

NHLC RFP LOT 2023-02 ROUND 2 QUESTIONS AND ANSWERS

Question Number	Section Number	Exhibit	Section Title	Page Number	Question	Answer
1	2		Background	6	Can NHLC supply the expected 5-10(?) year growth rate?	The average growth rate over the past 4 years is 77%. However, the Lottery recognizes the iLottery program will not sustain that growth as it matures. The Lottery does anticipate a growth rate of approximately 10% each year over the previous for NGR over the next 5-10 years. However, the Lottery is interested in what Bidders believe the Lottery's potential growth rate is for the same time period.
2	2		B. Objectives	6	Can you define and provide examples of "personalized marketing strategies"?	Personalized marketing strategies are ones that are based on what we know about a player and their play habits (at the very rudimentary level, are they e-Instant or DBG players?); what channel they came to iLottery through; what demographics they represent; what other actions they have taken on the site (for example, did they click Fast Play first then come to winning numbers, then go to progressive e-Instants?); and other criteria that help us understand what offer or message might resonate best with the player to take an action like deposit, purchase or play. Personalization can include subject lines of emails to different groups; push notifications with offers to different segments; persona-based digital marketing ads; offers on a player's birthday that is specific to their segment; pop-up offers when the player is logged in that may invite them to do a specific action.
3	2		B. Objectives	7	Can you define the term and provide examples of strengthening cross promotion and iLottery based on previous successful and unsuccessful	The reference listed is to the Objectives, which are further elaborated in the RFP under Section H. page 38. As for the term strengthening, currently the Lottery does not

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					cross promotions? What is NHLC's view on strengthening?	have items 2, 3 or 4 under Section H. Though the Lottery has issued crossover games, there is greater opportunity in this area. The Lottery believes they have just scratched the surface of retail and iLottery play, promotion and pay, and can focus on these areas, or strengthen, enhance, make more robust, what has been done to date, and add new initiatives.
4	3		Process for Submitting a Proposal, A. Proposal Submission, Deadline, and Location Instructions, 1	8	Would the Lottery please clarify how many copies of the Pricing Proposal it requires, beyond the one original, for the printed submission?	As noted in Section 3. B. 1. one original and five clearly identified printed copies of the Proposal, including all attachment. The Proposal means the Technical Proposal and the Price Proposal.
5	3		Process for Submitting a Proposal, A. Proposal Submission, Deadline, and Location Instructions, 1.	8	Would the Lottery please clarify whether Bidders are required to submit a flash drive copy of the Price Proposal with all confidential information fully redacted?	If there is confidential information, beyond pricing, as the Lottery does not deem pricing to be confidential, within the Price Proposal, then Bidders should submit a version that has the confidential information redacted.
6	4		8. Marketing	10	The Lottery seeks an iLottery partner who can: <ul style="list-style-type: none"> - Drive strategy, plan, create, execute and analyze customer retention efforts; - Create and manage an affiliate program; - Conduct or contract for research efforts; and - Provide a wide range of personalized bonus options to new and existing players. Please provide examples of the types of services NHLC expects and past examples of these types of services.	This question refers to the high-level scope of work. Bidders are encouraged to read through the full details of what the Lottery is looking for under Section G. pages 35-37. The Lottery will not provide past examples as the current retention program is managed by the current iLottery partner; research efforts thus far have been conducted by the current iLottery partner as noted in Round 1 questions and answers; the Lottery does not currently have an affiliate program to provide examples; and bonus options were also referenced in Round 1 questions and answers.
7	4		9. Retail Inclusion	10	Provide requirement details of what is included in payment build out (i.e., e-wallet?), crossover games (traditional draw or instant games?), promotions	The Lottery requests that if Bidders have experience with the items listed in Section H. items 1-4, that they provide details and results, where applicable. The Lottery is

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					(i.e., coupons cross channel or cross channel purchase requirements).	interested in knowing that Bidders have experience in these areas, what kind of experience they have, and what the results have been. Bidders are encouraged to address any and all experience they have with all four items, as well as any other applicable programs that have been more omni-channel in nature.
8	4		2. Scope and Specification Development	10	What are the precise specification documentation requirements and timeline expectations (i.e., NHLC's review period, vendor update period)?	<p>We will require all specification documentation along with demos and trainings by the assigned Bidder's team as specified in Section 5, C. 1 and Exhibit A, A. Conditions for Assessment of Liquidated Damages, Installation/Conversion. The Lottery expects the successful Bidder to thoroughly scope the project and have the nuances documented in a series of specifications for the Lottery to review, provide feedback on, and eventually provide sign off indicating the spec is complete and accurate. The Lottery will partner with the successful Bidder to provide in-depth information as to the Lottery's rules, regulations, nuances, and history of the iLottery program. Specifications are intended to be used to guide QA and UAT and to provide the Lottery and the successful Bidder thorough detail of each part of the system and services. The timelines will vary depending on project kick-off, quality of initial specifications, depth of the item being reviewed. All changes needed and issues found shall be prioritized and addressed before the go-live date.</p> <p>After the go-live of the system, specifications must be developed by the successful Bidder for each system release and each</p>

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					enhancement, as noted in Section B, 11, page 22.	
9	4		12. Customer Support Center	11	<p>What is the current customer service demand / expected resource need? Can you provide more detail on days of operation M-F (hours noted in Section 5(B)(7) but not days) and the response / resolve time expectations?</p>	<p>In Exhibit 7 of the first round of RFP questions, the Lottery provided a breakdown of monthly contacts by channel for 2022. Depending on a Bidder's system and technology, as well as their finesse with customer service, will determine the resources needed. With the number of high jackpots last year, the Lottery believes the numbers provided in the first round of questions should be sufficient for Bidders to have an understanding of how they would plan and allocate resources. Though the Lottery did not indicate on page 11, Section 5.B.7. the days of operation, it is covered under page 41. The Lottery notes the following, "The Lottery requires the call center to be staffed and able to interact with players, at a minimum, from 8:00 AM to 12:00 AM ET daily, for 365 days of the year, Eastern Time." The Lottery did not specify response and resolve time, though will work with the successful Bidder on service level agreements. Bidders should note the Lottery takes customer support very seriously and does expect a high level of support and speedy response and resolution.</p>
10	4		11. Data and Analytics	11	<p>Please define and provide examples of NHLC expectations, listed in section 11, with respect to Data and Analytics?</p>	<p>This requirement is defined and detailed in Section 5 - Content and Requirements for Proposal, J. Data and Analytics, pages 39 and 40.</p>
11	5		Content and Requirements for Proposal, 4.	12	<p>This requirement states that "any services will be provided by a subcontractor or consultant" and that "the Bidder must state the name of the subcontractor or consultant."</p>	<p>This is confirmed.</p>

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					Would NHLC please confirm that only subcontractors or consultants that provide “Major Parts” need to be identified as part of our Proposal?	
12	5		A. Company Information, Capabilities, and Support, 5. Financial Capabilities	14	Would the NHLC please confirm if they would also like the un-audited financial statement requested in this section on the USB where the audited financial statements will be submitted?	The unaudited financial report can be submitted with the audited financial reports on the USB.
13	5		A. Company Information, Capabilities and Support 6. Research and Development Investment	14 and 15	What is the investment expectation? Also, what is NHLC’s annual research investment and what types of research is completed? Can NHLC confirm it shares results with vendors?	NHLC does not have an annual research investment nor is there a NHLC research budget. As noted in Section 5. G. Marketing Support, the expectation of the selected Bidder is they collaborate with NHLC to suggest research opportunities. Research must be approved by the Lottery and can utilize the Marketing Fund. Research is generally shared amongst vendors and other lottery jurisdictions, unless the research was initiated by and for the vendor. However, the Lottery does expect, as detailed in Section 5. A. 6. that the successful Bidder initiates, conducts, and shares research on its own. The Lottery desires a partner that believes in conducting its own research in the industry or competing industries and shares that knowledge.
14	5		B. Gaming System, 3. Additional Gaming Operating System Security and Control Features and functions, k) Secure On-Site and Off-Site Storage	18	Would the lottery confirm that on-site and off-site storage only relates to core lottery transactions and files?	As noted in 5.B.3.k), “the System’s critical files, software, and backup data, subject to approval of the Lottery” must have on and off-site storage. This must abide by MUSL rules and be approved by the Lottery. The Lottery will work with the successful Bidder to identify any critical files that have this requirement.

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15	5		B. Gaming System, 7. Performance Criteria, a)	19	Would the lottery consider updating the performance criteria in the RFP to reflect their previous response to allowing scalable solutions to meet performance metrics?	No, as mentioned in our last response we would like to get proposal that recommends a cloud solution that is aligned with right-sized metrics for the traffic, with the ability to quickly scale. Bidders must include how quickly they can scale and what is necessary to do so.
16	5		B. Gaming System, 7. Performance Criteria, e)	19	Would the lottery please consider the response time requirement of less than one (1) second from enter-to-send to be measured at the API layer once it arrives at the iLottery gaming platform, due to there being network and other controls regarding the players connection to the internet that are outside the vendor's control?	Yes, as long as it is defined and doesn't impact the game rules and overall performance.
17	5		B. Gaming System 7. Performance Criteria	19	Can NHLC share current iLottery performance load for national jackpots at \$300m+ jackpots in \$100m increments up to \$2b?	The Lottery does not have this information.
18	5		B. Gaming System 7. Performance Criteria	19	What are the assumptions around the increase to 10m unique wagering accounts (NH population 1.4m)?	Though the population of NH is approximately 1.4 million, the Lottery permits accounts from any US citizen, as long as they have a social security number. Additionally, the 10 million is over the life of the contract, where NH's population may increase, new players will be eligible to play (those who are under 18 now will eventually turn 18). The Lottery does not want to be in a situation where there is not sufficient ability to provide accounts that are needed.
19	5		B. Gaming System, 10. Drawing Controls, c. Drawing Information	21	Would the NHLC please clarify define "pool status" mentioned in vii?	Pool status would indicate if the pool is active or not.

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20	5		B. Gaming System, 10. Drawing Controls, d) Manual Dual Entry	21	Can the Lottery confirm that the requirement is for entry screens of the successful attempts to be automatically logged instead of printed?	Yes, the entry screen shall log all attempts including successful and failed.
21	5		B. Gaming System, 9. Internal Control System	20	For the ICS vendor, would NHLC consider ISO 27001 certificate instead of System and Organization II (SOC II) report for the initial phase of the deployment?	No, a SOC II report is necessary for the ICS system.
22	5		C. Portal and Player Account Management and Migration	23-25	Would the Lottery please convey whether any parts of the current portal are API-based as opposed to widgets?	The integration between NHLC's website and the iLottery is all widget based.
23	5		C. Portal and Player Account Management and Migration	23-25	Would the lottery please list all the widgets that are currently in use for their iLottery solution?	The Lottery is not able to speak to the solution currently provided. The Lottery is looking to Bidders to know the technology that is necessary to provide the requested solution. If Bidders cannot provide a code-based widget solution, please detail the solution that can be provided.
24	5		C. 1. Portal Integration	23-25	Provide details of existing widgets requiring integration.	Code enabled widgets are JavaScript client to client framework that are imbedded into the CMS of the Lottery's website to support the Bidder's services (for the PAM). There are client interfaces that provide the ability to open the widget and get the information necessary. For each action a player does, there is code to support this on the backend to trigger the action between the UI to the Bidder's PAM. The website vendor/Lottery would reserve space on the website for the user interface via the CMS.
25	5		C. 1. Portal Integration	24-25	Please define the term "highly personalized communications."	In this section, the highly personalized communications within the Portal include offers specific to that player, alerts for the player (regarding prizes won in the most recent draw, pending prizes), new game offers

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					that are similar to what the player usually plays (...you might also like...), welcome back messages if the player has not logged in for X number of days or similar. The Lottery is interested in knowing what type of personalized system or marketing communications are available by the Bidders and how personalized they are able to make them.
26	5		D. Claims and Payments, 2. Claims	26	<p>Would the Lottery please specify the specific compliance checks (third-party integrations, manual review, etc.) to be conducted by the Bidder in conjunction with the Lottery?</p> <p>When a claim is made, the claimant must be verified before the claim can be approved. This includes verifying the identity of the person, ensuring the name, address, and other PII information matches, the full SSN is on record and is verified, as well as confirming that payment information matches. What threshold is the prize at? Is it an annuity prize? If taxable, are the correct taxes removed? Is there a security hold for any reason? Additionally, the Lottery must verify the claimant does not owe child support and currently must manually verify this. All prizes of \$600 and greater must be dual verified by Lottery personnel, in addition to a security and compliance check on the Bidder's side as the Merchant of Record. Bidders should have experience as the MoR and know what PCI-DSS compliance checks and at what levels are necessary. It is the Bidder's responsibility to know what compliance checks are necessary for state and federal as the MoR to ensure the security of payment information, prizes and the system in general. Prizes of \$10K and greater are also physically verified as they must come to Lottery headquarters and present their claim, after first initiating it</p>

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						through the system. Currently the Lottery processes are manually conducted/verified and updated in the iLottery system, but the Lottery is open to other non-manual but highly secure solutions.
27	5		D. Claims and Payments, 2. Claims, 2.	27	Would the Lottery please specify which components of the Claims section are to be checked as part of the "Backend Compliance Check?"	Compliance is responsible for constantly checking players activity at the backend to ensure there is no fraudulent behavior. This includes login attempts, payment methods used and account verification document uploads for withdrawal process.
28	5		D. Claims and Payments, 2. Claims, 2.	27	Would the Lottery please clarify what is meant by "Backend Compliance Check?"	Compliance is responsible for constantly checking players activity at the backend to ensure there is no fraudulent behavior. This includes but is not limited to login attempts, IP address attempts, payment methods used, PII verifications, and account verification document uploads for withdrawal process.
29	5		D. Claims and Payments, 3. Payment Issuance, 4. Claim Center Prize Payment, 6.	28	Can the Lottery clarify where printing equipment, including Magnetic Ink Character Recognition (MICR) Printers, is expected to be located?	As per our current claim process all winnings greater than \$10,000 need to be claimed at NHLC HQ. Therefore, we will need to set-up a system compatible printer here at the Lottery office.
30	5		F. Games 2. Systemic Management and Third-Party Integration	31-32	Who is responsible / accountable across the product development process from third party suppliers, i.e., Vendor or NHLC?	Vendors will be ultimately responsible in managing the 3 rd party game providers that are contracted through them. However, the Lottery will work in conjunction with the team to implement all projects and ensure overall collaboration.
31	5		F. Games 2. Systemic Management and Third-Party Integration	31	What is the expected number of third-party game providers and integration timeline expectations?	The Lottery does not have an expectation for the number of game providers, but does desire to work with a variety of game providers, as long as games offer a unique value proposition, theme, game style, etc. to our players and are secure and are certified against GLI-19. NH has an inclusive attitude

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					<p>toward games, and believes variety of vendor and games is beneficial, but consistency in documentation internally and player facing is key. As for integration timeline, the Lottery does not expect all potential game providers to be integrated at go-live. Rather, the Lottery fully expects that over the course of the contract there will be emerging studios that have entertaining content to provide that can then be integrated. For each integration the Lottery, the successful Bidder and the 3rd party must work together on a timeline to ensure integration is swift and can meet any launch expectations. The exception for this, is if the NH Lottery extends its current contracts with IWG and NPI. If the Lottery and those vendors extend, then the integrations and their games must be available for go-live.</p>
32	5		F. Games 3. e-Instants	32-33	<p>Is there an expected number of games per launch (notes a frequency of bi-weekly but not count of games)?</p> <p>The Lottery currently launches one game every two weeks.</p>
33	5		F. Games	31-34	<p>In this requirement, the NHLC requests that Vendor will "provide a content aggregator and to also recommend and suggest, integrate, contract with, and manage third party game providers" on behalf of the Lottery.</p> <p>Would the NHLC please clarify if the cost of the third-party content providers are to be charged to the NHLC as a pass through, or if otherwise would the Lottery please explain the envisioned model with regards to third-party content cost?</p> <p>In Exhibit B. Price and Payment Schedule, Bidders will see a Pricing Table for Supplemental e-Instant pricing. All costs for the Bidder's games (above the required base game inventory), as well as 3rd party games (brought on and managed through the Bidder's content aggregator or as a 3rd party via API but is still contracted through and managed by the successful Bidder) should be noted here. As a reminder, the costs are in U.S dollars, not a percentage of NGR or otherwise.</p> <p>Please see Addendum 3 for additional information.</p>

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34	5		F. Games, 3. e-Instants, 14.	33	Would the NHLC please clarify the exact format/content requested here; specifically, what is "stack ranked" format (table, graph, chart...)? For example, would the Lottery prefer our "stack rank" simply show the games by name, or are any other metrics like dollar amount, percentage of total NGR requested for each game, etc.	For each location where your games are deployed, rank your top 25 games among the available games in that market by gross sales, and list the percentage of the total gross sales that your games generate.
35	5		G. Marketing Support and Services, 1. Marketing Support	35	In order to develop the Marketing Plan required with the Proposal, would the NHLC please provide Bidders with the marketing budget amount to support the iLottery marketing plan for the first 12 months of the contract?	Our budget for FY24 (July 1, 2023 to June 30, 2024) has yet to be finalized. However, in FY22 \$1.1 million was spent on iLottery and in FY23 approximately \$850,000 was spent directly on iLottery.
36	5		J. Data and Analytics, 4	39	Would the Lottery please specify the frequency, range of specific data elements, format, and scope of data extract projects it will require of its Vendor?	The Lottery expects the Bidder will complete the initial load of data from the various data sources to the warehouse . Future updates are expected to be via nightly batch files to keep the records and data updated. We look to Bidders to detail their capability to do the initial transfer of data and how they propose it should be done using the tools they have.
37	5		K. Customer Support Center	41	Regarding the inbound contacts already provided by the Lottery (exhibit 7 of the responses to the first round of questions), would the Lottery be able to provide a pattern of inbound volumes, e.g., number of calls/chats/emails received by hour or by shift?	The Lottery does not have this information by day parts or shift. However, if Bidder's provide this service for other Lotteries, the Lottery believes the patterns would be similar.
38	5		K. Customer Support Center	41	Would the Lottery be willing to share the current staffing/scheduling of the CSC Agents and the current Service Levels that the CSC is delivering?	The Lottery does not have this information.

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39	5		K. Customer Support Centre	41-42	Please provide the calls/emails/webchat volumes for the prior three years.	In Exhibit 7 of the Round 1 Questions, the Lottery provided the volumes for the past year. The Lottery is not able to provide additional years at this time. However, given the number of jackpot runs and large jackpots last year, the Lottery believes this is a good representation of expected volume.
40	5		M. Staffing, 1. Proposed Conversion Team, 6. Compliance and 2. Proposed Account Team for Contract Duration, 8. Compliance	44 and 45	Would the Lottery please clarify its expectations for the role and responsibility of the Compliance position for both the Conversion Team and the Account Team?	Given that the security and integrity of the system and services is a key factor, the Lottery believes a security/compliance perspective is important in the conversion to ensure compliance concerns are addressed as the systems are built out and integration occurs. Additionally, ensuring the Compliance checks occur as necessary throughout each project phase is key. The Compliance role is not necessarily a front lines member of the Account Team, but it is an important role as the Lottery prefers to have a Compliance Lead to confer with for security, fraud, RG, or other reasons. With Compliance being a key part of the Claims process and monitoring the integrity of the system, the Lottery believes this is standard. For each project stream or subject area, the Lottery will provide a representative, so both the successful Bidder and the Lottery have a direct point of contact as a subject matter expert. The Lottery is interested in understanding Bidder's perspective on the role of Compliance in conversion and account team.
41	5		M. Staffing, 1. Proposed Conversion Team, 7. Finance-Claims, Payments and	44 and 45	Would the Lottery please clarify its expectations for the role and responsibility of the Finance position for both the Conversion Team and the Account Team?	The Lottery believes that system conversions and account teams should have a subject matter expert to lead that project stream and be accountable for the tasks associated with it. For each area noted, the Lottery will have the

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			2. Proposed Account Team for Contract Duration, 10. Finance			same counterpart so the successful Bidder as well as the Lottery have a direct point of contact to ensure the subject area is covered from system development, specification review, payment reconciliation, and more.
42	5		N. Invited Options, 5. Player Support Combined	47	Would the Lottery please confirm that the “Designated call center team for New Hampshire” requirement can be satisfied using a team that is trained to answer and handle New Hampshire player calls?	The Lottery believes it is advantageous to have some staff who specialize in New Hampshire, as each jurisdiction is unique. However, given the size of NH, the Lottery fully understands that a 100% dedicated staff to work 8AM to Midnight, 7 days a week, 365 days a year is not realistic, so the Lottery is amenable to staff who are trained for New Hampshire but we do request that staff working for NH on any particular shift are solely focused on NH.
43	5		N. Invited Options, 5. Player Support Combined	47	With reference to the statement, “Additionally, are Bidders able to integrate the NHLC into their Customer Support Center software solution to add software licenses to enable the NHLC and the Bidders Customer Support Team to work as one team to better assist and understand NHLC iLottery players.” We interpret this to mean that the Lottery is seeking the ability to access to our CRM tool to see documented cases of communications; is this interpretation correct?	Yes, the Lottery would like access to access the details of documented cases. Also, the Lottery is interested in seeing and being able to update the CRM system for a seamless process, as it will inevitably receive calls and emails from players. Though the Lottery would transfer some calls and emails to the successful Bidder’s combined call center, at time it may necessitate the Lottery provide the answer or assistance to the player. In those situations, the Lottery would like to document it in the shared CRM. The successful Bidder may also receive inquiries that need to be assigned to the Lottery for resolution via the CRM, which could then be tracked.
44	6		Price Proposal	49	Would the Lottery please specify which fees for external services (Banking, Geo Location, KYC, etc.) should be included in the submitted price?	All fees for external services should be considered in the submitted price.
45	6		Price Proposal	49	So that Bidders can accurately account for, and not over-inflate, these costs in	The Lottery expects all data elements to be migrated from player account information,

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					<p>their Price Proposals, could the Lottery please specify:</p> <p>i. The data elements that it expects to be migrated, and</p> <p>ii. The reach-back time period that will need to be converted?</p>	<p>play history, deposits, bets, withdrawals, game sales, wins, draws, etc. The reach back time to be converted should be from September of 2018, when the iLottery program began, so all historical data is in one place for the Lottery as well as for players.</p>
46	6		Price Proposal	49	<p>Regarding the data migration process, has the Lottery considered that the existing solution will go through a step-down process for all active draw games to limit player inconvenience when the new system comes online?</p>	<p>Yes, the Lottery has considered that.</p>
47	6		Price Proposal	49	<p>Would the Lottery please confirm our understanding that the successful Bidder is required to:</p> <p>i. Integrate with the Lottery’s current mobile application provider and</p> <p>ii. Include the Bidder’s costs for its integration with such mobile application provider in its pricing proposal or please specify otherwise?</p>	<p>Yes, the successful Bidder is required to integrate with the Lottery's mobile application provider. Yes, Bidders must take integration, conversion, and data migration costs into consideration when preparing the Price Proposal.</p>
48	7		Evaluation of Proposals, A. Criteria for evaluation and scoring D. Claims and Payments	50	<p>With respect to iLottery Wallet and claim center payments, would the Lottery please confirm our understanding that funds are to be held in a bank account by the Vendor for the benefit of the NHLC and its players and for the Vendor to reconcile those funds?</p>	<p>Yes, that is correct.</p>
49		A	Standard Terms and Conditions Agreement, 13. Indemnification	61	<p>Would the NHLC be willing to consider incorporating language that limits Contractor’s indemnification requirements and liability in situations that are in any manner related to or caused partly or wholly by anyone other than Contractor, or Contractor’s</p>	<p>No.</p>

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					subcontractors (i.e. each party will be liable to the extent that it was caused by such party and provided that such liability is proportional to the degree of comparative fault of the party)?	
50		A	Standard Terms and Conditions, Section 1 - General Provisions, 14. Insurance, 14.3	62	This section states that a certificate of insurance shall be attached and incorporated by reference, whereas section 14. Insurances on p. 67 of the RFP states that certificates of insurance should be furnished to the Lottery on the date of contract execution. Can the Lottery please confirm that we are not required to submit a certificate of insurance alongside our bid response?	Certificates of Insurance need not be provided with the proposals. These certificates will be required at the time of contract execution.
51		A	Standard Terms and Conditions, Section 1 - General Provisions, Introduction, 14. Insurances, c.	67	Can the Lottery confirm it will accept evidence of crime insurance coverage in lieu of a fidelity bond (industry standard)?	The Lottery is willing to discuss the form of coverage during contract negotiations.
52		A	Section 1 - General Provisions, 27. Contract Warranties & Representations, Service Level Agreements and Liquidated Damages	71	Liquidated damages are proposed for failure to meet service levels rather than the application of service credits which is the industry norm in iLottery contracts. Will the Lottery consider a service level credit model rather than resorting to liquidated damages?	The Lottery prefers the liquidated damages structure identified in the RFP.
53		A	Standard Terms and Conditions, Introduction, 27. Contract Warranties & Representations, Service Level Agreements and Liquidated Damages	71	This Bidder believes the liquidated damages in the RFP are generally acceptable, however, due to the dependency on the service level agreements, would the NHLC please confirm that LDs are subject to negotiation as the service level agreement is finalized?	The "Conditions for Assessment of Liquidated Damages" set forth in Section 27A are not intended to be the subject of negotiation. Service Level Agreements will be negotiated as identified in Section 27B.

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54		A	Standard Terms and Conditions, 27. Contract Warranties & Representations, A. Conditions for Assessment of Liquidated Damages, Installation/Conversion – Milestone 2	71	Would the Lottery please confirm our understanding that the criteria required to pass User Acceptance Testing will be negotiable between the successful Bidder and the Lottery?	No. NHLC understands that minor issues can be found during the UAT process. However, the software shall be fully tested before kick-starting its review and adhere to given timelines.
55		A	Standard Terms and Conditions, 27. Contract Warranties & Representations, A. Conditions for Assessment of Liquidated Damages, Installation/Conversion – Milestone 4	71	To aid in pricing, would the Lottery please specify the duration they expect “hyper care” to last post go-live?	Given that this could be the first conversion in the US for iLottery (that NH is aware of), the Lottery does not have experience to speak exactly to this. However, given the level of integrations, data migration and potential for challenges, the Lottery expects hypercare to last for 90 days.
56		A	Standard Terms and Conditions, 27. Contract Warranties & Representations, A. Conditions for Assessment of Liquidated Damages, Warranty on Viewing Previous Wagers	75	Does viewing dynamic replay of wagers on any one platform also include draw game results for standard draw-based games (e.g., Powerball, Mega Millions, etc.) and, if so, would the Lottery please provide an example of a dynamic replay from their current system for draw games?	No, the dynamic replay does not include draw games.
57		B	Price and Payment Schedule, Base System and Services Pricing	85	Can the Lottery confirm that integration costs for third-party game providers can be passed through to the Lottery?	Integration costs for vendors who the Lottery directly contracts with, as noted in Round 1 questions, are the responsibility of the 3rd party game provider. The RFP notes in Section 5. F. 2. that "the vendor/third-party game provider being integrated is responsible for integration costs." But if a Bidder chooses otherwise, that is a decision for the Bidder to determine how to manage their business.

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						However, the Lottery will not be responsible for any integration costs.
58		B	Price and Payment Schedule, Base System and Services Pricing	85	<p>We do not believe that structuring the pricing so that the Contractor must pay the third-party content providers from the Base Pricing schedule is in the best interest of the Lottery. This is because the Lottery's and the Contractor's business interests are not aligned to support the broadest possible content choice, specifically, it may not be commercially viable for the Contractor to procure and pay for premium-priced content. Additionally, the Contractor's own content cost may be much less than the cost of acquiring third-party content. The net result is that the Contractor should necessarily favor its own content and/or lower-priced third-party content.</p> <p>We strongly recommend that the Lottery remove the third-party content cost from the Base Pricing line item. The cost of third-party content would be mutually negotiated between the Lottery, the third-party content provider and the Contractor, and the actual cost of that content will be passed on to the Lottery, in addition to the Base Pricing. We confirm that in the case of this structure being accepted by the Lottery, there is no need to change the contracting structure. The Contractor can complete all contracting work with third-party content providers.</p>	<p>The base system pricing includes the cost of hosting and management of third-party game providers, but does not include the cost for the content, i.e. the games. In Exhibit B. Price and Payment Schedule, Bidders will see a Pricing Table for Supplemental e-Instant pricing. All costs for the Bidder's games beyond the base games required in the Scope of Work, as well as 3rd party games (brought on and managed through the Bidder's content aggregator or as a 3rd party via API but is still contracted through and managed by the successful Bidder) should be noted here. As a reminder, the costs are in U.S dollars, not a percentage of NGR or otherwise.</p>

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59			General Question		Would the Lottery be willing to consider granting an extension to the submission date of Proposals?	No. At this time, the Lottery will not consider an extension.
60			NHLC RFP LOT 2023-02 Round 1 Questions and Answers, Question Number 109	28	Would NHLC please reconsider amending the pricing base for Draw Games to a % of ticket sales or theoretical NGR, for multi-jurisdictional games at a minimum, as the NGR that transacted through NHLC's platform may be significantly different from the overall prize payout percentage of the entire game? As an example, if the grand prize for a Powerball or Mega Millions game was won with a ticket purchased on the platform, the resulting prize paid would significantly exceed the ticket sales amount on the platform, resulting in a substantial negative NGR.	Yes, the Lottery will amend the pricing to reflect the total gross sales for draw games. Please see attached Addendum 3.
61			NHLC RFP LOT 2023-02 Round 1 Questions and Answers, Question Number 74	19	Can the Lottery please confirm which integrations are expected to support the required workflows?	At time of launch, the Lottery believes the only integration between the Bidder's system and the Lottery's CRM would be to get select player information which includes their interactions and resolutions with the Bidder's player support center.
62			Round 1 Q and A Question 99 and Exhibit A Standard Terms and Conditions, 13. INDEMNIFICATION FROM INTELLECTUAL PROPERTY INFRINGEMENT CLAIMS	N/A and 66	Given the rate at which e-Instant games are deployed, and the quick turnaround needed, would the Lottery be willing to negotiate the documentation requirements to support a thorough search for each game title that must be submitted to the Lottery at least two weeks prior to game launch?	No. The Lottery must have trademark letters on file in the timeline noted so we do not launch a game with a name that is already trademarked. The Lottery must be able to see the complete game as it would look in PROD in UAT, including the game name and logo.
63			Round 1 Q and A	N/A	In the interest of ensuring that all Bidders can submit their most	The Lottery currently has, and may continue to have, a direct contract with IWG and NPI

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			Question 114 Follow-up		competitive pricing, would the Lottery please confirm that Bidders should exclude the current third-party content providers' (NPI and IWG) fees from their pricing?	through 2027, if the Lottery and the two game providers choose to extend the current contract past June 30, 2025. The costs for the games provided through the two vendors are covered under a separate contract until the dates noted above. After that time, it is unknown if the Lottery will choose to issue a new RFP for e-Instant games for direct integration. At this time, Bidders are advised to NOT include the costs for IWG and NPI games as they are paid directly by the Lottery.
64			Round 1 Q and A Question 22 Follow-up		Due to the potential volume and size of financial statements, would Lottery please confirm if it is acceptable for bidders to include financial statements via PDF only on a USB as part of the technical proposal.	Submission in a PDF form on USB would be acceptable.