

1. I just want to confirm that you will not consider proposals from companies that do not have current contracts with other government lotteries, correct? The statement to which I am referring is this:

“The developer must have at least two (2) current contracts with a government or government sponsored lottery to provide a mobile application, website, or database marketing solution and must support all required features as described in this RFP.”

Correct. The Lottery’s minimum requirements for this RFP include two (2) lottery contracts. See the changes found in the First Amended RFP.

2. Do you allow offshore developers for this effort/Can companies from Outside Canada apply for this? (like, from India or USA) and perform the tasks related to RFP?

Yes. Development can occur outside of North America. Please note, however, that the Lottery expects support and account management to be based in North America. See the changes found in the First Amended RFP.

3. Do we need to come over there for meetings?

See the Lottery’s response to Question 2.

4. Can we submit the proposals via email?

No.

5. Would the Minnesota State Lottery please consider extending the deadline for proposal and pricing submission by three (3) weeks?

No.

6. The Lottery shared a \$7.5M marketing budget annually, is it accurate that the cost for mobile development will be sourced from this budget?

The mobile application is a Lottery-wide priority.

QUESTIONS REGARDING Section 2

7. Can the Lottery please confirm that "Rivit" is the "Promotions Engine" named in Appendix C?

Yes

8. What are the primary objectives the Lottery has for increased database marketing and CRM functionality in the coming years?

The Lottery expects to work cooperatively with its mobile application developer to determine the optimal system architecture to accomplish its goals. Our goal for database marketing and CRM functionality in the coming years is to connect data from all our customer touch points so that we can provide customized messaging and engagement opportunities for our players. To do that, we need customer usage data from the app to connect to our existing CRM, and that is our preference. However, the Lottery is open to a separate Content Management System (CMS) for the mobile application, as one source of content management for both the website and the app may not be easily accomplished or feasible.

9. What areas of the mobile application, if any, does the Lottery require the ability to independently manage via their Craft CMS?

See the Lottery's response to Question 8.

10. What APIs are available for integrating with Craft CMS? If no APIs are available, can the Lottery please provide information on how the mobile application should integrate with Craft CMS?

See the Lottery's response to Questions 8 and 14.

11. Is the Lottery open to using a different CMS solution for the mobile application?

See the Lottery's response to Question 8.

12. Does the Lottery have a preference to remain with Craft CMS and to build out further depth within that system to support native app content authoring? Or is the Lottery interested in a new CMS solution and a migration plan to move away from Craft CMS?

See the Lottery's response to Question 8. The Lottery does not intend to move away from Craft for its website.

13. Would the lottery prefer to have a CMS which would enable the Lottery to directly administer and manage the simple promotions and other updates to the Mobile App?

See the Lottery's response to Question 8.

14. Is the Lottery prepared to open up Headless Mode on the Craft CMS to support native mobile apps or is there any known reason as to why that would be prohibitive?

The Lottery cannot turn on Craft's headless mode because we still need Craft's template rendering engine for the Lottery website. Clockwork and the Lottery can open the Craft GraphQL API for data retrieval.

QUESTIONS REGARDING Section 3

15. Due to shipping requirements that have become more challenged with the Covid-19 pandemic, instead of submitting two USBs via mail, can proponents submit their responses by email (i.e., an email with two attached proposals – one with pricing and one without pricing) or by other means of electronic submission or file sharing applications? If this is acceptable, what is the Lottery's size limit for electronic file attachments?

No.

16. Will the audio/video file be part of the evaluation? If so, what will be the scoring criteria?

Developers can provide audio/video examples or samples as part of their proposal. These should improve the Lottery's understanding of the written proposal and inform the Lottery's review. Audio/video examples will not be separately scored.

17. Is Section 5, Pricing included in the 50-page limit?

No. See the changes found in the First Amended RFP

18. Would the Lottery please clarify how the distribution of preference points (if applicable) will be awarded?

If a Developer qualifies for Targeted Group or Economically Disadvantaged Business preferences points, it will receive a 6% (60-point) preference in the 1000-point evaluation. See the bottom of page 12 of the RFP and the resources described.

19. Would the Lottery please define “preference points?”

See the Lottery’s response to question 18.

20. Please provide the required Contract Exceptions form for vendors or explain the components the form needs. Do vendors provide alternate contract language to any contract exceptions? Would the Lottery please provide some guidance on exceptions taken to the proposed Contract that may be considered disqualifying, as opposed to exceptions that may be accepted, negotiated and/or rejected by the Lottery?

The Lottery will negotiate a commercially reasonable contract that complies with Minnesota law. The template contract protects the Lottery by placing most risks on the expert party in this transaction: the software developer. The Lottery will consider changes to the contract that allow the developer to profitably deliver a successful application, but the Lottery is looking to avoid most (if not all) technology and intellectual property risk. Generally, the Lottery believes it has a well-earned reputation for reasonableness in legal negotiations.

21. We have downloaded the Workforce Certification application from <https://mn.gov/mdhr/certificates/equalpay/> Certificates tab. Please confirm this is the proper form for vendors to submit with their response.

Yes.

22. Certain insurance policies have deductibles of varying amounts. Would MN consider modifying the deductible amount in consideration of other factors relating to bidder?

Yes. Please note your proposed modifications in an attachment to your proposal.

23. Insurance Requirements subsection B.4. – This section of the RFP states “Any deductible will be the sole responsibility of the Contractor and may not exceed \$50,000 without the written approval of the State.” Can the Lottery please confirm that such written approval is not required prior to submission of the response by a Developer?

Yes.

24. Does the Lottery require the vendor's E-Verify Certification to be submitted with the proposal response, or to wait for contract award? If a vendor is using subcontractors, do they also submit the E-Verify Subcontractor Certification Form with the proposal response, or wait for contract award?

See page 15 of the RFP.

25. Will the lottery please confirm that a Cover Page, Table of Contents, Transmittal Letter and Trade Secrets Designation Table are not counted toward the page limit.

Correct. See the changes found in the First Amended RFP.

QUESTIONS REGARDING Section 4

26. Will the lottery require that IGT provide the required APIs for integration and supporting documentation, as well as technical support during the contract?

Yes. IGT is required to integrate with third parties as part of their system contract.

27. Can the Lottery please confirm that, should the Lottery's central gaming system vendor change during the term of the contract for the mobile application, integration with the new central gaming system vendor is considered out of scope?

Yes.

28. Will customer support services for the mobile application be provided by the Lottery or the successful bidder?

The Lottery will provide all direct customer/player support without assistance from the Developer. The Developer, however, must provide customer support to the Lottery.

29. Proposed Go Live and Milestone Schedule has the same numbering as Included Support and Service Levels – 4.2.2. Are these part of the same requirement, or should Proposed Go Live and Milestone Schedule be numbered 4.2.3.? Would the Lottery prefer vendors to renumber the duplicate 4.2.2. to 4.2.3 Proposed Go Live and Milestone Schedule?

Yes. See the changes found in the First Amended RFP.

30. Can the Lottery please confirm that Developers' proposed Service Level Agreements ("SLA") are to be included as an attachment and are not part of the 50-page limit?

Yes. See the changes found in the First Amended RFP.

31. Can the Lottery please provide documentation on any existing API used for interfacing with the Clockwork Promotion Engine? If no API exists, can the Lottery provide documentation on the data modeling used by the Clockwork Promotion Engine or any other technical documents available?

Integration API's with external service providers are not yet available in this way. Clockwork will work closely with the app Developer in cooperatively developing standards and interfaces.

32. 4.4.2, p. 19, Will the lottery require that Clockwork provide technical assistance and engagement during the project to develop or integrate with new or existing Second Chance APIs?

Yes.

33. Does the Second Chance program only accept scratch games or also lotto games?

Both.

34. Does the Lottery do any digital couponing (e.g., a digital coupon that a player can redeem at a retailer) today as part of Second Chance or otherwise?

The Lottery has on occasion using single use printed and emailed barcodes but is not currently.

35. From experience, we anticipate exceptions to standardized integration methods. Is the Lottery aware of any such exceptions to integrations with their central systems provider for the purpose of ticket checking, and/or obtaining prize amounts and claim information that may deviate from past integrations via the IGT API for the communication of such ticket information? If so, could the Lottery please provide details on any known deviations.

The Lottery is not aware of any exceptions. IGT will expose their API's, and the Developer will write to those requirements.

36. Can the Lottery please provide information on all types of barcodes used on their scratch, lotto, and Progressive Print-N-Play games? Can you provide specifications on the barcodes that exist on your scratch and lotto game tickets - including the type on each (e.g., lotto = PDF417, scratch = i2of5, etc.) and if there are any ancillary barcodes that contain things like the play data (e.g., a QR code on lotto style games that contains the numbers picked, play options, etc.)?

The Lottery uses the following barcodes: PDF 417 (ticket validation for scratch), i2of5 (ticket validation for lotto games), QR (to be determined for lotto games – contains miscellaneous data), Code 39 (retailer information for scratch tickets), and Code 128 (retailer information for scratch tickets).

37. From experience we understand and anticipate exceptions to standardized integration methods and respectfully ask if the Lottery is aware of any such exceptions to integrations with their central systems provider for the purpose of displaying results of the latest winning numbers and jackpot amounts for all current, recent past, and future lottery games that may deviate from past integrations via the IGT API for the communication of such winning numbers and jackpot information? If so, could the Lottery please provide details on any known deviations.

The Lottery is not aware of any exceptions.

38. From experience we understand and anticipate exceptions to standardized integration methods and respectfully ask if the Lottery is aware of any such exceptions to integrations with their central systems provider for the purpose of displaying odds and prize data (including prizes remaining, where applicable) for all current, past, and future (not yet developed) scratch, lotto and Progressive Print-N-Play games that may deviate from past integrations via the IGT API for the communication of such information? If so, could the Lottery please provide details on any known deviations.

The Lottery is not aware of any exceptions.

39. Is the Lottery open to an alternative method for displaying odds and prize data (including prizes remaining, where applicable) for all current, past, and future (not yet developed) scratch, lotto and Progressive Print-N-Play games that does not use an API but instead is independently managed and updated by the Lottery via a CMS provided with the mobile application?

See the Lottery's response to question 8.

40. In addition to winning numbers, jackpot amounts, odds, and prize data, does the Lottery want to display additional information related to each of their games, such as images, price points and brief descriptions? If so, will this information be provided via an API, independently managed by the Lottery via a CMS provided with the mobile application, or an alternative method?

See the Lottery's response to question 8.

41. Can you clarify the expected integration method further? For example, will the Lottery have a database and an API (perhaps the one that powers the website retail finder) and the Developer will simply integrate with that endpoint? Or is the expectation that the Developer will need to set up an SFTP, receive CSV files on a schedule, host our own database, make our own API, and then integrate the apps with our own endpoint? What are the database integration specifications for retailer information?

Developer will work with Clockwork, IGT, and/or the Lottery to cooperatively develop a process to update, maintain, or feed a retailer database. The Lottery currently generates a CSV file from IGT data every day, which feeds the website. This CSV file does require some minor manual cleanup.

42. Our experience with systems such as IGT has been that the barcode contains all of the data from the playslip and there is no networking protocol (e.g., API) established between the app and the terminal. Does the Lottery prefer an API approach be defined between IGT and Developer, and if so can the Lottery describe a bit further as to the rationale for an API call?

Digital playslip capability may not require an API. However, to determine whether a ticket is a winner, the Developer will need more than barcode data. This data is held by IGT and our understanding is this will require an API. Additionally, second chance voucher information is not contained in the playslip and may require an API.

43. Is the requirement to display all tiers/prizes remaining per individual scratch game, an aggregate screen that shows only top prizes remaining across all games at a glance, or both of these?

The Lottery expects this requirement to be met using the best UI/UX experience possible.

44. We understand the Lottery requires the ability to independently manage the content contained in this interactive tutorial. Would the Lottery desire to independently manage this content via their Craft CMS or is the Lottery open to other methods or CMS platforms by which we can enable their ability to independently manage this content? With regards to the tutorial: Does the Lottery desire an interface to allow them to make changes directly?

The Lottery expects the tutorial to be delivered complete and with minimal updates required.

45. Can the Lottery please provide more detail on the level of interactivity expected of this interactive tutorial?

A tutorial should successfully teach our players how to use the app. We expect the Developer to provide a solution considering that many of our players will not be familiar with smartphone applications.

46. Section 4.5.2.1 describes the retailer locator and states “Developer will visually designate retailers within a map and provide directions.” We have found this is best accomplished through a third-party map service, such as Google Cloud APIs including maps service, which has a per-use fee model. Is Lottery receptive to taking on this ongoing fee, or does Developer need to be prepared to do so?

The Developer should expect to roll any fees into their fee structure for purposes of this RFP. The Lottery is willing to discuss this question during contract negotiations.

47. We understand the Lottery requires the ability to independently manage the content contained in the Responsible Gaming program section of the app. Would the Lottery desire to independently manage this content via their Craft CMS or is the Lottery open to other methods or CMS platforms by which we can enable their ability to independently manage this content?

See the Lottery’s response to question 8.

48. Would the Lottery please provide more information on the “other” types of responsible gaming information, features and applications to be included in this section of the mobile application including how they envision these items being delivered to the player, including any rewards to be administered for the completion of activities such as quizzes?

No. The Lottery is looking for information for players to access, including links. The Lottery doesn’t anticipate building out the features you describe.

49. Is the Lottery requiring the ability to independently manage these “other” types of responsible gaming information as well? And if so, is the Lottery requiring the ability to independently manage this information via their existing Craft CMS solution or is the Lottery open to other methods or CMS platforms by which we can enable their ability to independently manage this content?

See the Lottery’s response to question 8.

50. Is the Lottery open to a web-view approach (or something similar) for the display of Responsible Gaming information?

Yes, however the implementation of an iFrame or web-view should be clean without disrupting the player’s in-app experience.

51. Can the Lottery please provide more details as to the type, quantity, change frequency and method by which they require the ability to independently manage advertising content?

See the Lottery’s response to question 8. The Lottery wants the ability to feature advertising content in splash screens or on the same screen as another feature. This will be cooperatively determined between the Developer and the Lottery. This is not the most important feature in the app.

52. Can the Lottery please explain what a “connected” social media account entails? What specific social sites would the lottery prefer for sharing? For example, Twitter, Facebook, Instagram? Is there a preferred list?

The list provided appears correct. A connected social media account is an account a player connects so he or she can share from social media.

53. Is it the Lottery's preference that such push notifications will be administered via HubSpot or is the Lottery open to alternative solutions?

The Lottery anticipates data will be aggregated, customized, and stored in HubSpot, but the notification itself will presumably be from the mobile application. The Lottery is willing to discuss this further. See also the Lottery's response to question 55.

54. If the successful vendor is required to integrate with HubSpot, can the Lottery please provide technical documentation for integrating with HubSpot?

HubSpot has extensive documentation at <http://developers.hubspot.com>.

55. Is the Lottery looking to secure Push Notification services as part of this procurement and if so, can the Lottery please provide details as to the anticipated quantity and frequency of Push Notifications? Is the lottery open to additional messaging channels to support the CRM solution?

The Lottery expects push notifications to be part of the mobile application and is open to all solutions. The Lottery, however, is not interested in spamming its customers using push notifications. With that context, the Developer should expect to roll any fees into their fee structure for purposes of this RFP. The Lottery is willing to discuss this question during contract negotiations

56. Regarding Push Notifications, is the Lottery's preference to leverage HubSpot as the platform to author and execute a push send (if available) or should the Developer propose a solution? If Developer proposes a solution, will Lottery pick up the third-party platform fees associated with push sends or should Developer be factoring those costs into proposal pricing?

See the Lottery's response to question 55.

57. Is it the expectation of the Lottery that all notifications and communications will use an external CRM solution? Who does the Lottery expect to bear the cost of the CRM solution?

See the Lottery's response to questions 8 and 55.

58. Are the Second Chance Promotion pages to be accessed via a weblink or web frame optimized for mobile? If the pages are not optimized for mobile, is the work required to optimize these pages the responsibility of the Lottery or Clockwork, or is it the responsibility of the mobile application provider?

The Lottery's website, including the Second Chance entry pages, are already optimized and responsive for mobile. Further optimization would be the responsibility of the Lottery.

59. If the Second Chance Promotion pages not optimized for mobile and it is the mobile application provider's responsibility to modify these pages so that they are optimized for mobile, is this work inside or outside the scope of work for this mobile application development services contract?

See the Lottery's response to question 58.

60. Would the Lottery please clarify in more detail what is meant by, “your responses may inform the Lottery’s scoring of other portions of your proposal?”

No additional detail should be needed.

QUESTIONS REGARDING PART 5

61. Would the Lottery prefer vendors to renumber the duplicate 5.3 to 5.4 Offered Options in Section 5 Pricing? Offered Options has the same numbering as Post Launch Support – 5.3. Are these part of the same requirement, or should Offered Options be numbered 5.4?

This was an error. See the changes found in the First Amended RFP.

62. Due to the unique and flexible nature of some options it's not always possible to give an accurate price. Will the Lottery please allow vendors to mark certain offered options as “TBD” to allow for detailed specifications to be gathered from the Lottery? May Developers provide TBD pricing for any Offered Options? Alternatively, may the Developer provide a cost estimate range rather than a firm-fixed price?

Yes.

63. Can you describe the Lottery’s view of a “Strategic Implementation Manager”?

The Lottery will designate a single person to filter communications between the Developer, the Lottery, IGT, and Clockwork. This project manager will be responsible for ensuring the Developer has access to the resources and answers it needs to be successful.

QUESTIONS REGARDING APPENDICES

64. Is it correct that the proposed Schedule A may be modified from time to time as additional Third Party Materials may be approved by the Lottery?

Yes.

65. Does Background Technology include additional materials that are developed or acquired by the Developer independently from the performance of this Agreement during the Term of the Agreement?

Yes.

66. Will the Lottery please replace “universe” with “world”, since no Developer knows what rights it has outside of the world and may not be authorized to transfer such rights?

No. Yoda has granted the Minnesota Lottery a monopoly on gambling in the Dagobah system. (Yes.)

67. Will the Lottery accept the developer utilize commonly used Open Source components and utilities such as .Net which is supported by Microsoft or Android OS and Flutter which are both maintained by Google?

Yes, but any such technologies should be disclosed and listed.

68. This paragraph states that “Customer will not be deemed in breach of this Agreement for failure to perform its obligations on a timely basis”. Is it correct that the failure of the Lottery to make a Milestone Payment remains a breach of this Agreement?

Yes.

69. Is it correct that Developer will not be in breach of the Agreement if the App Store delays or rejects the App, including if it complies with the Specifications?

The Lottery expects the application to be promptly accepted by the App Stores. Further negotiations and discussion about this provision appear necessary.

70. Could the Lottery explain what it means by the phrase 'Developer shall ensure that (a) the Mobile App is prepared by an employee of Customer'?

This requirement can be removed or modified in negotiations.

71. Is it correct that Developer’s does not have to indemnify the Lottery for Losses that are incurred to the extent caused by acts or omissions of the Lottery, any third party acting at the direction or on behalf of the Lottery (other than Developer and its Subcontractors) or any unauthorized action by a user of the App?

The indemnifications provision should be self-explanatory. Clarifications may be discussed in negotiations.

72. If there is no “alternate service provider” immediately in place following termination of the Agreement, how long will this obligation on Developer remain in effect?

The text of this requirement should be self-explanatory. Clarifications may be discussed in negotiations.

73. [14.3.(c)(ii)] subsection states that the Lottery “will be relieved of any obligation to pay any Fees”. Please confirm that this does not apply to Fees paid or due for prior to the termination. For instance, this would not mean that the Developer must reimburse the Lottery for previous payments, correct?

This appears correct, but the text of this requirement should be self-explanatory. Clarifications may be discussed in negotiations

74. Will the Lottery replace the word “would” with “may” in the second sentence since it is not a certainty that a particular breach “would cause the other Party irreparable harm for which monetary damages would not be an adequate remedy”?

This appears reasonable, but the text of this requirement should be self-explanatory. Clarifications may be discussed in negotiations.

75. Will the Lottery consider a limitation of liability for indirect and consequential damages?

The Lottery does not prefer such limitations but is willing to consider commercially reasonable limits.

QUESTIONS REGARDING APPENDICES

76. With regards to device support:

- a.** Does the app have to support technologies, screens, operating systems greater than 5 years old?
- b.** Does this apply to Android and iOS?
- c.** With Android is there a specific list of specific Android device suppliers which must be supported?
- d.** Other than smartphones and tablet are there any other categories of devices which must be supported?

The Lottery wishes to have an app that is widely available, even to those Lottery players that do not have the latest and greatest technologies. Reasonable limitations, however, are acceptable and should be proposed.

77. With regards to interface specifications, when during the bidding process will access to the specific API's being used by IGT, Clockwork and SSO (mnlottery.com) be made available?

See the Lottery's responses to specific questions above.

78. Does the Lottery have desires or thoughts that lottery buyers could eventually buy lottery tickets directly on their device, rather than presenting to a retailer? This could impact overall design decisions. If this is desired, is there some preferred or expected time frame in which the Lottery would like to see it implemented?

The Lottery is procuring a convenience application and is not looking for sales capabilities. The application should be designed to maximize its convenience uses.

79. Is the Lottery currently authorized to accept non-cash payments for ticket sales at retail today? If so, can you describe at a high level what the acceptance program looks like? (e.g., only self-serve machines that take debit, retailers can choose to take credit/debit using their own processing equipment but Lottery equipment doesn't support it, etc.)

This does not appear relevant to the development of a convenience application.