

Addendum 1

1. New Program vs. Existing Contract: Is this Travel Management Services program a new initiative for the Lottery, or is there an existing/incumbent contract currently in place for these services? **These services are currently performed in-house. The Lottery has utilized a vendor for similar services in the past.**
2. Winner Booking Window: Section II states winners generally have 30 days from notification to coordinate and book travel but may take the trip any time within one (1) year of the award. Can the Lottery clarify what happens if a winner does not book their trip within the initial 30-day window – does the prize expire, is there a follow-up process, or does the one-year window simply remain open regardless? **Winners must book within 30 days of notification. Failure to book within 30 days avoids the prize. Winners may change travel dates after booking in accordance with prize rules and applicable travel arrangements.**
3. Sample Trip Budgets – Administrative Fee: For the Las Vegas (\$6,500) and Athens (\$100,000) sample trips, do the stated budgets represent the trip cost only (with the Offeror's administrative fee to be added on top per Section XI), or do they represent the all-in total cost inclusive of the administrative fee? **The sample-trip budgets are evaluation scenarios. Offerors shall provide itemized trip costs and separately identify the administrative fee in accordance with the pricing requirements.**
4. Contract Term: The RFP references renewal for three successive one-year periods (Section VIII.U) but does not state the length of the initial contract term. Could the Lottery confirm the initial term (e.g., one year, two years)? **The initial contract term is anticipated to be one (1) year, with up to three (3) one-year renewal options.**
5. Trip Volume and Compensation Structure: Section II estimates approximately 15 trips in the initial year. Can the Lottery confirm whether compensation is limited solely to the per-trip administrative fee, or whether any other fee structure (e.g., retainer, minimum guarantee) is contemplated? **No additional compensation structure is contemplated beyond the pricing proposed under the contract.**

6. Historical or Estimated Annual Spend: To help Offerors appropriately size and staff for this contract, can the Lottery share historical annual spend or trip volume/value under any prior travel management contract, or provide an estimated range of total annual travel spend anticipated under this Contract?

The Lottery does not have historical annual spend, trip volume, trip value, or prior contract expenditure information available to provide. In addition, the Lottery is unable to provide an estimated range of total annual travel spend anticipated under the resulting contract. Offerors should rely on the information provided in the solicitation, including the estimated fifteen (15) trips during the initial contract year and the sample-trip scenarios, for proposal development purposes.

7. Multiple Awards: Section VI.B indicates the Lottery may award to multiple Offerors. In that scenario, how will individual trip assignments be allocated among awarded Contractors? The Lottery may make multiple awards. No minimum volume of work is guaranteed. Work allocation, if multiple awards are made, will be at the Lottery's discretion based on its business needs.
8. Travel Insurance Cost Treatment: For Section III.E (Travel Insurance), should the cost of travel insurance be included within the sample trip budgets, or is it assumed to be a pass-through cost billed separately to the Lottery or traveler? Travel insurance is the traveler's responsibility.
9. Airfare Class of Service: For both sample trips, should Offerors assume economy-class airfare unless otherwise noted, or is a different class of service expected for VIP prize winners? Offerors should assume economy-class airfare unless otherwise specified.
10. Group Trip Frequency: Section III.B.6 requires Offerors to manage both small and large groups traveling together, and the Athens sample trip involves a 20-person group. Can the Lottery clarify how often group trips of this size actually occur among the approximately 15 anticipated annual trips, versus trips for an individual winner and a single guest (as in the Las Vegas sample)? The solicitation does not provide historical frequencies or projected numbers of group trips. The Athens trip is a sample scenario only.

11. Trip Cadence and Scheduling: Can the Lottery clarify how the approximately 15 annual trips are typically distributed throughout the year – for example, how many separate promotional campaigns generate these trips annually, and whether trips are staggered individually as winners are notified or whether multiple winners/trips are ever scheduled to travel simultaneously? **The Lottery does not have historical trip cadence or scheduling information available to provide. The estimated fifteen (15) trips may represent a combination of winners, campaigns, and travel departures.**
12. Proposal Format: Is there a page limit, font, or margin requirement for the written proposal (Sections 1–5), or any preferred format beyond the order specified in Section V? **The solicitation does not establish page limits, font requirements, or margin requirements. Offerors should follow the proposal of organization specified in the RFP.**
13. Oral Presentations: If selected for an oral presentation (Section IV.A.3), can the Lottery confirm whether these are conducted in person or virtually, and the anticipated timeframe relative to the award date? **If selected, oral presentations are generally conducted in person.**
14. eVA File Upload Mechanics: Section IV.A.1 requires submission of both an original proposal and a version with proprietary information redacted. For electronic submission through eVA, can the Lottery confirm whether these two versions should be uploaded as separate file attachments within the same eVA submission, and whether a single combined PDF is acceptable for each version? **Offerors should submit all required documents through eVA as part of a single submission, including the original proposal and the redacted version.**
15. Flight Class of Service: The RFP specifies “Round-trip airfare” but does not indicate the class of service (economy, premium economy, business, first class). For budget planning and competitive pricing, can you clarify the expected class of service for prize winner trips? **Economy class is acceptable; however, winners should not be seated in the rear of the aircraft.**
16. Past Performance References: Must past performance examples be from government/public sector clients, or are private/leisure travel clients acceptable as “comparable work”? **We have strong international VIP travel**

examples from private clients. Offerors may reference any relevant past travel experience. Government experience is not required.

17. Itinerary Turnaround Timeline: The RFP states Contractor must provide a proposed itinerary within 3 business days after receiving winner information. Does this timeline include winner approval/feedback cycles, or is it ICYT's initial proposal delivery deadline only? The three (3) business-day requirement applies to the Contractor's delivery of a proposed itinerary after receiving all required information from the Lottery. The solicitation does not indicate that the three-day timeframe includes winner review, approval, or feedback cycles.

18. Traveler-Requested Changes During Travel: Section III.D.f states "Winners responsible for costs associated with changes requested by the winner." Does this apply to emergency rebooking during travel (e.g., missed flight, medical emergency), or only to voluntary changes made post-confirmation? Prize winners are responsible for costs associated with changes requested by the winner or guest after travel arrangements have been confirmed. The Contractor is required to assist travelers with travel interruptions, delays, cancellations, rebooking, and emergencies in accordance with the solicitation requirements.

19. Group Coordination Responsibilities (Athens Sample)

For the 20-person Greece trip, which party is responsible for:

- Collecting passport/visa information from travelers pre-trip? The contractor (Travel Agency) is responsible for collecting passport and visa information from travelers.
- Managing individual traveler preferences (dietary, mobility, interests)? The Contractor (Travel Agency) is responsible for managing traveler preferences and coordinating related travel arrangements.
- Communicating visa/immunization requirements to winners? The Contractor (Travel Agency) is responsible for communicating known passport, visa, immunization, and other travel documentation requirements to travelers

20. Is ICYT responsible for all traveler coordination, or does the Lottery handle initial data collection? Yes, after the Lottery introduces the prize winner to

the Contractor, the Contractor will communicate directly with the winner and guest to coordinate travel arrangements and collect necessary traveler information.

21. Travel Insurance: Is travel insurance mandatory for all trips, or optional? Should insurance costs be included in the trip cost breakdown or shown separately? Travel insurance is optional and is the responsibility of the prize winner.

22. Contractor as “Contracting Entity”: Section III.B.7 states Contractor “shall serve as the contracting entity and enter into agreements with third-party providers.” Can Contractor use established subcontractors (e.g., tour operators, ground transport partners, hotel management companies) to deliver services, or must Contractor directly execute all services?

Yes. The Contractor may utilize subcontractors and third-party providers, such as tour operators, ground transportation providers, hotel management companies, destination management companies (DMCs), and other travel suppliers, to support performance of the contract. The Contractor shall remain the contracting entity and is responsible for managing its subcontractors and suppliers and for all performance under the resulting contract. Travel suppliers used in the normal performance of the contract are considered travel suppliers and not the Contractor's employees.

23. 24/7 Customer Support: Can the 24/7 support requirement be fulfilled through a third-party travel assistance partner (e.g., travel insurance provider emergency hotline, hotel concierge), or must Contractor maintain in-house 24/7 staffing? Contractors may use subcontractors and travel suppliers to perform services; however, the Contractor remains fully responsible for contract performance and management of those entities.

24. Sample Trip Pricing Format: For the Las Vegas and Athens sample trips, should the cost breakdown show:

- Trip cost ONLY (before admin fee)? No
- Trip cost + admin fee as separate line items? The Lottery requests an itemized trip cost, with administrative fees shown on the Administrative Fee tab using the formula: Fee Percent x Trip Cost.
- Total all-inclusive price? No

25. Proactive VIP Recommendations: Section III.C.3 states Contractor should “proactively recommend innovative and exclusive VIP travel, entertainment, hospitality, and other experiential prize concepts.” Should these recommendations be included in the initial proposal, or only presented upon request for specific winner trips? **These recommendations should be included in the initial proposal.**
26. Subcontractor Transparency: If ICYT uses subcontractors (e.g., local tour operators, ground transport companies), should these be identified in the proposal, or only disclosed upon award? **The Contractor is responsible for managing its subcontractors, which may be identified during the award process.**
27. International Travel Assumptions: For the Athens sample trip, should Contractor assume all 20 travelers have valid passports, or should the cost breakdown include passport/visa processing contingency? **Winners are responsible for obtaining their passports/visa. Winners are responsible for obtaining any required passports and visas. Offerors should not include passport or visa processing costs in the proposed pricing. The Contractor may use a checklist or similar process to verify that travelers have the required documentation.**
28. **Pricing / Definition of “At Cost”:** Section XI states that each trip should be priced “at cost,” with an overall administrative fee broken out separately. Please clarify the Lottery’s definition of “at cost.” Is the Contractor permitted to retain commissions or other supplier compensation earned through hotels, air, tours, DMCs, or other travel suppliers, or must all supplier commissions and incentives be credited against the cost presented to the Lottery? **For purposes of the sample-trip pricing, “at cost” refers to the actual cost charged by the underlying travel suppliers. Administrative fees must be identified separately. Offerors should clearly disclose any assumptions, fees, commissions, rebates, incentives, discounts, or other compensation that affect proposed pricing.**
29. **Administrative Fee:** Is the administrative fee intended to be the Contractor’s sole source of compensation for all services under the Contract, including itinerary and experience development, winner communication, booking, supplier coordination and contracting, trip management, and 24/7 emergency support? **Yes. The administrative fee is intended to compensate the Contractor for services associated with the trip, including itinerary development, winner communication, booking, supplier coordination, trip management, and support services.**

30. **Advance Payments and Deposits:** Please describe the anticipated payment process for travel-related expenses requiring advance payment or deposits. Will the Lottery provide a purchasing card, direct payment, advance funding, or another mechanism for supplier costs that must be paid prior to travel, or is the Contractor expected to advance these funds and seek reimbursement? **The solicitation does not specify a payment mechanism for advance payments, deposits, or prepaid travel expenses. Offerors should propose their approach consistent with the solicitation requirements.**
31. **24/7 Support and One-Hour Response Requirement:** Does the one-hour response requirement in Section III.D apply exclusively to urgent or emergency matters outside normal business hours, or to all traveler inquiries on a 24/7 basis? Please clarify the Lottery's expectations for routine versus emergency after-hours support and whether the use of a third-party emergency travel support service is acceptable. **The solicitation requires the Contractor to provide customer support twenty-four (24) hours per day, seven (7) days per week and respond to customer inquiries and service issues within one (1) hour. The solicitation does not distinguish between routine and emergency inquiries, business-hours and after-hours support, or prescribe whether support must be provided directly by the Contractor or through a third-party provider. The Contractor remains responsible for meeting all contractual service requirements**
32. **Travel Suppliers and Subcontractors:** For purposes of Section VII.O, please clarify whether travel suppliers such as airlines, hotels, destination management companies, ground transportation companies, tour operators, guides, restaurants, and entertainment providers are considered subcontractors requiring prior written approval, or whether this provision applies only to subcontractors performing the Contractor's travel-management responsibilities. **Subcontractors are entities engaged by the Contractor to perform work under the Contractor's agreement and direction. Travel suppliers used in the normal performance of the contract, such as airlines, hotels, destination management companies, transportation providers, restaurants, attractions, and similar vendors, are considered travel suppliers.**
33. **SWaM-Certified Prime Contractor:** If the Offeror is itself a Virginia-certified SWaM small/woman-owned business and will serve as the prime Contractor, please clarify how the Offeror should complete Section 5 and

how prime-contractor SWaM status will be evaluated within the 10-point SWaM criterion. Offerors certified as SWaM by the Virginia Department of Small Business and Supplier Diversity at the time of proposal submission will automatically receive the ten (10) points allocated to the SWaM evaluation criterion.

34. **Historical Trip Volume:** If available, can the Lottery provide historical information regarding the approximate number, average value, destinations, traveler counts, and domestic/international mix of comparable prize trips managed during the past two to three years? Historical trip volume, traveler counts, destinations, expenditures, and domestic/international travel mix are not available. International travel is a new area for the Lottery, and the sample trips are provided for evaluation purposes only.
35. **Sample Trip Travel Dates:** To ensure comparable pricing among Offerors, will the Lottery provide assumed travel dates or a specific travel window for the Las Vegas and Athens sample trips? If not, should Offerors select reasonable assumed dates and clearly state those assumptions in their proposals? No. Offerors should select representative travel dates in 2026 and clearly identify any assumptions used in developing their proposals
36. **Athens Sample Trip – Hotel Nights** For purposes of the Athens sample trip, how many hotel nights should Offerors assume within the required ten-day itinerary, taking into consideration overnight international travel? The solicitation requires a ten (10)-day trip. Offerors should demonstrate how they would successfully satisfy this requirement and clearly identify any assumptions used in developing their proposed itinerary.
37. **Travel Insurance:** For the travel insurance options required under Section III.E, should the cost of travel insurance be included as part of the Lottery-funded prize package and sample-trip budgets, offered separately at the prize winner's expense, or simply presented as an optional cost for the Lottery's consideration? Travel insurance is optional and is the winner's responsibility.
38. **Contractor Intellectual Property** Please confirm that the Lottery's ownership of materials and documentation originated and prepared pursuant to the RFP applies to Lottery-specific deliverables and does not extend to the

Contractor's pre-existing intellectual property, proprietary methodologies, processes, templates, systems, tools, supplier relationships, or general know-how utilized in performing the Contract.

The Lottery's ownership rights apply to Lottery-specific deliverables, materials, and documentation developed or prepared for the Lottery under the resulting contract. Nothing in the solicitation is intended to require the transfer of ownership of a Contractor's pre-existing intellectual property, proprietary methodologies, processes, templates, systems, tools, supplier relationships, or general know-how that existed prior to performance of the contract. To the extent Contractor-owned intellectual property is incorporated into a deliverable, the Contractor shall retain ownership of its pre-existing intellectual property, subject to any rights necessary for the Lottery to use the contracted deliverables as intended under the resulting contract.

39. Would the VA Lottery Commission entertain a travel reward plan that would be similar to airline frequent flyer and loyalty plans, except administered via VA Lottery Commission? **No**
40. For purposes of Section XI – Pricing, please clarify the Lottery's definition of "at cost." Specifically, should Offerors present the amount actually payable to the travel supplier, or is the Offeror required to offset or rebate any supplier commissions, overrides, preferred-supplier compensation, consortium compensation, or other remuneration that may subsequently be received by the Offeror? **For purposes of the sample-trip pricing, "at cost" refers to the actual cost charged by the underlying travel suppliers. Administrative fees must be identified separately. Offerors should clearly disclose any assumptions, fees, commissions, rebates, incentives, discounts, or other compensation that affect proposed pricing.**
41. May Offerors utilize preferred-supplier, consortium, or global travel-network relationships when developing prize packages, including negotiated rates, complimentary breakfast, property credits, upgrades, early check-in/late checkout, VIP amenities, or other value-added benefits, provided such benefits are disclosed as part of the proposed itinerary? **Yes, provided any negotiated rates, upgrades, amenities, credits, or other value-added benefits are disclosed as part of the proposed itinerary.**
42. When evaluating proposed trips, will the Lottery consider value-added amenities or benefits obtained by the Offeror at no additional cost to the Lottery—such as room upgrades, hotel credits, complimentary meals or breakfast, VIP recognition, preferred seating, or other enhancements—in addition to the stated trip cost? **Yes. Offerors may identify value-added**

amenities, upgrades, credits, or other enhancements included at no additional cost to the Lottery as part of their proposed itinerary. These items may be considered as part of the overall evaluation of the proposed travel package.

43. For international or destination-specific services, would the use of a Destination Management Company (DMC), local tour operator, ground transportation provider, attraction provider, hotel, restaurant, or similar destination supplier be considered a "subcontractor" subject to the prior written approval requirements of Section VII.O, or would such entities be considered travel suppliers used in the normal performance of the Contract? No. These entities are considered travel suppliers used in the normal performance of the contract.

44. Does the Lottery permit the Contractor to utilize established international DMC and travel-network relationships to source and contract destination services, provided the Contractor remains the prime contracting entity responsible to the Lottery for performance? Yes, provided the Contractor remains the prime contracting entity and is responsible for performance under the resulting contract.

45. May an Offeror provide participants with access to an Offeror-sponsored customer loyalty or travel rewards program as an additional benefit of the prize travel, provided participation does not increase the cost charged to the Lottery? Yes, provided participation does not increase the cost charged to the Lottery and does not conflict with any applicable Lottery requirements.

46. Would the Lottery permit Offeror-funded loyalty or rewards benefits to be used to enhance a prize package—for example, toward future travel, experiential enhancements, or other travel-related benefits—when such benefits are provided at no additional cost to the Lottery? Yes, provided the benefits are offered at no additional cost to the Lottery and are clearly disclosed as part of the proposed travel package.

47. Many air, hotel, DMC, entertainment, and experiential suppliers require deposits or full payment prior to travel. Will the Lottery permit invoicing and payment of required supplier deposits or prepaid/nonrefundable travel expenses in advance of the travel date? The solicitation does not specify a

payment mechanism or process for advance deposits, prepaid expenses, or non-refundable supplier payments. The Lottery will address payment procedures in accordance with the terms of the resulting contract and applicable procurement requirements.

48. Is the Contractor expected to advance its own funds for airfare, hotel deposits, DMC deposits, entertainment tickets, ground transportation, or other supplier costs and subsequently invoice the Lottery, or will the Lottery provide a payment method or advance payment sufficient to satisfy supplier payment requirements?

The Contractor will be responsible for making the purchase and submitting an invoice for reimbursement. Historically, payments have been processed on a Net 30 basis. The Lottery is currently evaluating safeguards to minimize the risk of forfeiture associated with advance purchases or deposits

49. Will the Lottery make a purchasing card, virtual card, centrally billed account, or other payment mechanism available for travel supplier purchases, or should Offerors assume that all supplier payments will be processed through the Contractor?

The Contractor will be responsible for making the purchase and submitting an invoice for reimbursement. Historically, payments have been processed on a Net 30 basis. The Lottery is currently evaluating safeguards to minimize the risk of forfeiture associated with advance purchases or deposits.

50. Please confirm whether the administrative fee is intended to compensate the Contractor for all services associated with a trip, including itinerary development, reservations, ticketing, supplier contracting, winner communication, 24/7 emergency assistance, accounting, reconciliation, cancellations, and post-booking servicing. Yes, the administrative fee applies to the Contractor's services for that specific trip.

51. When a prize winner requests a post-ticketing or post-confirmation change, may the Contractor charge the winner its standard service or transaction fee in addition to any airline, hotel, supplier, or fare difference, or must all Contractor servicing costs be covered by the administrative fee originally charged to the Lottery? Winners are responsible for any additional costs resulting from requested modifications after travel arrangements have been confirmed.

52. Because the Lottery anticipates making multiple awards, please describe how individual travel opportunities will be allocated among awarded Contractors. For example, will work be distributed through rotation, competitive task-order quotations, destination expertise, availability, Lottery discretion, or another methodology? **If multiple awards are made, work assignments will be made at the Lottery's discretion based on its business needs. The solicitation does not establish a rotation process, task-order competition, or other allocation methodology**
53. Will each successful Contractor be guaranteed a minimum number of opportunities to submit trip concepts or pricing during the Contract term? **No minimum number of opportunities is guaranteed.**
54. If multiple Contractors are awarded agreements, will Contractors be asked to compete against one another for individual promotional trips after award? **No, Contractors will not be required to compete for individual promotional trips after award.**
55. Can the Lottery provide historical or anticipated information regarding the approximate percentage of trips that are domestic versus international, average number of travelers per trip, typical prize value, typical trip duration, and approximate annual travel expenditures under this program? **This represents a new opportunity for the Lottery. The Lottery has not previously offered international travel programs; therefore, no established budget or historical data is available for this type of travel experience.**
56. Does the estimated fifteen (15) trips represent fifteen individual prize winners, fifteen promotional campaigns, or fifteen travel departures, some of which may involve multiple winners or groups? **No, it may be a combination.**
57. Other than the twenty-traveler Athens example, what range of group sizes should Offerors reasonably anticipate during the Contract term? **The twenty-traveler trip is provided as a sample only and does not guarantee a twenty-traveler international trip will occur.**
58. Because airfare, hotel, transportation, and entertainment pricing varies substantially by travel date, what dates should Offerors use for the Las Vegas sample itinerary, or may Offerors select representative 2026 dates and clearly disclose those assumptions? **Offerors should choose a**

representative travel date in 2026 and clearly identify any assumptions used in developing their proposal.

59. For the Las Vegas sample trip, should Offerors include private transportation between the winner's residence and Richmond International Airport, or should the sample cost begin and end at Richmond International Airport? **Winners will be provided with ground transportation to and from the airport.**
60. What class of airfare should Offerors assume for the Las Vegas and Athens sample trips—economy, preferred economy, premium economy, business class, or Offeror recommendation within the stated budget? **Economy Plus seating is acceptable; however, winners should not be seated in the rear of the aircraft. If a winner prefers upgraded seating beyond the accommodations provided, the winner may purchase the upgrade at their own expense.**
61. May Offerors utilize either published individual fares, airline group contracts, or a combination thereof for the Athens sample, based upon the approach the Offeror determines provides the best combination of price, flexibility, seating coordination, and risk management? **Yes. Offerors may use the approach they determine provides the best combination of price, flexibility, seating coordination, and risk management.**
62. May the Athens sample itinerary utilize a local DMC for coordinated airport transfers, private guides, group dining, cultural activities, on-site assistance, and other destination services? **Yes. Destination Management Companies (DMCs) and similar entities are considered travel suppliers and may be utilized in support of the travel package. However, contractor will be fully responsible.**
63. Does the Lottery expect an Offeror or DMC representative to provide on-site destination assistance for larger international groups, or should Offerors propose that service when deemed appropriate? **Offerors should propose the level of support they determine appropriate to successfully meet the requirements of the solicitation.**
64. For concerts, sporting events, sold-out events, or exclusive experiences, may the Contractor acquire verified tickets or access through reputable secondary-market or specialty hospitality providers when inventory is not available directly from the venue? **The solicitation does not prohibit the use of reputable suppliers. The Contractor remains responsible for performance under the resulting contract and for ensuring the proposed experience satisfies the solicitation requirements.**

65. How would the Lottery like Offerors to address experiential products that require nonrefundable deposits or full payment before the winner's final travel arrangements are completed? Offerors should clearly identify any assumptions, restrictions, fees, deposit requirements, and payment conditions associated with proposed travel components and experiences.
66. Does the Lottery have specific expectations regarding what constitutes a "VIP experience," or is the Offeror encouraged to propose differentiated experiences such as private access, private guides, exclusive dining, behind-the-scenes experiences, upgrades, or other destination-specific opportunities? The solicitation encourages Offerors to propose innovative, exclusive, and differentiated VIP travel, entertainment, hospitality, and experiential opportunities. Offerors are encouraged to use their professional expertise when developing proposed experiences.
67. Should travel insurance be included within each Lottery-funded prize package, offered as an optional Lottery-funded enhancement, or merely made available for purchase by the prize winner? Travel insurance is optional and is the responsibility of the prize winner.
68. Does the Lottery have minimum travel insurance coverage requirements, including trip cancellation/interruption, emergency medical coverage, evacuation, baggage, or supplier default coverage? No minimum travel insurance coverage requirements are specified and are the responsibility of the winners.
69. Does the one-hour response requirement mean acknowledgement and commencement of service within one hour, or complete resolution of the inquiry within one hour? The solicitation requires the Contractor to respond to customer inquiries and service issues within one (1) hour. The solicitation does not require complete resolution within one hour. Providing unlimited timely until the issue is resolved.
70. Is the one-hour response requirement applicable to all communications twenty-four hours per day, or is the one-hour requirement intended for urgent/emergency matters outside normal business hours? The solicitation requires customer support twenty-four (24) hours per day, seven (7) days per week and requires responses to customer inquiries and service issues within one (1) hour.
71. Does the three-business-day itinerary requirement contemplate a preliminary itinerary with then-current availability and estimated pricing,

or must all suppliers and experiences be confirmed or held prior to submission to the Lottery? The solicitation requires the Contractor to provide a proposed itinerary within three (3) business days after receiving a request from the Lottery, provided the Lottery has supplied all required information. The solicitation does not require suppliers or experiences to be confirmed or held prior to submission of the proposed itinerary.

72. Following award of a prize, will the Contractor communicate directly with the prize winner and guest to collect traveler information and develop travel arrangements, or will communications be routed through a Lottery representative? After the Lottery introduces the prize winner to the Contractor, the Contractor will communicate directly with the winner and guest to collect traveler information and coordinate travel arrangements.
73. Will the Lottery approve the itinerary and total expenditure before the Contractor obtains final confirmation from the winner and completes ticketing or supplier commitments? The Lottery will review and approve the itinerary and associated costs prior to final booking and supplier commitments.
74. To what extent may Contractors offer winners alternative hotels, flights, activities, or itinerary options within the Lottery-approved prize budget? Contractors may propose alternative hotels, flights, activities, and itinerary options, provided the alternatives meet the requirements of the approved prize package and remain within the Lottery-approved budget.
75. Can the Lottery provide its anticipated information-security assessment, questionnaire, security standards, or documentation requirements that may apply to the Contractor prior to award or during the Contract term? The solicitation contains the applicable information-security requirements. No additional information is available currently.
76. For purposes of the SWaM evaluation, are hotels, transportation companies, restaurants, attractions, DMCs, and other travel suppliers considered subcontractors whose spend may be reported toward SWaM participation, assuming the supplier holds the required Virginia certification? Travel suppliers such as hotels, transportation providers, restaurants, attractions, and DMCs are considered travel suppliers. Subcontractors are entities engaged by the Contractor to perform work under the Contractor's agreement and direction.
77. Please describe how the ten points allocated to SWaM participation will be scored, including whether points are based upon the number of SWaM

subcontractors, percentage of contract expenditures, total dollars committed, or another methodology. Offerors certified as SWaM by the Virginia Department of Small Business and Supplier Diversity at the time of proposal submission will automatically receive the ten (10) points allocated to the SWaM evaluation criterion

78. Please identify the anticipated initial Contract term and expected commencement date. The initial contract term is anticipated to be one (1) year, with up to three (3) one-year renewal options. The effective date will be established upon contract execution.
79. The RFP states that winners may travel at any time within one year from the date of award. Please describe how the Lottery expects travel dates to be established for costing to factor in seasonality fluctuation. Offerors should use reasonable assumptions and select representative travel dates in 2026 when developing sample-trip pricing.
80. For group travel of 20 guests, would the lottery be open to approved dates to travel to ensure all are together and to provide best costing. Offerors should propose an approach that supports the requirements of the sample-trip scenario. The twenty-traveler Athens trip is a sample evaluation scenario only and does not guarantee that such a trip will occur.
81. The RFP anticipates approximately fifteen (15) trips during the initial contract year. Please clarify how the Lottery defines a “trip” for this estimate - for example, would Vegas of one trip and Greece of ten trips be a total of 11 trips or 2 Trips? The solicitation estimates approximately fifteen (15) trips during the initial contract year. At this time, its additional information hasn’t been determined.
82. Please provide the anticipated range of trip budgets the Lottery expects during the contract term, including any typical or target budget ranges for domestic and international programs. The anticipated trip budgets have not been determined at this time.
83. Please describe the Lottery’s preferred mix of domestic and international trips during the initial contract year and if the typical number group travelers expected to average 10 winners and guest total 20 for group travel per program. The preferred trip options haven’t been determined at this time.
84. Please describe the Lottery’s expectations regarding the use of third-party destination management companies, experience providers, or other subcontracted suppliers, including the approval process for such partners.

Contractors may utilize destination management companies, experienced providers, and other travel suppliers in the performance of the contract. The Contractor remains responsible for managing those entities and for all performance under the resulting contract.

85. The RFP requires a proposed itinerary within three (3) business days after receipt of all required information. Please describe the information the Lottery expects to provide at the start of each request and the level of itinerary detail and pricing expected within that three-business-day timeframe. Would the lottery be open to a meeting to review requirements, details, expectations, and timing to provide the best, most accurately proposed itinerary? Would the Lottery be open to provide additional time based on the itinerary, location, and complexity?

The Lottery will provide the information necessary for the Contractor to develop the requested itinerary. The solicitation requires the Contractor to provide a proposed itinerary within three (3) business days after receiving a request from the Lottery, provided the Lottery has supplied all required information. The solicitation does not prescribe the specific information that will be provided with each request, nor does it define the level of detail required beyond the proposal requirements and Statement of Needs. The three (3) business-day requirement remains in effect as stated in the solicitation. The Lottery is unable to commit in advance to meetings, extensions, or additional time based on destination, itinerary complexity, or other circumstances. Any such considerations, if applicable, would be addressed at the time of a specific travel request and in accordance with the terms of the resulting contract.

86. Please define the periods during which the 24/7 support requirement is expected to apply, including expectations prior to travel, during travel, and after travel.

The 24/7 support requirement applies throughout the travel process. The Contractor shall provide customer support for travelers twenty-four (24) hours per day, seven (7) days per week, respond to customer inquiries and service issues within one (1) hour, and assist the Lottery and prize winners with resolving travel issues before and during travel. The solicitation also requires support for travel-related risks, cancellations, rebooking, delays, traveler emergencies, and other travel issues.

87. Please define how the one-hour response requirement applies across the traveler's journey, including pre-travel planning, active travel, post-travel matters, and after-hours inquiries.

The one-hour response requirement applies to customer inquiries and service issues as set forth in Section III.D of the solicitation. The requirement is intended to ensure timely responsiveness to travelers and

the Lottery throughout the travel process. Offerors should describe their proposed customer service and support approach, including how they will meet the solicitation's requirements for timely responses and 24-hour, 7-day-per-week traveler support.

88. Please specify the preferred electronic file format(s) for the proposal submitted through eVA, including any file-size or attachment limitations Offerors should plan around.

eVA portal is Adobe PDF, alongside standard Microsoft Office formats (Word, Excel) when explicitly permitted.

89. For the Athens sample trip, please provide the travel timeframe, year or a representative travel window Offerors should use so that airfare, hotel, and activity pricing can be evaluated on a comparable basis.

The solicitation does not provide a specific travel timeframe or representative travel window. Offerors should use reasonable assumptions and clearly disclose those assumptions in their proposals.

90. Please describe the assumptions or methodology used to establish the \$6,500 Las Vegas budget and the \$100,000 Athens budget and describe if there will be flexibility in those budgets.

The sample-trip budgets were established for evaluation purposes only. The solicitation does not disclose the methodology used to determine the budget amounts and does not guarantee future program budgets or provide a specific range of anticipated travel budgets.

91. Please describe the range of program budgets the Lottery anticipates over the contract term, including the potential for programs with budgets materially above the sample-trip amounts.

The solicitation does not provide anticipated program budget ranges beyond the sample-trip scenarios and does not guarantee future budget levels or contract volume.

92. For the Athens sample, please clarify whether “ten (10) days” should be priced as nine hotel nights, ten hotel nights, or another specified duration.

The trip should be considered ten (10) days, measured from the time the winner(s) are picked up from their residence until they are returned to their residence at the conclusion of the trip. The ten (10)-day requirement refers to the overall travel experience from departure through return. Offerors should structure their proposed itinerary accordingly and clearly disclose any assumptions.

93. Please clarify the expected scope of ground transportation, including whether transportation between the winner's residence and Richmond International Airport should be included in addition to destination transfers. Ground transportation may be provided through rideshare services, taxis, or similar transportation options. Transportation costs should be included in the proposed pricing.
94. Please describe how Offerors should address pricing volatility for airfare, hotels, exchange rates, and event inventory between proposal submission and actual booking, including any preferred assumptions or validity period for sample-trip pricing. Sample-trip pricing is for evaluation only. Price proposals must be in U.S. dollars and disclose assumptions related to exchange rates, fees, taxes, and traveler changes. The solicitation does not specify a pricing validity period or require any assumptions regarding future price volatility.
95. Please describe whether the Lottery will accept proposals from Offerors seeking to provide services only for trips involving ten (10) or more travelers, rather than for both individual/small-party trips and larger group travel. The solicitation requires Offerors to provide travel management services for both individual/small-party travel and larger group travel. Since the Statement of Needs includes both types of travel and the sample trip scenarios require proposals for a winner plus one guest and a group of twenty travelers, proposals limited only to trips involving ten or more travelers would not meet the full requirements of the solicitation.
96. What variables in meals and activities did you include in your assumptions for the \$100,000 budget for a trip of an extended length of 10 days in the case of the Greece sample trip and do you envision those activities and meals to be exclusive/private from the public. The sample trip scenario is intended to evaluate the Offeror's approach, service capabilities, and pricing methodology. The solicitation identifies the required trip elements, including accommodations, transportation, activities/excursions, meals, and a detailed cost breakdown, and establishes a total budget of \$100,000 for the Athens, Greece scenario. However, the solicitation does not prescribe specific assumptions regarding the number, type, exclusivity, or privacy level of meals or activities. Offerors are expected to use their professional expertise to develop a proposed itinerary and travel package that meets the requirements of the scenario and fits within the stated budget. If an Offeror proposes exclusive or private meals, tours, transportation, or other experiences, those assumptions

should be clearly identified in the proposal and reflected in the pricing breakdown. Likewise, if activities or meals are shared with the public, those assumptions should also be clearly disclosed. The Lottery will evaluate the overall quality, reasonableness, and completeness of the proposed travel package based on the criteria set forth in the solicitation.

97. Because the RFP states that the Lottery intends to make multiple awards, please confirm how many companies the RFP was sent to and describe how work is expected to be allocated among awarded contractors, including whether assignments may be rotated, competed among awardees, or made based on program-specific fit.

The solicitation was publicly advertised in accordance with applicable procurement requirements. The Lottery does not guarantee that any specific number of Offerors will receive, submit, or be awarded contracts under this solicitation.

As stated in Section VI.B, *Award of Contract*, the Lottery reserves the right to win multiple awards because of this solicitation if deemed to be in its best interest. The solicitation does not prescribe a specific methodology for allocating work among awarded contractors. Work assignments, if multiple contracts are awarded, will be made at the Lottery's discretion based on its business needs and the requirements of a particular trip, event, or program. The Lottery reserves the right to determine the most appropriate contractor for a given assignment.

98. Please clarify the initial term of the contract, including the anticipated effective date and expiration date, before the three successive one-year renewal options described in Section VII.U.

The initial term will begin upon the execution of the contract by Virginia Lottery and will remain in effect one (1) year with 3 renewal options.

99. Section XI states that sample-trip components should be priced “at cost” with an administrative fee broken out separately. Please define what the Lottery considers “at cost,” including the expected treatment of supplier commissions, overrides, rebates, incentives, negotiated discounts, or other supplier remuneration.

Offerors should include any administrative, management, planning, or service fees applicable to the proposed package and clearly identify those costs in their pricing breakout.

100. Please clarify if the total budget cost referred to in Section V. 4 "Sample Trips" is the budget for the "Trip Cost" referred to here in the pricing section and if the administrative fees are in addition to the budget cost provided for each trip? As an example, for Greece the \$100,000 budget is that for the trip elements only and support costs are in addition.

Yes. For the Sample Trip scenarios, the stated budget (e.g., \$100,000 for the Athens, Greece trip) represents the total budget for the proposed travel package, including all trip elements identified in the scenario. Offerors should provide a detailed cost breakout for each service included in the proposed package. Any administrative, management, planning, or service fees should be clearly identified in the pricing response and included as part of the total proposed package cost, unless otherwise expressly stated by the Offeror.