



# Request for Proposal: Provision of Jackpot Communication Solutions

October 15, 2018

# 1 Introduction

The Illinois Department of the Lottery (“Department” or “Illinois Lottery”) [www.illinoislottery.com](http://www.illinoislottery.com) awarded the Private Management Agreement (“PMA”) to Camelot Illinois LLC (“Camelot Illinois”) on September 22, 2017 following a bid submission. Following the Notice of Award, the PMA was executed on October 13, 2017.

Camelot Illinois is a leading technology and services provider that supports the Illinois Lottery. As part of an overall business strategy, it intends to assist the Department in growing revenue.

A key component of Camelot Illinois’ retail plans for FY19 and beyond is to transform the retail experience by investing in new permanent point of sale (“PPOS”) equipment. The goal of this project is to modernize all PPOS fixtures and displays to optimize the promotion of Illinois Lottery products sold in retail stores. The scope of the project includes the design, manufacture, logistics, warehousing, and installation of all PPOS assets in scope.

The goal of this Request for Proposals (“RFP”) is to provide jackpot information/communication (“JPC”) solutions within our on-counter PPOS items - specifically the scratchcard dispenser. While also opening the door for future innovations and developments in jackpot communication in retail stores.

Camelot Illinois intend to place JPC information at the majority of all retail locations that take a scratchcard dispenser on their sales counter. Camelot Illinois will require a starting quantity, warehouse quantity, and the ability to purchase items on an ongoing basis. The maintenance of these items is preferred through Camelot Illinois’ existing technology and gaming vendor, Intralot. Warranty length and terms of jackpot communication items purchased should be included within your proposal.

Other items considered within this RFP, over and above ‘traditional jackpot communication’ devices, will also need to be maintained in the same way. ‘Untested’ technology will need piloting prior to full scale retail rollout.

## 2 Instructions

This RFP invites interested organizations to submit a response (“Proposal”) to Camelot Illinois.

The requirements for the Proposal are set forth in Section 7 of this RFP and further elaborated in Appendix B.

### 2.1 Timetable

Proposals should be submitted by November 09, 2018 at 5:00 pm CT to the attention of: [procurement-services@camelotillinois.com](mailto:procurement-services@camelotillinois.com).

The RFP milestones are as follows:

Issue RFP	October 15, 2018
Last date to submit questions	October 23, 2018 by 5:00 pm CT
Answers to Vendor questions posted	October 29, 2018
Vendor intends to submit a Proposal	November 01, 2018 by 5:00 pm CT
Proposal submission date	November 09, 2018 by 5:00 pm CT
Presentations	November 13, 2018
<b>Estimated Date of Award</b>	<b>November 19, 2018</b>

*(subject to contract)*

Camelot Illinois reserves the right to make any necessary amendments to the above timetable. Any such changes will be posted on the [Illinois Lottery website](#). Please periodically check the Illinois Lottery website under the [Business/Procurement Opportunities tab](#).<sup>1</sup> Companies that submit Proposals (“Vendor”) will be notified in writing of any changes to these dates. Proposals submitted late will not be considered.

### 2.2 Contacts

Please submit any questions via email to [procurement-services@camelotillinois.com](mailto:procurement-services@camelotillinois.com). Questions regarding this RFP must be emailed before October 23, 2018 by 5:00 pm CT. A consolidated response to any questions will be posted on the Illinois Lottery website under the Business/Procurement Opportunities tab and be made available to all Vendors without identifying the Vendor that asked the question. Camelot Illinois reserves the right to decline to answer specific questions.

### 2.3 Vendor Intends to Submit a Proposal

Vendors are required to notify Camelot Illinois that they intend to submit a Proposal via email to [procurement-services@camelotillinois.com](mailto:procurement-services@camelotillinois.com) by November 01, 2018 by 5:00 pm CT.

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<sup>1</sup> [http://www.illinoislottery.com/en-us/Business\\_Procurement\\_Opportunities.html](http://www.illinoislottery.com/en-us/Business_Procurement_Opportunities.html)

## 2.4 Vendor Meeting/Presentation

All Vendors who make a bid will be given the opportunity to demonstrate their ability to meet Camelot Illinois' requirements through Vendor meetings and/or presentations.

Arrangements will be made after Vendors submit their intent to bid.

## 2.5 Response Format

Please provide the following information on the cover page of Vendor's Proposal and ensure that Vendor's name appears on each subsequent page of the document:

- A. Vendor's Name;
- B. Vendor's Address;
- C. Contact Name;
- D. Contact Job Title;
- E. E-mail Address; and
- F. Telephone Number.

Ensure that Vendor's Proposal follows Camelot Illinois' format (e.g., numbering answers in the format of this document). Failure to do so may result in the Proposal being misinterpreted or missed. Please answer all questions fully. Proposals should be delivered in electronic format via email to [procurement-services@camelotillinois.com](mailto:procurement-services@camelotillinois.com)

The Proposal should explain how the Vendor could support Camelot Illinois in the achievement of its objectives.

Where possible, the Proposal should also include the following:

- A. Innovative ideas on meeting Camelot Illinois' requirements;
- B. Why Camelot Illinois should choose the Vendor; and
- C. How the Vendor's service offering differs from the competition.

## 3 Conditions of the RFP

### 3.1 General Considerations

The issuance of this RFP does not constitute a legal offer capable of acceptance.

Camelot Illinois reserves the right to reject any or all of the Proposals submitted or to withdraw this RFP at any time. Camelot Illinois also reserves the right to accept a Proposal from Vendors in part only.

Camelot Illinois will not be liable for any costs incurred by any Vendor in connection with the preparation of a response to this RFP or for any costs incurred for attendance at meetings, presentations, clarifications, or demonstrations.

The numbering of this RFP is an important aid in the evaluation process. Please utilize it within the Proposal, as this may affect Camelot Illinois' evaluation of it.

Prospective Vendors may not take advantage of any apparent error or omission in this RFP. In the event that any errors or omissions are discovered, a Vendor shall notify Camelot Illinois immediately.

Please provide complete and accurate information against the specifications contained within this RFP. If Vendor is unable to meet any requirements, then this should be clearly noted in the appropriate response section(s). Any assumptions within the Proposal should be clearly stated.

Any commitment made in a Proposal shall be binding on the applicable Vendor. A commitment includes any guarantee or representation made in the Proposal, accompanying documentation, or subsequent negotiation.

### 3.2 Confidentiality

Subject to Appendix A - Private Manager Agreement Incorporated Terms ("Incorporated Terms"), of this RFP, any information disclosed in, or in connection with this RFP becomes the property of Camelot Illinois, subject to Vendor's redaction of confidential, proprietary, or other sensitive material in accordance with the Incorporated Terms and State Policies and Rules (defined in the Incorporated Terms). Such information will be available to the public in accordance with State Policies and Rules. The failure to designate any materials as "proprietary and confidential" at the time of delivery of such information to Camelot Illinois does not prohibit the Vendor from subsequently designating any information as proprietary and confidential. However, this designation does not necessarily exempt such information from disclosure under the Freedom of Information Act, 5 ILCS 140/1 *et seq.*

### 3.3 Employment

From the time this RFP is issued until either (i) six (6) months after the award of a contract pursuant to this RFP or (ii) the rejection of all Proposals received by Camelot Illinois, Vendors are prohibited from officially or unofficially making any employment offer or proposing any business arrangement with Camelot Illinois' employees.

### 3.4 Compliance

Failure to comply with any specific instructions detailed in this RFP may, at Camelot Illinois' discretion, exclude the Vendor from further consideration in the process.

### 3.5 Selection of Vendor

Any Proposal that materially fails to meet the requirements set forth in this RFP will be disqualified.

The table below defines the evaluation criteria and the relative importance of each criteria that will be used to evaluate the Proposals. The requirements are identified in Sections 6 and 7 of this RFP.

Response Elements	Relates to requirements	Maximum # of Points Possible
Company information	C1-C8	5
Background and Experience	R1-R3	5
Development and Manufacturing Capabilities	R10-R17	10
Communication and Integration	R20 -R24	15
Support Staff	R30-R31	5
Logistics	R40	5
Legal & Governance	R41-R42	5
Features and Benefits & Unique Selling Proposition	R50-52	10
Innovation - Future jackpot communication	R60-61	10
Pricing	8.2	30
	<b>Total</b>	<b>100</b>

Camelot Illinois reserves the right to adjust selection criteria until October 30, 2018. Any such changes will be posted on the Illinois Lottery website no later than November 01, 2018 to permit any necessary refinement of Proposals prior to submission. Camelot Illinois will notify all Vendors who have submitted an intent to bid notice of all changes via notice posted on [procurement\\_services@camelotillinois.com](mailto:procurement_services@camelotillinois.com).

Camelot Illinois’ decision on the winning Vendor (“Supplier”) will be determined by the highest overall score(s) achieved based on the above criteria and if appropriate, updated following any presentations. Camelot Illinois’ decision will be final.

### 3.6 Terms and Conditions

Vendors should note that any contract award will also be subject to Camelot Illinois’ terms and conditions.

Camelot Illinois operates within a regulated environment, and it is a requirement of the PMA that Vendors be vetted or approved by the State regulator in advance. Accordingly, the Supplier must complete State disclosure and certification documents, located at <https://ipg.vendorreg.com/>. For further information about this requirement, please contact, Procurement at [procurement\\_services@camelotillinois.com](mailto:procurement_services@camelotillinois.com).

The PMA requires Camelot Illinois to pass through various non-negotiable provisions, specifically the Incorporated Terms, to all Suppliers. Camelot Illinois will achieve this by adding a separate exhibit with Incorporated Terms onto each Supplier’s contract. The Incorporated Terms will take priority over any conflicting term in the rest of the contract. Refer to Appendix A of this RFP for a final version of the Incorporated Terms.

From the time this RFP is issued until the end of the contract term, each Vendor represents and warrants that it shall neither be (i) debarred or prohibited from doing business with the State of Illinois for any reason; nor (ii) likely to have a material and/or adverse effect on the interests of the Illinois Lottery.

Camelot Illinois is looking to establish a contract with a Supplier for a term of approximately three (3) years, subject to the Supplier's performance and Camelot Illinois' evolving requirements and strategy.

### 3.7 Validity of Proposal

Proposals shall be binding offers, binding for a period of ninety (90) days from the date the Proposal is submitted.

## 4 Estimated Timings

### 4.1 Manufacturing of Jackpot Communications solutions

Camelot Illinois intends to secure a Supplier that can begin design immediately and manufacture to deliver in the December 2018 - January 2019 timeframe. The JPC solutions listed in this RFP are key features of the in-store set up and are intended to work within a family of items, predominantly the Instant ticket dispensers.

The following is a high-level project timeline (dates are subject to change):

- A. Award RFP: November 19, 2018;
- B. Enter into contract: November/December 2018;
- C. Manufacture: December 2018;
- D. Shipping: January 2019; and
- E. Received in Illinois: End of January 2019.

## 5 Response Approach and Format

Vendors are requested to provide the following:

- A. A completed version of the Company Information section with brief responses;
- B. A completed version of the Requirements section with full responses against each requirement (where applicable); and
- C. A completed pricing schedule estimate with any variation included at the end.

Where necessary, Vendors may supplement responses with additional material but should ensure that the material focuses on the information requested and references the section for which it applies. Camelot Illinois may be unable to search through generic material to attempt to find relevant information.

If the Vendor must exclude some requirements from its Proposal, this should be accompanied by a clear statement of which items are excluded and why.

If the Vendor wishes to propose additional services, not mentioned in the requirements in order to supply a full-service solution, please provide a clear statement of what additional items are included and why.

## 6 Company Information

Please provide the following information about the Vendor:

#	Background & Experience	Response
C-1	Vendor's name.	Answer in Full
C-2	Vendor's background, including details of ownership.	Answer in Full
C-3	Current number of employees.	Answer in Full
C-4	Annual turnover rate of staff for each of the last three (3) years.	Answer in Full
C-5	Current number of part-time employees.	Answer in Full
C-6	Please summarize Vendor's experience relevant to the requirements in the form of a general capabilities overview.	Answer in Full
C-7	Strengths and points of difference from Vendor's competitors.	Answer in Full
C-8	<p>Please describe the resources that will be allocated to support Camelot Illinois and Vendor's overall organizational structure.</p> <p>Note: If Vendor is selected to make a presentation, the people who would have day-to-day involvement with Camelot Illinois should make up a significant part of the presentation team.</p>	Answer in Full

## 7 Requirements

Please provide responses to the general requirements set forth in this Section.

For the “Acknowledge Only” requirements (i.e., R-1 to R-3), Vendors shall acknowledge each requirement by either responding “Accept” or “Reject” for the requirement. If a Vendor rejects a requirement, then any mitigating circumstances or alternative approaches may be offered, however they may not be accepted as compliant. For the remainder of the requirements, please provide a full response.

#	Background & Experience	Response
R-1	Vendor must be in business for at three (3) years.	Acknowledge Only
R-2	Vendor must have expertise in designing and manufacturing jackpot communication devices for the lottery industry.	Acknowledge Only
R-3	Vendor must have experience in working with lottery gaming vendors (Intralot, IGT) to integrate live jackpot communication.	Acknowledge Only
R-4	Vendor must understand and accept without changes the Private Manager Agreement Incorporated Terms located in Appendix A.	Acknowledge Only

#	Development and Manufacturing Capabilities	Response
R-10	Demonstrate Vendor’s experience in production of JPC signs for use in multiple retail scenarios.	Answer in Full
R-11	Demonstrate Vendor’s experience producing customized solutions for jackpot communication.	Answer in Full
R-12	Demonstrate experience working with customers/other suppliers to co-develop customized solutions for JPC’s.	Answer in Full
R-13	Provide a feasible plan for scalability based on the unit quantities listed in Appendix B. Include delivery timeline	Answer in Full
R-14	Explain how Vendor will comply with all applicable state and federal laws and regulations, including the Americans with Disabilities Act, 42 U.S.C. § 12101 <i>et seq.</i>	Answer in Full
R-15	Would the products and/or services be provided by the Vendor or outsourced to any third-parties? If outsourced, please provide the name and primary place of business of the third-parties and what products and/or services would be provided by the third-parties.	Answer in Full

R-16	Explain Vendor's process for testing finished products to ensure compliance with product safety standards and provide examples of the documents that would be used throughout such testing.	Answer in Full
R-17	Explain Vendor's production Quality Control (QC) checking process for all manufacturing elements.	Answer in Full
#	Communication and Integration	<b>Response</b>
R-20	Provide detailed examples of how the vendors JPC solutions receive their updates to maintain the correct jackpots for all games at all times.	Answer in Full
R-21	Provide detailed examples of how the vendors JPC solutions can integrate with the Photon terminal (intralot) or receive direct communications from gaming systems.	Answer in Full
R-22	Provide details of how the proposed solution can display the same messaging as existing jackpot communication - Carmanah's triple jackpot boards and Intralot multimedia monitors (detailed technical specifications can be provided on request). Within this explain how such an integration would be supported and if not, what would be the recommended connection and communication method for real time updates to jackpots.	Answer in Full
R-23	The vendor must provide any costs of the development required and any additional hardware or networking solution to integrate the Jackpot Communicator, whether communication or other, with the incumbent Intralot systems (both centrally and at store level)	Answer in Full
R-24	The vendor must provide any ongoing costs, whether communication or other, that the client would incur if the solution is not integrated with the incumbent Intralot systems. e.g. mobile communication costs	Answer in Full
#	Support Staff	<b>Response</b>
R-30	Provide resumes and brief biographies of the Vendor's employees who will be supporting/managing the Camelot Illinois account. Please identify the primary contact person and describe the role of each key person.	Answer in Full
R-31	Provide an organizational chart that shows the Vendor's employees who will be supporting/managing the Camelot Illinois account and explain the escalation process that should be used if issues arise.	Answer in Full
#	Logistics	<b>Response</b>
R-40	Explain how items would be securely stored and handled and transported from the manufacturer's location to the final destination.	Answer in Full
#	Legal & Governance	<b>Response</b>

R-41	Provide examples of Vendor’s documentation and explain how it meets all applicable legal and regulatory requirements.	Answer in Full
R-42	Discuss Vendor’s current patents and any patents pending. In addition, discuss whether Vendor’s proposal could possibly infringe on any intellectual property and/or patent rights.	Answer in Full
#	Features and Benefits & Unique Selling Points	<b>Response</b>
R-50	Explain the features and benefits of the vendor’s JPC solutions versus any competitor’s. In particular, discuss any unique features of the vendor’s JPC, including any patents reference in R-42.	Answer in Full
R-51	Explain the vendors JPC solution to minimize power consumption and dissipate heat of specified solutions	Answer in Full
R-52	Detail the average hourly power consumption of any specified solutions	Answer in Full
#	Innovation - Future jackpot communication	<b>Response</b>
R-60	Explain any additional solutions that innovate in the field of jackpot communications. Detail items that are in production and / or devices that can be purchased and delivered within the timeline detailed in section 4.1.	Answer in Full
R-61	Detail any costs associated with items listed in R-60. Integration, setup and ongoing maintenance.	Answer in Full

## 8 Price

### 8.1 Pricing assumptions

All prices should be quoted in USD. Please provide as much detail as possible on the pricing, including any explicit assumptions and any factors outside of this RFP. It is anticipated that the requirements for the JPC solutions may change to meet service needs over time, so any limits, constraints, and areas where flexibility is included in the pricing schedule should be highlighted.

Pricing should be broken into two sections - fully assembled items including housing, cases and lighting, as well as barebones, printed circuit board (“PCB”) only. Dimensions and sizing of all items should be included for both solutions. i.e. the space they occupy as a full unit or barebones PCB only.

### 8.2 Pricing

#	Pricing requirements	Response
8.2.1	Pricing for the range of products over the range of unit quantities defined in	Answer in Full

	Appendix B & C.	
8.2.2	Ongoing (re-order) pricing cost for the quantities outlined in Appendix B.	Answer in Full
8.2.3	Costs and quantity for line items, specifically packaging, shipping & handling, and storage (if applicable) for order quantities. All finished product to be suitably packaged to protect during shipping and delivered palletized on standard US pallets.	Answer in Full
8.2.4	Cost (if any) of warranties. All products must be covered by a manufacturer's three-year Warranty, to repair or replace at Camelot Illinois' option. This will include monthly collection cost from a single specified Illinois location.	Answer in Full
8.2.5	Project management costs, if any, associated with the production of full order quantities.	Answer in Full
8.2.6	All prices must be quoted as follows a) Excluding all tariffs and sales taxes b) Including all tariffs and sales taxes (all assumptions on tariffs and sales tax rates must be clearly stated and shown.	Answer in Full

Camelot Illinois reserves the right to amend the items listed Appendix B and the quantities thereof. Items and quantities will be confirmed with the Supplier.

All pricing should be quoted inclusive of any local, international, import or any other tax/duty. All pricing should be itemized, and a total provided in Appendix B.

## 9. Business Enterprise Program (“BEP”)

Prime Vendors who submit proposals must include a twenty percent (20%) BEP participations goal.

BEP vendors are encouraged to submit Proposals directly to Camelot in accordance with the instructions in this RFP to participate in this procurement.

Please visit the Illinois Department of Central Management Services website at <https://www2.illinois.gov/cms/business/sell2/bep/Pages/Default.aspx> to learn more about this program and/or register as a BEP vendor, if you have not so already.

## Appendix A - Private Manager Agreement Incorporated Terms

See separate pdf file available on the Illinois Lottery website, reference - Private Manager Agreement Incorporated Terms.

[http://www.illinoislottery.com/content/dam/ill/documents/Private\\_Manager\\_Agreement\\_Incorporated\\_Terms.pdf](http://www.illinoislottery.com/content/dam/ill/documents/Private_Manager_Agreement_Incorporated_Terms.pdf)

## Appendix B - Synopsis: Proposed specification and volumes for manufacture:

Quantities of Jackpot Communicators:

Total Quantity					
	2,000	3,000	4,000	5,000	6,000
Quantity of jackpot communication variation					
2 game - 10%	200	300	400	500	600
3 game - 60%	1,200	1,800	2,400	3,000	3,600
4 game - 30%	600	900	1,200	1,500	1,800
Total - 100%	2,000	3,000	4,000	5,000	6,000

Jackpot communication pricing should be represented in 2x Games (Powerball - Mega Millions) 3x Games (Powerball - Mega Millions - Lotto) and 4x Games (Powerball - Mega Millions - Lotto - Lucky Day Lotto)

Please include within the unit pricing and costs associated with leads, communications and / or any other peripherals that are needed to bring jackpot communication online.

Please specify the length of any power / communication leads that would come with the units.

If the vendor has multiple color solutions (White & Red for example) and unit pricing differs between the two, please specify within your pricing response.

In addition, please price all units for an order quantity of 1 - (one single) unit.