



ADDENDUM NO. 1 TO ALL OFFERORS:

Reference: Request for Proposal: **RFP# 13179MG**

Commodity: **iLottery System, Services, and Support**

Dated: **August 5, 2026**

All offerors are required to acknowledge all RFP addenda in their proposals.

Please note that there are two additional (2) requirements hereby added to the SOW:

- 1. Offeror shall provide a monthly dashboard of all SLAs and associated Liquidated Damages identifying required performance standards, actual performance results, and any variances from the required service levels for the reporting period.**
- 2. Contractor shall agree to actively participate in quarterly performance meetings to review and discuss SLAs, Liquidated Damages, operational performance, service delivery, issue resolution, and other day to day matters.**

1st Round of Questions and Answers

1. Q: Statement of Needs, Page 5: The RFP requires the successful Offeror to deliver all existing functionality, features, and games at no additional cost or development hours. Please provide a comprehensive inventory of the Lottery's current production functionality, custom developments, integrations, APIs, promotions, workflows, and operational features that constitute "existing functionality."

A: The RFP identifies the existing functionality within the iLottery platform. The Lottery's priority is to enhance the player experience and the Lottery's ability to manage the platform. Offerors are responsible for proposing how their solutions will meet that objective.

2. Q: Statement of Needs, Page 5: Please identify which current iLottery capabilities are commercially available within the incumbent platform and which were custom-developed specifically for the Virginia Lottery.

A: The Lottery is unable to identify what the incumbent considers commercially available versus custom-developed.

3. Statement of Needs A.4 Software Development, Page 11: Please confirm that implementation work required to replicate the Lottery's existing functionality is excluded from the annual development hours/points provided under the contract.

A: Yes, all implementation work will be excluded from these hours/points.



4. Q: Statement of Needs A.6 Data Integrations, Pages 15-18: Please provide a complete inventory of current production integrations, including interface descriptions, API documentation, middleware, ownership, and responsible third-party vendors.

A: This information can be provided to the awarded Contractor, but Offerors are responsible for proposing their own solution to meet the requirements of the RFP.

5. Q: Statement of Needs A.6 Player Database Integration, Page 15-18: Please provide current production data volumes, including registered players, active players, transaction history, Rewards data, CRM history, document storage, and historical archive volumes to support implementation planning.

A: Please use data provided in Attachment One.

6. Q: Statement of Needs A.6 and B.3, Pages 15-29: Please provide available API documentation for the current website, mobile application, Rewards platform, Brightstar integrations, payment providers, customer service platform, CRM, reporting, and Internal Control System.

A: This information can be provided to the awarded Contractor, but Offerors are responsible for proposing their own solution to meet the requirements of the RFP.

7. Q: Statement of Needs, Page 5: The RFP expresses the Lottery's desire to integrate Rewards as a native solution. Please clarify whether a native Rewards solution is required at go-live or whether an integrated third-party Rewards solution that preserves existing functionality will satisfy this requirement during transition.

A: The Rewards solution is required at system go-live. The Lottery prefers a native Rewards solution where feasible. If a native solution is not available, Offerors may propose an integrated third-party Rewards solution.

8. Background and Statement of Needs E, Pages 4 and 40: Please clarify whether the Lottery intends to replace its current Bloomreach CRM platform or migrate existing campaigns, automations, player journeys, and historical marketing data into the proposed solution.

A: It is up to the Offeror to propose a solution that will achieve the requirements outlined in the RFP.

9. Q: Statement of Needs A.7 Retail Sales Support, Page 18: Please provide technical specifications and interface documentation for current Brightstar integrations supporting coupon validation, Online Cash, digital wallet, ticket scanning, QR code deep linking, retailer shopping carts, and other retail crossover functionality.

A: This information can be provided to the awarded Contractor, but Offerors are responsible for proposing their own solution to meet the requirements of the RFP.



10. Q: Statement of Needs C.1 Third Party Game Contracts, Pages 30-31: The RFP requires the successful Offeror to become the contracting party for current third-party game providers. Please clarify which agreements will be assigned or novated, which require renegotiation, and whether existing providers have agreed to assignment.

A: Offeror shall need to maintain agreements with the following current third-party game providers as outlined in the RFP: IWG, NeoGames/Aristocrat, EQL, SGI, Inspired, Pollard, Brightstar Lottery, AGS, and Allodium. As noted in the RFP, the Lottery will set the standard contract rate and terms for third-party game providers. Existing providers will need to agree to standard contract rate and terms to continue offering content to the Virginia Lottery.

11. Q: IV.B.8 Pricing, Pages 72-72: Please confirm the calculation methodology for Net Gaming Revenue (NGR), specifically whether bonuses, promotional credits, free play, payment processing fees, fraud losses, chargebacks, and taxes are included or excluded.

A: NGR is defined as GGR minus promotional credits, free play, and bonuses.

12. Q: Statement of Needs D Payments, Pages 35-37: Please clarify whether the Offeror is expected to absorb future increases in payment processing costs, interchange fees, fraud losses, ACH returns, chargebacks, and newly introduced payment methods throughout the contract term.

A: Offeror is expected to absorb future increases in payment processing costs, interchange fees, fraud losses, ACH returns, chargebacks, and newly introduced payment methods throughout the contract term to maintain the contract requirements. Additional fees outside of maintaining the contract requirement may be negotiated with the Lottery.

13. Q: Statement of Needs D.1 Merchant of Record, Page 35: Please confirm whether the Lottery requires the successful Offeror to remain Merchant of Record for the duration of the contract or whether alternative commercial models will be considered.

A: Offerors may propose alternate commercial models as long as the Lottery is not the Merchant of Record.

14. Q: Statement of Needs A.2 Infrastructure, Pages 6-8: Please clarify whether cloud-provider managed Active/Active regional architecture satisfies the Active/Active data center requirement described in the RFP.

A: Yes (e.g. Microsoft Azure or Amazon Web Services)

15. Q: Statement of Needs A.2.g and Attachment 3, Page 8: The RFP requires 100% system availability while Attachment Three establishes a 99.9% availability service level. Please clarify which availability requirement governs contract compliance.

A: Both sections are hereby updated to read 99.999%.



16. Q: Statement of Needs A.5 Testing & QA, Pages 12-14: Please identify the number of environments expected (Development, QA, UAT, Production, Disaster Recovery, etc.), refresh frequency, integration expectations, and third-party access requirements.

A: The Offeror shall provide a minimum of a QA environment, UAT environment, and Production environment. The Offeror shall identify whether additional environments are provided to meet the RFP requirements such as for Disaster Recovery and Development.

17. Q: Statement of Needs A.5.b Lottery Testing Environment, Page 12: Please clarify the intended functionality of the required "time travel" capability within the UAT environment and provide representative use cases.

A: The "time travel" capability is intended to allow the UAT environment to simulate future or prior dates and times for testing purposes. Representative use cases include testing scheduled promotions, game launches or expirations, draw or claim deadlines, responsible gaming limits, bonus or reward eligibility windows, reporting periods, account status changes, and other time-dependent system functionality.

18. Q: Statement of Needs A.1 Time Alignment, Page 6: Please clarify whether Lottery-designated business time alignment applies to reporting only or also to transactional processing, integrations, and audit timestamps.

A: Lottery-designated business time alignment applies to all aspects of the iLottery system including reporting, transactional processing, integrations, audit timestamps, staffing, etc.

19. Q: Statement of Needs F.1 Customer Service, Pages 45-48: Please clarify the workload assumptions supporting the requirement for one dedicated Virginia-only customer service representative on every shift and whether that resource may perform other Virginia-specific duties when call volume permits.

A: Offerors must ensure at least one person dedicated to Virginia per shift. The awarded contractor will be responsible for ensuring all SLAs and customer service requirements are met. Yes, that resource may perform other Virginia-specific duties when call volume permits.

20. Q: Statement of Needs F.1.a Accommodations, Pages 46: Beyond English and Spanish, are there additional language support requirements anticipated during the contract term?

A: The Lottery does not currently anticipate any additional language support requirements beyond English and Spanish during the contract term. However, the Lottery recognizes that there may be instances where players or users require assistance in languages other than English or Spanish. While support for additional languages is not a requirement, Offerors are encouraged to identify any additional language capabilities included in their baseline solution. Offerors may also propose support for additional languages as an optional feature or service for the Lottery's consideration.



21. Q: Statement of Needs E.3 Rewards Program, Page 44-45: Please confirm that all existing Rewards data—including points balances, tiers, badges, promotional history, and player history—is expected to migrate to the new solution.

A: This is correct.

22. Q: Statement of Needs E.3.e Ticket Entry, Page 44: Please provide technical specifications and current operational rules governing retail ticket scanning, validation, duplicate prevention, and fraud controls within the existing Rewards program.

A: Please see Attachment One

23. Q: Proposal Preparation and Submission Questions B.5 Implementation, Pages 69-70: Please confirm the anticipated implementation start date, expected production cutover window, and whether phased deployment or a single production cutover is preferred.

A: Contract award is anticipated in Q2 2027. Implementation must be completed by the current contract end date of October 30, 2028. Offerors shall propose an implementation strategy that best aligns with their solution and ensures a smooth transition.

24. Q: Proposal Preparation and Submission Questions B.5 Implementation, Pages 69-70: Please clarify whether the Lottery expects parallel production operations during implementation and, if so, the anticipated duration and scope.

A: Offerors shall propose an implementation strategy that best aligns with their solution and will ensure a smooth implementation.

25. Q: Proposal Preparation and Submission Questions B.5 Implementation, Pages 69-70: Please provide additional information regarding User Acceptance Testing, including acceptance criteria, defect severity definitions, exit criteria, and approval process.

A: Offerors shall propose an implementation strategy that best aligns with their solution and will ensure smooth implementation. At a minimum, Lottery User Acceptance Testing will include user story testing based on the functional and technical requirements gathering and documentation along with full regression testing of the entire system. Additionally, Offeror shall have the ability to test/track issues from discovery to resolution using an automated tool and use a defect severity standard (high, medium, low).

26. Q: Special Terms and Conditions 32. Ownership of Intellectual Property, Page 85: Please clarify that the Intellectual Property provision applies only to Lottery-funded custom developments and does not transfer ownership of the Offeror's pre-existing software, platforms, tools, or generally available commercial enhancements.

A: Yes



27. Q: Special Terms and Conditions 11. Data Ownership, Page 79: Please clarify whether the successful Offeror may retain anonymized and aggregated operational data for product improvement, benchmarking, and service optimization, provided no Lottery or player-identifiable information is disclosed.

A: Not unless permission is granted by the Lottery as required in the referenced section.

28. Q: Special Terms and Conditions 25. Renegotiation of Contract, Page 84: Please clarify whether reciprocal pricing adjustments will be permitted in the event of material regulatory changes, Lottery-requested scope increases, or other mutually agreed changes that materially affect the Contractor's cost of performance.

A: Yes. Pricing may be renegotiated during the Contract term; however, the Lottery anticipates doing so infrequently and only when significant changes occur outside the awarded Contractor's control.

29. Q: Statement of Needs A. Security/Attachment Two, Pages 8-10: Please confirm whether compliance with the versions of SEC530, NIST, PCI DSS, ISO, SOC, and MUSL standards in effect at implementation satisfies the requirement, or whether future revisions must be implemented without commercial adjustment.

A: Compliance with applicable security standards must be achieved at implementation and maintained as those standards are revised. The Lottery does not anticipate commercial adjustments for ongoing compliance unless a major change occurs and any such adjustment may be negotiated as needed.

30. Q: Statement of Needs C. Third-Party Providers, Pages 30-31: Where the Lottery directs the use of specific third-party providers, please clarify whether the successful Offeror will remain contractually responsible for service levels and deliverables that are solely within the control of those Lottery-directed third parties.

A: The Offeror shall remain contractually responsible for all service level requirements and deliverables performed by third-party providers because the Lottery will not have direct agreements with those providers. As stated on page 31, in the event of breach, the Lottery will seek recourse from the Offeror, and the Offeror shall be solely responsible for seeking any recourse from the applicable third-party game provider and for any related legal or other expenses. Third-party providers must agree to the applicable service levels and deliverables required under the RFP. If a third-party provider is unwilling to do so, the Offeror may work with the Lottery to identify an alternative solution, or the Lottery may determine not to use that provider.

31. Q: The RFP identifies Section 3 – System Capabilities as totaling 1,100 points; however, the individual sub-criteria listed total 1,130 points. Please clarify the correct point allocation and advise whether the evaluation criteria or the sub-criteria table will be revised in a future addendum.



A: 1,130 points is the correct amount.

32. Q: Would the Lottery please provide its forecasted operational volumes for the anticipated contract term for the following:

- Monthly Active Users (MAU) – any player with at least one deposit during the month.
- Email volume – total emails sent.
- Monthly Mobile Active Users (MMAUs)
- Monthly Web Active Visitors (MWAVs)
- Customer Support Center volumes

A: The Lottery provided actual FY25 volumes, which are the most current and accurate figures available. The Lottery cannot provide forecasted volumes for the contract term due to the number of variables that may affect future volume levels.

33. Q: D. Payments, 1. Payment Requirements, b.) Compliance and Risk Requirements, Page 35: Can the Lottery please provide the number of charge backs and dollar amounts, total dollar amount of fraud assumed by the Lottery, and payment fees for the past five years?

A: See below

Year	Chargeback Amount	Chargeback Count
2022	(373,428.00)	4,395.00
2023	(265,211.50)	3,663.00
2024	(806,984.00)	4,883.00
2025	(289,947.00)	4,609.00
2026	(118,886.00)	1,717.00

*2026 January-June

34. Q: V. Proposal Preparation and Submission Requirements; A.1.a.i, Digital Submission through eVA, Page 53: Can the Lottery please confirm whether any file size requirements or limitations apply to submissions?

A: Unknown as eVA is not a Lottery system. Please refer all questions relating to eVa to eVA Customer Care.

35. Q: IV. Proposal Preparation and Submission Requirements, Page 55: Could the Lottery please clarify whether the font size used in graphics and captions may be smaller than 12-point font?

A: Font size in graphics and caption may be no smaller than 10-point font.



36. Q: IV. Proposal Preparation and Submission Requirements, Page 55: As part of the 500-page proposal limit, would tabs, coversheets, and covers count as one page or two if the back is blank?

A: Yes, these all count. Pages with content on both sides will count as two (2) pages.

37. Q: IV. Proposal Preparation and Submission Requirements; 3 Oral Presentation, Page 55: Are oral presentations expected to be entirely in person, or can vendors utilize a hybrid approach with some remote presenters/demonstrations?

A: If the Lottery elects to conduct oral presentations, Offerors may utilize a hybrid approach with prior approval by the Lottery.

38. Q: IV. Proposal Preparation and Submission Requirements; 3 Oral Presentation, Page 55: Would the Lottery please consider a three-to-four-week advanced notice of oral presentations so that there is enough time to coordinate correct presenters and travel arrangements?

A: If the Lottery elects to conduct oral presentations, the Lottery will work with selected Offerors to schedule them.

39. Q: IV. Proposal Preparation and Submission Requirements; 3 Oral Presentation, Page 55: Will the Lottery be providing an agenda for the oral presentation, or will the oral presentation agenda be at the discretion of the Offeror?

A: The Lottery currently anticipates that Offeror presentations, if conducted, will occur between January 1 and February 28. This timeframe is provided for planning purposes only and is subject to change at the Lottery's sole discretion. Offerors shall not direct inquiries to the Lottery regarding the anticipated presentation schedule or any changes thereto.

40. Q: IV. Proposal Preparation and Submission Requirements; B. Specific Proposal Requirements, 8. Pricing, Page 71: Please confirm that Offerors are required to submit one sealed pricing proposal electronically via eVA and one sealed pricing proposal in hard copy, each submitted independently from the technical proposal, and that no additional paper copies of the pricing proposal are required beyond the sealed original.

A: Yes, this is confirmed.

41. Q: V. Evaluation and Award Criteria, Pages 74-75: Would the Lottery clarify the total points available for the Solution Approach, Methodology and Capability section? The Overall Evaluation Criteria table (first table) currently allocates 1,100 points to this section, while the Solution Approach, Methodology, and Capability table (second table) currently allocates 1,130 points.

A: Please see Question #31.



42. Q: VI Special Conditions; 4. Proposal Bond, Page 76: Will the Lottery permit the use of an industry-standard proposal bond form, consistent with insurance industry practices, in lieu of the form provided in Attachment Four – Proposal Bond?

A: The bond form is provided for guidance purposes but responding vendors may submit an alternative bond form that complies with the terms of condition of obligation.

43. Q: VI Special Conditions; 5. Protest Bond, Page 76: Would the Lottery consider revising the requirement for the Protest Bond to a fixed value of \$500,000?

A: No.

44. Q: VI Special Conditions; 5. Protest Bond, Page 76: Would the Lottery consider revising the requirement for the Proposal Bond to a fixed value of \$500,000?

A: No.

45. Q: VI. Special Terms and Conditions; 10. Data Breach, Page 84: Regarding Section 10 of the Special Terms and Conditions:

Would the Lottery modify the cost reimbursement obligations incurred by the Lottery in notifying affected individuals of all **reasonably** incurred costs?

Given that there may be some delay between the occurrence of a cybersecurity incident or data breach involving lottery data and its **discovery/awareness**, would the Lottery please modify the five-calendar-day individual notification deadline and the ten-calendar-day corrective action plan deadline to run from the date of discovery/awareness rather than the **date of occurrence**.

May the Contractor engage outside counsel to direct the forensic investigation and treat resulting privileged or work product materials as outside the "all relevant records...and other materials" disclosure obligation, while still sharing underlying factual findings with the Lottery?

A: The Contractor shall reimburse the Lottery for all actual costs incurred to notify affected individuals and comply with applicable state and federal laws and regulations following a data breach.

Yes discovery/awareness is acceptable.

Contractor may engage outside counsel but must provide any relevant information or record as required by law or the Lottery.

46. Q: VI. Special Terms and Conditions; 25. Renegotiation of Contract, Page 84: *The Lottery reserves the right to renegotiate with the Contractor a reduction in the compensation paid*



to the Contractor at any time the Lottery determines that it is in the best interests of the Lottery to do so. The Lottery may then terminate this Contract without penalty if the Lottery is unable to renegotiate the compensation with the Contractor.

Would the Lottery please confirm that should this provision result in the termination of the Contract, that Contractor will be compensated in accordance with the provisions of Section 33, Termination by the Lottery for Convenience, of the RFP.

A: Yes, unless otherwise required by law or legislation.

47. Q: VI. Special Terms and Conditions; 27. Subcontractors, Page 84: This section provides *that no portion of the work shall be subcontracted without the prior written consent of the Lottery. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the Lottery with the names, qualifications, and experience of their proposed subcontractors.*

Will subcontractors named in Bidder's RFP response be deemed approved by the Lottery in the event the Bidder is awarded the Contract, or is there a separate approval process for such identified subcontractors?

A: Yes, subcontractors will be deemed approved provided they are included as part of the proposed solution and agreed to by the Lottery. Should subcontractors change, the awarded Contractor would be required to inform the Lottery.

48. Q: VI. Special Terms and Conditions; 32. Ownership of IP, Page 85: This Section provides that *all copyright and patent rights to all materials created or developed in the performance of this Contract shall become the sole property of the Lottery.* Would the Lottery modify this clause to include a customary carve-out for pre-existing IP as follows?

"All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed solely and exclusively in the performance of this Contract (collectively, "Work Product") shall become the sole property of the Lottery.

Notwithstanding the foregoing, Contractor shall retain all right, title, and interest in and to: (a) any pre-existing intellectual property, materials, tools, software, platforms, know-how, methodologies, algorithms, and other proprietary technology owned or licensed by Contractor prior to the effective date or developed independently of this Contract ("background IP"); (b) any modifications, improvements, or derivative works of background IP, even if developed during the performance of this Contract; and (c) any general skills, knowledge, experience, ideas, concepts, techniques, or know-how acquired or developed by contractor's personnel in the course of performing this contract, provided that such items do not incorporate or disclose lottery confidential information.

to the extent any background ip is incorporated into, embedded in, or necessary for the use, operation, maintenance, or exploitation of the work product, Contractor hereby grants to the Lottery a perpetual, irrevocable, non-exclusive, fully paid-up, royalty-free license (with the



right to sublicense solely to its service providers and successor contractors) to use, reproduce, display, perform, modify, and create derivative works of such background IP solely as incorporated in or necessary to use, operate, and maintain the work product delivered under this Contract.”

A: Please provide proposed redlines to Special Terms and Conditions as part of the submission.

49. Q: VII General Terms and Conditions; 17. Insurance, Page 89: The first paragraph states, *Offeror certifies that if awarded the contract, it will have the following insurance coverage at the time of the contract is awarded.*

Will the Lottery please confirm if insurance is due at Contract signing?

A: All required insurance must be in place prior to any work is started.

50. Q: VII General Terms and Conditions; 17. Insurance, Page 89: Automobile policies are typically written on a “per accident” basis. Will the Lottery please accept replacing “per occurrence” with “per accident” for automobile liability coverage?

A: No

51. Q: VII. General Terms and Conditions; 20. Personnel Security Clearance, Page 91: The first paragraph states, *the parent company and subsidiaries of the Contractor providing Lottery gaming services, and any shareholder of 5% or more of the Contractor, its parent or subsidiaries are subject to a criminal background check.*

Would the Lottery please confirm that the criminal background check would extend only to a parent, subsidiary or 5% shareholder where such parent, subsidiary or 5% shareholder is providing subcontracted services to Contractor in connection with Contractor’s obligations under the Contract resulting from this RFP?

A: Yes, it would only apply to subcontractors working directly on the Lottery’s contract.

52. Q: Attachment Three, Service Level Agreements and Liquidated Damages Provisions; A.6, Applicability of Liquidated Damages, Attachment 3: *The Contractor shall not be responsible or liable for any late delivery or delay or failure of performance caused in whole or in part by the Lottery's delay in performing, or failure to perform, any of its obligations under this Contract.*

Would the Lottery please revise this provision as follows?

“The Contractor shall not be responsible or liable for any late delivery or delay or failure of performance caused in whole or in part by the Lottery's delay in performing, or failure to



perform, any of its obligations under this Contract, or the delay in performing, or failure to perform, of any third party not under contract with or the control of Contractor.”

A: Yes

53. Q: Attachment 7 – Mandatory Requirements with Jurisdiction Matrix – Final: Would the Lottery prefer that Column C list a single jurisdiction or multiple jurisdictions, where applicable?

A: A single jurisdiction will suffice.

54. Q: II. Background, 5. Lottery Rewards (Loyalty): The RFP identifies Zeta as the current loyalty provider and references integration with the existing Zeta platform. Please confirm whether:

1. Continued use of Zeta is mandatory, or
2. Offerors may propose an alternative loyalty platform (either replacing or supplement-ing Zeta).

If alternatives are permitted, please clarify any requirements for coexistence, migration, or integration with existing systems.

A: Use of Zeta is not mandatory. Offeror may propose an alternative loyalty platform. All existing player data relating to Rewards will need to be migrated to a new platform along with meeting the functionality requirements outlined in the RFP.

55. Q: g. System Availability and Monitoring, Page 8: This section requires that "the System and production software environment shall be available on an ongoing basis without interruption (i.e., 100% uptime, 24/7, all year)," while Attachment 3 §(ii)(a)–(b) (Liquidated Damages) sets a measurable threshold of 99.9% availability per calendar month, with no more than 15 minutes of unavailability in any single day, for both core/operational and major back-office functionality. Would the Lottery please clarify (1) how the 100%/no-interruption framing reconciles with the 99.9%/calendar-month threshold in Attachment 3; (2) whether planned outages and upgrades are treated consistently under both, given that Attachment 3 §(ii)(a) excludes pre-approved maintenance while the RFP body requires Lottery approval at least five business days in advance of any planned downtime; and (3) how availability is assessed if a third-party service (e.g., ACH provider, payment processor, Cloudflare) experiences a national outage that affects the System?

A: (1) Please see Question #15.

(2) Pre-approved maintenance will not count against the SLA, but the awarded Contractor shall still provide five business of advance notice.

(3) Availability impacts resulting solely from outages of third-party services that are not under the Contractor's reasonable control (e.g., national outages involving ACH networks,



payment processors, telecommunications providers, CDN providers, or cloud infrastructure providers) will not be included in SLA calculations or liquidated damages assessments. The Contractor shall be responsible for demonstrating that the outage was outside its control and for taking reasonable steps to mitigate the impact and restore service as quickly as practicable.

56. Q: d, Other Systems Integration, Page 17: This section requires the System to support integrations with a range of named third-party systems and to "develop and provide system integration solutions as they become identified and required by the Lottery." The RFP already identifies a number of these systems (e.g., ICS, payment providers, the Lottery's ITSM system, and MUSL games). To support accurate scoping and pricing, would the Lottery please identify any additional third-party systems — beyond those already named in the RFP — that are currently planned or anticipated for integration during the initial contract term?

A: Potential future integrations may include website and mobile app development and analytics.

57. Q: b, Coupon System, Page 18: This section requires that coupons "be available on-demand and at any denomination" and that the Offeror may need to provide APIs to integrate with the Lottery's retail sales system for validation of coupons at retail. Would the Lottery please confirm whether it expects the Offeror's coupon management system to dynamically generate coupon serial numbers on demand and serve as the system of record for validating those coupons at redemption, or whether it expects the retail sales system to supply a file of pre-generated serial numbers that the Offeror's coupon management system would ingest and validate against?

A: Currently, the retail system supplies a file of pre-generated serial numbers that are loaded into the Rewards program on a monthly basis. The retail system will need to validate the coupons that are then produced from the serial numbers, which may require an API integration.

58. Q: c, Draw Game Requirements, Page 33: This section lists currently available Draw Games (including, but not limited to, Virtual Sports, Mega Millions, Powerball with Power Play, Cash 5 with EZ Match, Millionaire for Life, Pick 5 with Fireball, Pick 4 with Fireball, and Pick 3 with Fireball). Would the Lottery please share any additional Draw Games currently in development or planned ahead of System implementation (e.g., NFL Xs & Os)?

A: No additional Draw Games that can be purchased online are currently in development or planned ahead of System implementation at this time. The Lottery is not participating in Powerball Xs & Os at this time.

59. Q: i, Rewards Online Community, Page 45: This section states that the System shall support an online community platform dedicated to the Rewards Program, allowing designated Rewards members to join and participate in community activities. Would the Lottery please



clarify whether it intends for Lottery staff to administer the community's day-to-day activities (for example, creating surveys, posting content and announcements, and reviewing results) using tools provided by the System, or whether it expects the Offeror to perform some or all of these functions on the Lottery's behalf? If the latter, would the Lottery please describe the anticipated division of responsibilities?

A: The Lottery intends to directly administer the Rewards community's day-to-day activities with the exception of the required Rewards Support Specialist staffing that will directly support the program on a day-to-day basis. It is expected that the Offeror will provide support and training to the Lottery when requested.

60. Q: i, Rewards Online Community, Page 45: This section requires that members be able to complete surveys and other engagement activities within the community interface, with Reward points awarded based on participation. To appropriately scope supporting services, would the Lottery please describe the types of engagement activities it anticipates offering through the community and the approximate frequency with which it expects to conduct them (for example, per month)?

A: Offeror shall describe the engagement tools that are available in their Rewards program. The Lottery does not have an estimated frequency for these engagement activities at this time given that we do not know the tools available.

61. Q: i, Rewards Online Community, Page 45: This section provides that designated Rewards members, "as determined by the Lottery," may join the community. Would the Lottery please clarify whether it anticipates limiting participation (for example, to certain Rewards tiers or player segments) or making the community available to all Rewards members, and approximately how many members it expects to participate?

A: The Lottery anticipates limiting participation, but criteria have not yet been defined.

62. Q: G, Optional Requirements, Page 52: Regarding the Optional Requirements in Section III.G, would the Lottery please clarify:

(1) how the Optional Requirements will be evaluated and impact scoring after the initial mandatory evaluation is completed; and

(2) how Optional Requirements should be treated in the pricing schedule, given that the pricing model requires Offerors to propose percentages covering all listed system-related costs, Optional Requirements are not in that list, and the schedule has no separate line item for them. Specifically, would the Lottery please confirm whether Optional Requirements: (a) do not need to be priced and would instead be negotiated based on final scope if the Lottery elects them (i.e., are excluded from the base percentages); or (b) should be priced separately via an alternate pricing schedule or treated as configurable add-ons? If Optional Requirements must be priced, would the Lottery please confirm whether a "to be determined" (TBD) placeholder is acceptable or, if not, whether an indicative price range would be acceptable.



A: (1) Optional Requirements will be evaluated after initial evaluation to determine the best value for the Lottery.

(2) Alternate pricing schedules are allowed and encouraged, provided the pricing schedule in the RFP is also completed.

63. Q: i., Digital Submission through eVA, Page 53: In connection with digital submission through eVA, would the Lottery please clarify whether there are any file-size limitations associated with submissions through eVA and, if so, whether proposals may or should be submitted as multiple files?

A: Please see Question #34. Offeror shall decide how to separate files to be submitted.

64. Q: 3, Oral Presentation, Page 55: This section notes that Offerors who submit a proposal may be required to give an oral presentation to the Evaluation Team. Given the duration between the RFP due date and the estimated contract award, would the Lottery please clarify when it anticipates oral presentations would occur?

A: Please see Question #39.

65. Q: B. Specific Proposal Requirements, Page 55: Would the Lottery please confirm that Offerors may include coversheets, a table of contents, and tab dividers outside of the 500-page limit — provided these materials contain no evaluated content — for organizational purposes and to assist evaluators in navigating both the printed and electronic proposal submissions?

A: No, all pages submitted count towards the 500 page limit.

66. Q: 2, Mandatory Requirements, Page 56: This section directs Offerors to indicate, in Attachment 7, capability for each requirement by selecting "Yes — Currently in Production (Offeror can provide and the requirement is currently in production in a U.S. iLottery jurisdiction)." Would the Lottery please confirm whether "in production" is intended to mean the feature is deployed on the system in a U.S. iLottery jurisdiction, or that it is live and active for players in that jurisdiction (e.g., the feature is toggled on)?

A. This is defined as the feature is live and active for players in that jurisdiction.

67. Q: iii, Redemption Options, Page 66: This section directs Offerors to describe all redemption options and to demonstrate inventory support for a points-based ecommerce store "where players can purchase merchandise with points and how that is sent back to the Lottery for fulfillment." To ensure our proposed solution aligns with the Lottery's intended operating model, would the Lottery please clarify the intended division of responsibilities: (a) whether the Lottery intends to continue owning and developing the player-facing user interface for redemption and the merchandise store, with the Offeror providing the catalog, redemption



engine, inventory tracking, and APIs, or whether it expects the Offeror to deliver the player-facing front end; and (b) whether the Lottery intends to procure and hold merchandise inventory, with the Offeror providing inventory management and fulfillment notifications to the Lottery?

A: The Lottery intends to continue owning and developing the player-facing user interface. The Lottery intends to directly procure and hold the merchandise inventory.

68. Q: 8. Pricing, Page 71: This section asks Offerors to "submit their pricing in their sealed proposal independently of the rest of their proposal." Would the Lottery please confirm whether this requirement applies only to the paper submissions (original, copies, and copies with proprietary information removed), or whether pricing must also be submitted as a separate electronic file from the technical proposal for the electronic submissions (original, copies, and copies with proprietary information removed)?

A: This applies to both paper and electronic submissions.

69. Q: The Offeror's Checklist states that "Any tables/boxes within the Special Terms and Conditions shall be completed by the Offeror." Would the Lottery please confirm (1) whether this applies only to Section 24 (References); and (2) given that the Special Terms and Conditions run nine pages, whether including references elsewhere in the proposal (e.g., the Executive Summary) would suffice to save pages, instead of including the entire Special Terms and Conditions attachment with References filled in?

A: This is acceptable.

70. Q: 21, Precedence of Terms, Page 91: This section addresses conflicts between the General Terms and Conditions and the Special Terms and Conditions but does not reference the Information Security Terms and Conditions (Attachment 2). Would the Lottery please clarify whether the Information Security Terms and Conditions (Attachment 2) would prevail over the Special Terms and Conditions in the event of an inconsistency?

A: Yes, the Information Security Terms and Conditions take precedence over any other terms and conditions.

71. Q: XI. Offerors Checklist, Page 95: Would the Lottery please confirm whether the Offeror's Checklist should be included as part of the proposal?

A: The checklist is meant to help Offerors and is not required as part of the proposal.

72. Q: Attachment Two - Information Security Terms and Conditions XII. Cyber Security Liability Insurance: This requirement requires the Contractor to carry Cyber Security Liability insurance in the amount of \$5,000,000 per occurrence. Would the Lottery please confirm how it defines "occurrence" for purposes of this requirement — for example, whether it is applied per lottery, per data subject, or per incident/breach?



A: Occurrence is defined as per incident/breach.

73. Q: For responses in Attachment Seven marked "Yes – Not Currently in Production," would the Lottery please clarify:

(1) the minimum evidentiary standard required to support such a response — specifically, whether Offerors should identify whether the capability: (a) currently exists in the Offeror's production code base but has not been deployed in any customer environment; (b) is fully developed but not deployed in a U.S. iLottery jurisdiction; (c) is deployed in a non-U.S. jurisdiction or a non-iLottery context (e.g., sports betting, charitable gaming, B2B); (d) exists only as planned future development; or (e) requires material new development effort; (2) whether it expects Offerors to provide supporting documentation, screenshots, architecture diagrams, implementation timelines, or customer references for such capabilities; and (3) what, if anything, should be entered in the Jurisdiction column for these responses (e.g., leave blank, identify a non-U.S. production jurisdiction, identify a planned U.S. implementation, or another designation)?

A: This is defined as a) currently exists in the Offeror's production code base but has not been deployed in any customer environment; (b) is fully developed but not deployed in a U.S. iLottery jurisdiction; and (c) is deployed in a non-U.S. jurisdiction or a non-iLottery context (e.g., sports betting, charitable gaming, B2B). Planned future development or requiring material new development effort do not qualify as "Yes - Not Currently in Production". Offeror should include supporting documentation in their response to the RFP. The "jurisdiction" column should be left blank if it is not in production with a U.S. jurisdiction.

74. Q: Attachment Seven instructs Offerors selecting "Yes – Currently in Production" to identify the applicable U.S. iLottery jurisdiction. Where a capability within the Offeror's proposed solution is delivered through a subcontractor or licensed third-party platform and is currently in production in a U.S. iLottery jurisdiction, would the Lottery please confirm that the Offeror may select "Yes – Currently in Production" and identify that jurisdiction?

A: Offeror may only include "Yes - Currently in Production" for a subcontractor or licensed third-party platform if the subcontractor or licensed third-party platform is being proposed by the Offeror to fulfill the requirement in their response.

75. Q: Attachment Seven – Mandatory Requirements with Jurisdiction Matrix: Attachment Seven requires Offerors to both select options from a drop-down menu and free-type text into columns B and C; however, the column widths and row heights cannot be changed due to the locked-down nature of the file, which will cause text to be cut off in both the digital and printed copies and be inconvenient for evaluators. Would the Lottery please re-release this Attachment with the ability for Offerors to adjust column widths and row heights?

A: Not at this time. The Lottery is evaluating options to accommodate this request and may release an updated version as part of Q&A #2.



76. Q: Attachment Seven – Mandatory Requirements with Jurisdiction Matrix: Attachment Seven requires the Offeror to indicate its capability for each requirement and provide an applicable jurisdiction. For each of the capabilities, would the Lottery please confirm that they are required to be capabilities that are provided by only that Offeror's platform?

A: Offeror should only identify capabilities that are provided by their proposed solution including proposed subcontractors and third-party vendors. Offeror should not identify capabilities that are not provided in the proposed offer.

Attachment One - Lottery Rewards Program Overview



VIRGINIA LOTTERY'S REWARDS PROGRAM

The Lottery's loyalty program ("Rewards Program") provides players with the opportunity to earn points ("Rewards Points") for their eligible Lottery purchases and Lottery engagement interactions that can be redeemed for free plays of Lottery games and/or entries into prize drawings offered at various times during the year. Both winning and non-winning Virginia Lottery purchases made at retail locations and online will be eligible to receive Rewards Points.

Program Eligibility and Requirements

A Virginia Lottery player Account ("Account") is required in order to participate in the Rewards Program. The Lottery's mobile application ("Mobile App" or "App") and mobile-accessed Website/Internet are acceptable submission methods for Lottery purchases being added to a player's Account in order to receive Rewards Points. Lottery purchases submitted to a player's Account via any other method will not be accepted and Rewards Points will not be issued.

A player's retail game purchase does not automatically result in a player receiving Rewards Points. A player must log into their Account, using an approved submission method, and scan the unique barcode found on the eligible scratcher or ticket. Once this required information is submitted via an established submission method and is confirmed as an authorized purchase, Rewards Points will be added to the player's Account.

Each applicable Lottery purchase submitted to receive Reward Points must have been issued by the Lottery in an authorized manner, must be intact and must not be mutilated, altered, reconstituted, or tampered with in any manner. The Lottery will not be responsible for game ticket Entry information that is entered incorrectly and results in a purchase submission being deemed invalid and ineligible to receive Rewards Points.

Rewards Points will be awarded on all eligible Lottery purchases made and submitted to a player's Account in accordance with the **Mobile Website Purchase Submissions**, **Mobile App Purchase Submissions**, and **Online and Instant Purchase Submissions** sections of this document, as applicable.

Product Eligibility and Requirements

1. The following Lottery products are eligible for submission to receive Reward Points:
 - scratchers containing the Rewards Program/eXTRA Chances logo (contains a unique bar code) that are within the claim eligibility period (180 days after the official game close date);
 - eligible computer-generated games; and
 - online instant games.

2. Eligible computer-generated games are those products listed below that contain a valid Ticket Serial Number and Barcode:

Bank A Million

CASH POP

Pick 3

Powerball

Keno

Pick 4

Print 'n Play

Cash 5

Mega Millions

Pick 5

Lottery computer-generated games must be scanned within thirty (30) days of the date of purchase to receive Rewards Points for the purchase.

3. The Lottery, at its sole discretion, reserves the right to add or remove eligible scratch games, online instant games, and/or computer-generated games to/from the Rewards Program. The Lottery also reserves the right to award players with Rewards Points for certain Lottery engagement interactions and as Prizes in other authorized Lottery Promotions being offered concurrently.
4. Upon earning Rewards Points for an eligible Lottery purchase or engagement interaction, a player may opt to either redeem them for coupons (valid for free plays of Lottery products) **or** for entries into a Rewards Points drawing for a chance to win a prize. Rewards Points redemption details and requirements will be published on the Rewards Program section of the website.

Rewards Points Eligibility and Requirements

1. Rewards Points have no monetary value and not all points issued are directly associated with the face value of the Lottery product entered.
2. Rewards Points are not transferable for any reasons, including upon death and/or in domestic dispute matters. Each player is allowed one (1) player Account. Reward Point balances from more than one Account cannot be combined.
3. Rewards Point values will be revealed upon the successful submission of each eligible Lottery purchase. Rewards Points earned by submitting a qualifying Lottery purchase may not appear in a player's Account in real time. It may take up to forty-eight (48) hours for Rewards Points to be posted to a player's Account.
4. All Rewards Points redemptions will be deducted immediately from a player's Account and are final and cannot be canceled or returned.
5. Any Rewards Points not redeemed within twelve (12) months of issuance shall expire and be forfeited without compensation.
6. The Lottery at its sole discretion, has the right to invalidate or revoke Rewards Points that are obtained via fraudulent and/or improper means, or via lost or stolen tickets and/or tickets not sold pursuant to official Lottery rules and regulations.
7. Rewards Points Values and Limits

Players will receive five (5) Rewards Points for every one dollar (\$1) spent on an eligible Lottery scratch game or computer-generated game purchase. Online instant game purchases will receive one (1) Rewards Point for every one-dollar (\$1) purchase.

When redeeming Rewards Points, two hundred fifty (250) points will be required to redeem a coupon for a free play of a Lottery product. Twenty (20) to fifty (50) points will be required to redeem an entry into a Rewards prize drawing.

The Lottery reserves the right to add unscheduled prize drawings to award special Prizes. In this event, the number of points required to redeem an entry may be increased and require more than the standard number of points. The required number of points for a promotion will be included in the applicable promotion's rules.

Players can earn a maximum of ten thousand (10,000) Rewards Points per month. Players are limited to redeeming five thousand (5,000) points per month for free plays of Lottery products. Players are not limited to the number of Rewards Points they can redeem for prize drawing entries.

Mobile Website Purchase Submissions:

1. To submit Lottery games via the mobile version of the Lottery's Website and receive Rewards Points, a player must use a mobile device and go to the Lottery's mobile version of its web site at www.valottery.com and successfully complete registration* or login into the player's Account.

**Registration will require entry of a player's correct full name (consisting of the player's first name and last name (no initials), date of birth, street address, city, state, ZIP code, last four (4) digits of their Social Security number, and telephone number.*

2. As part of the Lottery's player Account registration process, third-party identity authentication will confirm that the player is eighteen (18) years of age or older. If a player's identity cannot be confirmed, additional steps for manual confirmation of identity will be provided.
3. A player entering Lottery purchases via the Internet can only use a mobile device to access the Lottery's mobile version of its Website and the player's Account to enter the required purchase information to receive Rewards Points. The player must tap the scanner icon button and correctly scan the Barcode of the purchased ticket into the player's Account to receive Rewards Points. Once the game information has been verified and Rewards Points have been issued, the player may redeem Rewards Points for Entries into a Rewards Prize drawing. Purchased Lottery products with game and ticket information that cannot be verified will be deemed invalid and not eligible to receive Reward Points.
4. The Lottery will not be responsible for Lottery purchase information that contains information that has been entered incorrectly.
5. Once a player has successfully entered Lottery game(s) into the player's Account via the Lottery's Website using a mobile device, and Rewards Points have been posted to the player's account, the player **does not** need to retain the Lottery ticket(s) or proof of purchase in order to claim a prize awarded in a Rewards prize drawing.

Mobile App Purchase Submissions:

1. To enter Lottery games via the Lottery's Mobile App and receive Rewards Points, a player must have the Lottery's app downloaded on a mobile device and then go to the Rewards icon where the player must tap on the "Rewards" button and successfully complete registration* or login if already registered into a player's Account.

**Registration will require entry of a player's correct full name (consisting of the player's first name and last name – no initials), date of birth, street address, city, state, ZIP code, last four (4) digits of the player's Social Security number, and telephone number.*

2. As part of the Lottery's player Account registration process, third-party identity authentication will confirm that the player is eighteen (18) years of age or older. If a player's identity cannot be confirmed, additional steps for manual confirmation of identity will be provided.
3. To submit a Lottery game, a player must tap the scanner icon button and correctly scan the barcode of the ticket into the player's Account to receive Rewards Points. Once the game information has been verified and Rewards Points have been issued, the player may redeem Rewards Points to receive entries into a Rewards prize drawing. Lottery products with game and ticket information that cannot be verified will be deemed invalid and not eligible to receive Reward Points.

4. Once a player has successfully entered Lottery game(s) into the player's Account via the Mobile App and Rewards Points have been posted to the player's Account, the player **does not** need to retain the Lottery tickets or proof of purchase in order to claim a prize awarded in a Rewards prize drawing.

Online And Instant Purchase Submissions:

1. To receive Rewards Points based upon an online and/or instant purchase, a player must have a player Account **and** an online player wallet ("Wallet") set up to allow the player to purchase and/or play specified Virginia Lottery games via the Internet using a mobile device.
2. Online games, instant games, and other online Lottery purchases must be made from a mobile device using a player's Wallet via the Lottery's Mobile App or the Lottery's Website accessed using a mobile device.
3. Free "*bonus games*" or "*free plays*" awarded as part of an online or instant game are not eligible to receive Rewards Points.
4. Once a player has purchased the online and/or instant Lottery game(s) using the player's Wallet, Rewards Points will automatically be posted into the player's Account within 48 hours.