



Multi-State Lottery Association
Central ICS Request for Proposal (RFP)
Issued November 28, 2023

Vendor questions received: December 18, 2023
Responses issued: January 9, 2024

Proposals to the RFP are due on February 20, 2024, no later than 3:00 PM CT.

The Multi-State Lottery Association (MUSL) received the following seventeen (17) questions regarding the requirements of the Request for Proposal for a Central ICS. Some questions were rephrased for clarity.

QUESTION 1. Can the separation of other networks from the dedicated network for the central ICS be a logical separation (i.e., separate site to site [and/or client site for test] VPN connections over the internet), or is it required to have separate physical connections?

RESPONSE 1. Logical separation as described in Question 1 is acceptable.

QUESTION 2: Is the expectation for the ICS to validate all jackpot prizes only?

RESPONSE 2. No. The central ICS must be able to confirm all prizes. In this context, “confirm” means that the information regarding sales and winner information, by tier submitted by each CGS matches the information contained on the central ICS. Validation and payment of all prizes will still be performed by individual lotteries.

QUESTION 3. Is the requirement for ICS to validate all prizes, including fixed (set) prizes?

RESPONSE 3. The central ICS will confirm all prizes, not validate the payment of fixed (set) or Grand prizes. Interpretation of cashing and claiming rules for each jurisdiction will not be necessary to implement the central ICS.

QUESTION 4. For retailer adjustments, is it a mandatory requirement that the ICS track daily activity by retailers?

RESPONSE 4. No, if “retailer adjustments” means that a player or authorized selling entity is not provided with the correct play information due to a misprint, illegible printout, or other error(s), and retailers are provided a credit.

QUESTION 5. Typically, in a lottery environment, a central gaming system (CGS) vendor is separately provided from the ICS vendor. Is this the intended scenario for the MUSL Request for Proposal for Centralized Internal Control System?

RESPONSE 5. Yes.

QUESTION 6. Are there geographic restrictions for vendor support and operations staff?

RESPONSE 6. In the Proposals, vendors must identify the name, and location of employees who will be assigned to work on this project. Vendor employees located in embargoed countries, as defined by the Office of Foreign Assets Control (OFAC) will not be approved by MUSL.

Support and operations staff will undergo appropriate background checks (US and Interpol) before commencing work on the MUSL central ICS project.

QUESTION 7. Is a WLA certification required for an on-prem solution, or only if the solution proposed is cloud-based?

RESPONSE 7. **WLA certification is required for any solution proposed, whether it is on-premises, or cloud-based.**

QUESTION 8. Will any vendors be considered if they are in the process of acquiring WLA certification, but are not yet certified?

RESPONSE 8. **WLA certification will be required by the go-live date.**

QUESTION 9. Is the central ICS expected to monitor only Powerball, Mega Millions, Lotto America, and 2By2?

RESPONSE 9. **The central ICS is expected to monitor most multi-jurisdiction games operated, or offered by MUSL members, including Powerball, Lotto America, 2by2, and Mega Millions. Additional multi-jurisdiction games may be added. State-specific games are not included in this project.**

QUESTION 10. Are there any expectations on the duration of the project implementation?

RESPONSE 10. **Assuming successful contract negotiations in May – June 2024 (as set forth in the RFP), MUSL expects a fully operational central ICS within 12-18 months of the project kick-off. We anticipate working with the successful vendor to establish a project implementation schedule.**

QUESTION 11. Would a staggered approach for requirements, development, and UAT be an acceptable approach? (i.e., 10 members at a time)?

RESPONSE 11. **Yes.**

QUESTION 12. What is the requirement for go live? Is the expectation that all 52 CGS be required to “go live” or would a phased “go live” approach be acceptable.

RESPONSE 12. **MUSL anticipates that the central ICS will be capable of receiving data from all CGS 12 to 18 months after project kick-off.**

QUESTION 13. Is the CRM data collected considered personally identifiable information? If yes, is the PII collected considered sensitive or non-sensitive?

RESPONSE 13. **It is anticipated that a central CRM will collect personally identifiable information (PII), including sensitive PII.**

QUESTION 14. Can you provide an example of the API of the CRM system?

RESPONSE 14. **There is no example of the API of the CRM available currently.**

QUESTION 15. What function does ICS provide when integrated with the centralized CRM?

RESPONSE 15. **Verification of a valid play.**

QUESTION 16a. Can you please provide the following data metrics for the complete centralized ICS (all CGS):

- i. Average daily transactions
- ii. Peak transactions per min or per second
- iii. Peak draw data volume

RESPONSE 16.a.i: **16,512,262 (Average daily transactions)**

RESPONSE 16.a.ii: **91,125.46 – 119,489.79 (Daily peak transactions per minute)**
1,518.76 – 1,991.50 (Daily peak transactions per second)

RESPONSE 16.a.iii: **194,302,937 – 215,714,484 (Peak draw data volume)**

QUESTION 16b. Can you please provide the following data metrics for the high-water mark for a single CGS

- i. Average daily transactions
- ii. Peak transactions per min or per second
- iii. Peak draw data volume

RESPONSE 16.b.i: **16,148.504 – 135,895,878 (Average daily transactions)**

RESPONSE 16.b.ii: **11,214.24 – 94,372.14 (Peak transactions per minute)**
186.90 – 1,572.87 (Peak transactions per second)

RESPONSE 16.b.iii: **24,409,474 – 25,224,312 (Peak draw data volume)**

QUESTION 17. Aside from pre-draw sales and post-draw winners reporting and balancing, what other reports, if any, will be required of the ICS, and the timing and frequency of these reports?

RESPONSE 17. **We anticipate monthly reports regarding system changes, identifying the change, and why and by whom it was made.**

2023-2024 TIMELINE FOR THE RFP (MAY BE REVISED BY MUSL)

November 28, 2023 – RFP issued; posted to MUSL.com; PublicGaming.com; NASPL.org

December 18 – Questions from interested Vendors due by 3:00 pm CT (email only: **subject line:** Central ICS; **email:** Procurement@MUSL.com)

January 9, 2024 – Responses to Vendor Questions (anonymized, and posted to MUSL.com)

February 20 - Proposals Due by 3:00 pm CT (email only: **subject line:** Central ICS; **email:** Procurement@MUSL.com)

March 5 - 8 – Vendor interviews and demonstrations (at the discretion of MUSL)

April 11 – Initial Selection

May - June – Contract Negotiation

June – July – Project Kick-off Meeting

Note: *The Selected Vendor, its owners, and staff who will be assigned to work on this Project may be subject to successful completion of financial and criminal history background checks. Any resulting contract will include requirements regarding confidentiality, bonding and insurance, compliance with MUSL security requirements, intellectual property assurances and other provisions.*

Vendors are responsible for their own costs in developing and submitting a proposal. MUSL will not reimburse any vendor costs incurred in the submission of their Proposal.

By issuing this RFP MUSL is not offering to enter into a contract with any interested Vendor, nor does acceptance of a proposal or additional information constitute an agreement to enter into a contract with any interested Vendor. Vendor selection schedule may change.

The terms “vendor” and “company” may have been used interchangeably in the RFP.