP Scoring

- Need for New Approaches

- Tool 1: Automated Scoring

- Tool 2: Key Business Requirements (KBR)

- Tool 3: Relative Importance Weighting

- Wrap Up

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Current State of RFP Evaluation

- Requirements fall into one of three categories in an RFP

1 **Mandatory (Pass/Fail)**
- Limited in number
- Make room for subjective evaluation based on value, quality
- Reduce risk of removing a proposal from consideration based on overly restrictive pass/fail
- Purpose to determine who is minimally qualified

- Impact of non-compliance with mandatories
  - Same as a bid, proposer is out and not considered for further scoring

Current State of RFP Evaluation

2 **General (Scored; Specs for "people" and organization)**

- Common questions about company size, experience
- Descriptions of the key personnel a company will provide to the agency if awarded

3 **Technical (Scored; Specs for the "what", business needs)**

- Agency needs for the good/service, asking proposers to describe their offerings
- Problem statements seeking a solution

- Impact of poor responses
  - Low individual and average scores from committee members
  - Focus on a proposal deficiencies rather than its value

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Evaluation Dilemmas

Complexity

Time

Importance of Requirements

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Evaluation Dilemmas

- **Determining Level of Importance**
  - What to do you do if a requirement is very important, but not enough to be Mandatory?
  - How do you meet the needs of the program area without restricting creative solutions from the vendor?
  - How can the procurement agent help the standards or development committees reach agreement about how much a requirement should be weighted?

Evaluation Dilemmas

- **Complexity - Simplification**
  - If a requirement is being scored but there are realistically only a few ways a proposer could respond, why does it need to be scored by the full committee?
  - Can the volume of requirements in a proposal be pared down to simplify the evaluation process without the risk of accepting a deficient solution?

- **Haste Makes Waste**
  - Are there ways to streamline the evaluation process to allow committees to focus on what counts?
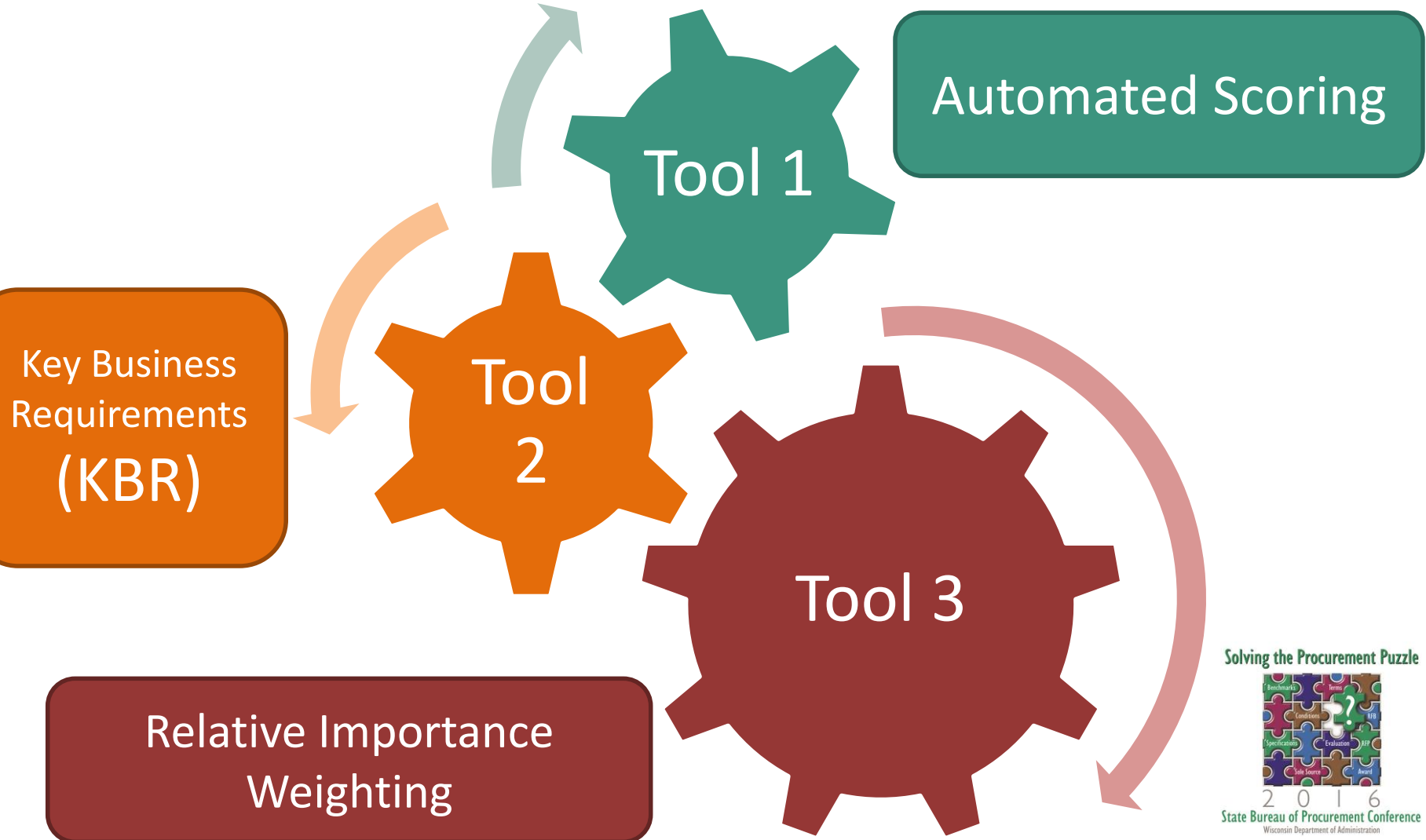 - Can we cut the time and still achieve a good outcome?

New Approaches

Tool 1

Tool 2

Tool 3

Automated Scoring

Key Business Requirements (KBR)

Relative Importance Weighting

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Tool #1: Automated Scoring

- Originally developed to address network requirements
- Easily configured for requirements having several correct answers with varying degrees of acceptability to the program area
- Strikes a balance between the "yes" or "no" finality of a Mandatory and the lengthy vendor response to how they meet a requirement

Automated Scoring Example

- Requirement – Support Hours
- Possible Responses:
  - 7 x 24 x 365/366
  - 8:00am to 5:00pm CT Mon-Fri
  - 8:00am to 5:00pm CT Sun-Sat
  - None of the Above
- Each response has corresponding point value. In this case, points were based on the number of possible answers (4) with the preferred response getting four points; second choice three points, etc.

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Setting up Automated Scoring Matrix

- Excel Workbook to be completed by vendor will contain:
  - Vendor Instructions
  - Requirements worksheet(s) with drop down list of response options
  - Scoring/Points Legend worksheet (hidden)
  - Score Sheet (hidden)
- The requirements and corresponding scoring is achieved using Drop Down lists from the Data Tools menu and the VLOOKUP function*
- Automated Scoring function within workbook is hidden (very hidden)*

*Links to Excel How-To's along with recommended RFP language and vendor instructions at end of slide deck

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Drop Down Response Sample

Snapshot of Scoring Legend Worksheet

DROP DOWN	VALUES	POINTS
Bandwidth Increment (Cat A, B & D)	10 Mbps, 100 Mbps, and 1 Gbps	1
	10 Mbps, 100 Mbps, 1 Gbps, and 10 Gbps	2
	10 Mbps, 100 Mbps, 1 Gbps, 10 Gbps, and 100 Gbps	3
Broadband increment (Cat C only)	≤ 10 Mbps download / varies upload	1
	>10 and ≤ 25 Mbps download / varies upload	2
	> 25 and ≤ 50 Mbps download / varies upload	3
	> 50 and ≤ 100 Mbps download / varies upload	4
	> 100 and ≤ 200 Mbps download / varies upload	5
	> 200 and ≤ 300 Mbps download / varies upload	6
	> 300 and ≤ 400 Mbps download / varies upload	7
	> 400 and ≤ 500 Mbps download / varies upload	8
	> 500 and ≤ 1 Gbps download / varies upload	9
Bandwidth Type	symmetrical	2
	asymmetrical (download/upload)	1
	symmetrical and asymmetrical	3
Maxium Transmission Unit (MTU)	≥ 1500 bytes for ≤ 1 Gbps of bandwidth	1
	≥ 9000 bytes for ≥ 1 Gbps of bandwidth	2
	≥ 1500 bytes for ≤ 1 Gbps of bandwidth and ≥ 9000 bytes for ≥ 1 Gbps of bandwidth	3
(UNI-N)-to-(UNI-C) Interface Handoff	Ethernet / fiber	2
	Ethernet / copper	1
	Both	3
	Does not support Ethernet handoff	0

Vendor Completed Worksheet

CATEGORY C - BROADBAND INTERNET	
BCN Service Type or Attribute	**Response (select one from drop down list)**
1 Bandwidth Increments	> 400 and ≤ 500 Mbps download / varies upload
2 Bandwidth Type	asymmetrical (download/upload)
3 (UNI-N)-to-(UNI-C) Interface Handoff	Does not support Ethernet handoff
4 (UNI-N)-to-(UNI-C) Duplex Settings	Auto Negotiate
5 Mean Latency (Continuous Measurement - One-Way)	≤ 100ms
6 Mean Jitter (Continuous Measurement - One-Way)	≤ 30ms
7 Mean Packet Loss (Continuous Measurement)	≤ 0.2%
8 802.1Q VLAN Tags	Does not preserve 802.1Q VLAN tag
9 Minimum Monthly Service Availability	≥ 99.2%
10 Order/Provisioning Without Construction	≤ 10 business days
11 Order/Provisioning With Construction	> 60 and ≤ 90 business days
12 Network Operation Center Support	7 x 24 x 365/366 (service performed within the United States)
13 Dispatch Support Hours	8:00am to 5:00pm CT Sun-Sat
14 Network Incident Detection (NID)	None of the Above
15 Mean Time to Restore Service (MTRS)	≤ 2 hours

Scores – Column D & Row 21 added to Vendor-completed worksheet

Autoscoring Technical Requirements Matrix - Microsoft Excel

	A	B	C	D
1	Skippy's Telecom Service			
2	Monday, October 10, 2016			
3				
4		CATEGORY C - BROADBAND INTERNET		Score
5		BCN Service Type or Attribute	Response (select one from drop down list)	
6	1	Bandwidth Increments	> 400 and ≤ 500 Mbps download / varies upload	8
7	2	Bandwidth Type	asymmetrical (download/upload)	1
8	3	(UNI-N)-to-(UNI-C) Interface Handoff	Does not support Ethernet handoff	0
9	4	(UNI-N)-to-(UNI-C) Duplex Settings	Auto Negotiate	2
10	5	Mean Latency (Continuous Measurement - One-Way)	≤ 100ms	2
11	6	Mean Jitter (Continuous Measurement - One-Way)	≤ 30ms	3
12	7	Mean Packet Loss (Continuous Measurement)	≤ 0.2%	3
13	8	802.1Q VLAN Tags	Does not preserve 802.1Q VLAN tag	1
14	9	Minimum Monthly Service Availability	≥ 99.2%	4
15	10	Order/Provisioning Without Construction	≤ 10 business days	3
16	11	Order/Provisioning With Construction	> 60 and ≤ 90 business days	2
17	12	Network Operation Center Support	7 x 24 x 365/366 (service performed within the United States)	1
18	13	Dispatch Support Hours	8:00am to 5:00pm CT Sun-Sat	1
19	14	Network Incident Detection (NID)	None of the Above	0
20	15	Mean Time to Restore Service (MTRS)	≤ 2 hours	10
21			TOTAL SCORE	41

Category C-Broadband Internet | Category D-Ethernet Service | Scoring Legend

Rolled Up Score Sheet

	Max Score[1]	Max Points[2]	Proposer Points[3]	% of Max Points	Proposer Score[4]	
Category A	70	187	105	56%	39	
Category B	30	126	88	70%	21	
Category C	20	81	41	51%	10	
Category D	55	183	115	63%	35	
Total	175	577	349		105	

[1] Distribution of Matrix's 175 Points as determined by RFP development committee

[2] Total available points per category in accordance with Scoring Legend Worksheet

[3] Proposer's total points per worksheet. This row on each worksheet will be added to Proposer's response

[4] Proposer's percentage of maximum points x maximum score

Tool #1 Application

- This tool works well for requirements in an RFP that have limited possible answers

- For example:
  - Years of company experience
  - Number of staff dedicated to contract
  - File formats that a company can support for contract documents
  - Support hours of operation
  - Response time to incidents
  - Locations for service

Tool #1: Benefits and Risks

Benefits

- Vendor spends less time on narrative responses
- With more focused vendor response, Evaluation Committee can focus on content of response rather than "checking boxes"
- Removes a subjective element from the scoring process where it isn't necessary

Risks

- Not accounting for all possible answers, vendor feeling "boxed in"
- Coming to consensus with your program area on how much each answer should be worth (*Stay tuned - Tool #3 could help*)

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Questions?

What questions do you have about this tool?

Application in your agency?

Ideas for improvement?

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Tool #2: Key Business Requirements (KBR)

- Tool was developed to address important, but not Mandatory, requirements for the Lottery's online gaming system

- The requirements were needs of the Lottery, but so voluminous that they didn't want the impact of non-compliance to be a disqualified proposal.

- Applicable to situations where there are many important requirements to an agency but they are in a gray area between pass/fail criticality and needing to be scored and benchmarked

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KBR Example

"Key Business Requirement (KBR) – A significant task, function, feature, policy, or procedure, defined by the Lottery, that best supports its operation of the System and the underlying Contract."

- Sample KBRs:
  - Contractor shall provide service and supplies for ITVMs, including technical hotline support
  - The Lottery shall be able to change the display message at least once daily
  - The System shall have the ability to transmit specific messages to particular Retailer locations
- In this RFP there were 359 KBRs

Setting Up the KBR Matrix

- Work with the program area to decouple Mandatory requirements which may have elements that are optional or negotiable

- Mandatory requirements remain pass/fail and are minimized as much as possible

- Remaining requirements (i.e. KBRs) are a separate list with a tolerance for passing
  - In the Lottery RFP, at least 90% of the KBRs had to be met with a 10% tolerance
  - A proposal with a "no" response to 36 of the 359 KBRs would fail

- Matrix will be completed by vendor

Screenshot

Instructions

Key Business Requirements (KBRs) shall be responded to and reviewed on a yes/no basis. Proposers must meet at least ninety percent (90%) of all KBRs in order to be considered responsive. Failure to meet at least 90% of all KBRs shall result in Proposal disqualification unless it is determined that no Proposer can meet one or more KBR(s) in which case the State reserves the right to waive such KBR(s) and continue to review Proposals meeting all remaining KBRs.

In order to be considered responsive, Proposer must check "yes" below to at least 90% of all KBRs, sign and return as instructed. A "yes" or "no" are the only acceptable responses to be entered into the yellow cells only. Proposers may not alter or modify this form in any way. Any alteration or modification will result in Proposal disqualification.

Checking "Yes" will mean that the requirement can and will be met with the Proposer's current standard offering and/or using work-arounds, features currently in development, or professional services to meet the need at no additional cost to the Lottery above what is submitted in the Proposal.

Checking "No" will mean that the requirement absolutely cannot be met with the Proposer's current standard offering and no possible developments or professional services available to the Proposer will achieve compliance.

Section	Text	Select Yes/No
5.1.1.b	The Contractor shall provide Authorized Users complete access at all times to the Contractor's facilities used in connection with the performance of the Contract, including, but not limited to, office, computer, warehouse, offsite storage, and maintenance facilities.	
5.1.2.c	Data recorded at the Backup Data Center shall contain the transactions up to the point of failover or cutover, allowing a rapid transition.	
5.1.2.d	The Retailer Telecommunications Network (RTN) shall be routed to permit transaction processing at the Backup Data Center.	
5.1.3.1.b	The facility shall comply with all State and local building and fire codes, laws, rules, and regulations for facilities of this type. Proper permits and inspections shall be secured by the Contractor.	
5.1.3.1.c	The facility shall not be identified externally as supporting the Lottery (e.g., no external signage or public notices that reference the Wisconsin Lottery.)	
5.1.3.1.e	The facility shall include space, separate from the space listed in 5.1.3.1.d, for Lottery Acceptance Testing or auditing activities with adequate room for all supporting Retailer and management terminals, printers, and Reports.	
5.1.3.2.a	Emergency exit doors shall be equipped with alarms.	

Tool #2 Application

- This tool works well for RFPs with many requirements

- For example:
  - Agency has many requirements in an RFP that will set the foundation for a responsive proposal but are not all Mandatory
  - Number of requirements are voluminous and the responses do not require subjective scoring
    - Lists of features for a requested tool
    - Services that can be delivered in several ways, agency requires options
    - Requirements where an agency will accept some level of deviation

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Tool #2: Benefits and Risks

Benefits

- Vendor spends less time on narrative responses
- Agency communicates very important requirements to proposers but is not required to reject slightly deviating proposals
- Removes a subjective element from the scoring process where it isn't necessary

Risks

- Proposers saying "no" to requirements that cost the most to provide
- Coming to consensus with your program area on which requirements are truly Mandatory

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Questions?

What questions do you have about this tool?

Application in your agency?

Ideas for improvement?

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Tool #3: Relative Importance Weighting

- Tool was developed to streamline the approach to applying weights to general and technical requirements
  - Has been used in several RFPs, including Lottery, managed IT security, help desk/desktop support services
- Internal tool, no vendor response required
- Applicable to situations where the development committee has difficulty applying points and an order of importance to a list of requirements
- Uniform and objective method of determining the relative importance (and numeric weight) to RFP requirements

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Example

Lottery RFP, Category 2: Instant Scratch Ticket Printing

Section	Points	Percent
6.2 General Staffing Requirements	35	2.1%
6.3 Security	100	5.9%
6.4 Pre-Game Deliverables	15	0.9%
6.5 Ticket Requirements	450	26.5%
6.6 Representative Ticket Samples	150	8.8%
6.15 Marketing and Related Services	225	13.2%
6.16 Additional or New Features	45	2.6%
10.2 Category 2 Cost Proposal	680	40%
TOTAL	1700	100%

Example

- The section for ticket requirements was worth 450 out of 1020 (total available technical points)

    - How to distribute those 450 points?

No.	Section	Points
6.5.1	Validation Barcodes	?
6.5.2	Shelf Life and Durability	?
6.5.3	Ticket Sizes	?
6.5.4	Pack Sizes	?
6.5.5	Exposing Materials	?
6.5.6	Color Printing Capabilities	?
6.5.7	Overprint Color Capabilities	?
	Total	450

Setting up the Relative Importance Weighting Matrix

- Excel workbook to be completed by procurement manager and development committee will contain:
  - Each requirement, number and description
  - Total point value for the section
  - Designation of importance from the team (e.g. high/medium/low or must have/should have/nice to have)
- If the team is using descriptions of importance, use IF function in Excel to apply a numeric value to each level of importance corresponding with selected scale
  - Example 1: High = 3, Medium = 2, Low = 1
  - Example 2: Critical = 5, Very Important = 4, Important = 3, Nice to Have = 2, Low Importance = 1
- Excel formula using Example 1:
  - =IF(N5="H",3,IF(N5="M",2,IF(N5="L",1)))

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How it Works

- Add up the total of your "importance values" and determine the scale your committee will use (e.g. 1-10; 1-20, etc.)
  - Take the max of the range (e.g. 10, 20)

No.	Importance	Value
6.5.1	N (**N**ice to Have)	1
6.5.2	N	1
6.5.3	I (**I**mportant)	2
6.5.4	I	2
6.5.5	N	1
6.5.6	V (**V**ery Important)	3
6.5.7	C (**C**ritical)	4
	Total	14

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How it Works

1) Multiply the value importance total (14) by the top of the score range (1-20 scale (20 x 14 = 280))

2) Divide the total section points (450) by the result (280) for a basic multiplier; that is the base weight for each requirement

3) Multiply the base weight by the importance number (1, 2, etc)

4) Multiply the weight by the top of the scale, resulting in the maximum weighted score for that requirement

- This is the calculation in your score sheet
  - Evaluators still use a consistent scale on the tool
  - Upon abstract, their raw score is automatically calculated into a weighted score

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Screenshot

	A	B	C	D	E	F	G	H	I	J
	No.	Requirement	Import	Value	Weight	Max Score (E x 20)	Raw Score 1	Weight (1) (H x E)	Raw Score 2	Weight (2) (J x E)
	6.5.1	Validation barcodes.	N	1	1.607142857	32.14285714	5	8.0357143	4	6.4285714
	6.5.2	Shelf life and durability.	N	1	1.607142857	32.14285714	10	16.071429	8	12.857143
	6.5.3	Ticket sizes.	I	2	3.214285714	64.28571429	20	64.285714	18	57.857143
	6.5.4	Pack sizes.	I	2	3.214285714	64.28571429	10	32.142857	11	35.357143
	6.5.5	Exposing materials.	N	1	1.607142857	32.14285714	5	8.0357143	5	8.0357143
	6.5.6	Color printing capabilities.	V	3	4.821428571	96.42857143	3	14.464286	3	14.464286
	6.5.7	Overprint color capabilities.	C	4	6.428571429	128.5714286	2	12.857143	4	25.714286
				Maximum Points		450				

Tool #3 Application

- This tool works as a time saver during the development process

- Teams often have difficulty translating the importance of requirements into points

Tool #3: Benefits and Risks

Benefits

- You and your committee spend less time creating weights and scores for RFPs
- Formula applies a uniform methodology using formulas, reducing errors with manual input
- Removes a subjective element from the weighting process

Risks

- Formula errors
- Coming to consensus on level of importance

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Parting Thoughts

- We hope these tools and new approaches will be of value
- We encourage the sharing of your tools and ideas, striving for continual improvement of the RFP process

"We cannot solve our problems with the same thinking we used when we created them." — Albert Einstein

"If you want something new, you have to stop doing something old." — Peter Drucker

Wrap Up

- These slides will be made available online after the conference
- Please complete your break out session evaluation before you leave

Obligatory Cute Dog Images

Additional Scoring Tool Information

- Tool #1 – Excel How To URLs
  - Drop-down Lists
    - http://www.excel-easy.com/examples/drop-down-list.html

  - VLOOKUP
    - http://www.howtogeek.com/howto/13780/using-vlookup-in-excel/

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Additional Scoring Tool Information

- Tool #1 – VLOOKUP Formula Screenshot

Additional Scoring Tool Information

- Tool #1 - Hiding a Worksheet (really hiding it)
  - In your workbook…Switch to Excel's VBE (press [Alt]+[F11])

Additional Scoring Tool Information

- Hiding a worksheet continued….

- In VBE screen…

  - In the Project –VBAProject window, select the sheet you want to hide.

  - In the Properties window just below, select 2 - xlSheetVeryHidden from the Visible property's drop-down list. Excel applies the property to your selected sheet but then selects the first sheet, Sheet1, which is a bit distracting. That behavior is normal, so don't let it bother you. If you highlight the worksheet you selected you'll see that it says "2 – xlSheetVeryHidden"

  - To undo when you get the workbook back, press [Alt]+[F11], select worksheet and 1-xSheetVisible

Additional Scoring Tool Information

Tool #1 RFP Section References

- Scope
  - "The required service offerings are organized into the following four categories which include high-level descriptions of the required services. *The specific technical requirements for each category are provided in Attachment A-Technical Requirements Matrix*."

- Proposal Organization and Format
  - "Tab 5 - Technical Requirements Matrix (Attachment A): Complete the requirements matrix as directed in Attachment A-Technical Requirements Matrix. The document is an Excel workbook with multiple choice responses formatted as drop down lists."

- Preliminary Evaluation
  - "Those Proposals that pass the initial evaluation will then have scores calculated in response to Attachment A-Technical Requirements Matrix. Scoring of Attachment A is automated with weighted points generated for response option."

- Requirements Introductory paragraphs
  - "Proposers are reminded that BCN shall be managed and operated in accordance with State's specifications in Attachment A-Technical Requirements Matrix and Proposer's response to those requirements. Responses to the sections below shall take into account those requirements."

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Additional Scoring Tool Information

Tool # 2 RFP Workbook Instructions

• To reduce the risk of proposers saying "no" to requirements on a KBR matrix that are most expensive to provide, define what "yes" and "no" means

   • *Checking "Yes" will mean that the requirement can and will be met with the Proposer's current standard offering and/or using work-arounds, features currently in development, or professional services to meet the need at no additional cost to the Lottery above what is submitted in the Proposal.*

   • *Checking "No" will mean that the requirement absolutely cannot be met with the Proposer's current standard offering and no possible developments or professional services available to the Proposer will achieve compliance.*
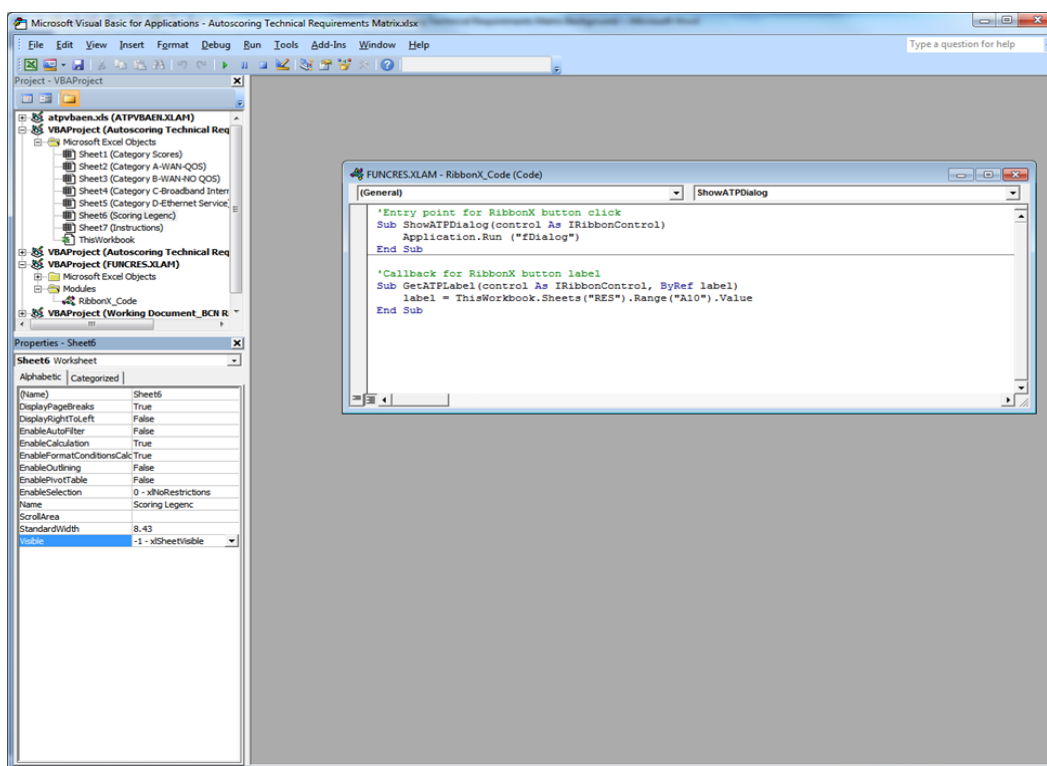
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Additional Scoring Tool Information

Tool #2 RFP Section References

• Section 5 (General and Technical for Online Gaming)

"All Requirements identified as Key Business Requirements (KBR) shall be responded to as instructed on the KBR Matrix for Category 1. Proposers must meet at least ninety percent (90%) of all KBRs in order to be considered responsive. Failure to meet at least 90% of all KBRs shall result in Proposal disqualification unless it is determined that no Proposer can meet one or more KBR(s) in which case the State reserves the right to waive such KBR(s) and continue to review Proposals meeting 90% of all remaining KBRs."

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<Proposer>
<Date Submitted>

WORKBOOK INSTRUCTIONS

1. Enter Proposer name, date Proposal is submitted in the yellow boxes above which will populate across all other worksheets.

2. Proposer shall complete each worksheet contained in this workbook (Categories A-D).

3. Cells requiring Proposer data entry are marked in yellow. Proposers shall enter information only in those cells.

4. Each worksheet contains the State's required BCN service type/attribute for that specific Service Category with Response options in a dropdown list. Select the response option that reflects minimum service level that will be provided and committed to for the service category.

6. Failure to comply with mandatory formatting requirements shall result in Proposal rejection.

<Proposer>
<Date Submitted>

CATEGORY A - WAN with QOS	
BCN Service Type or Attribute	**Response (select one from drop down list)**
1 Bandwidth Increment	
2 Bandwidth Type	
3 Maximum Transmission Unit (MTU)	
4 (UNI-N)-to-(UNI-C) Interface Handoff	
5 (UNI-N)-to-(UNI-C) Duplex Settings	
6 Mean Latency (Continuous Measurement - One-Way)	
7 Mean Jitter (Continuous Measurement - One-Way)	
8 Mean Packet Loss (Continuous Measurement)	
9 Quality of Service (QOS)	
10 Layer 2 Transport Services over WAN	
11 802.1Q VLAN Tags	
12 VoIP Transport	
13 Video Transport	
14 Minimum Monthly Service Availability	
15 Order/Provisioning Without Construction	
16 Order/Provisioning With Construction	
17 Network Operation Center Support	
18 Dispatch Support Hours	
19 Network Service Issue Detection (NSID)	
20 Out of Band Management	
21 Network Incident Detection (NID)	
22 Maximum Time To Respond (MaxTTRsp)	
23 Maximum Time to Diagnose (MaxTTD)	
24 Mean Time to Repair / No Dispatch (MTTRND)	
25 Mean Time to Restore Service / No Dispatch (MTRSND)	
26 Mean Time to Repair/Premise Dispatch (MTTRPD)	
27 Mean Time to Repair/Facilities Dispatch (MTTRFD)	
28 Mean Time to Restore Service / With Dispatch (MTRSD)	
29 Network Performance Reporting	
30 Chronic Problem Definition	
31 Mean Time Between Failures (MTBF)	
32 Maintenance Window: Non-emergency Service Affecting	

<Proposer>
<Date Submitted>

CATEGORY B - WAN without QOS	
BCN Service Type or Attribute	**Response (select one from drop down list)**
1	Bandwidth Increment	
2	Bandwidth Type	
3	Maximum Transmission Unit (MTU)	
4	(UNI-N)-to-(UNI-C) Interface Handoff	
5	(UNI-N)-to-(UNI-C) Duplex Settings	
6	Mean Latency (Continuous Measurement - One-Way)	
7	Mean Jitter (Continuous Measurement - One-Way)	
8	Mean Packet Loss (Continuous Measurement)	
9	Layer 2 Transport Services over WAN	
10	802.1Q VLAN Tags	
11	Minimum Monthly Service Availability	
12	Order/Provisioning Without Construction	
13	Order/Provisioning With Construction	
14	Network Operation Center Support	
15	Dispatch Support Hours	
16	Network Service Issue Detection (NSID)	
17	Out of Band Management	
18	Network Incident Detection (NID)	
19	Maximum Time To Respond (MaxTTRsp)	
20	Maximum Time to Diagnose (MaxTTD)	
21	Mean Time to Restore Service / No Dispatch (MTRSND)	
22	Mean Time to Restore Service / With Dispatch (MTRSD)	
23	Chronic Problem Definition	
24	Mean Time Between Failures (**MTBF**)	

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	CATEGORY C - BROADBAND INTERNET	
	BCN Service Type or Attribute	**Response (select one from drop down list)**
1	Bandwidth Increments	
2	Bandwidth Type	
3	(UNI-N)-to-(UNI-C) Interface Handoff	
4	(UNI-N)-to-(UNI-C) Duplex Settings	
5	Mean Latency (Continuous Measurement - One-Way)	
6	Mean Jitter (Continuous Measurement - One-Way)	
7	Mean Packet Loss (Continuous Measurement)	
8	802.1Q VLAN Tags	
9	Minimum Monthly Service Availability	
10	Order/Provisioning Without Construction	
11	Order/Provisioning With Construction	
12	Network Operation Center Support	
13	Dispatch Support Hours	
14	Network Incident Detection (NID)	
15	Mean Time to Restore Service (MTRS)	

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<Date Submitted>

	CATEGORY D - ETHERNET SERVICE	
	BCN Service Type or Attribute	**Response (select one from drop down list)**
1	Bandwidth Increment	
2	Bandwidth Type	
3	Maximum Transmission Unit (MTU)	
4	(UNI-N)-to-(UNI-C) Interface Handoff	
5	(UNI-N)-to-(UNI-C) Duplex Settings	
6	Mean Latency (Continuous Measurement - One-Way)	
7	Mean Jitter (Continuous Measurement - One-Way)	
8	Mean Packet Loss (Continuous Measurement)	
9	Quality of Service (QOS)	
10	Layer 2 Transport Services over WAN	
11	802.1AE Transport Support	
11	802.1Q VLAN Tags	
12	VoIP Transport	
13	Video Transport	
14	Minimum Monthly Service Availability	
15	Order/Provisioning Without Construction	
16	Order/Provisioning With Construction	
17	Network Operation Center Support	
18	Dispatch Support Hours	
19	Network Service Issue Detection (NSID)	
20	Out of Band Management	
21	Network Incident Detection (NID)	
22	Maximum Time To Respond (MaxTTRsp)	
23	Maximum Time to Diagnose (MaxTTD)	
24	Mean Time to Repair / No Dispatch (MTTRND)	
25	Mean Time to Restore Service / No Dispatch (MTRSND)	
26	Mean Time to Repair/Premise Dispatch (MTTRPD)	
27	Mean Time to Repair/Facilities Dispatch (MTTRFD)	
28	Mean Time to Restore Service / With Dispatch (MTRSD)	
29	Network Performance Reporting	
30	Chronic Problem Definition	
31	Mean Time Between Failures (**MTBF**)	
32	Maintenance Window: Non-emergency Service Affecting	

Instructions
Key Business Requirements (KBRs) shall be responded to and reviewed on a yes/no basis. Proposers must meet at least ninety percent (90%) of all KBRs in order to be considered responsive. Failure to meet at least 90% of all KBRs shall result in Proposal disqualification unless it is determined that no Proposer can meet one or more KBR(s) in which case the State reserves the right to waive such KBR(s) and continue to review Proposals meeting all remaining KBRs.

In order to be considered responsive, Proposer must check "yes" below to at least 90% of all KBRs, sign and return as instructed. A "yes" or "no" are the only acceptable responses to be entered into the yellow cells only. Proposers may not alter or modify this form in any way. Any alteration or modification will result in Proposal disqualification.

Checking "Yes" will mean that the requirement can and will be met with the Proposer's current standard offering and/or using work-arounds, features currently in development, or professional services to meet the need at no additional cost to the Lottery above what is submitted in the Proposal.

Checking "No" will mean that the requirement absolutely cannot be met with the Proposer's current standard offering and no possible developments or professional services available to the Proposer will achieve compliance. |

Section	Text	Select Yes/No
5.1.1.b	The Contractor shall provide Authorized Users complete access at all times to the Contractor's facilities used in connection with the performance of the Contract, including, but not limited to, office, computer, warehouse, offsite storage, and maintenance facilities.	
5.1.2.c	Data recorded at the Backup Data Center shall contain the transactions up to the point of failover or cutover, allowing a rapid transition.	
5.1.2.d	The Retailer Telecommunications Network (RTN) shall be routed to permit transaction processing at the Backup Data Center.	
5.1.3.1.b	The facility shall comply with all State and local building and fire codes, laws, rules, and regulations for facilities of this type. Proper permits and inspections shall be secured by the Contractor.	
5.1.3.1.c	The facility shall not be identified externally as supporting the Lottery (e.g., no external signage or public notices that reference the Wisconsin Lottery.)	
5.1.3.1.e	The facility shall include space, separate from the space listed in 5.1.3.1.d, for Lottery Acceptance Testing or auditing activities with adequate room for all supporting Retailer and management terminals, printers, and Reports.	
5.1.3.2.a	Emergency exit doors shall be equipped with alarms.	
5.1.3.2.b	Access shall be granted only to Authorized Users. Controls shall be in place to prevent unauthorized persons from accessing the facility.	
5.1.3.2.c	Locking devices shall be installed on all doors and entry points. All access doors shall be self-closing and self-locking (including doors which provide access to receiving and loading platforms).	
5.1.3.2.d	An electronic access system shall be installed at all entrances to the computer room, tape file library, terminal repair facility, and other secure areas. The Administrator shall approve the access list. Access logs shall be accessible to Lottery Security staff for audit purposes upon request. Access logs shall be kept for the Life of the Contract plus one (1) year.	

5.1.3.2.e	All visitors shall be logged in and out of the facility and escorted while inside the facility. Visitor logs shall be available for review by Lottery Security staff upon request. Visitor logs shall be kept for the Life of the Contract plus one (1) year.
5.1.3.2.f	The Contractor shall install access controls and intrusion detection devices at the facility that shall sound alarms at staffed locations both on and off premises.
5.1.3.3.a	Construction shall support fire safety as noted in National Fire Protection Association (NFPA) standards. Computer rooms with mission critical equipment shall be separated from the other areas by non-combustible materials having at least a two (2) hour fire resistance rating.
5.1.3.3.b	Walls shall extend from structural floor to structural floor above, or roof.
5.1.3.3.c	Fire doors with a fire resistance rating at least equal to the wall in which the door is located shall be installed on all entrances to the computer room.
5.1.3.3.d	All penetrations through the computer room floor, wall, or ceiling shall be tightly sealed with material equivalent to existing floor, wall, or ceiling construction to prevent passage of heat, smoke, and water.
5.1.3.3.e	Fire and smoke dampers shall be provided in all ducts that pass through the computer room walls, floors, or ceilings.
5.1.3.3.f	An air conditioning system with temperature and humidity controls shall be installed for the computer room. This system shall maintain an environment that meets original computer equipment manufacturer specifications. An air conditioning failure detection system connected to the primary alarm system shall be installed.
5.1.3.3.g	The automatic fire extinguisher system shall be interlocked to shut down the HVAC systems upon activation, or shall compensate for loss of extinguishing agent through operation of the HVAC systems.
5.1.3.3.h	When triggered, the automatic fire extinguisher system shall be equipped with alarms that sound locally and at a constantly staffed location off the premises (e.g., a central station fire department or other location acceptable to the Lottery). If the alarm system becomes inoperable, a visible or audible indicator shall report that condition. The system shall also monitor extinguishing system valves to indicate tampering or unauthorized closing. The fire extinguisher system shall not use water in any room housing System servers.
5.1.3.4.a	The uninterruptible power system shall comply with all applicable fire and safety codes, and multi-jurisdictional (currently MUSL) rules and Requirements.
5.1.3.4.b	The Local Data Center shall have good lightning protection and a grounding system.
5.1.4.1.a	The Remote Data Center shall comply with all State and local building and fire codes, laws, rules, and regulations for facilities of this type. Proper permits and inspections shall be secured by the Contractor.
5.1.4.1.c	The facility shall not be identified externally as supporting the Lottery (e.g., no external signage or public notices that reference the Wisconsin Lottery).
5.1.4.2.a	Access shall be granted only to Authorized Users. Controls shall be in place to prevent unauthorized persons from accessing the facility.
5.1.4.2.b	The facility shall be a physically secured space, compliant with multi-jurisdictional (currently MUSL) rules and Requirements, to be used exclusively to support the Wisconsin Lottery. The Remote Data Center may be in a shared-use facility with other data center operations, so long as security measures are in place.
5.1.4.2.c	Locking devices shall be installed on all doors and entry points. All access doors shall be self-closing and self-locking.
5.1.4.2.d	An electronic access system shall be installed at all entrances to the Remote Data Center. The Administrator shall approve the access list. Access logs shall be available to Lottery Security staff for audit purposes upon request. Access logs shall be kept for the Life of the Contract plus one (1) year.
5.1.4.2.e	All visitors shall be logged in and out of the Remote Data Center space and escorted while inside the space. Visitor logs shall be available for review by Lottery Security staff upon request. Visitor logs shall be kept for the Life of the Contract plus one (1) year.
5.1.4.2.f	The Contractor shall install access controls and intrusion detection devices at the facility that shall sound alarms at staffed locations both on and off premises.

5.2.1.a	The System shall continue operating without loss of data or System integrity should any single component fail. No performance degradation or loss of any System functionality shall occur with the failure of any single System component.	
5.2.1.c	System hardware shall be able to be repaired or upgraded without System interruption.	
5.2.1.f	The Contractor shall secure all components of the System against unauthorized access from outside data networks, including from the DOR data network.	
5.2.1.g	Disk subsystems for the System servers shall include redundancy functionally equivalent to a RAID 6 standard or better, whether or not a RAID solution is proposed.	
5.2.2.f	System activities and transactions shall be uniquely identifiable, by date and time stamp, in a manner that is consistent throughout the Data Center, user computers at the Lottery, Retailer terminals, and additional hardware. The date and time stamp shall be consistent in format and printed on all transactions and Reports.	
5.2.3.b	The test system shall have the capability to clear all data prior to the start of testing new software or modification of existing software to provide a clean test environment.	
5.2.3.c	The test system shall be available for testing new gaming software or modifications to existing software at any time.	
5.2.3.d	There shall be no capability to connect (e.g., dial-in) to the test system from any unauthorized device.	
5.2.3.e	Authorized dial-in capability to the test system shall employ security mechanisms (e.g., modems with dial-back, modems with on/off key-locks, message Encryption, and logging of sessions). Dial-in accesses shall be logged and reported within twenty-four (24) hours of access to Lottery Security for review and audit. The acceptability of any dial-in security approach shall be subject to written approval by the Lottery.	
5.2.3.g	The test system shall have the ability to readily provide and retain at least two (2) different test System environments, so that multiple software modifications may be tested within the same Day.	
5.2.4.1.c	All systems and users requiring access to the network devices used in supporting System operations require prior written approval by the Lottery. Network devices shall support controls and procedures that allow the Lottery to audit network device access.	
5.2.4.1.d	All networks related to System operations shall be designed using the Principle of Least Privilege. Network access controls shall be used to allow only the network services needed by specific hosts or networks to be routed. Unnecessary administrative protocols shall be unavailable.	
5.2.4.2.b	The Contractor shall be responsible for any future upgrades to the System to maintain compatibility with the Lottery's LAN.	
5.2.4.2.d	User computers shall be able to access the System without degrading System Performance.	
5.2.4.3.b	The Contractor shall be accountable for the network performance and availability, and shall be responsible for the resolution of outages. In some cases, outages may lead to Liquidated Damages as described in RFP Section 7.20, Liquidated Damages.	
5.2.4.3.c	The RTN shall provide for the growth and development of the terminal population over the Life of the Contract, at the Lottery's request and at no additional cost to the Lottery.	
5.2.4.3.d	The RTN shall support any increased communication volume caused by any growth of activity or additional communication caused by a new type of game, with no degradation of System Performance.	
5.2.4.3.f	The connections from the Remote Data Center to the Retailer Telecommunications Network shall be adequately provisioned to cause no loss of performance, responsiveness, or availability of the System regardless of which Data Center is acting as Primary Data Center.	
5.2.4.4.b	The System shall provide a mechanism to monitor and alert the Lottery and the Contractor if a failure occurs in the data transmission process.	
5.2.6.2.a	The terminal cabinet shall be secure and resistant to disassembly except by an authorized service technician.	
5.2.6.2.c	The Contractor shall ensure that terminal operating systems are not vulnerable to unauthorized access.	
5.2.6.3.a	Excluding a serial number for maintenance or an inventory tag, no Contractor's logo or identification shall be attached or affixed to the exterior of any part of the terminal.	
5.2.6.3.b	The terminal shall be able to emit musical sounds, audible tones, and alarms.	

5.2.6.3.c	The terminal shall use a grounded (three-pronged plug) electrical power cord of at least ten (10) feet in length. It shall also use standard electrical circuits (i.e., 110 volts).		
5.2.6.3.d	The terminal shall have sufficient memory and processing power to support transaction processing for existing and future games, including game-specific graphics and logos.		
5.2.6.3.e	The Contractor shall upgrade the terminal's memory capacity and processing speed if the Lottery or the Contractor determines it is needed.		
5.2.6.4.a	The terminal shall have a display screen whose angle, contrast, and brightness can be operator-adjusted, to reduce glare and improve display clarity. It shall also accommodate height differences among operators.		
5.2.6.4.c	The screen shall easily display multiple character sizes and font types and accommodate graphics as well as text.		
5.2.6.4.d	The screen shall display pictures and photographs, including Amber Alert notifications, at the direction of the Lottery.		
5.2.6.4.f	The screen shall display Retailer messages and Reports using readability features including fonts, colors, and screen layout to provide displays easily read by the operator. The terminal shall feature a screen saver allowing a message to crawl across the screen updateable from the System.		
5.2.6.4.g	The display screen shall be of a sufficient size and resolution to accommodate Retailer efficiency in moving between all functions provided by the terminal including those functions not yet developed by the Lottery.		
5.2.6.5.a	The terminal shall read player-completed Playslips or other proposed methods of player number selection to generate saleable tickets, without having to enter any keystrokes through confirmation of transaction.		
5.2.6.5.b	The terminal shall have a scanner capable of validating both Lotto and Instant tickets, and the terminal shall support manual entry.		
5.2.6.5.c	The scanner shall scan Instant ticket Packs through clear wrap for delivery confirmation, Pack activation, and return confirmation.		
5.2.6.5.e	The First Read Rate shall exceed 95 percent.		
5.2.6.6.a	The printer shall print both alphanumeric and graphic data, including but not limited to graphics and fonts in any orientation and any size up to the width of the ticket stock.		
5.2.6.6.b	The printer shall print characters and barcodes on the ticket that can be read by the scanner or similar electronic reading devices.		
5.2.6.6.c	The printer shall cut tickets automatically (tear-off tickets are not acceptable).		
5.2.6.6.d	The printer shall print all validation messages that are displayed on the terminal (e.g., "not a winner", "already paid", etc.).		
5.2.6.6.f	The terminal shall display and print any Retailer terminal Report at the operator's discretion.		
5.2.6.6.g	The printer shall feature a ticket hopper that can hold a minimum of twenty-five (25) tickets.		
5.2.7.1.a	The ITVM shall have reporting capabilities, as defined by the Lottery.		
5.2.7.1.c	Contractor shall provide ITVM delivery, installation, removal, relocation, and training for Retailer staff. The Contractor shall provide follow-up training.		
5.2.7.1.d	The Contractor shall provide ITVM training for Lottery staff.		
5.2.7.1.e	Contractor shall provide service and supplies for ITVMs, including technical hotline support, with responsiveness equal to that provided for terminals in Section 5.4.8, Non-Network Retailer Hardware Support, and 5.4.9, Technical Hotline Support.		
5.2.7.1.g	ITVMs shall contain a bill acceptor for denominations of at least $1, $5, $10, and $20 (US Currency). Lottery reserves the right to change accepted currency denominations during the Life of the Contract. Bill acceptor shall accept old and new bill designs.		
5.2.7.1.h	ITVMs shall be field expandable with a minimum game capacity of twelve (12) Instant games.		
5.2.7.1.i	Contractor shall provide an operation manual with each ITVM, and maintain an adequate supply of spare manuals.		
5.2.7.1.j	The ITVM shall be secure and resistant to disassembly except by an authorized service technician.		
5.2.7.2.b	The attachment shall be connected to the System. The attachment shall be installed at the Retailer's discretion. Any necessary cords shall be long enough that the cord can be hidden.		

5.2.7.2.c	The attachment shall read tickets of any product type issued by the Lottery, at the Lottery's discretion, and should not require additional actions other than scanning.
5.2.7.2.e	The attachment shall not degrade System Performance.
5.2.7.3.a	The Lottery shall be able to change the display message at least once daily.
5.2.7.3.b	If the message is to be downloaded through the terminals from the System, there shall be no interruption to terminal activity and no degradation to System Performance.
5.2.7.3.c	The System shall have the ability to transmit specific messages to particular Retailer locations.
5.2.8.b	The Contractor shall maintain inventory management equipment in good working order.
5.2.8.c	The inventory management equipment shall seamlessly switch between the primary network connection and a backup connection as needed.
5.3.1.a	The System shall synchronize its time each Day with a time keeping service (e.g., Network time protocol, US Naval Observatory).
5.3.2.c	All commands executed by the System and any System warnings or problem messages shall be logged on a nonvolatile medium (e.g., a write-once medium). This log shall be provided daily on electronic media or as an encrypted electronically transmitted File to the Lottery.
5.3.2.f	Authorized Users' access to software shall be at a minimum restricted as follows: • Controls shall ensure source code libraries and software development tools permit only Authorized Users to revise software. • All operator non-routine access to data shall be logged to the console log and all unauthorized attempts shall be reported immediately to the Lottery. • Controls shall enforce strict version control and validation of software migration through development to the production environment.
5.3.2.h	Real time monitoring of System traffic and utilization shall be provided to the Lottery. The Contractor shall maintain these tools to correspond with the latest System changes and with industry-available improvements. The Lottery shall receive immediate notification of abnormal System operations and their causes (e.g., validation problems, communication difficulties, computer downtime, attempted access by unauthorized users).
5.3.2.j	System recovery shall support the use of log Files for reprocessing.
5.3.2.k	The transaction logging process shall include periodic checkpoints with significant totals (counts and amounts) for all games and shall be in compliance with multi-jurisdictional (currently MUSL) rules and Requirements. System computers shall have the ability to recover from System checkpoints (e.g., when the Data Center computers are re-synchronizing after a failure of one of the computers).
5.3.2.m	The System shall provide a real time method for Authorized Users to identify any Lotto tickets as stolen, lost, or any other status that would prevent validation. Security measures shall exist to allow Authorized Users to enter specific status codes for stolen and for missing Lotto tickets. Authorized Users shall have the ability to generate Reports on stolen tickets and missing tickets.
5.3.2.n	The System shall provide a real time method for Authorized Users to identify all, one, or any ranges of Instant tickets in a Pack as stolen, lost, or any other status that would prevent validation. Security measures shall exist to allow Authorized Users to enter specific status codes for stolen and for missing Instant tickets. Authorized Users shall have the ability to generate Reports on stolen tickets and missing tickets.
5.3.2.o	The System shall track and immediately notify the Lottery of attempts to cash both stolen and missing tickets.
5.3.2.p	Security measures shall prevent the Contractor from removing or changing the ticket status from stolen and from missing. The Contractor shall contact the Lottery to correct the status code of any entry errors made to Instant tickets or Packs.
5.3.2.r	Authorized Users shall be able to research transactions and operations. The transaction log shall include but is not limited to sales, validations, canceled terminal tickets, rejected validation inquiries, terminal outages, and System events (e.g., takeovers by the backup system computers). Reports on transaction log entries shall allow standard queries and sorts. The Lottery shall be able to research all transactions generated after the Conversion to the System.
5.3.2.u	System transaction serial numbers shall never be repeated on the System.
5.3.2.v	All transactions shall have assured delivery. Any transactions not delivered shall be processed as an error.

5.3.2.x	The Contractor shall immediately alert the Lottery when sales of a number in a fixed payout game reach a warning level and then reach a specified liability level, as determined by the Lottery. The System, through a games management application, shall provide a prize total and a prize liability, whenever requested by the Lottery. The System shall automatically suspend sales of any number when the liability limit is reached. The Lottery shall have the ability to override this suspension.	
5.3.2.aa	Ticket stock tracking shall permit returns, re-issues, and destruction of stock, as appropriate, by Authorized Users. Stock activity Reports shall be provided. The ticket stock tracking information shall be delivered from the ticket stock printer directly to the Lottery, using a method of secure electronic delivery as prescribed by the Lottery. The ticket stock tracking system shall be in compliance with multi-jurisdictional (currently MUSL) rules and Requirements. The Contractor shall provide any hardware and software necessary to store, maintain, query, or interpret this information. This system shall be able to track the ticket stock serial number to a single Retailer and identify the name and location of the Retailer, and where and when the ticket stock was delivered. The tracking system shall be capable of providing a history of ticket stock at a Retailer.	
5.3.2.cc	The System shall display and Report anomalous conditions that may indicate operational problems or attempts at fraud. This capability shall include, but is not limited to, the ability to Report a terminal with anomalous and excessive transactions (e.g., sales, cancels, validations, and log-in attempts), unusual console log entries, unusual transaction journal entries, and systemic events such as no sales for a game scheduled to be operational. The Contractor shall provide a record of these events to the Lottery. The System shall allow the Lottery to set individual threshold limits for the reporting of each anomalous condition. Reports shall be delivered daily or as agreed to by the Lottery.	
5.3.2.dd	The System shall provide mechanisms to reconcile incomplete or unresolved transactions between the System and the Retailer terminals. These include but are not limited to retries; logging for reporting; and error messages to the Retailer, System operators, and Lottery.	
5.3.2.ee	Instant ticket information and validation data shall be protected from unauthorized access during the period beginning with ticket manufacturing; continuing through the period where tickets are being distributed, sold, and validated; and ending when the game is no longer active and removed from the System.	
5.3.2.hh	The System shall provide Authorized Users a method to safeguard Lottery-specified tickets from duplication or multiple-claim attempts. The method shall include the entry of the ticket serial number, the entry of winner boards, and the entry of other security data as determined by the Lottery. Upon entry of ticket information, the System shall notify an Authorized User whether the winning ticket is valid or invalid. The method shall also provide an Authorized User the ability to print a Report of the relevant information.	
5.3.3.b	The Contractor shall maintain manufacturer-supported versions for all licensed software in use by the Contractor in conjunction with the System. At the Lottery's discretion, the Contractor shall replace any licensed software that is not supported by the manufacturer.	
5.3.3.c	The Contractor shall maintain a current inventory listing of software licenses held, identified by publisher, related to the System and shall provide the listing to the Lottery annually.	
5.3.4.a	The System shall process a request to print, at Draw Break, on both the Data Center computers and the Lottery user computers, the following information for the game: date, time of Day, game name, Drawing number, sales closed status, gross sales by Day, net sales for promotions, and net draw sales.	
5.3.4.b	The System shall require dual entry of drawn winning numbers, one set by the Contractor and one set by the Lottery, accessible only to Authorized Users. Screens of the successful entry attempts shall be printable. If the winning numbers do not match, the entry shall be re-processed until a successful entry is completed. All attempts, successful or not, shall be logged.	
5.3.4.d	In the event a Drawing is not finalized, the System shall allow the Lottery to resume ticket sales and operations for future draws.	
5.3.4.e	The System shall allow the entry of at least two (2) winning number sets in a single Drawing at the discretion of the Lottery for every Lotto game.	
5.3.4.h	The System shall provide game status changes (Close and Paying) by manual operator intervention within a prescribed period of time for entry. Entry screens of the successful game status changes shall be automatically printed. The System shall also allow for game closure and reopening outside the prescribed period of time for entry by Authorized Users.	

5.3.4.k	The System shall allow Authorized Users to input time parameters (e.g., Draw Breaks, enabling Lotto validation) established by the Lottery for each game.	
5.3.5.a	The promotional feature shall include "Buy X, Get Y"; *n* th ticket; and couponing.	
5.3.6.c	The System shall automatically monitor availability of game inventory and accept orders through the last available Pack.	
5.3.6.d	The System shall maintain game validation records.	
5.3.6.e	The System shall allow an Authorized User to monitor inventory and individual Pack status at the Retailer and System levels.	
5.3.6.f	The System shall allow Authorized Users to monitor inventory and individual Pack status on both elapsed time and percent of validations.	
5.3.6.g	The System shall allow Authorized Users to transfer or return tickets to inventory.	
5.3.6.h	The System shall maintain and Report the history of a Pack and tickets within a Pack.	
5.3.6.i	The System shall be capable of disabling and resuming validations on each individual game, Pack, and ticket independently from the other games, Packs, and tickets.	
5.3.6.j	The System shall respond to a wide variety of ticket inquiries including but not limited to shipped and pending orders, Pack lookup, Retailer inventory, sales activity, settled inventory, ended games, validations by prize level, and full and partial Pack returns.	
5.3.6.k	The System shall provide the ability for an Authorized User to manage Instant ticket game information and parameters, including but not limited to, querying the validation File to determine if a particular ticket has been paid and provide other related information.	
5.3.6.l	The System shall allow Authorized Users to view the following information in near real time mode: • Gross sales and validations by game, by Day, and by week. • Gross sales and validations for all games by Day and by week. • Gross sales and validations by Retailer. • Gross sales and validations to date by game. • Gross validations by prize level within a game.	
5.3.7.c	The System shall store the following game and Pack characteristics including but not limited to: starting Pack number, missing Pack numbers, number of Packs in game, cost per Pack, number of tickets in a Pack, overall game prize payout, and other relevant details.	
5.3.7.d	The System shall support Instant Pack data elements including but not limited to: cost per ticket, weight per Pack, number of tickets per Pool, and number of tickets per Pack.	
5.3.7.f	The System shall record and store a series of dates that may also be changed by Authorized Users via the System at any time. The following dates shall be included, though others may be later required: • Game load date – when the game is loaded onto the System. • Testing date – when the Lottery test terminal can activate Packs. • Start of sales date – when Retailers may start activating Packs. • End distribution date – when the System removes the game from the telemarketing order screens. • End game date – when Retailers may no longer sell tickets for the game. • End return date – when Retailers may no longer return tickets for credit. • End validation date – when tickets may no longer be validated.	
5.3.7.g	The System shall provide an override ability that, when activated by an Authorized User, allows any of the game date parameters to be changed for either one (1) or all Retailers for a specified period. For example, this would allow early start of a game for specified Retailers.	

5.3.7.h	The System shall provide the ability to set Retailer sales commission rates that are parameter sensitive. For example: Game ### is created January 1 with a commission rate of six and one quarter percent (6.25%). On July 1 the commission rate changes to six and one half percent (6.5%). For accounting purposes, both rates and their effective periods shall be recorded for reporting and used by the System in determining Retailer sales commission amounts and returned ticket credits. Return ticket credits are based on the commission rate applicable when the ticket was sold to the Retailer. These parameters could include, but are not limited to: Retailer number, date, financial parent identification number, Packs ordered, contract type, and game.
5.3.7.j	The Contractor shall securely retrieve Instant game Files electronically (e.g., via secure ftp) from all of the Lottery's Instant Ticket Printers that provide this service. The Contractor shall load these Files into the System at the Lottery's direction. These Files currently include, but are not limited to the following: inventory File, low-tier prize validation File, and high-tier prize validation File. Validation and inventory information from Instant Ticket Printers shall be loaded onto the System in a timely manner. The time to test tickets and time to prepare for Automatic Distribution shall not delay the start of a game.
5.3.8.b	The System shall accurately validate winning tickets printed using industry standard ticket printing methods.
5.3.8.c	The System shall provide payment authorization for valid winning tickets.
5.3.8.e	The System shall prohibit validation of inactive tickets as determined by the Lottery.
5.3.8.f	The System shall send appropriate validation messages as determined by the Lottery (e.g., if unable to validate due to the ticket having already been paid or if an entry error occurred when processing including entry of incorrect digits).
5.3.8.g	The System shall allow Authorized Users to monitor and count all validation attempts.
5.3.9.a	The telemarketing function of the System shall be operational seven (7) Days a week and be able to recognize non-duty periods such as weekends and holidays.
5.3.9.b	The System shall be able to prompt calls to Retailers, configurable by user, according to various call and delivery cycles, (e.g., weekly, bi-weekly, etc.) at pre-determined or specified times of Day.
5.3.9.c	The System shall be able to prompt calls to Retailers based on other Lottery-defined criteria including but not limited to: inventory levels, validation activity, number of Days since last call, and notification from the Retailer.
5.3.9.d	The System shall allow calls to be reassigned in real time by an Authorized User.
5.3.9.e	The System shall produce a daily Report that lists the Retailers to be called that Day by each telemarketer. The System shall have the ability to produce call Reports for any future date.
5.3.9.g	The System shall display ticket orders in any order chosen by an Authorized User (e.g., as entered, by ticket price, alphabetically, etc.). The System shall display net dollar amount for each Pack and for total order.
5.3.9.i	The System shall display Automatic Distribution ticket order status and quantities by price point.
5.3.9.j	The System shall allow telemarketers to include additional data and messaging on the order packing slip.
5.3.9.k	The System shall prevent the placing of an order when there is insufficient inventory to fill the order. The System shall indicate why the order cannot be processed.
5.3.9.l	The System shall prevent the placing of an order for a Retailer who fails to meet a Lottery specified criteria (e.g., lack of credit, Pack limit, etc.). The System shall indicate why the order cannot be processed.
5.3.10.a	The System shall provide fields for variable status and reason codes. The complete list of status and reason codes shall be approved by the Lottery.
5.3.10.b	The System shall identify the person or function making a status or reason code change, and record this change to a log File available to Lottery electronically (e.g., PDF).
5.3.10.d	The System shall identify the date and time associated with all status and reason code changes.
5.3.10.f	The System shall maintain Instant ticket inventory information at levels set by the Lottery (e.g., ticket, Pack, Carton, Pallet, and shipment). Accurate inventory inquiries shall be available in real time for viewing, printing, and modification.

5.3.10.g	The System shall have the ability to include multiple Packs from multiple games in one order.	
5.3.10.i	The System shall allow an Authorized User to reassign Packs between Retailers (e.g., reassign a Pack delivered in error).	
5.3.10.j	The System shall allow an Authorized User to change the Pack statuses that any Authorized User is allowed to update. The System shall allow an Authorized User to change the Pack statuses that are updated by any System generated changes or changes resulting from terminal activity.	
5.3.10.k	The System shall permit Authorized Users to modify allowable Pack status changes (e.g., add new status options as well as modify existing change options) along with associated activity codes (e.g., whether or not the Pack status allows validations or sales to Retailers).	
5.3.10.l	The System shall allow Authorized Users to change the status of multiple Packs or a range of tickets at any time using a variety of parameters, including ticket numbers, Pack numbers, Carton numbers, and order numbers.	
5.3.10.m	The System shall support a physical inventory using a barcode scanner. Warehouse personnel will scan boxes, shipments, or individual Packs using a barcode scanner. The System shall capture the scanned information, compare it to the inventory File, and produce an exception Report.	
5.3.10.n	The System shall support order fulfillment and delivery by producing, automatically or on-demand, pick lists and distribution lists on orders entered into the System. These lists shall include order and shipment number, in both barcode and readable format, with Packs grouped by game.	
5.3.10.o	The System shall calculate the weight of a shipment and apply the correct shipping charges. The System shall provide an interface to allow Authorized Users to change the shipping rates.	
5.3.10.p	The System shall export electronic inventory control information (e.g., to a major chain's inventory control system or ticket delivery vendor).	
5.3.10.q	The System shall allow Authorized Users to make corrections to an order in real time.	
5.3.10.r	The inventory management software shall be customizable to the specific needs of the Lottery. The Lottery will review the layout, performance, and functionality of the screens prior to acceptance of the inventory management software.	
5.3.11.b	The System shall allow Automatic Distribution ordering for all price points specified by the Lottery, including price points not currently offered.	
5.3.11.c	The System shall allow Authorized Users to specify the number of Packs by price point for each Retailer participating in Automatic Distribution.	
5.3.12.a	The System shall support secure Retailer initiated ordering via Retailer terminals by Authorized Users for all Retailers, groups of Retailers, individual Retailers, or no Retailers. This function will be used only at the Lottery's discretion.	
5.3.12.b	The System shall generate an order on the inventory management system for the requested quantity of ticket Packs.	
5.3.12.c	The Retailer initiated ordering feature shall be independent of other ordering processes (i.e., disabling this feature shall not affect other ordering methods).	
5.3.13.c	The terminal shall allow ordering and confirming receipt of Consumables.	
5.3.13.d	The terminal shall accept and display messages with the ability to confirm message receipt.	
5.3.13.e	The terminal shall perform diagnostics and self-test functions.	
5.3.13.f	The terminal shall confirm receipt of Instant ticket deliveries.	
5.3.13.i	The terminal shall provide a method of preserving the integrity of the transaction when a transaction fails to properly print (e.g., after a jam, a printer ribbon fault, or end-of-ticket-stock condition).	
5.3.13.j	The terminal shall automatically return to service after common maintenance (e.g., changing ticket stock rolls) and printer faults (e.g., clearing paper jams) without noticeable delay or disruption for the Retailer.	
5.3.13.k	The Lottery shall be able to set validation limits for each terminal and shall be able to modify them. The validation limit is the amount the Retailer may pay out for winning tickets. Winning tickets in excess of this amount shall be claimed at a Lottery Redemption Center.	

5.3.13.o	Functions of a terminal shall be able to be deactivated or reactivated in part or in whole by Authorized Users from the Data Center or Lottery user computers, as determined by the Lottery, at any time during sales hours.	
5.3.13.q	The terminal shall provide help screens to assist Retailers in understanding terminal functionality and features.	
5.3.13.r	The terminal operator shall, without having to enter any keystrokes, be able to insert a Playslip into the reader causing a verification screen to appear on the terminal.	
5.3.13.s	The terminal shall print messages of variable length on tickets, as directed by the Lottery.	
5.3.13.t	The terminal shall issue variable length tickets, as directed by the Lottery.	
5.3.13.u	The terminal shall have access to at least one hundred eighty (180) Days of data on winning numbers for Lotto games. The data shall be updated daily. From this data, a Retailer terminal shall be able to print the winning numbers for any draw Day, for any game.	
5.3.14.a	New software and software modifications shall maintain compatibility between the System and all of the systems with which it interfaces.	
5.3.14.b	The software shall continue to accurately meet or exceed the functional Requirements of this RFP.	
5.3.14.d	The Lottery recognizes that providing quality software for the Contract shall include cooperation of all parties and a process that allows clearly defined expectations to be satisfied. Therefore, the Contractor shall employ an industry-standard life cycle methodology that addresses a clear definition of business requirements (e.g., design, analysis, development, testing, and deployment). The Contractor shall ensure that agreement with the Lottery on business requirements has been reached prior to beginning design work for the development and modification of the software.	
5.3.14.e	The Contractor shall provide pricing information for software Enhancements other than required software updates, upgrades, and defect fixes. A fixed hourly rate shall be listed in Appendix A: Cost Sheets. These costs will be paid at the hourly rate.	
5.3.15.a	The Contractor shall ensure that all new software and any changes to existing software shall be provided to the Lottery for Acceptance Testing prior to installation. New software and modifications shall be installed and in production within the specified timeframe after the Lottery's written acceptance of Requirements. Acceptance Testing shall occur within this timeframe.	
5.3.15.c	The Contractor shall provide a test script for every Acceptance Testing process. The Lottery will review and be able to use the test scripts in its Acceptance Testing process for evaluating System Performance, functionality, and capacity.	
5.3.15.d	The test system shall be available for any Lottery Acceptance Testing. The Lottery will be solely responsible for determining pass or fail decisions for each item within an acceptance test.	
5.4.1.c	The Contractor shall perform System start-up and shutdown.	
5.4.1.d	The Contractor shall respond to and resolve System messages, tasks, and operational problems.	
5.4.1.e	The Contractor shall perform backups of System data.	
5.4.1.f	The Contractor shall generate and distribute standard Reports and ad-hoc management Reports as required by the Lottery.	
5.4.1.g	The Contractor shall monitor and report on the status of System Performance and capacity.	
5.4.1.h	The Contractor shall install new versions of application and operating system software that have been approved by the Lottery.	
5.4.2.a	The Contractor shall provide training for Retailer staff and Lottery personnel in the operation of Retailer terminals and all other related Retailer equipment. The Contractor shall provide the facilities, materials, equipment, and personnel for this training.	
5.4.2.b	The terminal shall be capable of operating in a training mode.	
5.4.2.c	The Contractor shall provide for the security of ticket stock and any training tickets produced during terminal training sessions, and the security of the terminals themselves from tampering or theft.	
5.4.2.d	The Contractor shall provide training to Retailer staff and Lottery personnel as directed by the Lottery. This includes any third-party software training.	
5.4.3.b	The Contractor shall provide three (3) years of data that is easily available to Lottery users to access from a single File set.	

5.4.4.1.a	The Contractor shall create and provide all data exports required, including any new exports and modifications to existing exports. The System shall provide the ability to securely export System data to third-party systems including but not limited to those of the State. Data export creation and modification shall be included in the Contractor's methodologies for Software Development and Modifications, Section 5.3.14.	
5.4.4.1.b	The data export process shall be compatible with external data warehouses that use and maintain relational data handling methodologies.	
5.4.4.1.c	Any data object field that may be found in a Report shall be exportable as data. All Retailer and product demographics, and product sales and validation activities shall be exportable as data.	
5.4.4.1.d	Each data File shall be provided in an electronic File format determined by the Lottery, currently Extensible Markup Language (XML).	
5.4.4.1.e	If the Lottery requests, the Contractor shall supply Files, on at least a daily basis, of data elements to be specified by the Lottery.	
5.4.4.2.b	All Reports required shall be available and functioning (including access control and security) for all Authorized Users on and after the date indicated within the Contractor's Implementation Plan consistent with Section 5.9, Implementation Plan.	
5.4.4.2.c	The Contractor shall ensure that Reports are accurate, complete, and timely and shall actively work to keep Reports accurate, complete, and timely. All Reports shall be checked for accuracy by the Contractor, on a regular basis acceptable to the Lottery, to ensure data integrity, validity, and reliability. Reports proving data integrity shall be provided to Lottery staff on a regular schedule.	
5.4.4.2.d	Prior to Conversion, the Contractor shall provide a list with descriptions of the Reports generated by the System. For each Report, the list shall include a proposed generation schedule if necessary, and shall indicate whether the Report can be generated ad hoc. The list shall include, for each Report, the time within which an Authorized User can reasonably expect the Report to generate under normal System conditions.	
5.4.4.2.e	The Contractor shall note which Reports require special generating needs (e.g., Reports that are unusually large), how these Reports are archived or specially stored, and how an Authorized User can retrieve archived and specially stored Reports.	
5.4.4.2.f	The Contractor shall follow a schedule of Report generation as specified by the Lottery.	
5.4.4.2.g	The System shall allow only Authorized Users to generate or view any Report. The Contractor shall implement granular access control consistent with instructions provided by the Lottery.	
5.4.4.2.h	The method to generate all Reports shall be coherent, consistent, and simple (e.g., menu of point and click options). The ability to locate or generate a Report shall be free of the need for a user to recognize or memorize complex codes or nomenclatures (e.g., continuous Day counts) to find or generate a Report.	
5.4.4.2.i	Reporting ability shall be available at those facilities directed by the Lottery.	
5.4.4.2.j	Reports shall be "use ready" immediately after being generated. Therefore, Reports shall be formatted so that users do not need to perform normalization or formatting prior to or after generating a Report. Reports shall be formatted in a manner approved by the Lottery prior to implementation, and shall be able to be formatted to fit standard paper sizes (e.g., letter, legal) for Reports that are printed.	
5.4.4.2.k	The Graphical User Interface (GUI) through which a user selects parameters for Reports shall prompt users with System standard parameters. The GUI shall be implemented so a user can reveal all possible entries for a parameter at the entry point, and so the GUI does not allow for the entry of parameters that are not System standardized (e.g., drop down lists should be exclusive, and empty or single-entry fields should be pre-populated).	
5.4.4.2.l	Each Report shall be provided in at least one of the following standard electronic File formats: RTF, CSV, HTML, XML, XHML, XHTML, TXT, and PDF. Reports shall be exportable for direct use with the standard set of office software that the Lottery uses. The Lottery often exports data for use in Microsoft ® Office software, SQL databases, web-based applications, and in SAS ® and SPSS ® analysis applications.	
5.4.4.2.m	Reporting functions shall not degrade System Performance in any manner.	
5.4.5.c	As determined by the Lottery, terminal Reports shall be updated in real time and historical Reports shall be accessible from the terminal for eighty (80) billing weeks.	
5.4.5.d	The terminal shall produce Instant ticket inventory and liability Reports.	

5.4.5.e	Invoices for Retailers shall be generated weekly and reflect all ticket sales and adjustment activity by adjustment type from Sunday through Saturday. The System shall have the ability to automatically print or produce on demand two (2) copies of each Retailer's invoice on the terminal the first time that the terminal connects to the System after 6:00 a.m. on Sunday.	
5.4.7.a	Each roll of Lotto ticket stock shall have a unique bar code allowing the ticket stock to be received at the Retailer terminal. Lotto ticket stock is currently delivered to Retailers in Cartons having a bill of lading.	
5.4.7.c	The Lottery-approved ticket stock shall have security features and properties to discourage alteration and counterfeiting. The ticket stock shall conform to any multi-jurisdictional (currently MUSL) rules and Requirements.	
5.4.7.d	Ticket stock shall feature on each roll up to three (3) separate and distinct colors on the front and two (2) on the back. The ticket stock shall accommodate variable length tickets. The Contractor shall maintain the same or better quality of ticket stock as that proposed.	
5.4.7.e	The specific odds and prize payouts for the pertinent Lotto game shall be printed on each ticket when produced. Other Lottery-approved information shall be preprinted on the back of the ticket stock including spaces for claimant information.	
5.4.7.f	The ticket stock shall be durable, maintaining its display and game data graphic resolution for a minimum of two hundred fifty (250) Days after being dispensed by the terminal.	
5.4.7.g	Playslip stock shall be of high quality with excellent graphic resolution. The Playslip stock shall be capable of being stored for long periods as determined by the Lottery, with no deterioration of quality because of environmental factors (e.g., moisture, temperature, or age). The Contractor shall maintain the same or better quality of Playslip stock as that proposed.	
5.4.7.h	The Playslips shall be printed in full color with Lottery logos.	
5.4.8.a	The Contractor shall coordinate all installations and relocations with the Lottery and its Retailers to ensure that terminals are properly placed and moves are conducted in a timely manner.	
5.4.8.c	The Contractor shall maintain an accurate inventory and status of all terminals directly connected to the System. The Contractor shall provide the Lottery with the location and condition (e.g., installed, not installed, inoperable, repaired, etc.) of all terminals.	
5.4.8.e	Service records shall be kept on all Retailer hardware including units in reserve or returned for maintenance.	
5.4.9.a	The hotline shall handle all incoming calls on toll free circuits.	
5.4.9.c	Hotline staff shall be trained to diagnose and resolve communication, Retailer, or equipment problems specific to the Lottery's hardware, software, and policies.	
5.4.9.d	Hotline staff shall have access to a display of terminal status allowing the operator to see if a terminal is down, if a Retailer is signed on, and other relevant diagnostic information.	
5.4.9.e	All hotline conversations shall be recorded. Recording of conversations shall adhere to all federal, State, and local laws. Recorded conversations shall be available for Lottery review for a minimum of sixty (60) Days.	
5.4.9.f	All hotline calls shall be tracked and reported. Data to produce such Reports shall be available to Authorized Users. Data shall reflect at least twelve (12) months of historical hotline information.	
5.4.9.g	The Contractor shall provide a weekly Report of hotline activity. This Report shall include, but is not limited to: the frequency of busy signals, the amount of time callers spend before being connected or on hold, VRU activity, and the number of abandoned calls. The Report shall include a description of any steps being taken to resolve substandard performance.	
5.4.9.i	Hotline staff shall be proficient in spoken English.	
5.4.10.1.a	The Contractor shall implement processes that diagnose, isolate, and correct all faults, performance issues, and availability issues in the RTN.	
5.4.10.1.b	The Contractor shall coordinate as necessary with the Lottery and Retailers to restore service, eliminate chronic failure situations, or correct network latency issues.	
5.4.10.1.c	The Contractor shall coordinate with communication carriers, Retailers, and the Lottery to maximize availability and reliability of the RTN.	
5.4.10.2.b	The Contractor shall perform all on-site work relating to addition, removal, or change of RTN services.	

5.4.10.2.c	The Contractor shall ensure adequate RTN capacity. The Contractor shall engineer the changes to the network management infrastructure, the RTN, and related local access services that are needed to support current and future needs of the Lottery.	
5.4.10.2.d	The Contractor shall ensure that all changes to the RTN configuration shall be reflected promptly in the views presented by the appropriate network management tools.	
5.5.2.b	The System shall properly capture the prize amount from the validation process and identify the ticket as validated or paid.	
5.5.2.c	The System shall securely allow for modification of any claim after entry or verification and prior to the printing of the check.	
5.5.2.d	The System shall allow Authorized Users to perform inquiries for winning tickets and amounts.	
5.5.2.e	The System shall link the claim form with the corresponding records in the System (currently by use of a claim reference number).	
5.5.2.g	The System shall record all payment transactions in accounting entries and securely interface the information with the State's current and any future accounting system.	
5.5.2.i	The System shall allow Authorized Users to verify a claimant's TIN against the State debtor File, and allow for manual override.	
5.5.2.k	The System shall allow Authorized Users to calculate taxes and withhold other designated amounts (e.g., State debtor amounts) from a prize on an ad hoc basis, and allow for manual override.	
5.5.2.l	The System shall display a warning message and not allow the manually calculated withholding amount to be lower than the automatically calculated withholding minimum.	
5.5.2.n	The System shall allow Authorized Users to enter a claim and place a hold against payment processing (e.g., the entry of further claimant information, the results of a security investigation, etc.). The System shall automatically alert the user and suspend claim processing when required fields are left blank. The Lottery shall define all alert conditions and shall be able to add, modify, and delete alert conditions.	
5.5.2.o	The System shall provide a single data screen that allows claim entry for both Instant and Lotto games.	
5.5.2.p	The System shall process multiple claims for one player without requiring the re-entry of claimant information for each claim.	
5.5.2.q	If the Lottery chooses to award a replay, bonus ticket, or other promotional prize, the System shall process the claim for the cash equivalent.	
5.5.2.r	The System shall allow only Authorized Users to generate checks and access Sensitive Information.	
5.5.2.s	The System shall allow only Authorized Users to deactivate (i.e., prevent from further processing) a claim. All deactivated claim data shall be maintained on the System so that they can be referenced and viewed.	
5.5.2.t	The System shall support multiple owned prize claims with two (2) to at least one hundred (100) prize claimants, and have the ability to allow the Lottery to determine how much will be paid to individual claimants, accommodate the issuance of multiple checks, and capture and retain all individual claimant tax reporting information.	
5.5.3.a	The check reporting function shall uniquely identify by number the check printer or office that issued the check or void check.	
5.5.3.b	The System shall have the ability to assign and track System generated check numbers and physical check stock numbers.	
5.5.3.c	The System shall issue one check when a winner submits multiple winning tickets.	
5.5.3.d	The System shall support a manual process for generating checks for claims that could not be paid through the normal validation process including, but not limited to multiple year prizes, claim period expired, exception claims, merchandise, and Drawing payments. The manual process for generating checks shall conform to Lottery Requirements.	
5.5.3.e	The System shall have the ability to void a check only on the Day that it was written and reissue a check under Lottery defined conditions, with access controls.	
5.5.3.f	The System shall generate on demand a real time daily check register Report, void Report, and administrative check Report with information determined by the Lottery.	
5.5.3.g	The System shall print Lottery checks and check stubs utilizing MICR (Magnetic Ink Character Recognition) capable printers located in all Lottery Redemption Centers and programmed to print on State issued check stock, currently 8½" x 11".	

5.5.3.h	The System shall capture and retain tax reporting information without producing a check if a prize payment is made by wire transfer, EFT, State debtor capture, etc.	
5.5.4.a	For each multiple year prize claim, the System shall securely store data for an individual or multiple winners entitled to each prize claim.	
5.5.4.b	The System shall calculate the amount of federal and State taxes withheld and allow for manual correction if payee requests more than the minimum be withheld. A warning message shall notify the user if the amount of taxes withheld is less than the calculated minimum withholding.	
5.5.6.a	The System shall create a data File of accounting entries for all financial activity that shall be securely transmitted to the State's accounting system, and give Authorized Users the ability to create Reports that can be printed as hard copy or opened as a File using State Standard Applications.	
5.5.7.c	The System shall provide a process for multi-store chain accounting. Authorized Users shall be able to see individual store accounting as well as chain roll-ups.	
5.5.7.d	The System shall support daily, weekly, and monthly System balancing and reconciliation of all transaction components.	
5.5.7.e	The System shall record, in accounting entries, all financial transactions posted to Retailer accounts by program, by product, and by game as transmitted to the State's accounting system.	
5.5.7.f	The System shall allow Authorized Users to make financial adjustments (i.e., post credits and debits) by Retailer, by type of program, by product type, and by game number, as directed by the Lottery.	
5.5.7.g	The System shall allow Authorized Users to add, modify, or delete various types of adjustments.	
5.5.7.h	The System shall accumulate adjustments in a batch type structure during the same Day so adjustments can be reviewed and edited any time before they are posted.	
5.5.7.i	The System shall allow for multiple adjustments of different types within the same batch.	
5.5.7.j	The System shall allow Authorized Users to initiate the posting of the adjustments to the Retailers' accounts after the Lottery determines the adjustments in a batch are accurate.	
5.5.7.k	The System shall allow Authorized Users to identify adjustments pending but not posted.	
5.5.7.n	The EFT File shall include the correct amounts for all Retailers for all game activities.	
5.5.7.o	The System shall automatically create a pre-notification File using zero amounts to verify a Retailer's account at the time the account information is entered. The pre-notification process shall be in accordance with federal ACH procedures. The pre-notification process may be run in conjunction with the regular EFT process.	
5.5.7.p	The System shall allow Authorized Users to temporarily suppress a Retailer from the EFT process.	
5.5.7.q	The System shall allow Authorized Users to create on-demand adjustments, which cause EFT sweeps outside of the regular billing sweep cycle.	
5.5.7.r	The System shall allow Authorized Users to apply a different billing status (e.g., weekly, monthly, EFT, COD) to a Retailer's account and bill accordingly.	
5.5.8.a	The System shall allow Authorized Users to manually flag financially risky Retailer accounts within the System using various status codes (e.g., written-off, sent to collections, etc.).	
5.5.8.b	The System shall allow Authorized Users to manually suppress and un-suppress a specific individual Retailer's Instant ticket ordering and Lotto wagering.	
5.5.8.d	Authorized Users shall have the ability to manually prevent the System from posting automatic adjustments (e.g., Winning Ticket Incentives) to each ineligible Retailer's account.	
5.5.9.b	The System shall provide new financial interfaces as they are identified and defined by the Lottery.	

5.5.10.b	For 1099s, the System shall accommodate tax withholding and reporting on all business types and be able to differentiate between identification types so that Social Security Numbers (SSN) and Federal Employer Identification Numbers (FEIN) are properly formatted and reported.	
5.5.10.c	The Contractor shall provide a process that allows Authorized Users to make manual adjustments to tax reportable information on 1099 and W-2G Files.	
5.5.10.d	The Contractor shall provide 1099 and W-2G Files to Lottery that can be opened in State Standard Applications by Authorized Users. The data shall be stored in a manner that allows for the sorting and totaling for reconciling and verifying 1099 and W-2G data reported.	
5.5.11.b	The System shall provide a process to pay quarterly and annual Sales Goal Incentives, on a schedule determined by the Lottery. These payments shall be posted within System processes. The System shall provide the Lottery the ability to enter parameters.	
5.5.11.c	The System shall process Short-Term Incentive payments. Short-Term Incentives are of variable length with widely differing structure, calculation, and payment methods. The System shall provide the Lottery the ability to enter parameters. The System shall evaluate Retailer participation in each Short-Term Incentive based on these parameters. These payments shall be posted within System processes. Sample Features and Procedures documents for Short-Term Incentives are available in Appendices F1 and F2.	
5.5.12.1.c	The System shall assign a Retailer number and provide automated methods for entering data from Retailer application forms.	
5.5.12.1.d	The System shall generate Files used to produce mailing labels and location labels for Retailers along with a listing of new Retailer applications.	
5.5.12.1.e	The System shall maintain for each initial Retailer application the following information including, but not limited to: • Owner or officer names, phone numbers, and dates of birth (including the ability to update the officer information, add new officers, or delete existing officers). • Corporate name and phone number. • Retailer name and phone number. • Tax reporting information. • Ownership type. • Social Security Numbers (SSN) or Federal Employer Identification Number (FEIN). • Physical location address, billing address, shipping address, and mailing address.	
5.5.12.1.f	The System shall provide a status code (e.g., active, inactive, approved, suspended, terminated, pending, etc.) and reason code (e.g., ownership change, security risk, probation, etc.) structure.	
5.5.12.1.h	The System shall automatically generate a Certificate of Authority upon completion of the application process.	
5.5.12.1.i	The System shall allow for the retrieval of pending applications.	
5.5.12.1.j	Only Authorized Users shall have access to Sensitive Information.	
5.5.12.2.a	The System shall support the set-up and activation process for assigning equipment to new Retailers.	
5.5.12.2.b	The System shall securely interface with other State agencies to determine whether the business entity and the owners are State debtors (e.g., child support, delinquent State taxes, etc.).	
5.5.12.2.c	The System shall record an approval date and assign an expiration date for the Retailer contract.	
5.5.12.2.d	The System shall record when an Authorized User receives a signed contract and only then allow the Retailer to be activated.	
5.5.12.2.e	The System shall post certificate fees to the Retailer's billing account after activation.	
5.5.12.2.f	The System shall schedule and track all Retailer training.	
5.5.12.2.g	The System shall generate orders for all equipment for approved Retailer locations. In addition the System shall generate instructions for installation of terminals and all other Retailer site hardware.	
5.5.12.2.h	The System shall provide a status code (e.g., active, inactive, approved, suspended, terminated, pending, etc.) and reason code (e.g., ownership change, security risk, probation, etc.) structure.	

5.5.12.2.i	The System shall automatically generate, at the time of contract approval for all independent locations, a Report to be attached to the contract containing Retailer specific information, as specified by the Lottery. Chain applications shall list all locations in that chain in addition to all information provided for independent locations.	
5.5.12.3.a	The System shall support automated methods for entering data from Retailer forms.	
5.5.12.3.b	The System shall allow only Authorized Users to view and change Retailer data.	
5.5.12.3.d	The System shall reference previous Retailer numbers and track location history when a change of ownership requires a new application by a Retailer.	
5.5.12.3.e	The System shall provide a status code (e.g., active, inactive, approved, suspended, terminated, pending, etc.) and reason code (e.g., ownership change, security risk, probation, etc.) structure. Separate status and reason code structures shall be maintained for each type of Lottery game (i.e., Instant and Lotto). The status and reason code structure shall control the functions a Retailer is permitted to perform. The Lottery will define the codes and functions permitted.	
5.5.12.3.f	The System shall allow the Lottery to group existing Retailer locations into a chain or ungroup existing locations to eliminate a chain. Changes in chain structure shall not affect Retailer location identifiers or sales history. The System shall retain history on previous chain structures.	
5.5.12.3.h	The System shall support and track movement of equipment between old and new locations.	
5.5.12.4.a	The System shall support the renewal process for independent locations, chain locations, chain heads, and NPOs.	
5.5.12.4.b	The System shall securely interface with other State agencies to determine whether the business entity and the owners are State debtors (e.g., child support, delinquent State taxes, etc.).	
5.5.12.4.c	The System shall support automated methods for entering data and changes from Retailer renewal application forms.	
5.5.12.4.d	The System shall generate a Report of Retailers that are due to renew along with mailing labels for those Retailers.	
5.5.12.4.e	The System shall provide a status code (e.g., active, inactive, approved, suspended, terminated, pending, etc.) and reason code (e.g., ownership change, security risk, probation, etc.) structure.	
5.5.12.4.f	The System shall provide chain types such as groupings of independent locations and corporate chains. The chain structure shall allow for multiple level rollup (e.g., Retailer locations, regional headquarters, and corporate headquarters). The Lottery shall be able to group existing Retailer locations into a chain or ungroup existing locations to eliminate a chain. Changes in chain structure shall not affect Retailer location identifiers or sales history. The System shall retain history on previous chain structures. Renewals processed for a chain head shall automatically apply to all active Retailers under that chain.	
5.5.12.4.g	The System shall record when an Authorized User receives a signed renewal and only then allow the Retailer to be renewed.	
5.5.12.4.h	The System shall record a renewal approval date and assign an expiration date for the Retailer contract.	
5.5.12.4.i	The System shall post certificate fees to the Retailer's billing accounts after renewal.	
5.5.12.4.j	The System shall automatically generate mailing labels and a Certificate of Authority upon completion of the Retailer renewal.	
5.5.12.4.k	The System shall automatically generate, at the time of contract renewal for each chain Retailer, a Report to be attached to the contract containing Retailer specific information, as specified by the Lottery. This Report shall list all locations in each chain at the time of renewal.	
5.5.12.5.a	The System shall provide processes for Authorized Users to discontinue, suspend, and terminate Retailer accounts.	
5.5.12.5.b	The System shall provide a status code (e.g., active, inactive, approved, suspended, terminated, pending, etc.) and reason code (e.g., ownership change, security risk, probation, etc.) structure. Separate status and reason code structures shall be maintained for each type of Lottery game (i.e., Instant and Lotto). The status and reason code structure shall control the functions a Retailer is permitted to perform. The Lottery will define the codes and functions permitted.	
5.5.12.5.c	The System shall generate orders for the removal of all equipment for approved Retailer locations. The System shall generate instructions for removal of terminals and all other Retailer site equipment.	

5.6.a	Prior to operations under the Contract, the Contractor shall establish a Security Plan for the entire System, subject to the written approval of the Lottery. The Security Plan shall comply with the rules and security Requirements of associated multi-jurisdictional associations (currently MUSL) of which the Lottery is a member. The Security Plan shall be reviewed and updated by the Contractor at least annually. Updates to the final Security Plan shall be approved by the Lottery.	
5.6.b	When accessing Lottery networks and systems, the Contractor shall comply with all applicable policies and regulations regarding data security and integrity. When on any property owned or controlled by the State, the Contractor shall comply with all security and safety rules applicable to people on those premises.	
5.7.a	Hardware, software, facilities, and other components shall be furnished, installed, and operational within thirty (30) Days after the disaster. Any substitute facilities shall meet Lottery-approved environmental and security measures.	
5.7.b	The costs of implementation of any portion of the Disaster Recovery Plan shall be borne by the Contractor.	
5.7.d	The Contractor shall provide a copy of their Disaster Recovery Plan for its own additional facilities and capabilities necessary to support the Lottery. For example, the Contractor's manufacturing and central software development and support facilities are critical for the Life of the Contract. This plan shall be due at System Conversion and be updated annually.	
5.8.b	The off-site storage location shall be sufficiently remote (e.g., not on the same flood plain, earthquake faults, etc.) from the Data Centers.	
5.8.c	Daily data transport shall be via secure and reliable methods and all back-up data shall be secure from unauthorized access.	
5.8.d	A complete audit trail of the generation, transport, retention, and destruction of the back-up data shall be maintained for periodic review by the Lottery.	
5.9.1.a	The Contractor shall produce and initiate the Implementation Plan no later than thirty (30) Days after the date of Contract execution. The final Implementation Plan is subject to Lottery approval.	
5.9.1.b	The Implementation Plan shall include detailed project implementation strategies. These details shall include timelines and critical path items, and address at minimum the following: • Installation and testing of the communications network. • Installation and testing of Retailer devices, including peripherals. • Acquisition and readying of facilities. • Hardware deployment. • Requirements definition, including the drafting, documenting, review, and approval processes. • Software development process, including design, implementation, testing, problem tracking and resolution, change control management, release management, installation, and configuration management. • Acceptance testing, including test process, plan development, and documentation of results. • Converting and testing existing data. • Securely interfacing and converting from the Lottery's existing system to the new System. • Training and supporting Retailers and Lottery staff.	
5.9.1.d	The plan shall include contracts or letters of commitment from all entities upon which the implementation schedule is dependent.	
5.9.1.e	If the Conversion involves any interim facilities, the plan shall include how the interim facility shall satisfy the Requirements of Section 5.1.3.1, Local Data Center Site Requirements.	
5.9.2.a	The Contractor and the Lottery shall develop and agree upon detailed Acceptance Testing criteria that shall be met prior to the System being put into production. The Lottery will consider the System ready for Acceptance Testing once all hardware and software is installed and configured to operate in the test environment. Acceptance Testing will be considered complete when all components of the System have been tested and all significant issues identified are resolved by the Contractor and validated by the Lottery in writing.	
5.9.2.b	The Contractor shall provide a schedule for Lottery Acceptance Testing one hundred and fifty (150) Days prior to Conversion. The System test documentation shall include, but is not limited to, use cases, test scripts, test conditions, and test criteria.	

5.9.2.c	The Contractor shall submit samples of the production ticket stock to a Lottery approved laboratory for certification, on or before the start of Acceptance Testing.	
5.9.2.d	The Contractor shall provide production ticket stock for Acceptance Testing to ensure that it is manufactured in accordance with all RFP Requirements, on or before the start of Acceptance Testing.	
5.9.2.e	Samples from the Contractor's randomizer software in the Retailer terminals shall be submitted to a Lottery approved laboratory for certification, on or before the start of Acceptance Testing.	
5.9.2.f	The Contractor shall have all facilities, the System, and network hardware and software installed, configured, and operational for testing one hundred and twenty (120) Days prior to the scheduled Conversion.	
5.9.2.g	The Contractor shall ensure that Retailer terminals and peripherals for testing are installed, configured, and operational in the Acceptance Testing facility one hundred and twenty (120) Days prior to the scheduled Conversion.	
5.9.2.h	The Contractor shall complete extensive self-testing, debugging, and quality assurance on all software prior to submitting it to the Lottery. The Contractor shall provide the results of its testing to the Lottery one hundred and twenty (120) Days prior to Conversion.	
5.9.2.i	The Contractor shall provide the hardware and software necessary to simulate the live production environment. All software submitted to the Lottery for Acceptance Testing shall be fully operational and ready for testing in a live production environment, with version controls, by the date agreed in the Implementation Plan. The test system shall be clean of all data at the start of Acceptance Testing.	
5.9.2.j	Each release of the software for Acceptance Testing by the Lottery shall be accompanied by release notes. Each release shall be identified by a version number and the changes shall be succinctly defined and documented, with the documentation provided to the Lottery on a daily basis through the Acceptance Testing period.	
5.9.2.k	The Contractor shall report to the Lottery any issue of concern regarding effective and timely testing.	
5.9.2.l	If any System hardware or software fails any acceptance test, the Contractor shall have seven (7) Calendar Days in which to complete corrective action. The System shall then be retested. Should any System hardware or software fail the retest, the Contractor shall have seven (7) Calendar Days in which to complete corrective action. The System shall then be tested a third time. Should any System hardware or software fail the third test of the System, the Lottery, notwithstanding any other provision of the Contract, may immediately terminate the Contract and pursue remedies for breach of the Contract including, but not limited to, Liquidated Damages.	
5.9.3.a	The Contractor shall provide an organizational chart showing names of all management, supervisory, and key technical personnel who will be active in the implementation and Conversion of the System. The Contractor shall indicate what specific Contract functions they will perform and how long it is anticipated they will be engaged on the project. Additional support staff need not be named but can be listed by title and quantified.	
5.10.a	The Contractor shall provide an established CRM, currently in use in other US lotteries, customized to Wisconsin Lottery needs. All CRM servers and services shall be furnished and hosted by the Contractor.	
5.10.b	The full CRM functionality and data shall be available to Authorized Users via all networked Lottery PCs on the Lottery LAN.	
5.10.c	CRM data shall be updated to match System data at least daily.	
5.10.d	The CRM shall provide access for Authorized Users to all Retailer transaction data.	
5.10.e	The CRM shall allow Authorized Users to view Retailer information and sales financial history, including the following information: • Retailer demographic data. • Current Day and historical financial information by Retailer or chain, by Day, by week, by month, by Lottery defined quarter, by calendar year, and by Lottery fiscal year, July 1 through June 30.	
5.10.f	The CRM or the System shall allow Authorized Users to request any Retailer Report regardless of the status of the Retailer, and view just as the Retailer would view it on a terminal.	
5.10.g	The Contractor shall furnish and support, to all Lottery Field Marketing Representatives (FMRs), portable client devices which provide a useful subset of the full CRM functionality including when they are on the road and unable to connect to the Internet or other network.	

5.10.h	The CRM shall be fully compliant with DOR security rules and all multi-jurisdictional (currently MUSL) rules and Requirements of which the Lottery is a member. Note in particular the following: • MUSL and Lottery rules prohibit any computer connecting directly to the CGS as defined by MUSL or to the Lottery LAN, including prohibiting connections via secure means such as VPN or Citrix-style virtual machine, from physically outside the secured Lottery or Contractor work areas. Thus CRM services to remote clients will need to come from servers that are adequately separated from the CGS as defined by MUSL. • Currently, DOR rules prohibit any non-State-owned device from connecting to any DOR network. Thus, Contractor-supplied client devices for field access to the CRM will not be permitted to connect to the DOR LAN. However, Lottery staff may use non-State-owned devices to access their email and some other services hosted on State servers via the Internet, as approved by the DOR.	
5.10.i	Remote devices that will store data shall encrypt that data at rest to US Government standards as certified by National Institute of Standards and Technology (NIST) to make the data inaccessible if the device is lost, stolen, or tampered with.	
5.10.j	Remote devices that connect to the Internet shall be protected with security equal to or greater than client-based firewalls.	

No.	Requirement	Import	Value	Weight	Max Score (E x 20)	Raw Score 1	Weight (1) (G x E)	Raw Score 2	Weight (2) (I x E)
6.5.1	Validation barcodes.	I	2	3.214285714	64.28571429	5	16.071429	20	64.285714
6.5.2	Shelf life and durability.	N	1	1.607142857	32.14285714	10	16.071429	20	32.142857
6.5.3	Ticket sizes.	N	1	1.607142857	32.14285714	5	8.0357143	20	32.142857
6.5.4	Pack sizes.	I	2	3.214285714	64.28571429	10	32.142857	20	64.285714
6.5.5	Exposing materials.	N	1	1.607142857	32.14285714	5	8.0357143	20	32.142857
6.5.6	Color printing capabilities.	V	3	4.821428571	96.42857143	3	14.464286	20	96.428571
6.5.7	Overprint color capabilities.	C	4	6.428571429	128.5714286	2	12.857143	20	128.57143

Maximum Points   450

Formula in D Column: = IF(C1="N",1,IF(C1="I",2,IF(C1="V",3,IF(C1="C",4))))

Key: "C" (Critical = 4), "V" (Very Important = 3), "I" (Important = 2), "N" (Nice to Have=1)