



Request for Proposals for the
Provision of Logistics, Warehousing, and
Installation of Permanent Point of Sale
Items

November 27, 2018

1 Introduction

The Illinois Department of the Lottery (“Department” or “Illinois Lottery”) 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 Request for Proposal for the Provision of Logistics, Warehousing, and Installation of Permanent Point of Sale Items (“RFP”) is to modernize all PPOS fixtures and displays to optimize the promotion of Illinois Lottery products sold in retail stores. The scope of this RFP includes the logistics, warehousing, and installation of all PPOS items.

This RFP invites organizations to submit proposals for the supply of services for the warehousing, logistics and installation of all PPOS items currently being manufactured.

This new PPOS equipment rollout across Illinois is estimated to commence in March 2019 and will involve the installation of all new PPOS in-store and disposing of old PPOS assets across approximately 5,000-7,500 lottery retail locations over an estimated 16-week rollout period.

While this RFP has assumed a 16-week program (approximately 400 - 500 stores per week) Camelot would like all companies that submit Proposals (“Vendors”) to provide their recommendation(s) with regards the most cost-efficient, realistic, and low-risk timelines that Camelot should use to complete this program. Camelot is interested in shortening the 16-week period, without compromising on quality or cost efficiencies, if possible.

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 as further elaborated upon in Appendices B-E

2.1 Timetable

Proposals should be submitted by December 28, 2018 at 12:00 pm CT to the attention of: procurement-services@camelotillinois.com.

The RFP milestones are as follows:

Issue RFP	November 27, 2018
Last date to submit questions	December 07, 2018 by 5:00 pm CT
Answers to Vendor questions posted	December 14, 2018

Vendor intends to submit a Proposal	December 17, 2018 at by 5:00 pm CT
Proposal submission date	December 28, 2018 by 5:00 pm CT
Presentations (Finalists only)	January 10 and 11, 2019
Estimated Date of Award	January 18, 2019

(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 [Major Procurement Opportunities tab](#).¹ Vendors 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. Questions regarding this RFP must be emailed before 5:00 pm CT on December 07, 2018. A consolidated response to any questions will be posted on the Illinois Lottery website under the Major 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 by December 28, 2018 by 5:00 pm CT.

2.4 Vendor Meeting/Presentation

All Vendors who are selected as finalists will be invited to demonstrate their ability to meet Camelot Illinois' requirements through Vendor presentations. Finalists will be notified following the receipt of the Proposals, and arrangements will be made.

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.

¹ [Major Procurement Opportunities tab](#).¹

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 disqualified. Please answer all questions fully. Proposals should be delivered in electronic format via email to 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 your 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
Logistics and Warehousing	R8 -R10	15
Installation	R13 - R18	15
Reporting	R20	15
Disposal	R22	10
Project management and quality control	R25-R26	15
Customer Relationship Management	R28 -R30	10
Support Staff	R32-R33	10
Legal and Governance	R36	10
Business Enterprise Program Participation (“BEP”)	R38	15

Pricing	Section 8.2	25
	Total	150

Camelot Illinois reserves the right to adjust selection criteria until December 14, 2018. Any such changes will be posted on the Illinois Lottery website no later than December 16, 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 the [Illinois Lottery website](#) or emailed to Vendors upon request.

Camelot Illinois’ decision on the winning Vendor (“Supplier”) will be determined by the highest overall score(s) achieved based on the above criteria and 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.

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, the Supplier 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 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 Logistics and Installation timing

Camelot Illinois intends to secure a Supplier or Suppliers that can begin working on this project starting in January 2019. Camelot anticipates that installations will commence in March / April 2019, beginning with a Pilot and slow ramp up, to be completed by July 2019.

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

- A. Award RFP: January 2019;
- B. Enter into contract: January 2019;
- C. Planning: February 2019;
- D. Estimated date of arrival of first shipment of PPOS items: March 2019;
- E. Training and onboarding of staff (e.g., assemblers and installers): TBD;
- F. Pilot: March 2019 (to last approximately 1 week);
- A. Installations begin (based on ramp up plan): April 2019;
- H. Bulk rollout complete: July ,2019; and
- J. On-going support: August through to October 2019.

Please refer to Appendix B – Tab 5 for a draft installation plan and rollout schedule.

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 to 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 employees 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: Only Finalists will have an opportunity make a presentation. Please include the people who would have day-to-day involvement with Camelot Illinois 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 project management and managing large-scale retail installations / fit-outs and logistics.	Acknowledge Only
R-3	Vendor must understand and accept without changes the Private Manager Agreement Incorporated Terms located in Appendix A.	Acknowledge Only

#	Logistics	Response
R-8	<p>Describe the process and key stages that the Vendor would provide to effectively scope all retail stores prior to an installation visit. Please advise on how Vendor would perform the following:</p> <ol style="list-style-type: none"> 1. Service 7500 stores (max); 2. Conduct a site visit; 3. Confirm the preliminary order from the field sale team for PPOS items; 4. Confirm space and location for items ordered; 5. Confirm power and communication needs where appropriate; 6. Adjust PPOS order based on site visit; and 7. Provide feedback and photos for each visit . 	Answer in Full
R-9	<p>Describe Vendor’s central facility to receive, store, manage all inbound and outbound stock, assemble by order type, and pack orders destined for retail stores.</p> <p>Please review Appendix B</p> <ul style="list-style-type: none"> - Tab 1 ‘Estimated Intake Plan’ for estimated part and pallet quantities expected to be received and that will require assembly and packing ready for delivery to retailers for installation. 	Answer in Full

	<ul style="list-style-type: none"> - Tab 2 'Active Retailer List' - Tab 3 'Key Order Types and Quantity Matrix'. <p>Please review Appendix C - Items for Assembly This document shows all items that will require assembling, the parts and detailed drawings. As these items will be arriving as parts, the Vendor will be required to fully assemble them at the warehouse prior to them being sent for installation.</p> <p>Insurance - The Vendor must provide additional insurance coverage for stock at warehouse totaling the value of stock (estimated at \$5m) for the duration of the project.</p> <p>Warehouse Type - Vendors must provide sufficient space for storage, for picking and packing of items and space for assembly.</p> <p>Note: Vendors may wish to use Regional Storage facilities to transport assembled items to retail stores for installation.</p>	
R-10	<p>Transportation of PPOS items by order type to Retailers.</p> <p>Camelot Illinois expects to cover an estimated 400-500 retailers per week, but this may change if Vendor recommendations are accepted.</p> <p>Please review</p> <p>Appendix B</p> <ul style="list-style-type: none"> - Tab 1 'Estimated Intake Plan' - Tab 2 'Active Retailer List' - Tab 3 'Key Order Types and Quantity Matrix'; and <p>Appendix C - Items for Assembly.</p>	Answer in Full
	Installation	
R-13	<p>Detail how the Vendor will provide an installation team and provide an appropriate management structure to rollout PPOS equipment to retail locations, including transport, insurance, tools and fuel.</p> <p>To be based upon number of retailers we expect to cover each week, estimated at 400-500 per week (but may change if vendor recommendation accepted), based on specified duration requirements.</p> <p>Please review Appendix B</p> <ul style="list-style-type: none"> - Tab 2 'Active Retailer List' - Tab 3 'Key Order Types and Quantity Matrix'. 	Answer in Full

	<p>After arriving at a store, the Installation teams will be required to contact the next store on the delivery schedule by telephone to confirm estimated time of arrival.</p>	
R-14	<p>Produce all method statements, risk assessments and compliance documentation</p> <p>All documentation is to be provided for all order types and assembly, and all methods statements are to be compliant with all health and safety and legal requirements at the time of install. Risk assessment templates will be created in line with all legal and safe working requirements.</p>	Answer in Full
R-15	<p>Train and onboard all resources to ensure all legal and customer requirements are met</p> <p>Training will cover</p> <ul style="list-style-type: none"> a) How to assemble items in Warehouse b) How to install items in store to ensure all customer, technical and legal requirements are met . 	Answer in Full
R-16	<p>Provide administrative resources to complete scheduling and pre-attendance quantities calls to all retailers</p> <p>All resources will be trained in Camelot Illinois’ customer contact requirements (which will be supplied to Supplier). Scheduling capacity is required to ensure all sites are covered within expected timeframes. Re-scheduling and cancellations will be re-planned (as required) back into the overall plan. For purposes of this RFP assume 5% of retailers will not accept initial booking and will require rescheduling. We will also require a call to retailer at least 1 day before attendance to remind them of scheduled visit.</p> <p>The administrative resource will have the capability to schedule installations with controlling authorities in airport, rail and shopping center environments. These types of stores are still to be identified; the provision of this additional activity will be agreed on a quotation basis post proposal submission.</p>	Answer in Full
R-17	<p>Provide administrative resource to manage issues and resolve and report back to Camelot Illinois</p> <p>All resources will be trained in Camelot Illinois’ customer contact requirements in a training session run by Camelot. The winning vendors will act as ambassadors for Camelot Illinois and will be the face of the Illinois Lottery for retailers while on official business. Administrative resources are required to ensure all issues are captured and coded and reported back to Camelot Illinois in real time for in store resolution where possible. For the purposes of this</p>	Answer in Full

	proposal assume 5% of retailers will have an issue at install that will require administrative support to resolve.	
R-18	<p>Provide secondary attendance team to perform revisits in the event of first attendance failure</p> <p>In order to allow core teams to maintain the program, a secondary team to be available per logical region to ensure re-attendances are covered within the intended program duration. For the purposes of this proposal assume 2% of retailers will not be installed on first attendance.</p>	Answer in Full
	Reporting	
R-20	<p>Provide online business systems to accommodate stock management and reporting</p> <p>Provide a real time reporting system that tracks all items end to end (i.e., from receipt of goods into the warehouse through to installation in stores. Camelot Illinois would have visibility of completion upon engineer obtaining store sign off).</p> <p>Reporting will be required to be online / real time reporting on the key areas set out in Appendix D 'Business Systems and Stock Management Reporting'.</p>	Answer in Full
	Disposal	
R-22	<p>Collate and transport of all removed items to a central third-party location</p> <p>All removed items and all recovered packaging to be collated and transported to a central third-party location for disposal. Vendor will assume full responsibility to ensure all removed items are returned.</p> <p>Please refer to Appendix B - Tab 4 'Disposal Requirements'.</p>	Answer in Full
	Project Management & Quality Control	
R-25	<p>Provide sufficient Project Management to manage all stages of the program</p> <p>Provide a detailed project plan to demonstrate to Camelot Illinois how Vendor would prepare and mobilize its teams to meet Camelot Illinois' requirements. Describe Vendor's proposed internal management structure including roles and responsibilities and the number of people required to ensure timely execution of this project.</p>	Answer in Full

	<p>Include examples of management reports that Vendor would supply to Camelot Illinois through the receipt of goods and installation process. Explain how these reports would be used.</p> <p>Include details of any projects Vendor has undertaken to install PPOS that would demonstrate its ability to successfully deliver a program of this scale and within the timelines required, highlighting successes and lessons learned through the project.</p> <p>Note: All Account/Project management costs must be included in the pricing schedule (Sec. 8.1) .</p>	
R-26	<p>Provide Quality Control (“QC”) Processes throughout the program</p> <p>Vendor will provide trained and competent resource to ensure a 5% check approach on all scoping, goods receipting, install, dispatch and assembly and administration. All quality control activity will be recorded and reported back to Camelot Illinois on a daily basis.</p> <p>Provide QC checking procedures and schedules that would apply throughout the installation process. Please provide examples of how such procedures have added value in previous projects.</p>	Answer in Full
#	Customer Relationship Management	Response
R-28	Provide at least one (1) letter of recommendation from a current client that speaks to strong client and relationship management.	Answer in Full
R-29	Provide at least one (1) example of delivering a project on time or ahead of schedule.	Answer in Full
R-30	Provide contact details from three existing or previous clients, from whom Camelot Illinois can obtain a reference for a similar scale or sized project.	Answer in Full
#	Support Staff	Response
R-32	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-33	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

#	Legal & Governance	Response
R-36	<p>Provide examples of Vendor’s documentation and explain how it meets all applicable legal and regulatory requirements.</p> <p>Please also provide copies of Vendor’s environmental and social responsibility policies and provide evidence, if any, to support Vendor’s compliance with its own policies. Vendor should suggest innovative ways, in which to reduce the environmental impact of this project either directly or indirectly.</p>	Answer in Full
	BEP Requirement	
R-38	<p>BEP vendors can submit a proposal directly to Camelot Illinois or non-BEP vendors can subcontract elements of this RFP to BEP vendors.</p> <p>All Vendors are welcomed to reply. However, this RFP is focused on supporting BEP participation.</p> <p>As such, BEP Vendors are encouraged and welcomed to submit their proposals. Non-BEP Vendors are also welcomed to respond but should assess how they can utilize a BEP Vendor(s) to support a portion of this work, for example, across warehousing, assembly, transporting, and installation.</p> <p>More information about the State of Illinois Business BEP program can be found in Section 9 of this RFP.</p>	Answer in Full

8 Pricing

8.1 Pricing assumptions

Pricing is required for the elements provided below. Camelot will use such pricing to generate a cost per store. 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.

8.2 Pricing

#	Pricing requirements	Response Cost per store (4,000 stores)	Response Cost per store (5,000 stores)	Response Cost per store (7,500 stores)
8.1	Provide a team to effectively scope all stores prior to an installation visit.			
8.2	Provide a central facility for receipt of equipment, storage, management of all inbound and outbound stock, assemble by order type, and pack orders destined for retail stores.			
8.3	Transportation of PPOS items by order type to retailers. Include cost of insurance, tools and fuel.			
8.4	Cost to provide an installation team and an appropriate management structure.			
8.5	Production of all method statements, risk assessments, and compliance documents.			
8.6	Train and onboard all staff and administrative resources to ensure all legal and customer requirements are met.			
8.7	Provide administrative resources to complete scheduling and scoping calls to all retailers.			
8.8	Provide administrative resources to manage issues and resolve or report back to Camelot Illinois.			
8.9	Provide a secondary attendance team to perform revisits in the event of first attendance failure.			
8.10	Utilize business systems to accommodate stock management and reporting.			
8.11	Collate and transport all removed items to a central third-party location.			
8.12	Provide sufficient Project Management to manage all stages of the project.			
8.12	Provide quality control processes, approved by Camelot Illinois, throughout the project.			
	Total cost per store			

Camelot Illinois reserves the right to amend the Services listed and the quantities thereof. Items and job types will be confirmed with the Supplier.

All pricing must include any duty with a clear statement on any duty assumptions. Camelot Illinois will provide Supplier with a copy of our reseller's tax exemption certificate.

9. Business Enterprise Program ("BEP")

Camelot Illinois encourages BEP Vendors (i.e., minority-owned, women-owned, and people with disabilities-owned businesses) to submit Proposals for participation in this procurement.

As such, BEP Vendors are encouraged and welcomed to submit their proposal. Non-BEP Vendors are also welcomed to respond but should include in their proposal how they plan to utilize BEP Vendor(s) to support a portion of the work contemplated under this RFP, for example, in warehousing, assembly, transporting, and/or installation.

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.

10. Table of Appendices

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 2. [Appendix B](#) - PPOS Logistics and Installation Requirements
 - A. Tab 1 - Estimated Intake Plan
 - B. Tab 2 - Active Retailer List
 - C. Tab 3 - Key Order Type and Quantity Matrix
 - D. Tab 4 - Disposal Requirements
 - E. Tab 5 - Proposed Ramp Up Plan
 3. [Appendix C](#) - Items for Assembly
 4. [Appendix D](#) - Business Systems and Stock Management Reporting
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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

Appendix B - PPOS Logistics and Installation Requirements

Appendix is available on the [Illinois Lottery Major Procurement Opportunities](#) section of the web site.

Appendix C - Items for Assembly

Appendix is available on the [Illinois Lottery Major Procurement Opportunities](#) section of the web site.

Appendix D - Business Systems and Stock Management Reporting

Provide an online real-time reporting system which includes an overall installation progress dashboard.

Reporting requires real time reporting on the following key areas set out below.

Installation Progress

Status for all sites: Camelot Illinois will require cumulative real-time visibility of progress. Camelot Illinois must have the ability to view and report on the project on an individual level and as a whole, at the status levels indicated below, which includes summary level and individual store level detail.

1. Awaiting Scheduling – (with Supplier)
2. Scheduled - awaiting confirmation with retailer
3. Scheduled - confirmed
4. Unable to schedule – (with Camelot Illinois for advice)
5. Cancelled pre-scheduling
6. Cancelled pre-attendance
7. Attended - installed
8. Attended – not installed (with Camelot Illinois for advice)
9. Attended – part installed (with Camelot Illinois for advice)
10. Attended – requires reschedule, awaiting reschedule
11. Attended – Attended, now rescheduled awaiting confirmation with retailer
12. Attended – now rescheduled and confirmed
13. Attended – re-attended and complete
14. Attended – reattended and failed

Failed visits will be categorized and coded, reporting by code will be required.

Visual Reporting

Photographic evidence will be required for each attempted and/or completed installation to either confirm the install is complete or to demonstrate the reason for an install failure due to physical restrictions. This data will be stored and made available to Camelot Illinois in real time.

The Supplier must provide daily reporting in the following areas:

Stock Reporting

1. Total received to central depot
2. Total shipped to regional depots
3. Total on hand – central and regional depots
4. Total in transit - nationwide
5. Total installed – by any central /regional depot and overall
6. Total Scrapped – by any central /regional depot and overall

Disposal Reporting

Camelot will require copies of all documentation to support all waste disposal and recycling activity carried out by the vendor.

Appendix E - Additional Information:

Pilot

It is anticipated that a 50-store pilot program will be launched in March / April 2019 to validate processes and timings for the Illinois Retail PPOS refresh. Vendors should account for the price of the pilot separately in their Proposals.