Title Page

RFP Subject: Central Management System (CMS)

RFP Number: CRFP LOT1500000001

Vendor Name: GTECH Corporation

Business Address: 10 Memorial Boulevard Providence, RI 02903

Telephone Number: (401) 392-1000

Fax Number: (402) 392-1234

Contact Person: Jeff Hewitt

Email Address: Jeffrey.Hewitt@gtech.com

Authorized Signature: Joseph S. Gendron

Joseph S. Gendron
Senior Vice President, United States

Date: 2/23/15

03/05/15 09:55:51
WV Purchasing Division

GTECH

FAX

FAX TO: Evelyn P. Melton

COMPANY: Department of Administration, Purchasing Division

FROM: Dawn Caron (dawn.caron2@gtech.com)

DATE: 03/06/2015

SUBJECT: GTECH Corporation's updated Addendum Acknowledgement Form for CRFP LOT1500000001 Central Management System, confirming receipt of Addendum No. 1, 2 and 3.

FAX-NO: (304) 558-4115

PAGES (Includes cover sheet): 2

03/06/15 09:38:18
WV Purchasing Division

10 Memorial Boulevard | Providence, Rhode Island, United States, 02903 | T: 1.401.392.1000 | F: 1.401.392.4611 | www.gtech.com

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ADDENDUM ACKNOWLEDGEMENT FORM

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[X] Addendum No. 2	[ ] Addendum No. 7
[X] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

GTECH Corporation
Company

Joseph S Gendron
Authorized Signature

Joseph S. Gendron, Senior Vice President, United States

3/5/15
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing

03/10/15 09:39:18
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GTECH Corporation
Company

Joseph S Gendron
Authorized Signature

Joseph S. Gendron, Senior Vice President, United States

3/5/15
Date

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GTECH

March 5, 2015

Ms. Evelyn Melton
Department of Administration
Purchasing Division – State of West Virginia
2019 Washington St E
Charleston, WV 25305

Re: Request for Proposal – Central Management System
West Virginia Lottery CRFP 1500000001

Dear Ms. Melton:

GTECH Corporation (GTECH) is pleased to provide the enclosed response to West Virginia CRFP 1500000001 (RFP) for all equipment and services required for the implementation of a Central Management System (CMS) for all video lottery operations in West Virginia.

As part of our response to this RFP, we are proposing our most advanced CMS solution for VLTs and gaming machines to date: INTELLIGEN™, which is currently operational in three U.S. and four Canadian jurisdictions, as well as three jurisdictions in Europe.

INTELLIGEN meets all the requirements of this RFP and more. We designed INTELLIGEN on the foundation of a fully operational, proven core system, while combining additional value-added features that address the unique needs and requirements of wide-area and venue-based video lottery programs. This system supports advances in the video lottery industry, such as open-standard protocols and best practices. This functionality allows for the West Virginia Lottery to best support its Casino and LVL retailers and to maximize profitability of the Video Lottery program. We are confident that the GTECH solution will meet your needs today and well into the future.

GTECH prides itself on its ability to deliver CMS solutions in a structured and timely fashion. Our implementation teams have many years of experience in the delivery of complex systems, including the deployment of CMSs for thousands of VLTs, in thousands of locations. Our experience includes the conversion of a Scientific Games Aegis system to an

GTECH Center 10 Memorial Boulevard Providence, RI 02903 Phone: 401-392-1000

INTELLIGEN G2S supported system in Quebec, Canada. We are confident that the West Virginia Lottery will benefit from our extensive expertise and experience in the design, development, implementation, operation, security, and maintenance of video lottery CMS solutions.

The West Virginia Lottery is a valued customer. We are very proud to be the Lottery's partner for its online lottery business, and we welcome the opportunity to continue and build upon our long-standing partnership. If GTECH is selected as the CMS supplier, the Lottery can be assured of the same level of service, integrity, and security that we currently provide for the online lottery operations.

We are excited about the opportunity to implement our industry-leading INTELLIGEN CMS for the West Virginia Lottery. If you have any questions concerning our response or would like to further discuss our proposal, please feel free to contact either me or:

Jeff Hewitt
Account Development Manager
GTECH Corporation
304-206-3201
Jeff.Hewitt@gtech.com

Best Regards,

Joseph S. Gendron
Senior Vice President, United States
GTECH Corporation
10 Memorial Boulevard
Providence, RI 02903
Phone: 401-392-7631
Fax: 401-392-4810
Email: jay.gendron@gtech.com

Enclosure: GTECH Response to the RFP

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CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

GTECH Corporation
(Company)

Joseph S. Gendron
(Authorized Signature)

Joseph S. Gendron, Senior Vice President, United States
(Representative Name, Title)

(401) 392-7631 (Phone Number)
(401) 392-4810 (FAX Number)

2/23/15
(Date)

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

Not applicable.

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Company

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Authorized Signature

Joseph S. Gendron, Senior Vice President, United States

2/23/15
Date

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RFQ No. CRFP LOT1500000001

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W.Va. Code §23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W.: *Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: **GTECH Corporation**

Authorized Signature: Joseph S. Gendron Date: 2/23/15

State of **Rhode Island**

County of **Providence**, to-wit: **Joseph S. Gendron**

Taken, subscribed, and sworn to before me this 23rd day of February, 20 15.

My Commission expires June 16, 20 17.

AFFIX SEAL HERE

NOTARY PUBLIC

SECTION 4, 3
Qualifications and Experience

Proven Industry Leader with Unparalleled Experience and Expertise

GTECH is the industry leader deploying more Video Lottery Central Management System (CMS) solutions to state governments, lotteries, and private sector operators than any other system supplier.

GTECH Strengths

- GTECH has successfully deployed its INTELLIGEN CMS to eight North American Video Lottery customers since 2010, supporting both casino and distributed Video Lottery Terminal (VLT) environments.
- GTECH has led the industry in the deployment of the Game-to-System (G2S) compatible systems with player services in the Video Lottery market resulting in an extensive portfolio of new and innovative features, including the most comprehensive Responsible Gaming (RG) application in the industry, Player Loyalty and Rewards, and Account-Based Play (cashless) options.
- GTECH's CMS team has more than 300 dedicated personnel who have the experience and expertise that is unmatched by any other company in the Video Lottery industry.
- GTECH has implemented 24 systems and has been selected to deploy a CMS in three additional jurisdictions over the next 12 months.

GTECH has a dedicated support team located in West Virginia, including an Account Development Manager who has a complete and thorough understanding of the West Virginia market and its business model.

Attachment A

Vendor Response Sheet
Section 4, 3
Qualifications and Experience

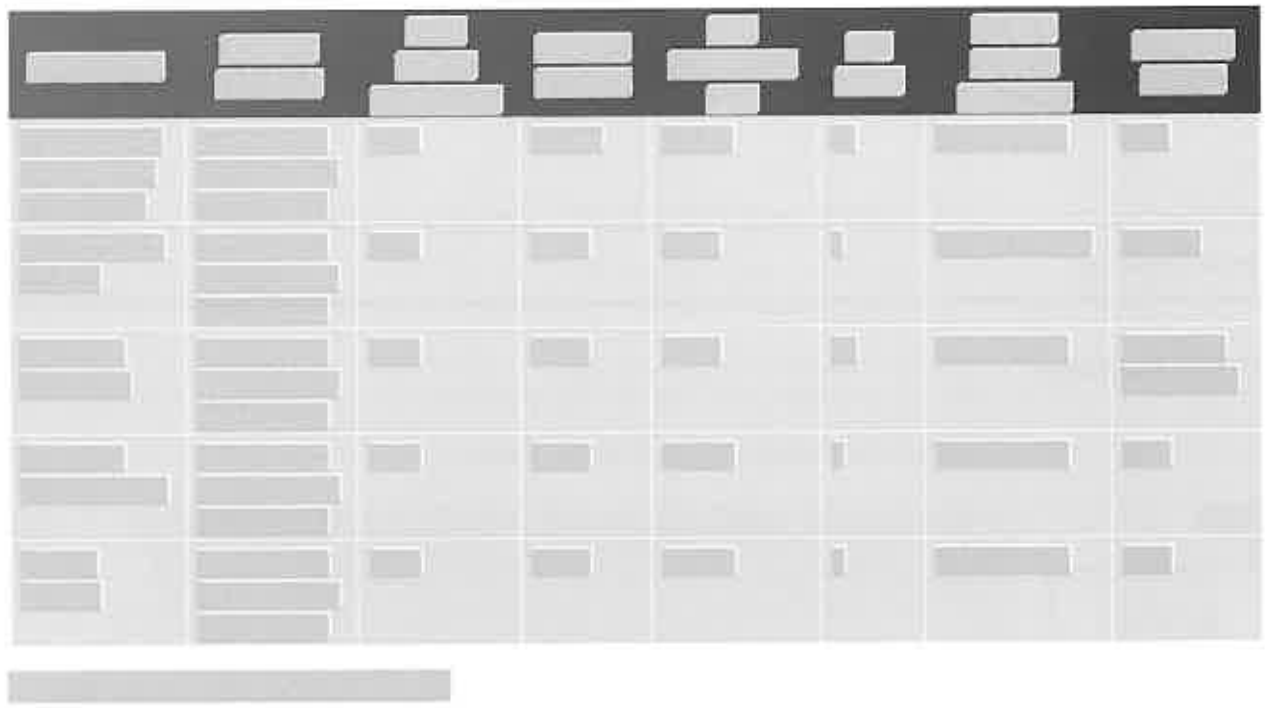
Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects;

GTECH Response:

Confidential information begins here.



GTECH





[redacted]

Confidential information ends here.

references;

GTECH Response:

GTECH has extensive experience delivering the CMS solution in North America. As outlined in this response, these projects include implementations in jurisdictions new to gaming as well as conversions of existing or competitors' systems. GTECH provides the following references regarding our experience in CMS implementations:

Figure 4, 3 – 2:
References

Jurisdiction:	Maryland State Lottery
Project:	Implementation of a new CMS to support a statewide gaming program
Reference Contact:	Jeff Patchen CIO, IT (410) 230-8947 jeff.patchen@maryland.gov
Jurisdiction:	**Kansas Lottery**
Project:	Implementation of a new CMS to support a statewide gaming program
Reference Contact:	Keith Kocher Director, Gaming Facilities (785) 296-5706 keith.kocher@kslottery.net
Jurisdiction:	**Rhode Island Lottery**
Project:	Conversion to the INTELLIGEN CMS from the existing GTECH CMS to support a statewide gaming program
Reference Contact:	Gerald Aubin Director (401) 463-6500 gaubin@rilot.ri.gov

copies of any staff certifications or degrees applicable to this project;

GTECH Response:

GTECH has provided copies of staff certifications or degrees, as well as resumes applicable to this project, for personnel outlined in our proposed staffing plan in the **Key Personnel Resumes and Certifications/ Degrees** Exhibit located behind the Exhibits tab.

proposed staffing plan;

GTECH Response:

The following figure outlines GTECH's proposed staffing plan:

Figure 4, 3 – 3:
Proposed GTECH Project Staffing Plan

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Key Technical Project Personnel				
John Goncalves, PMP **Lead Project Manager/Central System Project Manager (PM)**	**FL**	**YES**	**13**	**13**
John will coordinate the planning to develop the overall project plan. He will be the primary point of contact throughout the implementation process. He will oversee the assigned resources and the fulfillment of management activities needed to deliver the solution within specifications, on time, on budget, and to the satisfaction of the Lottery.				
Joan Leger **Software Project Manager**	**CAN**	**YES**	**27**	**1**
Joan will be involved in the planning and coordination to develop the overall software development project plan. She will be the single point of contact throughout the implementation process as it relates to software project management. She will oversee the assigned resources and the fulfillment of management activities needed to deliver the solution within specifications, on time, on budget, and to the satisfaction of the Lottery.				
Anthony Blair **Systems Engineer**	**OR**	**YES**	**19**	**19**
Anthony will serve as the Systems Engineer for the West Virginia program, acting as the senior technology engineer assigned to system delivery and technical oversight. He will address technical project issues and coordinate the transfer of the technical business strategy. He will also coordinate the technical review of the delivery and serve as the senior technical advocate from the delivery team for driving back changes from the project team. Anthony brings industry knowledge of technical products, services, and solutions as well as an in-depth knowledge of GTECH systems. He enforces compliance with GTECH Intellectual Property Policy throughout delivery, working with the project manager and legal as necessary. Anthony will be the senior technical liaison between the Lottery and GTECH.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Mark Jones **Business Analyst Lead**	**CAN**	**YES**	**9**	**9**
Mark will facilitate the planning and coordination to develop the business requirements specifications and the software requirements specifications documentation. He will be the single point of contact throughout the requirements-gathering process.				
Chris Burke **Infrastructure Project Manager**	**CAN**	**YES**	**14**	**10**
Reporting to the PM, Chris will facilitate the following activities while serving as the program's Infrastructure PM: • Defining the scope of effort required to meet objectives. This includes defining activities, sequences of events, dependencies, and the duration of tasks. • Managing infrastructure resources and materials. • Facilitating team-building and communication. • Providing direction and decision-making for problem resolution. • Coordinating, approving, and tracking all project-related expenses including all hours, materials, and services. • Acting as a primary interface between the Deputy PM and the infrastructure project team. • Reporting progress in writing. • Identifying internal and external factors that may be jeopardizing the project, escalating issues, and recommending solutions to the PM.				
Chris Lawrence, PMP **Training Project Manager**	**RI**	**YES**	**4**	**4**
Reporting to the PM, Chris will facilitate the following activities throughout the training effort: • Assessing client objectives and coordinating training requirements and deliverables for a worldwide client base. • Producing and tracking project management criteria for schedules, budgets, and resource requirements. • Developing and delivering classroom training and focused lab sessions. • Designing and administering testing and instructional programs mapped to project objectives. • Delivering Train-the-Trainer sessions for contract trainers. Creating and implementing development plans for junior trainers and mentoring accordingly. • Providing Subject Matter Experts (SMEs) for the INTELLIGEN system. • Conducting follow-up reviews to ensure a high level of client satisfaction.				
Sylvain Thibodeau **Quality Assurance (QA) Lead**	**CAN**	**YES**	**6**	**6**
Reporting to the PM, Sylvain will provide test estimates, create test plans, generate test documentation, train QA resources, and assign and execute tests to verify that systems perform as required. He will secure, organize, and maintain test environments. Sylvain will participate in project and customer meetings to document and evaluate requests of all parties for future software releases. His role is highly technical and requires experience in software development life-cycle processes and practices.				
Kevin Carey **Operations Lead**	**RI**	**YES**	**14**	**4**
Kevin oversees GTECH's INTELLIGEN CMS Operations and is involved in project installation, configuration, testing, and support. He also supports post-project operations for customers worldwide. As Operations Lead, he will provide the Lottery with knowledge of operations strategies on a global level.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Babak Kheiltash, DBA Database Administrator	**CAN**	**YES**	**3**	**3**
Babak will provide Database support for the project and guidance to the team to resolve issues quickly and liaise with GTECH senior management for any additional actions.				
Tim Bell Installation Specialist	**CAN**	**YES**	**8**	**8**
Tim will provide support for setup, installation, configuration, and deployment of the INTELLIGEN CMS and will assist with troubleshooting any issues to resolve them quickly.				
Tom Bailey Network Specialist	**RI**	**YES**	**10**	**10**
Tom will provide Data Communications design and implementation for Primary, Backup, and Venue sites.				
Greg Gruenenfelder VLT Conversion Specialist	**RI**	**YES**	**10**	**10**
Greg will support the project as a team lead for the Systems support team. Systems Support Engineers (SSEs) configure and support all server hardware and configure all external storage units to conform to architectural design documents and GTECH standards. SSEs also install and configure the entire VMware delivery, Red Hat Linux, and Windows installations, including the installation of third-party software and configuration of core services.				
Key Account Management Project Personnel				
Matthew Cedor Regional Vice President, GTECH Americas	**RI**	**YES**	**22**	**22**
Matt leads cross-functional GTECH operations teams in serving clients throughout the U.S. market. Matt focuses on guiding the organization in delivering GTECH's "Customer First" philosophy regarding a full range of product solutions, including iLottery and iGaming, lottery CMS solutions, instant ticket games, and video lottery services. Matt has been with GTECH for more than 20 years in various roles, including site operations, business development, product marketing and management, and project management, in both U.S. and international markets.				
Jared Hale Client Service Team Manager	**CAN**	**YES**	**5**	**5**
Jared will coordinate the client services team's responsibilities for support from implementation to post-delivery applications, ensuring the Lottery's complete satisfaction with our solution during and after delivery.				
Jeffrey Hewitt Account Development Manager	**WV**	**YES**	**28**	**7**
Jeff will assist with account management responsibilities to ensure compliance to the plan and act as liaison to all corporate resources as required.				
Video Management Team				
Rachel Barber Senior Vice President & Chief Technology Officer Gaming	**RI**		**22**	**22**
Rachel will provide technology executive oversight for the Lottery's CMS project and enforce software processes and standards that each of the software delivery teams will follow.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Thomas Cahill **Senior Director, Gaming Systems**	RI		20	20
Tom will manage the GTECH software development team. This includes all product Research and Development (R&D), delivery-specific functionality, and service support after the initial system delivery. Tom will work with the Project Manager to provide the proper level of software support for the life of the contract.				
Paul J. DiStefano **Chief Architect**	RI		25	25
Paul is responsible for the overall software architecture strategy and oversight for all systems-related initiatives.				
Ronald Babineau, PMP **Client Delivery Project Manager**	RI		18	18
Ron will provide program management support for the project and guidance to the core team to resolve issues quickly and liaise with GTECH senior management for any additional actions.				
John Taylor **Director of Technical Requirements**	RI		13	13
As the manager of the Business Analysis (BA) team, John oversees the requirements-gathering process for all CMS projects. This includes all product R&D, delivery-specific functionality, and service support after the system's initial delivery. John works with the BAs to properly define requirements for the life of the contract.				
Allan Dillabough **Senior Director of Quality Technology**	RI		25	14
Allan leads GTECH's gaming Quality Assurance (QA) team. This group tests all games, product R&D, delivery-specific functionality, and service support after the initial delivery of the system. Allan works with the QA Managers to provide the proper level of quality assurance support for the life of the contract.				

For an organizational chart that represents project personnel and management staff who are key to implementing and supporting the CMS, please see the **West Virginia CMS Technology Team Organizational Structure** Exhibit located behind the Exhibits tab.

descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

GTECH Response:

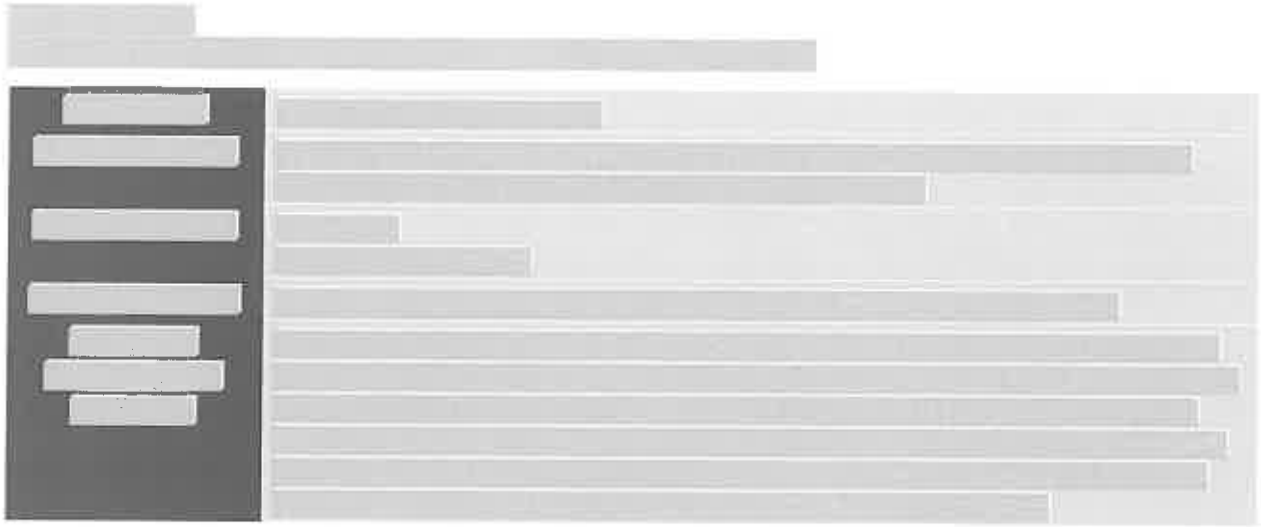
Confidential information begins here.



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Confidential information ends here.

GTECH has further described its Qualifications and Experience in the following responses to the RFP.

3
Qualifications and Experience

3.1
Staffing Qualifications and Experiences

The Vendor has the responsibility to provide all personnel necessary to meet the requirements of the Contract and provide consistent level of service to all Venues, the Lottery, and Lottery personnel. Specifically, the Vendor is responsible for providing all staff necessary to meet the timelines established subsequent to contract award and maintain support for service level agreements.

All staff assigned to this Contract are subject to approval and a criminal background check by the Lottery as was defined in Section Three (3B Lottery General Terms and Conditions) item 1 titled Criminal Background Investigation.

Staffing in certain key areas subsequent to contract award will be provided by the Vendor. Staffing is to be provided in support of the implementation of the CMS at each of the VLT Venues and remains with the implementation until at least two weeks after the last conversion of VLT operations at ALL Venues.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

As the following sections illustrate, GTECH's sizeable and seasoned work force includes project delivery personnel as well as operations and services staff who have a wealth of experience and qualifications and are highly suited for the delivery and upkeep of an opportunity such as this.

3.1.1

PROJECT MANAGER (Qualifications and Experience): The Project Manager's responsibility is to coordinate conversion of the CMS and each Venue, and that position will be the primary point of contact between the Vendor and the Lottery for all conversion matters. The Project Manager should be a certified PMP, have a minimum of five years' experience, and remain on site until conversion is complete. The Lottery will have the right to approve the assigned Project Manager for the duration of the conversion.

The Project Manager has responsibility to perform day-to-day management of the project, identify issues and risks, and recommend possible issue and risk mitigation strategies for the project; be responsible for ensuring that work performed is within the scope, consistent with requirements, and delivered on time; identify critical paths, tasks, dates, testing, and acceptance criteria; and monitor issues and provide resolutions for up-to-date status reports; and demonstrate excellent writing and oral communications skills.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's Project Management Office (PMO) is staffed with highly skilled and qualified project managers (PMs) who manage complex projects from start to finish. GTECH will assign John Goncalves as the PM for this project. John is Project Management Professional (PMP)-certified and has five years of experience as a Senior PM. For further details on John's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.2

NETWORK SPECIALIST (Qualifications and Experience): A Network Specialist, who is a Certified Network Engineer, is to support Lottery operations; this specialist will be assigned to the on-site conversion team and remain exclusively assigned to the Lottery project until conversion is complete. The Network Specialist needs to demonstrate expertise in the type of network proposed and implemented. The Project also entails network support in conjunction with the BDC.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH understands that the Lottery will require an experienced Network Specialist for a successful delivery. GTECH will assign Tom Bailey, a certified Network Engineer from the Global Telecom Organization to manage the project from start to finish, as well as a full support team ready to assist. GTECH's Global Telecom Organization is staffed with highly skilled and qualified network engineers with certifications from Juniper, Cisco, A10, Fortinet, and a suite of other network elements. For further details on Tom's qualifications and experience, please see the **Key Personnel Resumes and Certifications/ Degrees** Exhibit located behind the Exhibits tab.

3.1.3

VLT CONVERSION SPECIALIST (Qualifications and Experience): A Conversion Specialist who is a certified network or system engineer to provide LAN/WAN network support for Lottery operations will be assigned to the project. The Conversion Specialist will be assigned to the project at all times and shall be responsible for the conversion of each Venue. The Conversion Specialist needs to demonstrate at least three (3) years of experience with a working video lottery CMS, three (3) years of experience working with multiple VLT manufacturers, and demonstrate expertise in the type of network proposed and implemented by the Vendor. This specialist will be on-site during conversion.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

The VLT Conversion Specialist role is critical to the overall success of the entire delivery. It is similar to the Network Specialist, but dedicated to the VLT-to-CMS conversion piece. Experience is critical, since the conversion spans the gamut from the actual player input to central processing and reporting. GTECH understands that a successful conversion requires a Conversion Specialist who has already participated in the entire process. GTECH will assign Greg Gruenenfelder, a certified Information Technology (IT) Engineer from our Global IT Infrastructure team for this role in the delivery.



GTECH Advantage

GTECH's Global IT organization is staffed with highly skilled and certified IT engineers who have gone through conversions in jurisdictions such as Maryland, Pennsylvania, and Rhode Island.

Greg will manage the project from start to finish, with a low-level voltage specialist assisting with all necessary installations and cabling required. For further details on Greg's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.4

INSTALLATION SPECIALIST (Qualifications and Experience): An Installation Specialist with CMS installation and configuration experience who will be on-site during conversion will be employed by the Vendor. The Installation Specialist shall be responsible for configuration of CMS software and system and application values in coordination with the Lottery management team. All configurations are to be approved by the Lottery prior to installation. The Installation Specialist will work with the Project Manager and VLT Conversion Specialist to ensure the CMS interaction and integration works between the primary system at the PDC and the VLTs. The Installation Specialist needs to demonstrate a minimum of one (1) year of experience with the proposed CMS, two (2) years of experience working with multiple VLT manufacturers, and two years (2) experience in LAN/WAN infrastructure support.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's Integration Engineers are specialists in the installation of the INTELLIGEN CMS. A named team of Integration Engineers are assigned to each customer implementation. They follow strict procedures in completing an installation and confirming the configuration of each installation using specialized tools.



GTECH Advantage

Each team member has from two to more than five years of experience, including installation of multi-vendor VLT systems for customers worldwide.

Integration Engineers can be deployed on-site and are equally able to work remotely with appropriate system access such as Virtual Private Network (VPN).

GTECH will assign Tim Bell as the Integration Specialist for this project. For further details on Tim's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.5

EDUCATION AND TRAINING SPECIALIST (Qualifications and Experience): The Vendor shall employ Education and Training Specialists having expertise in the area of training, including network administration, server administration, database administration, and day-to-day operations. These Education and Training Specialists are to have CMS installation and configuration training experience and be on-site before and during conversion. Education and Training Specialists shall educate designated Lottery personnel in the operations and reporting of the CMS.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH Training Specialists are Langevin-certified (the world's largest Train-the-Trainer company) trainers who have, on average, more than 10 years of experience delivering training on installing and configuring the CMS solution. Trainers are versed in the areas of Operations, System Administration, Communications, and End-User/Back-Office day-to-day operations. Trainers will be on site prior to and after conversion. Trainers will provide the knowledge and skills to Lottery personnel in the operations and reporting of the CMS.

GTECH will assign Chris Lawrence as the Education and Training Specialist for this project. For further details on Chris's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.6

DATABASE ADMINISTRATOR (Qualifications and Experience): The Vendor is responsible for assigning a qualified Database Administrator to the project to assist with training, conversions, database administration, and will provide knowledge transfer training to technical staff at the Lottery through conversion and for the life of the Contract. The Database Administrator needs to have experience with the Data Warehouse (DW) schema and shall document details concerning the schema. The Vendor is to demonstrate that this person qualifies as a senior level Database Administrator with appropriate education, training, and specific certification relative to the database schema utilized by the Vendor.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's team of Database Administrators has extensive experience with database conversion, replication, administration, and performance improvements in both On-Line Transactional Processing (OLTP) and Data Warehouse (DW) environments.

Each team member in the database component group performs at the senior level or higher. Our senior-level member is a GTECH Database Architect. Other members have previously worked directly for our database vendor and bring years of experience to ensure the success of the project.

GTECH will assign Babak Kheiltash as the Database Administrator for this project. For further details on Babak's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.7

BUSINESS ANALYST (Qualifications and Experience): The Vendor is to assign a lead Business Analyst who will be on-site before conversion, then assigned as needed. This position will support the Project Manager and ensure that all communications between technical staff of the Vendor and the Lottery accurately represent business requirements.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH will assign Mark Jones as the lead Business Analyst (BA) who will be on site before the conversion and as needed. Mark has extensive experience with GTECH products as well as with leading the requirements-gathering and management for client-driven projects. Additionally, GTECH will have a team of BAs that will provide support to the lead BA as needed throughout the duration of the project.

For further details on Mark's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.8

ONGOING SUPPORT STAFF (Qualifications and Experience): Ongoing support staff are intended to be separate individuals from implementation staff. At a minimum, the Vendor needs to assign a Product Support Manager and a Software Development Manager for the life of the Contract. The Product Support Manager and Software Development Manager will have CMS installation and configuration training experience. The Product Support Manager and Software Development Manager shall provide the ongoing support and education of designated Lottery personnel in the operations and reporting of the CMS. The Vendor has to assign a Network Specialist to support the Lottery network, including network support in conjunction with the BDC through conversion and for the life of the Contract.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

After full rollout and formal acceptance by the Lottery, the implementation PM will initiate the process to formally hand over the INTELLIGEN CMS to a GTECH Services Team that will provide ongoing support to the Lottery. The Services Team will be led by a PM responsible for planning and oversight of all post-implementation deliveries to the Lottery, communication with the Lottery on the technical aspects, and coordination with all technological services and departments required to assure prompt and high-quality services. This person will be assigned from among GTECH's experienced resource pool of PMs, a group of individuals with more than five years of experience in project management and customer care and familiarity with GTECH products and technological processes. The PM will report to the Regional Delivery Lead, who is responsible for maintenance and services for multiple accounts within a region.

The PM will closely work with a Technical Lead for the account, who will be an experienced software engineer with analytical capabilities and appropriate knowledge of the system architecture and functionality. The Services team provided to the Lottery will consist of experienced software resources with detailed knowledge of each system component and Operational Support specialists. The Services team will be augmented with a Software PM, Systems Engineer, Network Specialist, and Infrastructure support as necessary. The Services team will have access to a vast knowledge base and all technical resources within GTECH. This team will provide ongoing support for the Lottery as determined by a negotiated Service Level Agreement (SLA).

3.2
Corporate Capabilities

Vendor response is to demonstrate the corporate experience, technical and project management capability, and financial means to support this Contract.

GTECH Response:

In the following responses, GTECH has provided information to demonstrate its corporate experience, technical and project management capability, and financial means to support this Contract.

3.2.1

CORPORATE OVERVIEW: *Vendor shall provide the following information in its proposal:*

A. Name and address of the business entity making the proposal;

GTECH Response:

GTECH Corporation
10 Memorial Boulevard
Providence, RI 02903

B. Type of business entity (e.g., corporation, partnership, etc.);

GTECH Response:

GTECH Corporation is a Delaware corporation.

C. Place of incorporation, if applicable;

GTECH Response:

GTECH Corporation is incorporated under the laws of the state of Delaware.

D. Name and location of major offices, plants, and other facilities that relate to performance under the terms of this RFP;

GTECH Response:

The following are the names and locations of major offices, plants, and other facilities that relate to GTECH's proposed performance under the terms of this RFP:

- GTECH Corporate Headquarters
  10 Memorial Boulevard
  Providence, RI 02903
- GTECH Technology Center
  328 Urquhart Ave, Moncton, New Brunswick
  E1H 2R6 Canada
- GTECH Technology Center
  5301 Riata Park Court
  Building E, Suite 100
  Austin, TX 78727
- Primary Data Center:
  GTECH West Virginia
  1700 MacCorkle Avenue SE
  5th Floor South
  Charleston, WV 25314
- Backup Data Center:
  Middletown Mall Road
  2500 Fairmont Avenue
  White Hall, WV 26554
- National Response Centers(s):
  - Providence GTECH NRC
    75 Baker Street
    Providence, RI 02905
  - Austin GTECH NRC
    8520 Tuscany Way
    Building 6, Suite 100A
    Austin, TX 78754
  - Atlanta GTECH NRC
    250 Williams Street, Suite 3400
    Atlanta, GA 30303
  - West Virginia GTECH NRC
    1700 MacCorkle Avenue SE, 5th Floor
    Charleston, WV 25314

E. *Name, address, and function of all subcontractors, associated companies, or consultants to be involved in any phase of this project;*

GTECH Response:

GTECH may use the services of a subcontractor or supplier to assist with the Site Controller installation. As of this submission, GTECH is in the process of identifying the appropriate subcontractor or supplier.

F. *Name, address, and telephone number of Vendor's representative to contact regarding all contractual matters concerning this proposal;*

GTECH Response:

Jeff Hewitt, Account Development Manager (ADM), is the contact for questions regarding all contractual matters concerning GTECH's proposal. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

G. *Name, address, and telephone number of Vendor's representative to contact regarding all technical matters concerning this proposal;*

GTECH Response:

ADM Jeff Hewitt is the contact for questions regarding all technical matters concerning GTECH's proposal. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

H. *Name, address, and telephone number of Vendor's representative to contact regarding site visit schedule and other arrangements; and*

GTECH Response:

ADM Jeff Hewitt is the contact for questions regarding site-visit schedules and other arrangements. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

I. *Vendor's Federal Employer Identification Number.*

GTECH Response:

GTECH's Federal Employer Identification Number is 05-0389840.

3.2.2

FINANCIAL VIABILITY: *Unless the Vendor currently holds a manufacturers license under the Racetrack Video Lottery Act or the Limited Video Lottery Act, the Vendor is to submit the following financial information:*

IF PUBLICLY TRADED COMPANY:

A. SEC Form 10-K for most recent year-end;

B. SEC Form 10-Q for all quarters since filing of 10-K;

C. SEC Forms 8-K or Series 13 filings since fling of 10-K; D. Most recent Proxy Statement; and

E. List of senior officers and/or beneficial owners of 5% or more of the Company.

1) For individuals, please include personal financial statement prepared within the last six months and most recent federal income tax return.

2) For companies other than institutional investors, please include most recent audited financial statements, SEC filings indicated in (A) through (C) above (if applicable), and 5% ownership list.

GTECH Response:

GTECH Corporation is not a publicly traded company.

IF NON-PUBLICLY TRADED COMPANY:

A. Audited financial statements for most recent year-end;

B. Unaudited financial statements for the period since year-end; and

C. List of senior officers and/or beneficial owners of five (5) percent or more of the Company.

For individuals, please include personal financial statement prepared within the last six months and most recent Federal Income Tax Return.

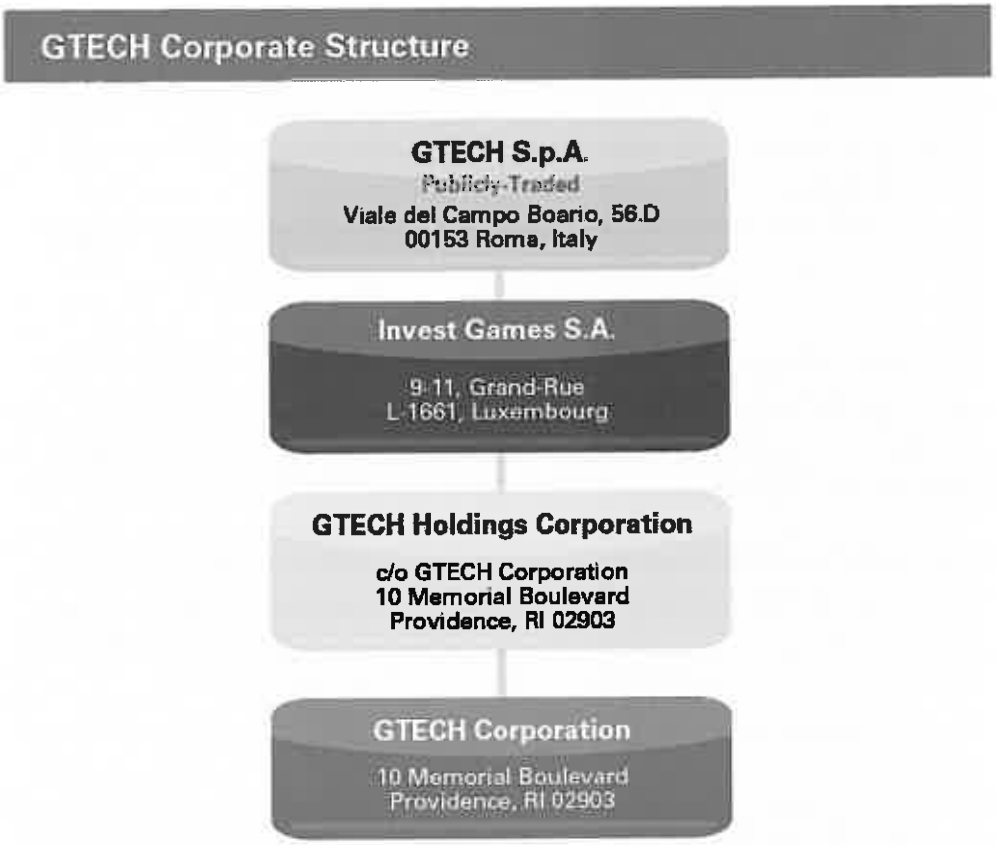
GTECH Response:

GTECH Corporation has provided its audited financial statements for the most recent year-end on the **GTECH Financial Statements** CD located behind the Exhibits tab. GTECH has also submitted the audited financial statements for the most recent year-end for its parent entity, GTECH S.p.A., on the **GTECH Financial Statements** CD located behind the Exhibits tab.

GTECH does not prepare unaudited financial statements outside of the year-end financial statements. However, GTECH Corporation has provided quarterly audited financial statements for the period since year-end for its parent entity, GTECH S.p.A. in the **GTECH Financial Statements** CD located behind the Exhibits tab.

GTECH Corporation has provided a list of its senior officers in the **GTECH Officers and Directors** Exhibit, located behind the Exhibits tab. GTECH's ownership structure is detailed in the following figure.

Figure 4, 3 – 14:



All ownership is 100%

ALL COMPANIES:

At the option of the Lottery, the Vendor will provide ongoing financial reporting to demonstrate their ability to provide satisfactory service no less than on an annual basis, as of their financial year end. Upon notice by the Lottery, the Vendor might be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

GTECH Response:

GTECH understands that at the option of the Lottery, GTECH will provide ongoing financial reporting to demonstrate its ability to provide satisfactory service no less than on an annual basis, as of its financial year-end. GTECH further understands that upon notice by the Lottery, it might be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

3.2.3

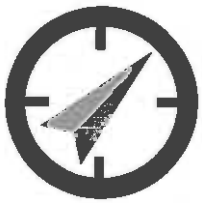
INDUSTRY EXPERIENCE: *Vendor must have supplied and implemented video lottery central monitoring systems for two (2) lottery customers in North American state regulated market. The Vendor must have completed a successful conversion of an existing system in at least one (1) jurisdiction. No project shall be considered to satisfy qualification requirements unless Vendor served as the primary Vendor.*

Vendor shall provide descriptions of all projects in which Vendor performed services of comparable complexity to those required by this RFP in North American gaming jurisdictions over the past five years including names, titles, addresses, and telephone numbers for references who may be contacted to verify experience and qualifications. Vendor shall provide the same information for any projects that involved the conversion of an existing system.

Vendor shall include the following details in each project description:

A. *Name of lottery or gaming enterprise(s) and scale of contract;*
B. *Number of systems ordered and delivered to the customer;*
C. *Term of the contract;*
D. *Reason for contract end if contract is no longer in effect; and*
E. *Services directly provided by the Vendor and services provided by subcontractors.*

GTECH Response:



GTECH Differentiator

GTECH has supplied and implemented eight INTELLIGEN CMS solutions in North America during the past five years.

Five of the eight INTELLIGEN CMS solutions implemented in North America over the past five years were conversions from GTECH systems, and one from the Scientific Games AEGIS system. The remaining two implementations were in Maryland and Kansas where no gaming program previously existed. The following figure illustrates our experience in the past five years.

Figure 4, 3 – 15:
GTECH CMS Project Experience in the Last Five Years

Jurisdiction	Most Recent Installation	# of VLTs*	Previous System Vendor
Atlantic Lottery Corporation	2013	6,360	GTECH
Rhode Island Lottery	2013	5,650	GTECH
Société des établissement de Jeux du Quebec	2012	11,150	SGI
Manitoba Liquor and Lotteries	2012	5,900	GTECH
Western Canada Lottery Corporation	2012	4,000	GTECH
Alberta Gaming and Liquor Commission	2012	6,000	GTECH
Kansas Lottery	2010	4,500	New
Maryland State Lottery	2009	9,755	New

*Most recent information available.

In addition, GTECH is currently in the process of converting systems in Oregon and Pennsylvania and installing a new system in Greece. GTECH has also been awarded the CMS contract in Portugal and Massachusetts.

The following is detailed information on each of the implementations in the past five years:

Figure 4, 3 – 16:
GTECH CMS Project Description – Atlantic Lottery Corporation

Jurisdiction:	Atlantic Lottery Corporation
Scale of the Contract:	Conversion of GTECH's ES Video System to the INTELLIGEN system with the GSA's G2S protocol supporting Player Registration and Responsible Gaming. This represented the first implementation of GTECH's Player Services functionality in a distributed gaming environment.
Number of Systems Ordered:	1
Term of the Contract:	7 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Byron Bridger Director Marketing Destination (506) 867-5800, ext. 6109 byron.bridger@alc.com

Figure 4, 3 – 17:
GTECH CMS Project Description – Société des établissement de Jeux du Quebec

Jurisdiction:	Société des établissement de Jeux du Quebec
Scale of the Contract:	Conversion of the Scientific Games AEGIS system to GTECH's INTELLIGEN system with the GSA's G2S protocol. The conversion involved more than 12,000 VLTs in more than 2,300 locations in the province.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Jean-Marc Ciot Director of IT (514) 499-5248 Jean-Marc.Ciot@slvq.com

Figure 4, 3 – 18:
GTECH CMS Project Description – Manitoba Liquor and Lotteries

Jurisdiction:	Manitoba Liquor and Lotteries
Scale of the Contract:	Conversion of GTECH's ES Video System to GTECH's INTELLIGEN system with GSA's G2S protocol in 600 locations and approximately 6,000 VLTs.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Reg Pluchinske Program Director, VLT Project (204) 957-2500 reg.pluchinske@mbli.ca

Figure 4, 3 – 19:
GTECH CMS Project Description – Western Canada Lottery Corporation (Saskatchewan)

Jurisdiction:	Western Canada Lottery Corporation (Saskatchewan)
Scale of the Contract:	Conversion of GTECH's Video ProSys system to the INTELLIGEN system supporting GSA's G2S protocol. Support for Responsible Gaming and Player Registration is currently being delivered as part of Phase 2 of the project.
Number of Systems Ordered:	1
Term of the Contract:	7 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Tyrone Wolfram VP, VLT Division (306) 933-6851 twolfram@wclc.com

Figure 4, 3 – 20:
GTECH CMS Project Description – Alberta Gaming and Liquor Commission

Jurisdiction:	Alberta Gaming and Liquor Commission
Scale of the Contract:	Conversion of GTECH's Video ProSys system to INTELLIGEN system supporting the GSA's G2S protocol.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Greg Bennett Technical Manager, Gaming Products and Technical Compliance, Lottery and Gaming Services (780) 447-8801 Greg.Bennett@aglc.ca

Figure 4, 3 – 21:
GTECH CMS Project Description – Maryland State Lottery

Jurisdiction:	Maryland State Lottery
Scale of the Contract:	Implementation of the INTELLIGEN system with SAS supporting five venues and 9,755 VLTs. GTECH provides full facilities management including Data Center and operational support.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Jeff Patchen CIO, IT (410) 230-8947 jeff.patchen@maryland.gov

Figure 4, 3 – 22:
GTECH CMS Project Description – Kansas Lottery

Jurisdiction:	Kansas Lottery
Scale of the Contract:	Implementation of the INTELLIGEN system with SAS supporting three venues and 4,500 VLTs. GTECH provides full facilities management including Data Center and operational support.
Number of Systems Ordered:	1
Term of the Contract:	10 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Keith Kocher Director, Gaming Facilities (785) 296-5706 keith.kocher@kslottery.net

Figure 4, 3 – 23:
GTECH CMS Project Description – Rhode Island Lottery

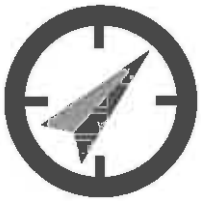
Jurisdiction:	Rhode Island Lottery
Scale of the Contract:	Conversion to GTECH's INTELLIGEN system with SAS while supporting two venues with 5,650 VLTs from the GTECH ES Video System. GTECH provides full facilities management including Data Center and operational support.
Number of Systems Ordered:	1
Term of the Contract:	20 years
Reason for Contract End if Contract is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Gerald Aubin, Director (401) 463-6500 gaubin@rilot.ri.gov

3.2.4

CORPORATE GOODWILL: *Vendor shall address its corporate philosophy on providing quality products and services to its customers by providing a statement in its response that may include any customer complaint resolution processes, results of surveys conducted on customer satisfaction levels, Vendor or customer partnering activities, and any continuous quality improvement programs instituted company-wide.*

GTECH Response:

GTECH's Customer First philosophy and operating strategy ensures we maintain an acute focus on our customers, maximizing their ability to take advantage of evolving markets and opportunities in the lottery industry and the gaming and commercial services sectors.



GTECH Differentiator

During the nearly 35 years we have been in business, we have converted that experience into expertise, which can be found in our people, products, and service levels. What is most meaningful to you are the insights gleaned from our experience, which we use to better understand our customers' needs, improve the products and services we provide, and establish and implement repeatable best practices.

The Lottery has a proven track record of *accountability, innovation, success, and social responsibility.* Throughout our years in business, we have worked to build a similar track record of our own.

Accountability

We understand that your stakeholders – LVLs, RVLs, players, beneficiaries, and all West Virginia residents – demand accountability from you. We also understand that the level of service we provide to you directly impacts the level of service you can provide to your stakeholders. And that level of service – of performance – affects both your ability to operate your business and your reputation. For that reason, we share in your accountability and commit to providing superior service levels to you and your stakeholders throughout the coming contract period if we are chosen as the successful bidder. That responsibility will also drive our pursuit of continual improvement. We will work to exceed your expectations of our service levels in all areas of your business.

Innovation

As lotteries strive to meet regulatory, as well as market, requirements and capture players' attention in a competitive marketplace, the need for innovative technology and ideas is absolute. GTECH has invested in, and is committed to, an ongoing program of Research and Development (R&D) to provide the most innovative technology product offerings available in the market. Our investment in R&D is fueled by a talented and driven workforce. New products and services are a result of the depth of experience of the members of that workforce and their passion for their work.

GTECH has utilized an intensive market validation process for the past 20 years to help design market-leading products coupled with our unique in-house ideaWorks innovation program that illustrates GTECH's long-standing commitment and continued strategic focus on innovation. As a result, GTECH sponsors many initiatives designed to foster innovation including ideaWorks and the Advanced Research and Innovation (ARI) group.

GTECH's corporate ideaWorks program is comprised of Corporate Challenges aimed at stimulating new gaming concepts and ideas. The ideaWorks program provides a web-based interface for staff to submit new products and process ideas on a regular basis for consideration by an evaluation team. Cash prizes are provided to applicants whose ideas are believed to have merit. Selected ideas are then prioritized for further R&D.

The ARI group at GTECH has a mandate to investigate and validate enabling technologies and tools required to support and enhance our products and processes, looking out from three-to-five years into the future. ARI is comprised of a global core team of full-time internal resources and external university collaborators whose sole purpose is to investigate pre-commercial technologies and foster a culture of innovation within GTECH. Over the past few years, ARI has carried out more than 40 individual research projects, filing, on average, 18-20 patents per year and has commercialized many new features within our products around the world.

GTECH Market Firsts:

- First to deploy G2S-supported devices and features such as Distributed Game Downloads.
- First to deploy Responsible Gaming in the Player User Interface (PUI).
- First to launch a true 3D Electronic Gaming Machine (EGM) game and cabinet.
- First to market Proactive Diagnostics designed to monitor the operational health of VLTs and Site Controllers within a distributed gaming network; its patented predictive fault engine provides fault prediction analysis to maximize the availability of gaming devices.

Recent Innovations in Development:

- Progressives in the PUI are currently in final test and will be commercially available in 2016.
- Data Visualization project has resulted in a new Visual Analytics product launching in 2015.
- Responsible Gaming Behavioral Clustering Algorithm to predict player behaviors is about to be field-tested.
- GTECH received a $5 million grant in 2014 to launch a behavioral study around the one view of the player concept, studying land-based play, traditional lottery play, Internet play, mobile, and social media.
- Tethering Secure method, giving players the flexibility to play their games in different locations within a venue (e.g., designated smoking areas).
- Indoor geo-location for targeted promotions using Wi-Fi, Bluetooth, and ultrasonic methods and optimizing floor layout based on analysis of player patterns.

Since the inception of the electronic lottery, GTECH has provided innovative gaming technologies and pioneered new products to support our customers. GTECH began as a small company with three customers and today is a global corporation servicing lotteries on six continents with products from Video Lottery including systems; VLTs and games; traditional ticket lottery and instant (scratch) tickets; casino, including systems, terminals, and games; and interactive and sports betting solutions. GTECH has been fortunate to work with clients that share a mission to serve their customers and beneficiaries – yet each has a unique set of requirements and unique sensitivities. Our experience partnering with these lotteries and delivering products and services tailored to meet their individual needs has fueled our success in the industry and directed the efforts of our employees. We are committed to the West Virginia Lottery's vision and passionate about the success of its business.

GTECH's Philosophy on Corporate Goodwill

GTECH's mission is to:

- Strive for maximum levels of customer satisfaction by promoting continuous innovation and superior performance and placing the customer at the center of all its activities.
- Recognize and promote ethical behavior, responsible gaming, and service to the community as the foundation of our success.
- Treat personnel with respect, equality, and equity, paying attention to providing a work environment in which each person can excel.
- Seize opportunities and conduct our activities guided by the principle of creating added value for our shareholders.

In fact, GTECH was one of the first companies in the industry to introduce the subject of responsible gaming and focus on the social consequences of its products and services.

GTECH has always maintained a sense of responsibility for the communities where the Company has a presence. In fact, GTECH was one of the first companies in the industry to introduce the subject of Responsible Gaming (RG) and focus on the social consequences of its products and services.

The GTECH RG application provides lottery operators and players flexible and configurable tools to facilitate players' informed choices about their gaming activities and voluntary management of their own play behavior. It is the most comprehensive RG application commercially available supporting Video Lottery in the gaming industry. GTECH's RG application is currently deployed and in operation throughout Sweden. It utilizes the G2S protocol and operates in the PUI on all VLTs providing play management throughout the country. GTECH is actively working with the World Lottery Association (WLA) to obtain vendor certification and expects accreditation within the WLA Responsible Gaming Framework in 2015.

GTECH's sustainability policy has since expanded to include the environment and all the areas covered by a Corporate Social Responsibility framework. For the past seven consecutive years, GTECH has described the social, environmental, and economic impact of its sustainability policy and activities through publication of its annual Sustainability Report (formerly known as the Social Report). The Sustainability Report is GTECH's primary method for communicating the Company's commitment to RG and community outreach. The 2013 report was prepared using the G4 guidelines set by the Global Reporting Initiative (GRI), an international leader in sustainability efforts and reporting.

The report includes a section dedicated to the Company's social responsibility to its customers, including the results of customer satisfaction surveys, vendor or customer partnering activities, and continuous quality-improvement programs instituted company-wide. While the latest report includes this information from January through December 2013, the following information represents our most up-to-date data.

Customer Complaint Resolution Process

GTECH has in place an active Customer Complaint Resolution process that has responded to any questions and concerns of the Lottery and its agents. We have positioned within the State of West Virginia a dedicated and resident ADM. The current ADM has a complete and thorough understanding of the West Virginia market and processes. He is in constant contact with the Digital Subscriber Line (DSL) and the operators on a daily basis and will respond to concerns promptly. In conjunction with the dedicated Lottery Customer Service Team Manager (CSTM), located in our Canada-based manufacturing and technology facility, they will be the primary points of contact for complaint resolution. In the event of a complaint, it will be escalated to the appropriate internal departments within the GTECH organization, resulting in quick and corrective actions.

Together with our service group and our compliance group, GTECH upholds the highest technical and performance standards. The ADM is in constant communication with these groups to ensure every product is updated to industry standards. This model enables all parties to work closely together with common goals. GTECH's objective is to ensure that our customers' needs are always at the forefront, not just during the implementation and start-up phase, but also throughout the operational period.

Customer Satisfaction Level Surveys

Standardized customer satisfaction surveys are conducted once every two years with GTECH's customers across all lines of its business. One-hour telephone surveys are conducted one-on-one with the customer by a third-party research firm. The survey is an attempted census of all government-sponsored customers globally. Customers who we are currently engaged in an RFP process or contract negotiations are not included or contacted at a later date once RFPs are awarded and/or contracts negotiations are concluded. For its VLT customers, GTECH's gaming survey has solely and uniquely surveyed its Game Management System (GMS) customers on the quality of product and service.

The survey is divided into the following sections:

1. Importance of Supplier Attributes.
2. Client/Supplier Relationship.
3. Products:
   a. Product Quality.
   b. Product Delivery.
   c. Technical Service.
4. Central Systems:
   a. Performance.
   b. Product Delivery.
   c. Technical Service.
5. Marketing.
6. Customer Service.

GTECH's objective is to ensure that our customers' needs are always at the forefront, not just during the implementation and start-up phase, but also throughout the operational period.

Results of the survey are distributed among our sales and customer service teams. Action items are decided upon, and each customer receives a customized letter outlining GTECH's plan to address any issues that were identified.

Vendor Partnering Activities

GTECH has established a solid reputation for delivering quality products that are reliable, innovative,
and entertaining.

To support our efforts, GTECH has developed a suite of vendor partners that have worked and grown with us over many years. These vendors have supported GTECH in our focus on enhancing our product designs to not only provide quality products but also innovative solutions. Additionally, these vendors have also supported us on producing products that are tailored to specific customer and market needs. Examples of solutions developed in partnership with our vendors include the innovative 3D and Button Panel features on our latest commercial Casino product, Axxis. In addition, through these partnerships,
we are working on our next generation VLT that is specific to European customer needs.

GTECH's suite of vendors includes leaders in their respective product offerings such as JCM, MEI, Wells-Gardner, and 3M. It also includes core manufacturing-focused vendors that work with us to maintain high quality and low cost, allowing us to provide competitively priced products to our customers. To help maintain these partnerships, GTECH operates a vendor management program that includes regular business reviews/site visits alternately between vendors and GTECH offices.

Customer Partnering Activities

GTECH partners with gaming companies throughout the world as needed to best service our customers. GTECH has successfully partnered with and integrated third-party vendors' products into our solutions. In other cases, GTECH has worked with our competitors under our Master Contracts to provide turnkey solutions and services. Some examples of this include full distribution and service agreements for vendors to the New York, Delaware, and Maryland Lotteries and the Rhode Island VLT market. Another example of partnering to better serve the Lottery is in Manitoba where we partnered with an existing local Lottery Bingo provider to bring its solution to our product. In addition we have offered third-party developers access to our Game Development Kit (GDK) and Terminal Development Kit (TDK) allowing for the provision of diversified content.

GTECH has the expertise and experience to execute every detail of a successful deployment and the ongoing operation of multiple vendors. These relationships have provided increased revenue and cost-saving measures to our customers as proven by our lasting business relationships. By leveraging GTECH's experience and knowledge, we minimize the risks to the Lottery, LVL and RVL Operators, and the State.

Vendor must be in good standing with its customers and the business community. The vendor shall disclose the following occurrences in its response:

A. *Any contract terminated for cause or due to Vendor's default in the last five (5) years. Disclosure shall include the other party's name, address, telephone number, and specific details of termination.*

GTECH Response:

GTECH has never had a contract terminated for cause or due to default.

B. *Any video lottery fine, penalty, order, judgment or decree of any federal, provincial, tribal, or state authority barring, suspending or otherwise limiting the right of the Vendor or its subsidiaries to engage in any business practice or activity in the last two (2) years. Disclosure shall include date of occurrence and detailed explanation of circumstances.*

GTECH Response:

GTECH has never had any video lottery fine, penalty, order, judgment, or decree of any federal, provincial, tribal, or state authority barring, suspending, or otherwise limiting the right of GTECH or its subsidiaries to engage in any business practice or activity.

3.2.5

TECHNICAL CAPABILITIES AND RESOURCES: *Vendor is to demonstrate the capacity to provide the software applications and system support critical to this project. Vendor's response shall include descriptions of its (1) software engineering and system integration capabilities and (2) configuration management tools and procedures.*

GTECH Response:

GTECH is committed to deploying systems and software of the highest quality possible and has adopted Capability Maturity Model Integration (CMMI) as the process to drive the software development lifecycle and configuration management activities.

CMMI is a process-improvement training and appraisal program and service that is administered and marketed by Carnegie Mellon University and required by many Department of Defense and U.S. Government contracts, especially regarding software development. CMMI is used to guide process improvement across a project, division, or an entire organization. In 2007, GTECH's Software Engineering Organization earned the prestigious CMMI Level 4 rating, a rating obtained by less than five percent of software organizations.

Confidential information begins here.

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Confidential information ends here.

3.2.6

PROJECT PLAN: *Vendor is responsible for the various components of implementation required by the Contract. Its response must include a basic project plan for conversion and initial installation ("Project Plan"). Vendor shall establish an on-site presence in West Virginia for the duration of the project. Vendor shall make arrangements to complete conversion and implementation by the scheduled deadlines and the Lottery will participate in this process to facilitate an efficient transition into production.*

The Project Plan must include: (1) one or more charts (work breakdown structure, Gantt, PERT, or similar) identifying the major tasks and milestones for equipment deliverables, software programming, installation, testing, and other major project tasks; and (2) clearly identify Vendor's staff assigned to the Lottery to provide support at the primary and back-up data centers, casinos, and LVL venues during the implementation.

GTECH Response:

During key project evolutions, GTECH will provide on-site technical support through a focused team that will include, among others, an Infrastructure PM and Network Specialist. GTECH will maintain a presence in West Virginia at 1700 MacCorkle Ave. SE, Charleston, WV 25314.

The team will focus on conversion and installation, ensuring systems are properly installed and connected. The team will conduct testing and failover procedures to ensure no issues exist, and the Infrastructure PM will ensure all agreed-upon requirements have been met. A Project Gantt Chart, including the requested information regarding the initial installation and subsequent conversion, has been provided in the **Project Gantt Chart** Exhibit, located behind the Exhibits tab.

For a list of key GTECH staff assigned to support the Lottery during the implementation, please refer to the proposed staffing plan section of this response.

3.2.7

PROJECT MANAGEMENT: *This section has been included to define the relationship between the West Virginia Office of Technology (OT) and the Lottery with regard to project management. The Lottery Project Manager will keep the OT assigned Project Manager informed of project accomplishments and schedules so that they can provide oversight to the process. The OT assigned Project Manager will not be directly involved in all project related meetings.*

WVOT Project Management Oversight

Pursuant to West Virginia Code §5A-6-4b, the WV Office of Technology Enterprise Project Management Office (EPMO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK). EPMO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management.

The West Virginia Lottery is not part of the state infrastructure but is independent from other state agencies due to the need to preserve the integrity of its gaming environment.

Project oversight is an independent review and analysis of project artifacts and processes to determine if the project is on track, to be completed within the estimated schedule and cost, and will provide the functionality required by the sponsoring organization. The successful bidder ***will*** *be required to utilize a formalized approach to project management, which is compliant with the Project Management Body of Knowledge (PMBOK) and WV Office of Technology (WVOT) Enterprise Project Management Office (EPMO) and includes the following:*

- *The successful vendor* ***must*** *assign an experienced and skilled project manager to the project. This Project Manager* ***will*** *be responsible for the successful completion of all work tasks and deliverables as defined within the project work plan and* ***will*** *work under the direction of Lottery's Project Manager and under oversight direction from the WVOT Project Manager to ensure that all work is performed in accordance with the terms and conditions of the contract.*
- *The successful vendor's Project Manager* ***will*** *be required to maintain a detailed project work plan through the full term of the implementation process. The vendor's Project Manager* ***will*** *be required to submit an updated work plan to Lottery's Project Manager and WVOT Oversight Project Manager on a date and time that* ***will*** *be determined during contract negotiations.*

- *The successful vendor's Project Manager **will** be required to track and report on via status reports the following: schedule, scope, budget, issues, risks, specified performance indicators, and other metrics determine appropriate when establishing the project Charter. The successful vendor **will** work with Lottery's Project Manager and the WVOT Oversight Project Manager to establish, publish and follow a formal communications plan.*

GTECH Response:

GTECH has read, understands, and will comply with all of the above requirements.

GTECH's PMO follows the guidelines of the Project Management Institute (PMI), using industry-standard practices. All Senior PMs within GTECH's technical teams are PMP-certified or working toward certification. In addition, GTECH places a heavy emphasis on continuing education and encourages all technical staff to maintain their skill levels with current technology. GTECH conducts numerous training programs for staff by recruiting industry experts across multiple disciplines. This commitment to PMP-certification demonstrates that our PMs will have the knowledge and extensive field experience to competently implement project management quality practices and ensure a successful delivery.

John Goncalves, a PMP-certified Senior PM with vast experience, has deployed multiple systems and will be assigned to manage this project.

SECTION 4, 4.1

System Design

INTELLIGEN System Designed Specifically for Video Lottery Operations

The INTELLIGEN system design will equip the West Virginia Lottery with the technology required to strategically manage the video lottery network while providing its players with an optimal gaming experience.

GTECH Strengths

- The system is designed to support the volume, complexity, and security needed to monitor and control every gaming machine in the video lottery network with unsurpassed integrity.
- The INTELLIGEN system has demonstrated that it reliably supports large gaming networks and can accommodate both Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) traffic simultaneously without the need for logical separation of processing tasks.
- The INTELLIGEN solution is modular and scalable, with the capability to grow with the Lottery, currently supporting more than 133,000 gaming machines worldwide ranging in size up to 26,000 VLTs in a single installation.
- The INTELLIGEN system delivers redundancy throughout the design, with no single point of failure, ensuring that data integrity and performance are maintained at all times.

GTECH's system design is the most trusted platform available serving the video market, providing the Lottery the peace of mind that comes from delivering proven technology that has been successfully deployed all the world over.

Attachment A

Vendor Response Sheet
Section 4, 4.1 System Design

Please describe your plans to achieve the goals related to System Design.

GTECH Response:

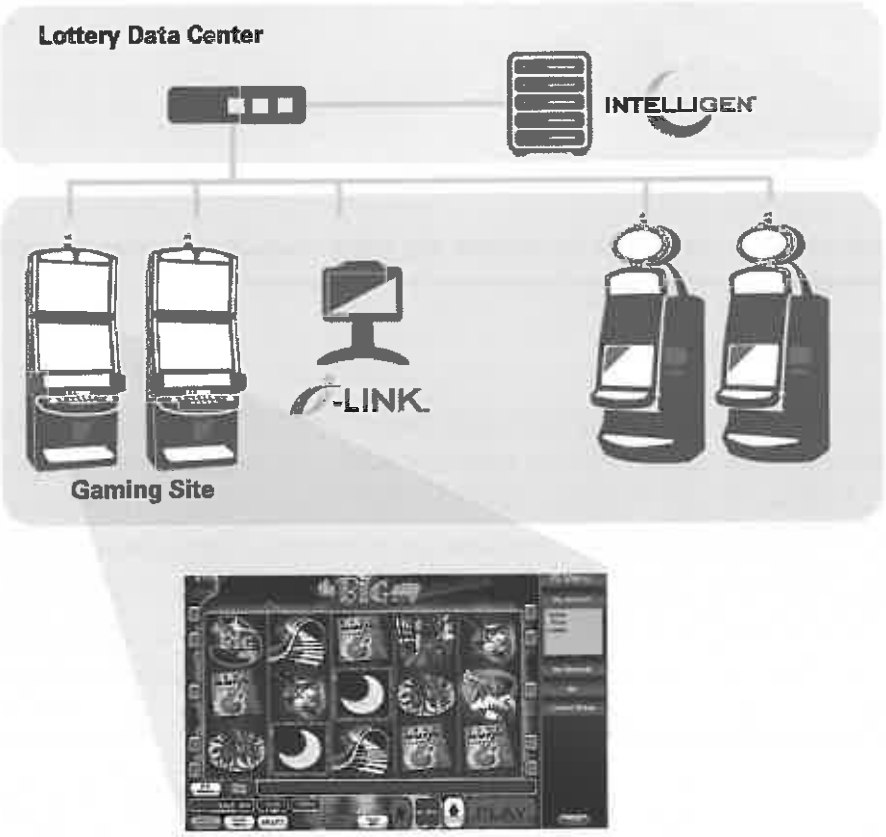
GTECH's system design is based on more than 30 years of lottery system implementation experience around the world. No other lottery system provider can match the proven experience and reliability of the GTECH system design. The latest INTELLIGEN™ Central Management System (CMS) is derived from the culmination of industry-driven requirements implemented throughout our unsurpassed experience and history. Not content to rely on past successes, GTECH continues to innovate and remain on the cutting edge of technology and trends in the gaming market. GTECH is an end-to-end video lottery solutions vendor, as illustrated in the following figure, and is an industry leader in providing systems, Video Lottery Terminals (VLTs), and game content.

Figure 4, 4.1 – 1:

GTECH's Video Lottery End-to-End Solution

GTECH™ was the first to provide an end-to-end business solution to the public gaming market:

- Central System with proven reliability, operational performance, and security
- Industry-leading, value-added features
- Choice of Site Controllers
- Enhanced VLT cabinets
- Catalog of the highest performing games in the industry



For the West Virginia Lottery solution, GTECH will feature the proven and established INTELLIGEN CMS as the foundation for the delivery. INTELLIGEN is the latest generation GTECH CMS, specifically designed to service the wide-area, government-sponsored public gaming market and has become the standard in the industry. INTELLIGEN is proven with 24 installations throughout the world currently servicing more than 133,000 gaming machines.

As described in the RFP responses that follow, the GTECH INTELLIGEN CMS will accommodate the vast majority of the Lottery's needs without modification and is easily adaptable to suit any customizations resulting from the specifications noted in the RFP and subsequent requirement phases.

GTECH Differentiator

GTECH has extensive experience in CMS deliveries of similar scope to that which we are proposing to the Lottery and has a three-decade track record of successful implementations and conversions around the world that exceed customer expectations. Simply put, the Lottery can rely on GTECH to make the system implementation and conversion a seamless one.

GTECH further describes its plans to achieve the goals related to System Design in the following responses to the RFP.

4.1
System Design

4.1.1
System Design Considerations (Systems Design)

4.1.1.1

Central Configuration: The CMS is to be a state of the art, fault tolerant, paired duplex, triplex or multi-redundant configuration, high availability solution that includes a primary system, a backup system, and two or more acceptance testing systems (one for Lottery testing and one for each approved independent testing laboratory). The current environment is described as a quadplex system with essentially two redundant systems at the PDC and the BDC. The Lottery system includes the ability to process host transactions on separate servers for LVL and RVL at their option.

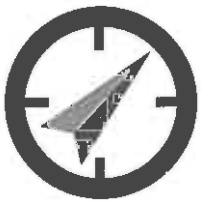
GTECH Response:

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Confidential information ends here.

The CMS's storage management solution is to provide fault tolerance and scalability. The remaining system(s) immediately assume the load in case of a failure in one system without loss or corruption of any data and transactions received prior to the time of the failure, with NO service disruption and NO loss of processing continuity. All CMS components and peripheral equipment, including front-end communications processor(s), system printers, and tape drives are to be similarly fault-tolerant and redundant and maintain high availability. No performance degradation or loss of system functionality can occur with the failure of a single system component.

GTECH Response:

Confidential information begins here.

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Confidential information ends here.

The transfer of operations from the PDC to the BDC is to be executed in an expedient and accurate manner that ensures continued operations without loss of data.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

The Vendor response is to depict the CMS configuration in detail, including configuration diagrams in response. Hardware and software items are to be identified by manufacturer, product name, and model number as applicable. Version numbers are to be provided for software.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

All costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of a turnkey CMS solution and all equipment at VLT Venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are the responsibility of the Vendor.

GTECH Response:

GTECH understands and agrees that all costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of a turnkey CMS solution and all equipment at VLT Venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are the responsibility of the Vendor.

The Vendor has the responsibility to provide, install, and support all site controller hardware and software at the PDC and BDC, and each VLT Venue. At both the PDC and BDC, the Lottery will ensure space, physical security, and environmental support (HVAC, power, and UPS) for the Vendor-supplied equipment as well as any Lottery-supplied equipment related to the CMS.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Support for all CMS software, including setup, configuration, management, and maintenance for the life of the contract is to be provided by the Vendor. This includes the software manufacturer's maintenance and support agreements. The Vendor shall provide a schedule for all software license renewals after contract award.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will provide a schedule for all software license renewals after contract award in a mutually agreeable format.

All PDC, BDC, remote CMS computer system components, peripheral equipment, mainframes/servers, network communications devices, printers, and tape drives will be provided by the Vendor.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Failure to meet performance requirements may result in the assessment of Liquidated Damages by the State in accordance with section 3B 9 - Liquidated Damages of this Contract or in damages to other entities.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Identify software engineering support services for the CMS, error correction procedures, and the process for handling CMS revisions required due to amendments to the Lottery's rules and statutory requirements. Provide engineering support for CMS changes, including application enhancements, operating system upgrades, vulnerability patches, updates, and upgrades. Describe the process for monitoring application enhancements, operating system upgrades, vulnerability patches and updates and upgrades.

GTECH Response:

GTECH will provide a team of experienced software resources to maintain and revise the INTELLIGEN gaming system software as well as develop future software upon request. Requests will be analyzed and requirements produced by a technical team assigned to support the Lottery and by GTECH's internal Change Control Board (CCB) to determine cost impacts and delivery timelines.

GTECH, in cooperation with the Lottery, will schedule regular maintenance batches to deliver fixes to errors and smaller enhancements. For urgent fixes, an emergency release can be delivered in addition to regular batches.

The Lottery will also benefit from GTECHs' standard processes of publishing issues affecting other jurisdictions in the form of a Global Issue (Global Request for Software Services [RFSS]). GTECH reviews all issues reported by any customer for applicability to other systems and raises global alarms in order to propagate respective fixes to all affected systems. Depending on severity, such fixes may be included in a scheduled batch or applied as an emergency release.

GTECH will also include the Lottery in the patch management program. As part of this program, all third-party software, including operating systems, application servers, and any other third-party software, will be periodically reviewed and necessary patches will be applied in a structured manner.

The GTECH Infrastructure team tracks all vulnerability alarms, performs analysis of applicability, and provides recommendations for possible related patches to all customers.

For a detailed description of related processes, see Section 4.1.1.2.

4.1.1.2

Include documentation that describes how the CMS will ensure the required availability of hardware and system maintenance. Define how upgrades will be performed throughout the term of the Contract, including any renewals, updates and Contract extensions. At a minimum, semi-annual releases of software maintenance are to be provided. Describe the process, timeline, and approach for installation of the semi-annual batches including notification of changes to the Lottery. The Vendor is to support emergency software releases and describe the process and approach for installation of emergency software releases, including notification of those changes to the Lottery.

GTECH Response:

Throughout the term of the Contract and its extensions, GTECH will assure system availability by providing semi-annual batch releases for GTECH applications and ensuring that all third-party software versions deployed at the Lottery are supported by the supplier. GTECH will support hardware upgrades as needed. GTECH monitors and maintains key performance indicators based on industry standards.

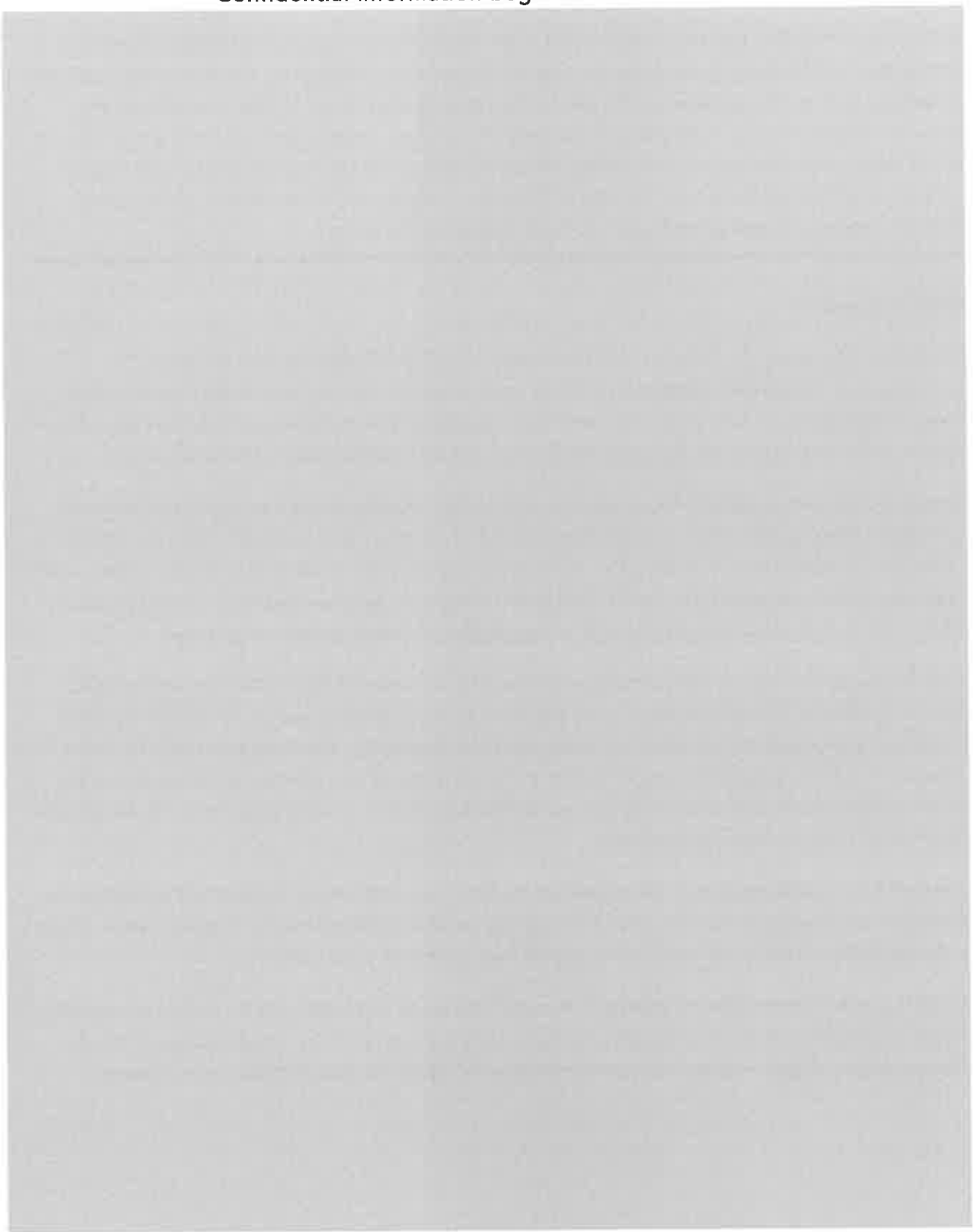
The batch release will include software improvements and all bug fixes available in higher versions of the CMS applications as well as fixes to issues reported by the Lottery or other customers. Fixes are included in subsequent versions based on severity. For urgent fixes, a separate release can be provided if required. CMS upgrades will be coordinated with the GTECH patch management program and other system updates. All releases will be fully documented in Release Notes and other technical documents as needed.

GTECH will provide service batch releases, as required, to the Lottery. Each batch release will include security updates, global software patches, and possible custom application changes. GTECH will provide the Lottery with a semi-annual release schedule, which will be developed in cooperation with the Lottery's resources. GTECHs' standard process is flexible, and it will accommodate alternate schedules depending on the Lottery's needs. This could mean more or fewer releases based on the requirements. All changes will follow the GTECH change request process.

The need for a maintenance batch will be planned based on requested change requests and enhancements. Schedules will be negotiated as they arise. Although the recommended approach is to always release within a planned batch, standard processes exist to deploy fixes needed for urgent defects.

GTECH and the Lottery will work together to manage the scope of the changes and the content of each batch release. During the software development process, the Lottery will approve any changes in scope. Once the Change Request is approved, the development will follow GTECHs' Standard Service Delivery process.

Confidential information begins here.



Confidential information ends here.

4.1.1.3

Define methodology for determining whether to install or not install an enhancement, upgrade or update. Define procedures for promoting new changes to production status and procedures for restoring the system to a prior status in the event of an error caused by the new changes.

GTECH Response:

The Lottery will determine and confirm the scope of every delivery prior to the start of development as outlined in Section 4.1.1.2. The Lottery will have the option to approve or refuse enhancements, upgrades, or updates that GTECH proposes.

Once a release is ready for production, it will be submitted for a CAT. Acceptance criteria for a release should be agreed upon between GTECH and the Lottery prior to the start of development. Only releases that passed CAT successfully and meet acceptance criteria will be eligible for deployment.

For each release destined to production, GTECH will develop an Installation Plan and respective deployment procedures, checklists, and installation scripts as appropriate. If required, GTECH will submit all or part of those documents to the Lottery for review. As a standard practice, GTECH will test the deployment process prior to the actual installation on production.

For each software delivery, GTECH will assess the feasibility of backing-out from a new installation and preparing an appropriate Back-out Plan including procedures, checklists, and scripts. As a standard practice, the back-out procedures will be tested prior to new release deployment.

In cases when backing-out from a new installation is not feasible, or not recommended for other reasons, GTECH will prepare a risk analysis with a contingency plan for identified risks. GTECH will monitor production systems after the new installation during a defined post-installation period and react to issues by releasing fixes in emergency mode, if required.

4.1.1.4

The CMS is to include a back office environment with a single point of entry for all back office functions with a user friendly interface (web, GUI, or both) for all reporting, monitoring, and management functions. The back office system includes access to real-time data. This capability provides functionality for the Lottery to restrict access to information necessary for specific job functions. The Vendor is to describe how custom menus can be created in the response.

GTECH Response:

The INTELLIGEN Graphical User Interface (GUI) provides a user-friendly interface for operators to perform functions related to the management of the system and the generation of reports. Users can operate on real-time data when performing monitoring and management functions. Certain reports also use real-time data, while the Advanced Business Intelligence (ABI) data warehouse provides reports that are less time-dependent.

The INTELLIGEN GUI has comprehensive user security configuration settings that allow administrators to create groups specific to job functions. Individual users can belong to one or more user groups, and they inherit all of the privileges of each group to which they belong. Functions at the menu level can be completely hidden from users who do not require access to them. Privilege settings at more granular levels enable administrators to allow users to view but not modify data; open a screen and perform some functions but not others; view certain data on a screen while not having access to other data on that screen; and, in some cases, allow users to edit certain data fields while not allowing them to edit others. In this way, users can be presented with a menu customized to their job function and also have certain restrictions applied at more granular levels to allow partial interaction with the available functionality.

The reporting module will be designed so that it is housed on a separate database/warehouse to ensure it does not interfere with the production environment. A data warehouse (DW) or an enterprise data warehouse (EDW), is a central repository of current and historical data collected from disparate sources. Data received in the production database is passed to the warehouse where it is used for reporting and data analysis. Describe any differences in data elements available only on the production database(s) versus the DW which may store less detail, as the DW is intended for historical reporting in your response. Current or future changes to data elements cannot affect historical data.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

All reports are to be able to be processed on the production system and the DW Reports consisting of a single business day's data are to be designed to take less than two minutes to generate, save, and print. All other reports are to be designed to take less than fifteen (15) minutes to generate, print, and save.

GTECH Response:

Confidential information begins here.

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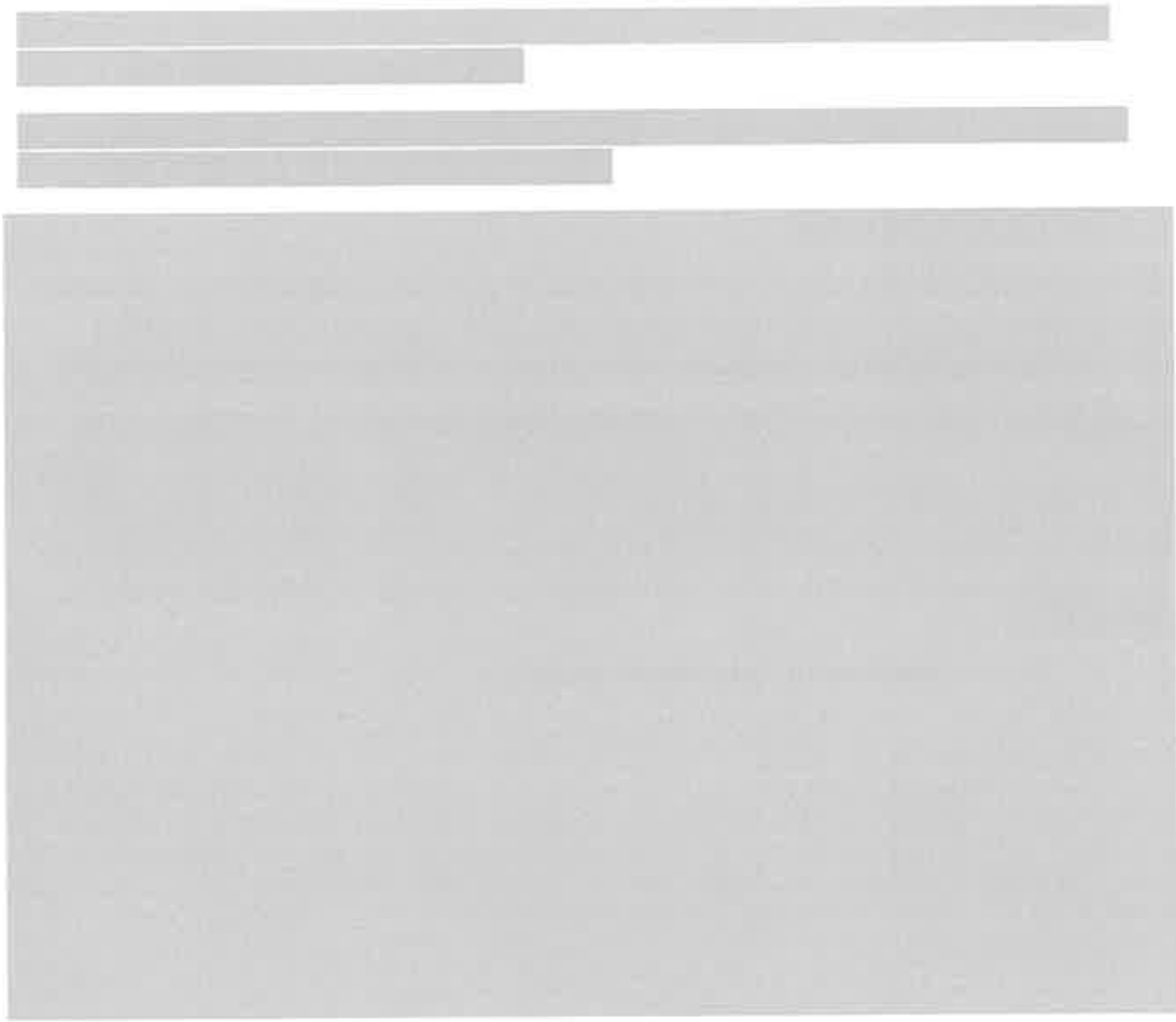
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4.1.1.5

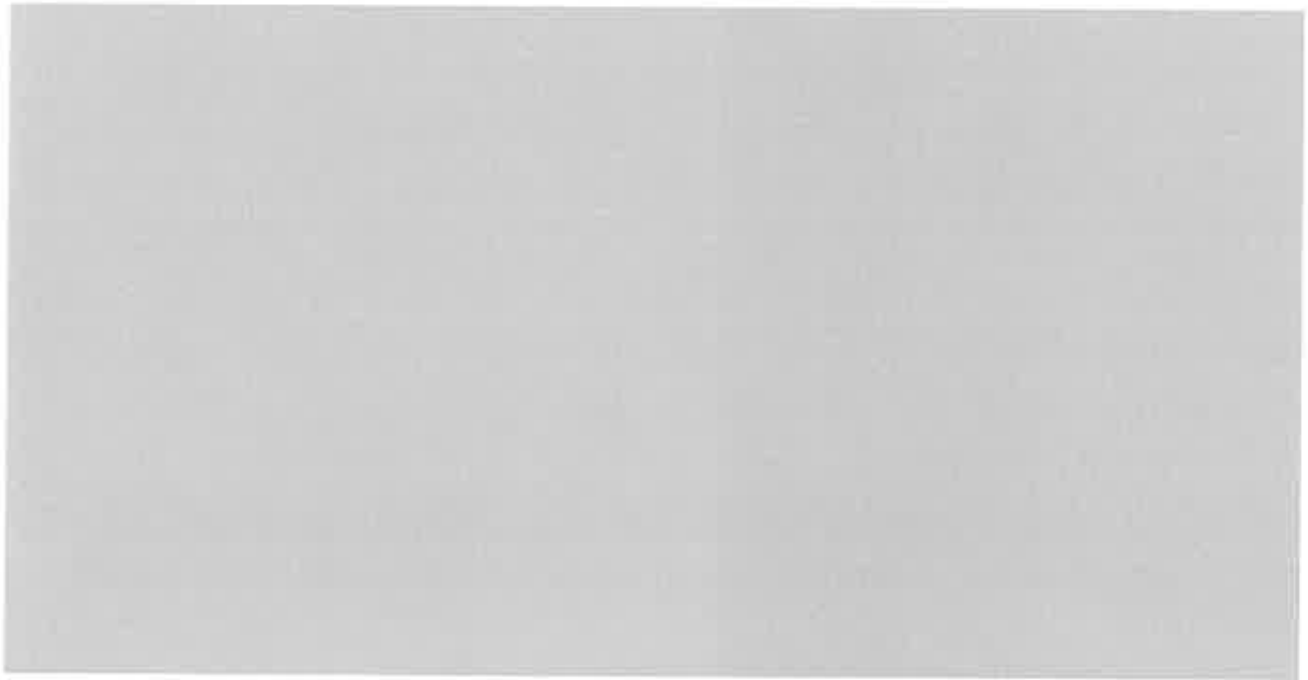
The CMS is to provide the ability to search in real time and view all transaction data. The CMS provides the Lottery users with the ability to research transaction historical files. A historical view of device level information by Unique Identification Number (UID) will be provided and include, at a minimum, accounting meters received, net meter calculations, enables, disables, configurations and software changes, and physical location changes in chronological order, beginning with the most recent event for the lifetime of the machine so that all transactions can be reviewed via a menu option at the licensee and device level.

GTECH Response:

Confidential information begins here.



[redacted]



[redacted]

Confidential information ends here.

4.1.1.6

The Vendor is required to provide the following to the Lottery for the duration of the Contract:

4.1.1.6.1

All changes necessary to comply with statutory or judicial changes affecting casino and limited video lottery after initial installations are complete. The date such changes are required shall be the effective date of the law change or court order.

GTECH Response:

GTECH understands that it is required to provide all changes necessary to comply with statutory or judicial changes affecting casino and LVL after initial installations are complete. GTECH's standard Service Batch process, described in Section 4.1.1.2, allows for implementation of Lottery requests in an orderly and structured way following industry best practices and assuring the highest quality. Statutory and judicial changes submitted as Change Requests will be processed in the same way as any other requirement with an assigned priority agreed upon with the Lottery. The Service Batch process and emergency release process will be applied through the life of the contract to assure all statutory and judicial changes are implemented on time to comply with legally required effective dates.

4.1.1.6.2

Immediate action to bring the CMS into compliance according to a timetable that has been approved by the Lottery in the event an issue of non compliance is discovered.

GTECH Response:

GTECH will provide immediate action to bring the CMS into compliance according to the Lottery-approved timetable in the event non-compliance is discovered.

4.1.1.6.3

Changes and enhancements to the CMS as requested by the Lottery.

GTECH Response:

As described in Section 4.1.1.2, all changes and enhancements requested by the Lottery will be analyzed by the Services team and a proposed technical solution with cost estimates will be presented to the Lottery for acceptance. Changes and enhancements specific to the Lottery will be delivered according to GTECH's change control process.

4.1.1.6.4

A toll-free hotline for telephone response and trouble-shooting regarding any hardware or software issues related to the CMS and its peripherals at any hour of any day. The CMS design includes supporting remote dial-in access by the Vendor and provides monitoring of the remote dial-in activity.

GTECH Response:

GTECH will provide a toll-free hotline for telephone response and trouble-shooting regarding any hardware or software issues related to the CMS and its peripherals at any hour of any day.

GTECH will provide technical support according to the Service Level Agreement (SLA) with the Lottery that will include hotline support, remote access to the system, monitoring, and system maintenance activities. The Lottery will benefit from existing GTECH organization and processes around the hotline support, which assures 24/7 availability of technical experts from all disciplines involved in maintaining the CMS availability and operability.

The INTELLIGEN system allows remote access to the system and monitoring of activities when approved by the Lottery. Industry standard access restrictions and control will be implemented depending on legal limitations and Lottery requirements.

4.1.1.7

The Lottery and Vendor shall create a support level agreement on the response times, incident reporting, and problem resolution subsequent to contract award. In case of an emergency that the Lottery operations staff is unable to resolve, contact will be made via hotline for immediate contact with a Vendor technical operations support specialist who will coordinate resolution of the issue. The operations support specialist will have immediate access to on-call staff from all technical disciplines relating to the video lottery systems product in order to efficiently address the issue.

GTECH Response:

GTECH has extensive experience in defining and executing SLAs following best practices and industry standards. GTECH will work with the Lottery during the requirements phase of the contract to define particular SLAs for the Lottery. The SLAs will define types of issues, severity and urgency levels, expected response and resolution times, technical support availability, and escalation processes. SLA execution will be supported by the Service team assigned to the Lottery and by GTECH's existing hotline organization and processes, which assure 24/7 immediate access to technical staff from all disciplines related to video lottery systems.

4.1.1.8

All CMS hardware and software to be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

GTECH Response:

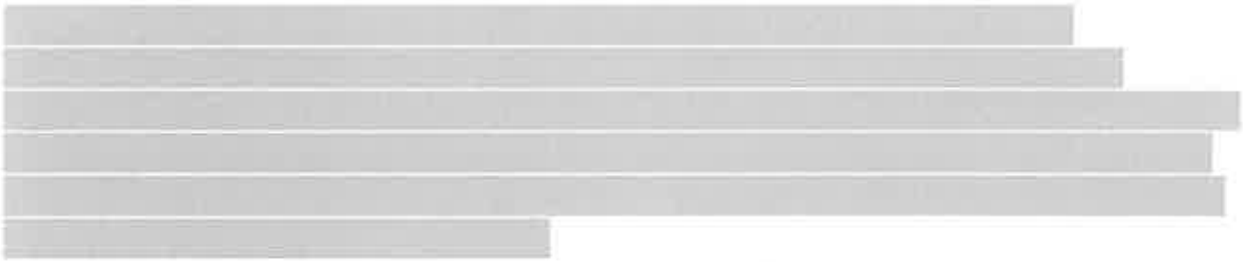
GTECH's licensing agreements with our vendors prohibit the ability to assign licensed software to the lotteries we contract with, invalidating the ability for GTECH to support and maintain the software for the Lottery. During the requirements phase of the project, GTECH will work with the Lottery to assure that benefits that would be achieved by the Lottery's ownership of the licenses will be met under GTECH ownership. GTECH will install, support, and maintain the hardware and software licenses as required for each deliverable in the solution. The details of the roles and responsibilities for the third-party servicing of equipment located at a Lottery-managed data center will be defined during the requirements phase of the project.

4.1.1.9

The CMS design is to include a time synchronizing mechanism to ensure consistent time recording and reporting for events and transactions. Time is to be synchronized on the primary, secondary, test and back-up systems to ensure all systems have all transaction data. Synchronization will be with an external time standard and be configured for Eastern Standard Time (EST) and Daylight Savings Time (DST). Changes from EST to DST are to be automatic without the loss of transaction data.

GTECH Response:

Confidential information begins here.



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Confidential information ends here.

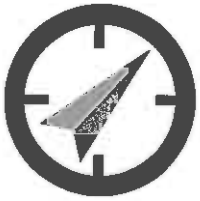
4.1.1.10

Capacity: The CMS design is to include the capability to support and monitor the operation of a network of 20,000 VLTs and associated controllers during peak transaction activity. The CMS configuration is to be scalable to support 30,000 machines without major redesign or replacement if future need requires increased capacity.

GTECH Response:

The GTECH INTELLIGEN CMS will be configured to support the initial requirement of 20,000 VLTs distributed across 2,000 LVL sites and five RVL locations. INTELLIGEN will support this capacity for both the Slot Accounting System (SAS) and Game to System (G2S) protocols proposed.

The INTELLIGEN system is horizontally scalable by adding additional disk space and front-end processors and is capable of the future defined needs of 30,000 VLTs distributed across 2,500 LVL sites and 10 RVL locations.



GTECH Differentiator

The INTELLIGEN CMS has a proven track record of reliably supporting large gaming networks in a distributed environment. For example, the GTECH CMS currently supports more than 26,000 gaming machines in Pennsylvania and more than 12,000 in each of Oregon, Louisiana, and Quebec distributed over thousands of locations. Overall, our INTELLIGEN solution currently supports more than 133,000 gaming machines in multiple jurisdictions worldwide.

Confidential information begins here.

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Confidential information ends here.

4.1.1.11

The CMS design is to include the capability to support and monitor the operation of a network of approximately 2,000 Venues and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 2,500 Venues and 10 casinos without major redesign or replacement if future need requires increased capacity.

GTECH Response:

GTECH will configure the INTELLIGEN CMS to support and monitor the initial requirement of 2,000 Venues and five casinos during peak transaction activity.

The INTELLIGEN CMS is horizontally scalable by adding additional disk space and front-end processors and is capable of the future defined need to support 2,500 Venues and 10 casino locations.

As described in Section 4.1.1.10, the INTELLIGEN CMS has a proven track record of reliably supporting large gaming networks in a distributed environment similar to the footprint envisioned by the Lottery and will undergo a series of performance lab tests to assure that the performance capabilities exceed the initial capacity requirements. These tests will be repeated as infrastructure is added to accommodate future defined capacity needs.

4.1.1.12

The CMS design is to have the capability to support, monitor and invoice the operation of a network of approximately 350 owner/operators (permit holders) with 9,000 permits and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 700 owner/operators (permit holders) and 10 casinos without major redesign or replacement if future need requires increased capacity.

GTECH Response:

The INTELLIGEN CSM will be delivered with ample capacity to support, monitor, and invoice the retailer network in the quantities defined. INTELLIGEN is horizontally scalable to meet and exceed the anticipated growth defined. The responses provided in Sections 4.1.1.10 and 4.1.1.11 are inclusive of the fundamental support, monitoring, and reporting needs of the CMS.

4.1.1.13

Acceptance Testing: Any modification of configuration, process, or device is required to be submitted for certification to the Lottery's primary independent testing laboratory, pass the Lottery's user acceptance testing on the Lottery's acceptance testing system, and be approved by the Lottery. Errors found during testing are to be corrected by the Vendor and the testing process repeated until approval is granted by the Lottery.

GTECH Response:

GTECH regularly works with independent testing laboratories for lottery certification and testing of the CMS, Site Controllers, VLTs, and protocol compliance. Depending on the terms of the contract and the proficiency of the testing lab selected, GTECH may provide varying levels of support to train and assist the certification resources. Updates and revisions to the INTELLIGEN deployment will be tested in accordance with the Lottery's requirements, and Lottery approval will be required prior to implementing any updates to the Production environment.

Errors noted during the testing phase will be assigned levels of severity and priority and will be corrected and resubmitted for subsequent testing until each component is successfully tested and approved by the Lottery. Further details regarding the Acceptance Test approach can be found in Section 4, 4.9.

4.1.1.14

The Vendor is to provide 24/7 access and support to test systems at independent testing laboratories and also at the Lottery test lab for the duration of the contract or according to their hours of operation. Costs related to the independent testing laboratories, other than initial acceptance testing at the primary testing laboratory are to be excluded from the costs provided in this RFP response.

GTECH Response:

GTECH will provide 24/7 access and support for the test systems provided for the INTELLIGEN CMS delivery, whether located at Lottery facilities or the independent testing laboratory. The method of remote access varies by jurisdictional requirements and will be determined during the requirements phase of the project.

For the life of the contract, the Lottery will have access to a dedicated team of experienced software and infrastructure professionals familiar with the specifications and features of the system delivered to the Lottery. A Software Project Manager will be assigned, have visibility into each service request, and manage it accordingly. GTECH has policies and procedures in place to escalate issues where necessary to assure a prompt and efficient resolution to each support service request.

GTECH acknowledges that costs related to the independent testing laboratories, other than initial acceptance testing at the primary testing laboratory, will be excluded from the costs provided in the costing section of the RFP response.

4.1.1.15

All CMS hardware, software and configurations, including any changes and updates, has to be certified by the primary independent testing lab approved by the Lottery at the Vendor's expense.

GTECH Response:

As described in Section 4.1.1.13, GTECH has worked with independent testing laboratories on many occasions to test and certify the various components of the INTELLIGEN solution. Depending on the terms of the contract and the proficiency of the testing lab selected, GTECH will provide varying levels of support to train and assist the certification resources as required.

The independent testing laboratory may contract with either GTECH or the Lottery, with GTECH incurring the expenses.

4.1.1.16

Acceptance Test Systems: The acceptance test systems will be at least two separate identical test systems: The first located at the PDC for testing in the Lottery test lab and the second dedicated for testing by an independent testing lab at a non-Lottery site. As the Lottery approves additional testing laboratories, each new test laboratory will be responsible for acquiring a system that can be used for acceptance testing of software for the Lottery at its own expense.

GTECH Response:

GTECH will provide two CAT environments, each representing a single data center for Lottery and third-party testing efforts. Each test environment will be a logical representation of the PDC environment. The two test environments will be physically independent, with one installed at the Lottery PDC and one installed at the Lottery's selected independent testing facility. Additional systems may be acquired at additional cost, as future testing needs dictate.

Each test system will be of an identical configuration and capable of supporting the Lottery's functional testing needs.

The proposed test environments will utilize a simplex configuration CMS consisting of each functional component of the Production CMS server architecture, as well as the terminal equipment necessary to represent a Casino and LVL Venue. The CMS and terminal equipment will support both the SAS and G2S VLT protocols.

Each INTELLIGEN test environment may be integrated with other non-GTECH test environments as required to allow for the testing of all functionality end-to-end.

Each proposed system will take advantage of server virtualization to improve efficiency, availability, and flexibility.

Should the Lottery's test system requirements change in the future, GTECH may enhance the test systems to accommodate the Lottery based on mutual agreement.

4.1.1.17

The acceptance test systems are to have identical components, processing capacity, architecture, and configuration, except protective redundancy is not required nor will the testing system have the same disk capacity. The test system may have less processor speed than the production system but it is required to have the capacity to complete testing in an efficient manner. The acceptance test systems will mirror any modifications made to operational configurations, processes, or devices at the PDC and BDC. The Vendor is required to make these systems available to any Lottery approved test laboratory and the Vendor will be responsible for ensuring they remain synchronized with any changes implemented in the Lottery CMS.

GTECH Response:

As described in Section 4.1.1.16, the CAT systems will utilize identical components and architecture to that of the Production environment, with reduced redundancy and disk capacity.

The CAT systems will mirror any modifications made to the operational configuration, processes, or devices of the Production environment, with the possible exception of Lottery-approved emergency hot fixes that will be made on the test systems first as part of the validation process for the changes prior to reaching Production.

Each server will have a set of automated tools to validate that the system configurations and software match expected values and are not modified without approval. This tool may be used to ensure that each environment is kept in synchronization; however, during testing phases the customer acceptance system software and configurations may differ as new system modifications are validated.

GTECH will ensure that each system remains synchronized and will utilize a series of automated checks and balances to ensure that the systems are using Lottery-accepted software and configurations.

4.1.2
Communication Protocols (Systems Design)

4.1.2.1

VLT Communication Protocols: The CMS design is to support and utilize G2S, "SAS 6.02" and all prior versions, as well as all future SAS or other approved protocol upgrades to facilitate communication and control all VLTs approved in WV. The CMS is to be configured to communicate with, control, and enroll all VLTs approved for use in WV and be able to communicate with, control, and enroll all new VLTs approved during the term of the Contract.

Note: The majority of LVL machines are currently operating on the ICIS protocol which has an end-of-life date of December 31, 2017. Some ICIS protocol machines may be in use at the beginning of the CMS conversion project but shall not be accommodated on the new CMS.

There are no G2S machines on the existing CMS.

GTECH Response:

The INTELLIGEN CMS supports a variety of VLT protocols, including the native support of both SAS and G2S. As the INTELLIGEN solution is capable of communicating via the SAS and G2S protocols natively, there is no need for the purchase and installation of a Slot Machine Interface Board (SMIB) for each VLT for the purpose of translating protocols. INTELLIGEN supports SAS 5.10 and higher and may be modified to support earlier versions if specified by the Lottery. If required, GTECH will work with the Lottery during the requirements phase to discuss the terms of implementing protocol support for SAS versions prior to 5.10. Although not required for the anticipated delivery, the INTELLIGEN CMS has the capability to support the legacy ICIS protocol if delays in the SAS conversion expose the need.

The INTELLIGEN CMS is the clear choice for the Lottery to benefit from G2S open standards. As a Platinum member of the Gaming Standards Association (GSA), GTECH holds a seat on the Board of Directors, and is an active participant and leading contributor in the Standard's evolution.

The GTECH G2S Advantage Industry Firsts	• GTECH is the leader in G2S protocol support as the first Video Lottery CMS to be certified by the GSA. • GTECH was first to commercially deploy a G2S-compatible CMS. • GTECH supports the largest number of G2S-compatible systems operating multiple-supplier machines in the market today. • GTECH is the first to offer enhanced G2S features, including game download, responsible gaming, player loyalty and rewards, account-based cashless play, and mystery progressives operating in the player user interface.

GTECH has established itself as a leader in G2S deployments by being the first Video Lottery CMS to be certified by the GSA, the first to implement G2S in a distributed gaming market, and the company with the largest deployment of G2S-compliant CMS systems (17 G2S-compliant systems have been deployed and four more currently in various stages of the being implemented) supporting multiple supplier machines in the market today. Currently the INTELLIGEN CMS supports and monitors more than 70,000 G2S terminals worldwide. Additionally, GTECH has secured contracts to deploy additional G2S-compliant systems in the coming years.

GTECH regularly works with the GSA to incorporate new functionality into the protocol. GTECH is an industry leader in the support of the GSA G2S protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of all jurisdictions. We have worked with our customers to develop extensions to the G2S protocol that address gaps within G2S for wide-area VLT programs, specifically to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA and included into the G2S standard.

The INTELLIGEN CMS monitors and tracks all SAS events (SAS 5.10 and higher) as defined by the SAS protocol. The INTELLIGEN system polls the VLTs for events, assigning an accurate timestamp to any event, and transmitting and storing it in the host database. The INTELLIGEN CMS generates event reports by event(s), by terminal(s), by location(s), by time and date range, or any combination thereof. The SAS event will either be stored at the local Site Controller to be sent to the INTELLIGEN CMS in a batch, or forwarded, based on the priority and configuration parameters applied. The SAS protocol has reached end-of-life and is not expected to be modified beyond version 6.02; however, GTECH will accommodate any unanticipated updates in order to assure future compliance.



GTECH Advantage

Regardless of the protocol utilized, the INTELLIGEN CMS will have the capability to log transactions, communicate with, control, and enroll all VLTs approved for use in West Virginia through the life of the contract.

4.1.2.2

Describe how the CMS will communicate with and control the current network of VLTs through the concurrent use of SAS and G2S protocols.

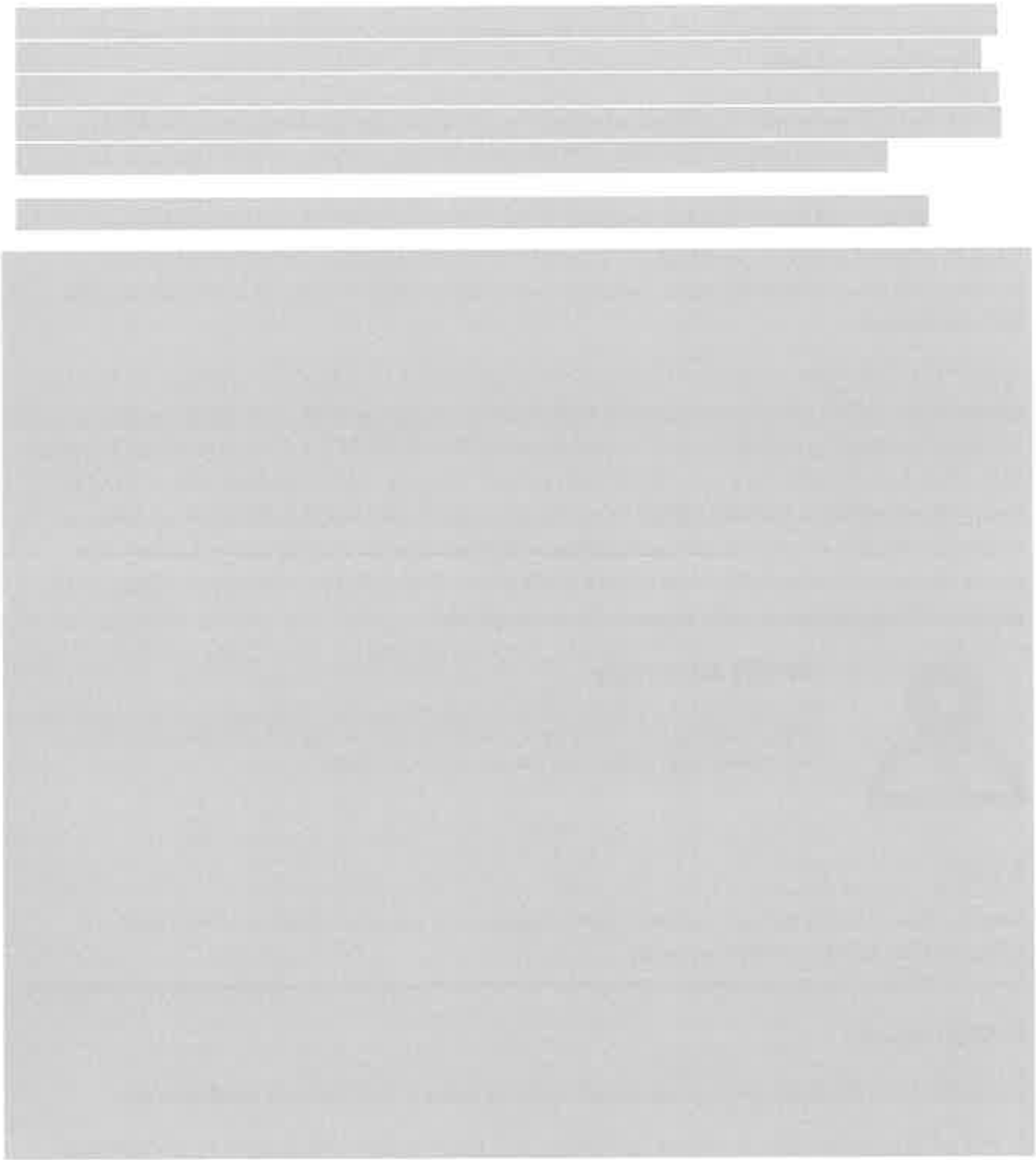
GTECH Response:

The GTECH INTELLIGEN solution can support both the SAS and G2S protocols simultaneously.

In LVL establishments, GTECH will provide our newest i-LINK Site Controller, and at RVL establishments, GTECH will provide the Multi-Terminal Site Controller (MTSC), which has a larger VLT capacity. Both Site Controllers are capable of supporting both the SAS and G2S protocols on a single device.

All SAS transactions are forwarded to the CMS via the Site Controller. SAS VLTs typically utilize a fiber-optic connection that will terminate at the Site Controller via a fiber converter to an RS232 port on the device.

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.3
Redundancy (Systems Design)

The intent of this RFP is to have systems with no single point of failure; an entire system shall be designed to be able to failover to an alternate data center (the BDC) within 20 minutes. Both the PDC and the BDC are to be designed to have independent communication circuits so that neither site is dependent on the other for hardware/software and communications. The Vendor's response describes its capability to provide alternative failover hardware within a given data center whereby alternative servers could be on active or passive standby.

GTECH Response:

Confidential information begins here.

[redacted]



[redacted]



[redacted]

Confidential information ends here.

4.1.4
Backup/Restores (Systems Design)

4.1.4.1

Primary and Backup Data Center: The primary system and the backup system are intended to be production systems configured with no shared peripherals and used exclusively to support the CMS. Vendor will provide the same security, hardware, and software for the backup system as the primary system so that the backup system is capable of performing all functions associated with VLTs required by this RFP with no single point of failure.

GTECH Response:

The INTELLIGEN infrastructure provided to the PDC and BDC production environments will be exact copies of each other and utilize the same hardware, software, and security. There will be no shared components or peripherals and no single point of failure.

Each environment will be exclusively dedicated to the purpose of logging transactions and providing functionality for the Lottery's VLT network.

Each data center will be capable of functioning in the Primary role, and neither system will have a processing advantage or disadvantage over the other. Either data center may assume the Primary role for as long as the Lottery deems necessary.

4.1.4.2

The location of the primary system (the PDC) will be 900 Pennsylvania Avenue, Room 215, Charleston, WV 25302.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will install the primary INTELLIGEN system at the location required by the Lottery. Prior to system delivery, GTECH will perform a site assessment to ensure that the Lottery's computer room provides the appropriate footprint, power, and environmental conditions required to host the INTELLIGEN CMS and related infrastructure.

4.1.4.3

Local (within PDC) recovery from any system application failure at the PDC occurs immediately while still maintaining current transactions. As indicated in other sections if the failover is to an alternate site, this should take less than 20 minutes. This requirement includes the ability to fully service the communications network supporting the VLTs and management terminals. The Vendor should document staffing and support requirements to transfer control from the PDC to the BDC and vice versa.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.4

Remote recovery from a failure at the PDC occurs immediately without loss of any transactions. This includes the ability to fully service the communications network supporting the VLTs and supplying management terminal functions.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

The GTECH INTELLIGEN CMS redundancy architecture and the ability to recover from application and component failure are presented in detail in Section 4.1.3.

4.1.4.5

The backup system is currently located 135 miles north of the PDC at the Lottery's BDC, 9337 Middletown Mall Road, White Hall, WV 26554. That location may change based on the Lottery's needs.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will install the backup INTELLIGEN system at the location required by the Lottery.

4.1.4.6

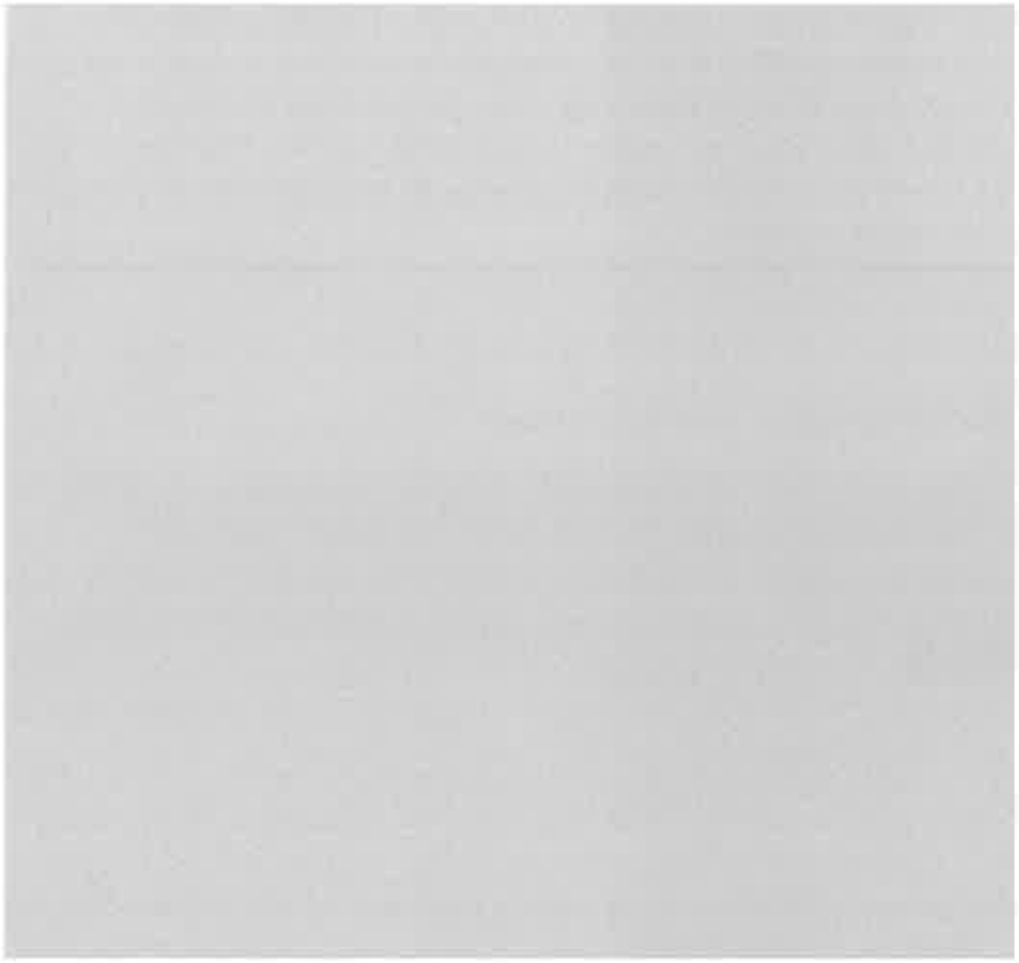
The backup system mirrors the primary system in real-time with a configuration that can take over for the primary system in the event of a failure at the PDC. Data transferred to and recorded at the BDC contains the most recent transactions and transactions within twenty minutes of the point of failover. Note that the current CMS provides this functionality by log shipping with manual intervention required in the event of a failover to ensure that all interim logs since the last synchronization point can be applied to result in a current recovery point.

GTECH Response:

Confidential information begins here.



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[redacted]

Confidential information ends here.

4.1.4.7

All Lottery and gaming Venue networks and communications systems are to be routed so that all operations required by this RFP can occur at the BDC. The BDC is designed to have a routing mechanism independent of the PDC so that the BDC can be reached without the PDC in service.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.1.4.8

Document the procedures for failure situations as part of its RFP response and the Vendor is to support two controlled failover tests per year. The Lottery will execute the failover based on a test plan submitted by Vendor. All remote access to the CMS shall be logged and accessible by the Lottery for auditing. Vendor submits its test plan to the Lottery for approval at least thirty (30) days prior to each failover test.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.9

A technical requirement is that the backup system is fully functional by operating in production from the backup system for a minimum of 24 hours per day at least twice a year six months apart. The primary system is to function temporarily as the backup system in this scenario.

GTECH Response:

The BDC will be able to perform all functionality and processing tasks available to the PDC without restriction. Scheduled failovers to exercise each data center's capabilities in either the primary or backup role are standard industry practice, and the INTELLIGEN CMS can easily accommodate. The BDC may assume the primary transaction processing role at least twice a year, six months apart, for a 24-hour period, or as long as the Lottery desires.

As part of the system implementation, GTECH will deliver a set of operational procedures that provide step-by-step instructions on the failover process.

4.1.4.10

All results of any test exercises are to be reviewed by the Lottery and the Vendor within two (2) business days of completion date. Vendor is required to correct any deficiencies discovered by audit findings or operational recovery testing within five (5) business days of receiving written notification to do so from the Lottery.

GTECH Response:

GTECH will work with the Lottery and the Lottery's selected independent testing laboratory to establish a process by which the results of each Backup/Recovery test phase will be analyzed within two business days of the completion date and to provide correction for any deficiencies discovered in an efficient manner. GTECH will allocate support resources to correct issues related to Backup/Recovery within the required five business days of receiving written notification to perform the correction.

4.1.4.11

Data Backup: A technical requirement is for data backup via secure and reliable methods with all backup data to be encrypted and protected from unauthorized access. The backup solution includes a requirement to be fully automated with no daily user intervention. Backup to disk (hard drive array) and tape on a daily basis is required. The system shall retain backup files on disk for one week with a rotation of tape backups to maintain a full 30 days of system backups. This backup solution is to be scalable, secure, provide data integrity, support disaster recovery, and replicate from the PDC to the BDC and vice versa.

GTECH Response:

Confidential information begins here.

Confidential information ends here.

The Data backup solution provides the following:

4.1.4.11.1

Automated monitoring with alert notifications: Alert notifications sent via visual display and SMTP;

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.4.11.2

Fast and reliable restorations: The software includes rapid and reliable recovery of data lost because of user error or server hardware failure;

GTECH Response:

Confidential information begins here.

Confidential information ends here.

4.1.4.11.3

Verification of backups; and,

GTECH Response:

Confidential information begins here.

Confidential information ends here.

4.1.4.11.4

Storage-based data deduplication.

GTECH Response:

The NetBackup solution utilizes advanced storage-based data duplication to ensure efficient storage on the NetBackup appliance without computationally intensive processing.

4.1.4.12

Data Security Requirements: The system is designed to provide encryption techniques. The network is designed to be secure and designed to protect against disruption of service and corruption of data.

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.4.12.1

*Comply with all of the Lottery and State Security and Access Policies for Data Security. (See **Appendix 2- IT Policies**)*

GTECH Response:

GTECH has read, understands, and will comply with the Lottery's IT Policies defined Appendix 2 of the RFP.

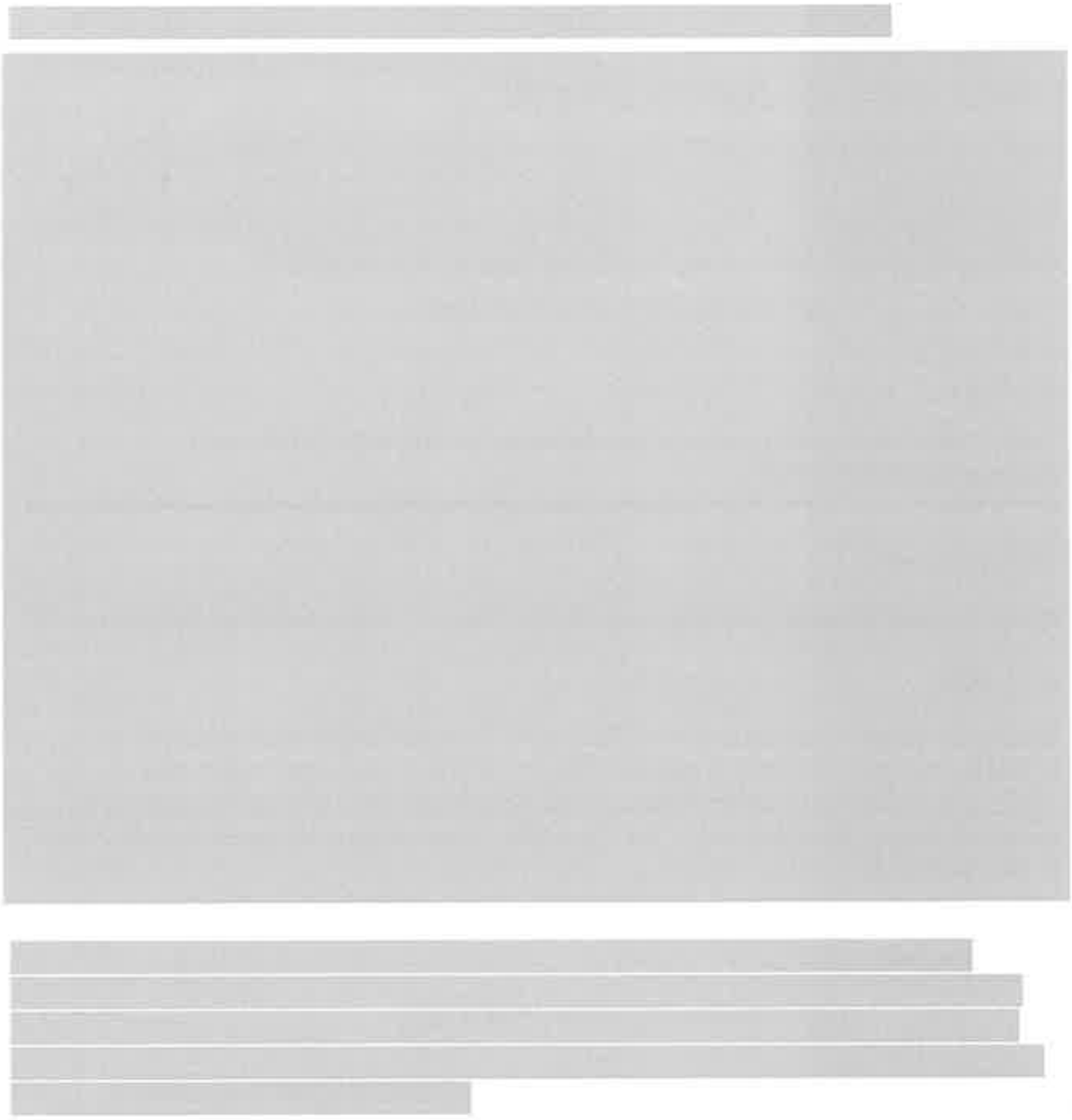
4.1.4.12.2

Secure Connections: Capability to connect into the CMS from a non-lottery controlled terminal without Lottery approval cannot be accomplished. Any remote access is to employ stringent security mechanisms. Connections to other remote systems and terminals are to be protected by firewalls, encryption, or other equivalent means. The acceptability of any such security approach will be subject to Lottery approval.

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

4.1.4.12.3

The Lottery will contract with an independent firm to conduct a network security assessment subsequent to implementation of the CMS. An information technology infrastructure that meets or exceeds generally accepted industry standards is required. Vendor is to specify the certifications and standards that will be followed for this project such as specific ISO standards (for example ISO 27002, or NIST 800-53). Alternatives can be used if the Vendor can demonstrate that it has formally adopted and is following such standards.

GTECH Response:

The GTECH INTELLIGEN solution is aligned with industry standards for all aspects of security and data integrity. GTECH's infrastructure adheres to ISO 27001, WLA-SCS, and National Institute of Standards and Technology (NIST) standards. GTECH's system development and delivery solutions are ISO 27001-certified in addition to WLA-SCS as it relates to ISO 27001. GTECH's INTELLIGEN system implementation will ensure full data confidentiality, integrity, and overall data availability.

GTECH's Information Security division regularly monitors changes to industry standards and enforces compliance as revisions occur. Should the Lottery require additional certifications, GTECH will accommodate and is confident in acquiring industry-standard certification needs and/or attestation of compliance.

4.1.4.12.4

All computer systems provided by the Vendor shall meet or exceed the National Computer Security Center's security standard at the time of implementation.

GTECH Response:

GTECH confirms that all computer systems provided with the INTELLIGEN solution will meet or exceed the National Computer Security Center's security standards. GTECH employs a team of Information Technology (IT) Information Security professionals (InfoSec), whose role is to ensure that GTECH complies with the most up-to-date standards for system security. The INTELLIGEN delivery will deploy GTECH's most up-to-date architecture solution and will contain the latest standards recommended by InfoSec.

4.1.4.12.5

Data that is determined by the Lottery to be sensitive is to be encrypted using an encryption level no less than 256 bit AES or other comparable method.

GTECH Response:

Data determined to be sensitive to the Lottery will be encrypted as required. INTELLIGEN supports a variety of encryption techniques, including 256-bit AES.

During the requirements phase of the project, GTECH will work with the Lottery to determine complete data-encryption requirements and whether additional encryption needs beyond the deployed baseline are required. Once the full requirements are analyzed, GTECH will propose the most appropriate solution based on the mutually agreed-upon scope.

4.1.4.12.6

The CMS has the capability to produce system checksums and/or comparable system file audit reports to ensure against inadvertent or unauthorized changes.

GTECH Response:

The INTELLIGEN solution utilizes checksumming to ensure against inadvertent or unauthorized changes.

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.12.7

The Vendor is not permitted to modify the software design or databases of the CMS after the CMS has been certified by the independent testing lab without the independent testing lab's recertification of all modifications.

GTECH Response:

GTECH will not modify the software, configuration, design, or databases of the INTELLIGEN CMS without prior certification of the independent testing lab and acceptance of the changes by the Lottery.

Under emergency circumstances, GTECH may suggest that a hot fix be applied directly to a Production system in order to obtain a required resolution to a live issue, but will not do so without prior discussion of the risk and authorization from the Lottery.

4.1.4.12.8

User account data is not permitted to be in plain text format but is to be encrypted. The CMS writes to a log file and reports all successful and unsuccessful sign-on and log-off attempts made on the CMS. The CMS design is to have the following security features:

GTECH Response:

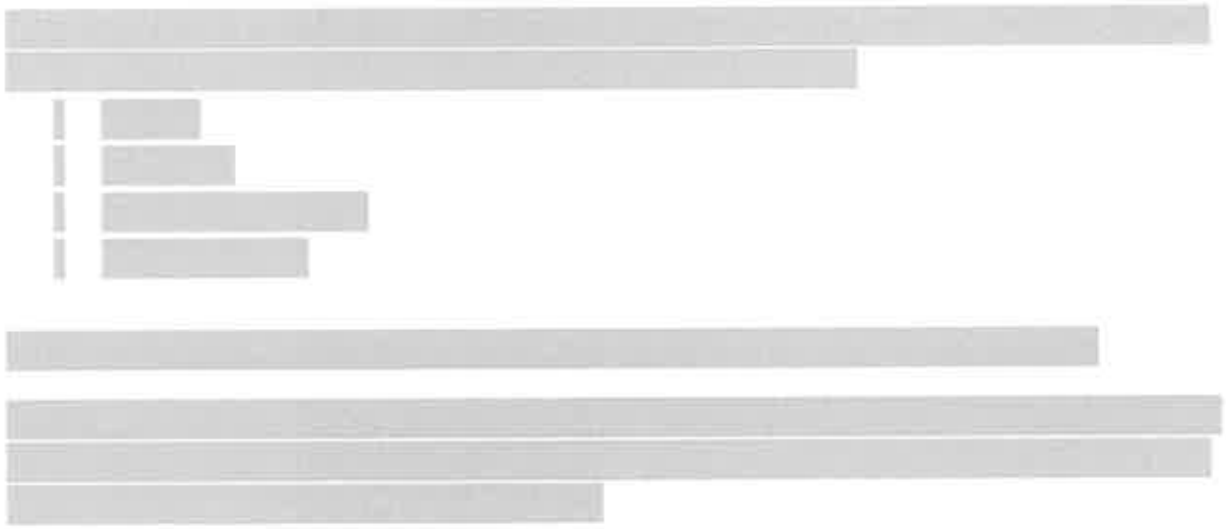
The GTECH INTELLIGEN CMS utilizes secure methods for system access. User account credentials will be stored and transmitted in encrypted format. Login attempts will be logged and available for review via log analysis or audit reports. GTECH will accommodate each of the Lottery's security requirements as described in the responses that follow.

4.1.4.12.8.1

Capture the user ID, user name, sign-on date, time, and an indicator that signifies a successful or unsuccessful sign-on;

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.4.12.8.2

Log and report all changes to the CMS by all users (including administrators);

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.4.12.8.3

All security log files are to be directly accessible by the Lottery on a daily basis;

GTECH Response:

GTECH will permit all security log files to be directly accessible to the Lottery on a daily basis. The access method will be dependent on the needs of the Lottery. The Lottery may be provided access to view the logs in their original locations on the servers, or GTECH may consolidate the logs via Syslog forwarding and send them to a server on the Lottery network or a server within the GTECH network.

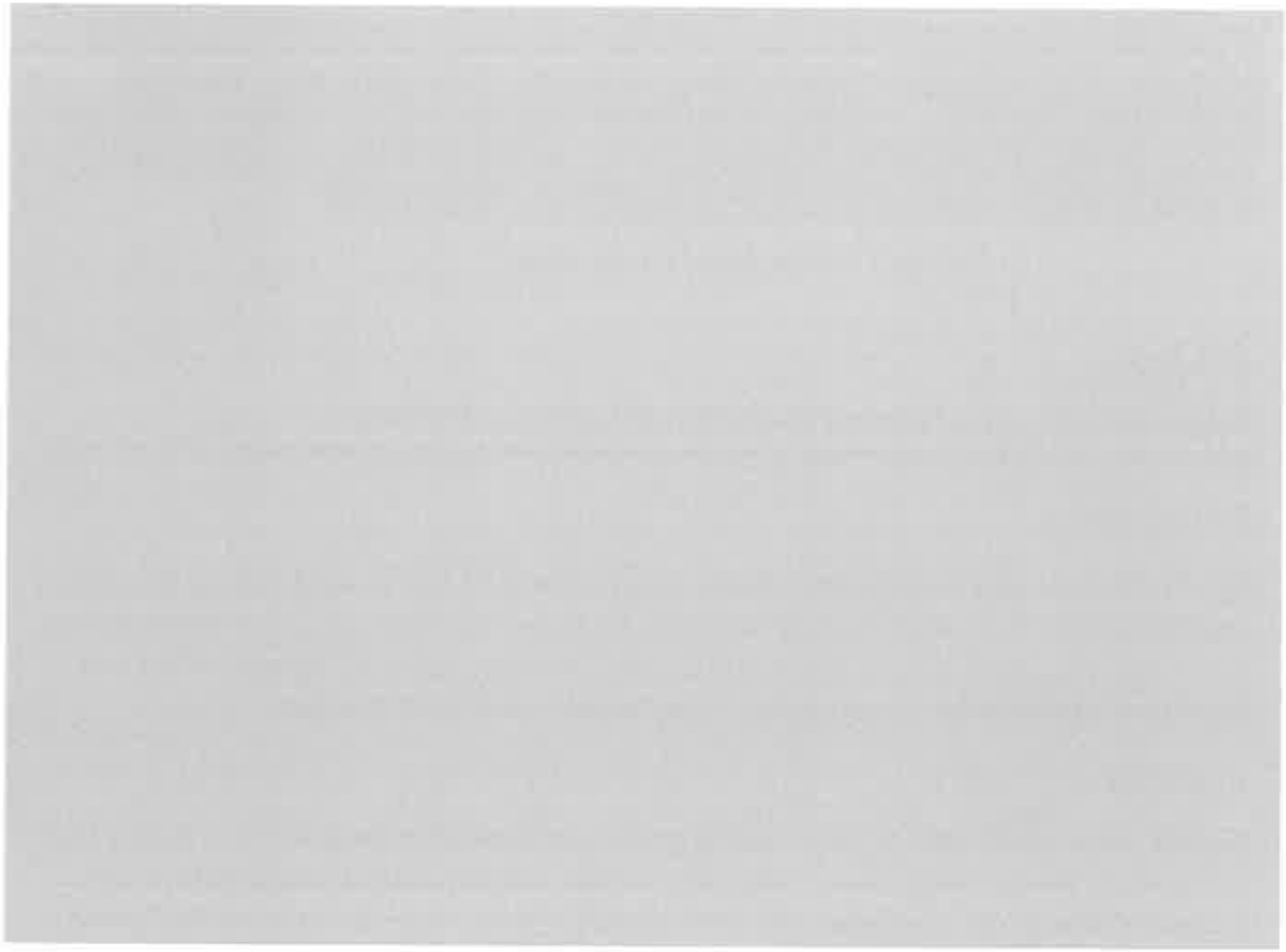
4.1.4.12.8.4

The CMS is to have the ability to assign users to groups and assign privileges at the menu level to each user or group. The operating system of the CMS is to have multiple security access levels to control and restrict different classes of access. The CMS operating system is to have a password sign on with two level codes comprised of a personal identification code and a special password;

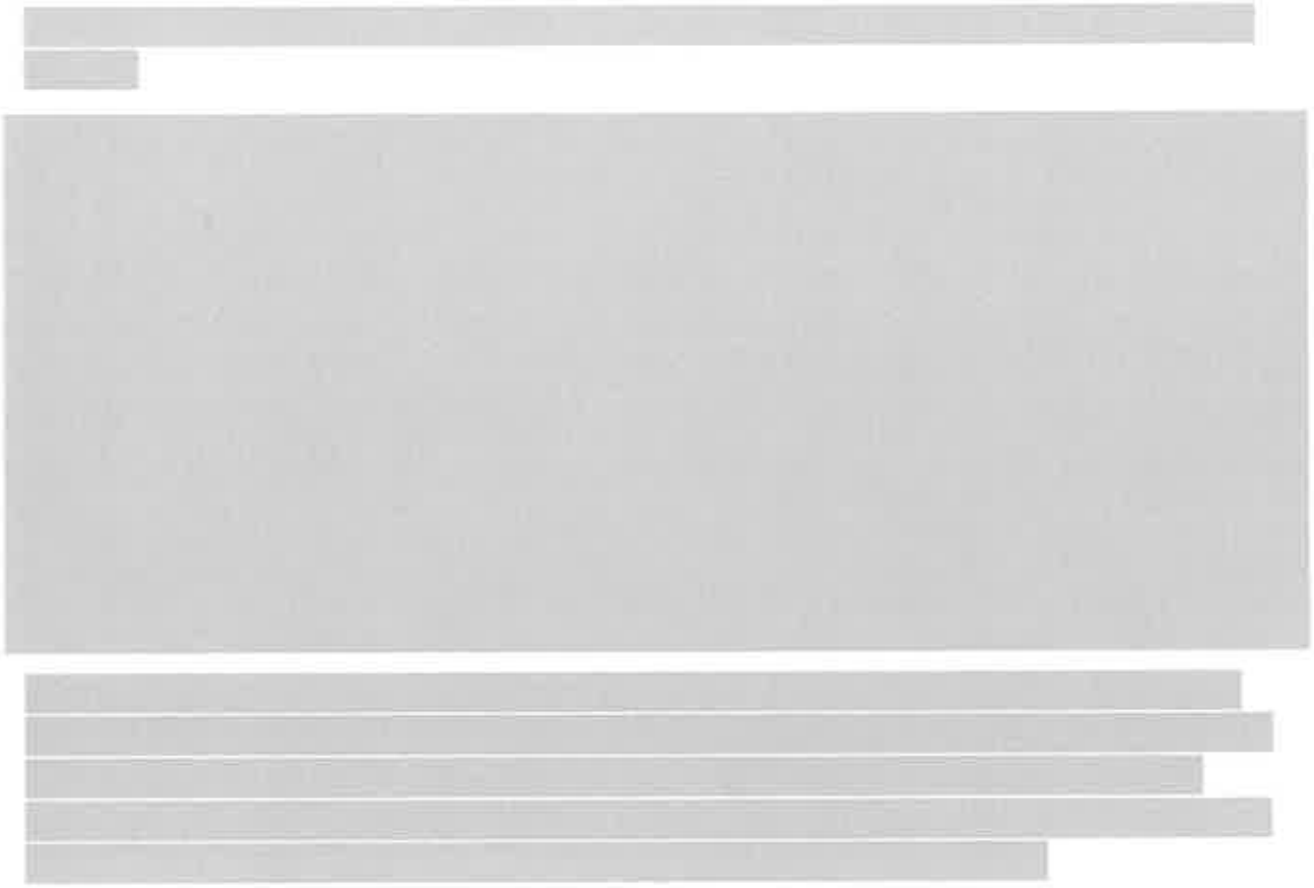
GTECH Response:

Confidential information begins here.

[redacted]







Confidential information ends here.

4.1.4.12.8.5

CMS access accounts are to be unique when assigned to the authorized user; and,

GTECH Response:

Each user account assigned to the INTELLIGEN system will be unique. User accounts will be assigned to specific individuals, and only accounts authorized for access by the Lottery will be created.

4.1.4.12.8.6

The storage of passwords is to be accomplished in an encrypted, non-reversible form.

GTECH Response:

All INTELLIGEN passwords are stored in encrypted, non-reversible form.

4.1.4.12.8.6.1

Each individual user will be assigned one unique password which will allow authorized access to the CMS; users may manually change their own CMS passwords; only persons authorized by the Lottery may access:

- *Sensitive or confidential data;*
- *software programs and CMS documentation;*
- *disk, tape, and other media (DVD, CD), libraries and vaults; and*
- *any other area deemed by the Lottery to warrant such authorization.*

GTECH Response:

Each user of the INTELLIGEN system will be assigned a unique password for authentication to the application and servers. Users may manually change their own passwords, or users with administrative roles may override a user's password. Users will be forced to change their passwords upon expiry, and a password history will restrict password reuse. Only users authorized by the Lottery to obtain an account will be provided access to the INTELLIGEN environment and corresponding software and data. Individual user access will be terminated upon notification from the Lottery to do so.

As the system operator and provider of the server location, the Lottery will be responsible for physical access to the environment and information stored within the Lottery's infrastructure, such as user documentation. GTECH will restrict login access to the infrastructure provided, in accordance with the Lottery's authorization rules.

4.1.4.13

System Security Administration: The Vendor design includes a system in place to monitor access to the CMS system and a mechanism in place to report any security breaches to the Lottery with timeframes and escalation levels appropriate for the type of incident.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.14

Remote Backup Data Center: Vendor is invited (Invited Option) to propose an option, including additional costs or savings, that will result from being able to provide, outfit, and operate a remote back-up data center where transactions related to VLT gaming are logged and processed.

GTECH Response:

GTECH offers multiple options with regard to system and operational management where the customer may choose to install and operate the systems itself or outsource the operations to GTECH. For the Lottery, as an option, GTECH can manage the facility and perform the operational role of the BDC.

GTECH's Data Center of Americas (DCA), located in Austin, Texas, currently supports systems for some of the largest lotteries in the U.S. The DCA utilizes a highly trained Operations staff that is knowledgeable in all areas of the GTECH system. GTECHs' Operations staff will monitor the INTELLIGEN CMS and network 24 hours per day, 365 days per year. The Operations staff will consist of trained resources who may take immediate action to investigate and troubleshoot issues as they arise. They will have access to an additional support team of specialists for each area of the system (hardware, application, network, etc.) that are also available to support system issues 24 hours a day, 365 days per year. Seasoned hardware, network, and system administration staff trained specifically for GTECH deployments reside on-site and offer an immediate response for each issue as it arises.

Lottery equipment is retained in isolated cages in a secure computer room. Each cage requires privileged access, granted to only those resources authorized to access each individual lottery environment.

As with the proposed in-state solution, the BDC solution will utilize infrastructure that matches the PDC. All responses provided for a Lottery-managed BDC will equally apply to a GTECH-managed BDC.

Should a co-managed CMS solution be selected, GTECH will work with the Lottery during the requirements phase to comprehensively define the roles and responsibilities of each organization for the operation and monitoring of the overall system.

The back-up data center shall be located within the forty-eight (48) contiguous States, but not located within fifty (50) miles of the primary data center, unless an alternate site is approved by the Lottery in writing. All other functionality defined for the BDC, as defined in this RFP, shall be required for an alternate location that is not under the direct control of the Lottery. With prior approval by the Lottery, the BDC may be located at a shared site with other venues supported by the Vendor subject to it being a separate secured video monitored area with live signal feed to the Lottery headquarters.

GTECH Response:

The optional BDC proposed will be located in Austin, Texas, approximately 1,250 miles from the Lottery's PDC in Charleston, West Virginia. The BDC will be located at GTECHs' DCA, which is a shared location with other lottery systems.

As previously described, the Lottery equipment will be retained in isolated cages in a secure computer room. Each cage requires privileged access, granted to only those resources authorized to access each individual lottery environment. A live video feed of the computer cage will be available for monitoring at the Lottery headquarters.

The Lottery will make arrangements for a hardware refresh in years six (6) and eleven (11) of the contract, such costs are to be excluded from this cost proposal and will be the responsibility of the Lottery when the option is exercised. The Vendor is to provide any necessary software upgrades, including the CMS application and operating system software, and will provide the required hardware specifications for each refresh period. The Lottery currently has three discrete systems at its BDC- traditional games that include instant and online, video operations, and in-house systems. In the event the Lottery exercises the Invited Option proposed by the Vendor, to utilize an alternate location, the Vendor design provides for communications between that site and the BDC housing the in-house systems, primarily related to batch file transfers. Costs related to communications between the outsourced BDC and remaining Lottery systems will be defined in this option.

GTECH Response:

At the Lottery's cost, GTECH will refresh the infrastructure of the proposed BDC in addition to the refresh activities of the other environments provided with INTELLIGEN. The Production systems of the two data centers will exist as mirrored equivalents for the life of the contract. Upon notification from the Lottery, GTECH will propose the most current solution and technology stack applicable to the Lottery's INTELLIGEN delivery. This may include updates to the CMS application, operating system, and physical components, as well as new architecture strategies applicable to the Lottery's solution. The installation of the revised equipment at both the PDC and BDC will be conducted as a single, synchronized activity.

As a mirror of the PDC, the GTECH-hosted BDC will accommodate all required communications to the Lottery's in-house systems located at the PDC. All functionality available to the PDC will be available to the BDC.

4.1.5
Security (Systems Design)

4.1.5.1

VLT software image files and VLT authentication: Describe how the software on each VLT connected to the CMS will be authenticated when compared to the VLT software image file.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.5.1.1

The CMS will be designed to use the VLT software authentication method defined in the SAS protocol specifications and any other methods chosen by the Lottery. It cannot be possible to enable any VLT into normal gaming mode that fails the software authentication until the VLT satisfies the software authentication.

GTECH Response:

The INTELLIGEN CMS will utilize the software authentication method defined in the SAS protocol and described in Section 4.1.5.1. Additional methods chosen by the Lottery may be accommodated based on mutual agreement and will be defined during the requirements phase of the project.

Once a VLT is placed in a disabled state due to a program signature failure, it will not be possible to re-enable the VLT until it has cleared the program signature fault by passing the software validation checks.

4.1.5.1.2

The software image files provided by the VLT manufacturers are to be utilized for authentication of all VLTs connected to the CMS. The files used in the authentication of the VLT software may be comprised of multiple image files which are concatenated into a single image file (i.e., the concatenated VLT image may contain an image file for each jurisdiction, main, personality and any other software program that controls communication and affects game outcome in each VLT).

GTECH Response:

The INTELLIGEN CMS will utilize the image files provided by the VLT manufacturers for use in the VLT program validation process. GTECH components will store a hash value of the manufacturer's image files that will be used for comparison. Whether a single image file or a concatenated image file, INTELLIGEN will utilize the specific file provided to each individual VLT for software verification.

4.1.5.1.3

The CMS design includes the ability to initiate a VLT software authentication on any VLT connected to the CMS at times determined by the Lottery. The CMS is to autonomously perform a software authentication on a VLT upon detection as follows:

1. *VLT logic door open event;*
2. *VLT logic door closed event;*
3. *VLT offline event or communication loss with Site Controller; and,*
4. *enrollment or enabling of a VLT.*

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.5.1.4

The CMS design allows for manual entry of the seed value used to calculate the signature result of each VLT software image file. Manual entry of the software authentication seed value is to be available to the Lottery through the use of a GUI or other user interface.

The frequency (i.e. static, per request, daily, monthly, and yearly) at which the software authentication seed value is changed is to be a configurable parameter on the CMS.

GTECH Response:

The INTELLIGEN CMS will allow for the manual entry of the seed value used to calculate the signature of each VLT software image file through a field in the INTELLIGEN GUI application interface. The details of interface and operational use will be further refined during the requirements phase of the project.

The frequency of the scheduled VLT software authentication is configurable and can be triggered on demand via INTELLIGEN's command and control functionality.

4.1.5.1.5

The CMS design includes the ability to generate a daily report to users determined by the Lottery that details VLTs that passed and failed the VLT image file authentication, including the seed and the signature value of the ROM binary image, and the result returned by the VLT.

GTECH Response:

The INTELLIGEN CMS will provide a daily report that provides the ability to generate a list of VLTs that have gone through the VLT image-file authentication process. The report will provide selection criteria, such as selected VLTs and date range. The report output will include:

- VLT identification information.
- VLT image file authentication timestamp.
- Pass/fail results.
- Seed and signature value (expected and actual).

During the requirements phase of the project, GTECH will work with the Lottery to ensure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.1.6

The CMS design includes a requirement for a means of identifying and reporting on revoked software images.

GTECH Response:

The INTELLIGEN CMS will provide a report that provides a means of identifying and reporting on revoked software images.

During the requirements phase of the project, GTECH will work with the Lottery to assure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.2

Site Controller Software Authentication: The Vendor Response is to document the methodology used to authenticate the Site Controller software. The CMS communicates with and authenticates the software of each Site Controller connected to the CMS. It cannot be possible to enroll any Site Controller that fails software authentication into operation until the device satisfies the authentication process.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.1.5.2.1

The CMS is to be configured to perform a software authentication on any Site Controller at any time upon Lottery request. The CMS design provides for functions to autonomously trigger software authentication on a Site Controller upon detection as follows:

1. *Control device offline event;*
2. *Communication loss with the CMS; and,*
3. *Control device enrollment.*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.5.2.2

The CMS is to generate a daily report for Site Controllers that passed and failed the software authentication including the seed and the signature value of the software image and the result returned by the device.

GTECH Response:

The INTELLIGEN CMS will provide a report that will generate a list of Site Controllers that have gone through the software authentication process. The report will provide selection criteria, such as selected Site Controllers and date range. The report output will include:

- Site Controller identification information.
- Site Controller authentication timestamp.
- Pass/fail results.
- Seed and signature value (expected and actual).

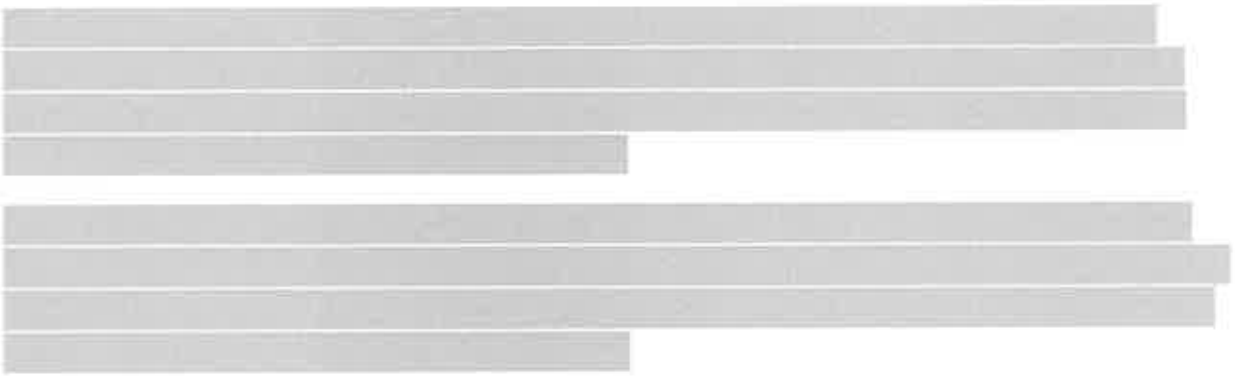
During the requirements phase of the project, GTECH will work with the Lottery to ensure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.3

VLT Image File Storage: The CMS design includes storing all VLT image files on the PDC and provide no less than two (2) terabytes of hard disk space for image files. The hard disk containing the VLT image files is to be located within the same hardware enclosure of the PDC and scalable to increase storage capacity as needed at no additional cost. The VLT image files are to be accessible through a remote network connection to the CMS via the Lottery's administrative LAN.

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.5.3.1

The VLT image files are to be backed up on a daily basis consistent with the requirements previously provided in "Data Backup Requirements", section 4.1.4.11 of this RFP.

GTECH Response:

The VLT image files will be backed up daily as required. The NetBackup solution will utilize an incremental backup policy, which will only back up changes to the files located in the VLT image-file repository.

Files will also be synchronized between the PDC and BDC, ensuring that a copy of each file exists at both data centers.

NetBackup will back up VLT image files independently at each data center.

4.1.5.3.2

The VLT image files are data files that have appropriate security as defined in "Data Security Requirements", section 4.1.4.12 of this RFP. Access to such data requires prior authentication of an individual user by password and privilege level.

GTECH Response:

The INTELLIGEN VLT image-file repository will be a secured location that complies with the Lottery's data security requirements. As described in Section 4.1.4.12, INTELLIGEN utilizes a combination of user, network, and file system security measures to ensure that only authorized resources may access the files required for their role within the organization.

During the requirements phase of the project, GTECH will work with the Lottery to define the user group and access policies that apply to the VLT image-file repository.

4.1.6
Archiving (Systems Design)

4.1.6.1

Archiving and Purging of Data: It is a technical requirement to include archiving as a process that runs every business day on the production system to move data from the production database(s) to an archival schema on the Data Warehouse (DW).

GTECH Response:

The INTELLIGEN solution will use GTECH's ABI Data Warehouse (DW) solution for archiving data for long-term reporting and analysis needs. ABI is further described in Section 4, 4.6, Reporting.

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.6.2

Purging of data is to be a function performed on the production database according to retention schedules set by the Lottery. As an example, financial data related to data meters will be retained for ninety (90) days while event logs and other log files will be retained for thirty (30) days. Purging shall be a function processed daily on the DW with a retention schedule of thirty six (36) months. Detailed retention schedules will be developed subsequent to Contract award.

GTECH Response:

The INTELLIGEN delivery will provide a flexible, automated purge routine for database, file system, and backup archive information.

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.1.7
Hardware and Software Specifications (Systems Design)

4.1.7.1

All CMS hardware and software components include the following features:

4.1.7.1.1

Standardized fault tolerant and redundant with no single point of failure. All components to be configured/setup by the Vendor;

GTECH Response:

As described in Section 4.1.1.1, GTECH designed the INTELLIGEN solution to be fault tolerant and redundant with no single point of failure.

Confidential information begins here.

[redacted]

Confidential information ends here.

GTECH will install, set up, and configure each INTELLIGEN component of the CMS.

4.1.7.1.2

Tested by the independent testing lab before installed. Vendor will configure, support, and maintain CMS for the life of the contract;

GTECH Response:

GTECH will work with the independent testing laboratory selected by the Lottery to support the needs of testing the INTELLIGEN solution prior to initial Production implementation and any subsequent release or modification after the Production system is live. GTECH regularly works with independent testing laboratories in this capacity and can ensure a smooth coordination of related testing processes and activities.

GTECH will install, configure, support, and maintain the INTELLIGEN CMS for the life of the contract.

4.1.7.1.3

CMS hardware will be replaced by new equipment of then-current model or version every five (5) years, or as specified during the business requirements process with those costs being the responsibility of the Lottery; and,

GTECH Response:

GTECH will refresh the infrastructure of each INTELLIGEN environment every five years, or as specified during the business requirements process.

Upon notification from the Lottery, GTECH will propose the most current solution and technology stack applicable to the Lottery's INTELLIGEN delivery. This may include updates to the CMS application, OS, and physical components, as well as new architecture strategies applicable to the Lottery's solution. The infrastructure refresh will apply to all systems provided by GTECH, and the PDC and BDC environments will remain mirrors of each other.

Note that GTECH will routinely propose updates to each environment of the initial infrastructure, as a part of our Patch Management policy, to keep the operating systems and software current, without risk of going to end-of-life. GTECH's Patch Management process is further defined in Section 4.1.7.1.4.

4.1.7.1.4

Fully supported by respective manufacturer or supplier at all times during the contract through maintenance agreements acquired and maintained by the Vendor subject to Lottery approval. All maintenance agreements require a twenty-four hour on-site response time from all manufacturers.

GTECH Response:

GTECH's team of infrastructure professionals works closely with its suppliers to keep apprised of the current lifecycle status of each hardware and software component delivered. GTECH will contract with each provider to obtain 24-hour support, seven days a week for Production equipment. Test systems are typically provided with a service contract that covers standard business hours, 9-5 support, five days a week; however, this may be modified pending testing expectations of the Lottery and the independent testing laboratory.

GTECH will acquire and maintain the vendor support maintenance contracts for the INTELLIGEN equipment.

GTECH maintains a Patch Management process for all infrastructure components, which will ensure that OS, Software, and Firmware patch levels remain current, and that vendor service requests are not deferred due to lack of compliance.

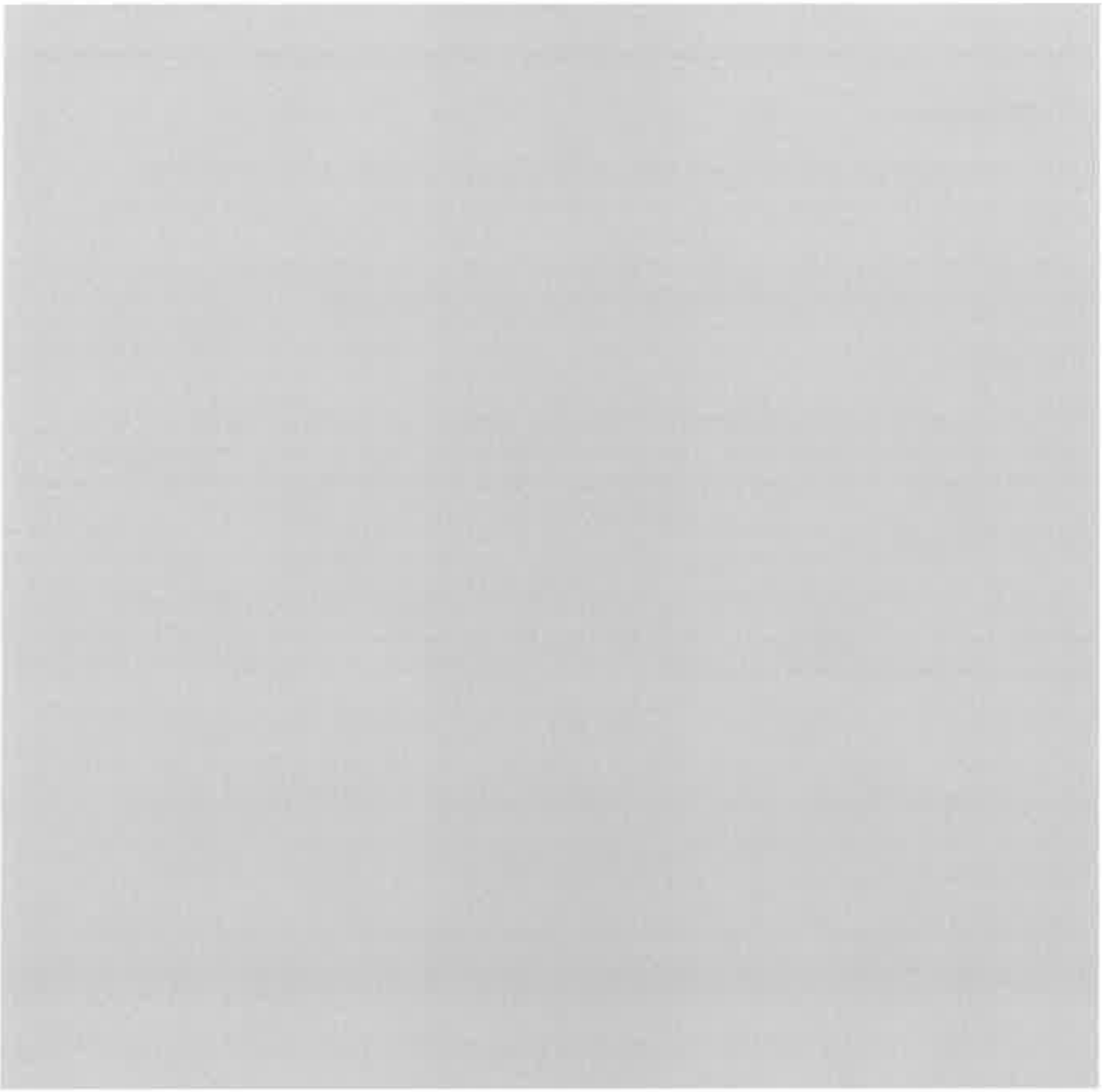
4.1.7.1.4.1

If support for any hardware module, component, or software is discontinued by the manufacturer or supplier then the Vendor is to replace the respective hardware modules, component, or software modules at its own cost prior to the support being discontinued. Vendor is to immediately inform the Lottery of any support discontinuation.

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

4.1.7.1.4.2

If any hardware module, component or software is declared 'end of life' by the manufacturer the Vendor is to immediately inform the Lottery and a mutually agreeable schedule for replacement will be developed.

GTECH Response:

Upon notification that a component of the INTELLIGEN solution is declared end-of-life by the manufacturer, GTECH will immediately inform the Lottery and propose a schedule for replacement.

As described in Section 4.1.7.1.4.1, GTECH takes a proactive approach to infrastructure obsolescence and will prepare for end-of-life scenarios through advanced notice and planning.

4.1.7.1.4.3

The Lottery expects the Vendor to be the sole contact and responsible party for any third party hardware/software solution utilized by the Vendor during problem determination and remediation.

GTECH Response:

As described in Section 4.1.1.8, GTECH will maintain and support all hardware and software provided with the INTELLIGEN solution. As such, GTECH will assume the role of the point-of-contact for vendor-support relations for the life of the contract.

Upon notification of an event, GTECH will utilize first-tier IT resources within the company to assess and troubleshoot the issue. If necessary, GTECH will escalate to third-party hardware/software support. During the period of investigation, up to and including the resolution, GTECH will work with the Lottery to keep it apprised of the situation and to ensure that the issue is not impacting the remaining infrastructure.

As the GTECH infrastructure will be maintained at a Lottery-managed facility, representatives of the Lottery may be required to support on-site access needs should a site visit be required; however, GTECH will maintain the role of coordinator for all activities related to the support request. GTECH will work with the Lottery during the requirements phase of the project to further define the roles and expectations for on-site access.

4.1.7.2

The Vendor shall obtain prior written approval from the Lottery before making any enhancement or modification to the hardware or software configuration and procedures.

GTECH Response:

GTECH will work with the Lottery to coordinate all enhancements and modifications to the INTELLIGEN solution. Lottery approval for proposed system modifications will be obtained in writing prior to change implementation.

4.1.8 Management Terminals

Vendor is not required to furnish the casino management terminals but is required to provide any special application software required for their operation. Vendor is responsible for providing software and hardware specifications for optimum performance at casinos utilizing management terminals.

GTECH Response:

GTECH will provide all application software required for use with the INTELLIGEN system.

Management Terminal specifications required to support the GTECH-supplied applications are provided in the **Recommended Workstation Specifications** Exhibit, located behind the Exhibits tab.

4.1.8.1

Web Portals: The Vendor design includes providing a web portal to be able to access the functionality provided by a management terminal at the casinos as well as LVL locations, including the same operational functions, printing capabilities, and security requirements. The Web Portal shall operate under industry standard web browsers, including Internet Explorer Version 8 and higher, Firefox, and Safari among others. The Vendor is to identify any functions known to cause compatibility issues with specific versions.

GTECH Response:

Confidential information begins here.

[redacted]



[redacted]

Confidential information ends here.

4.1.8.2

Report Security: Users shall have the capability to access and print reports for the VLTs unique to each Venue but not have the capability to view reports for the VLTs in other Venues. Operators and Chains shall have the capability to access and print reports for the Venues unique to each operator, but cannot have the capability to view reports for the Venues with other operators.

GTECH Response:

The INTELLIGEN web portal solution will isolate available data to the specific location. Each LVL or RVL will have access to the VLT information for its location only and will not have visibility into the VLT information of other locations. Operators and chains that maintain multiple locations will have access only to the information generated for their respective locations.

4.1.8.3

Encryption: Each casino and LVL Venue are to have secure, encrypted, remote, read only access to the CMS so that financial information, VLT inventory, and Venue network status for the VLTs at each respective Venue is obtainable.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.8.4

Document that Web Portal access conforms to the "Data Security Requirements" as previously provided in section 4.1.4.12 of this RFP.

GTECH Response:

The INTELLIGEN web portal will conform to the Data Security Requirements described in Section 4.1.4.12.

SECTION 4, 4.2

Site Controllers

Connecting the Power of the INTELLIGEN System to the Gaming Site

GTECH's Site Controllers offer unparalleled value to the West Virginia Lottery program with a unique mix of technological innovations, including the flexibility to manage a mix of Video Lottery Terminals (VLTs) running various protocols and the support for new gaming features to increase the profitability of the Limited Video Lottery (LVL) and casino gaming environments.

GTECH Strengths

- As video lottery programs evolve and become more sophisticated, the demands placed on the Site Controller also increases. GTECH's latest generation Site Controllers provide secure, reliable network connectivity while supporting the latest player and game technologies.
- GTECH's Site Controllers store and forward all transactions ensuring continual communications to and monitoring of VLTs, increasing revenues through continuous game play and the peace of mind that all game play transactions are securely captured and recorded should there be an interruption in network connectivity.
- A modern Point-of-Access (POA) device allows LVL sites to service players, access reports and monitor local VLT status while concurrently supporting a mix of VLTs running Slot Accounting System (SAS) and Game-to-System (G2S) protocols at the same gaming site, allowing the Lottery flexibility in deploying new technologies.
- As a local G2S-compliant game download host, the Site Controller gives the Lottery the ability to control the selection, scheduling, distribution and auditing of downloadable software packages to VLTs, Site Controllers, and peripherals at gaming sites.

GTECH's family of Site Controllers is the optimal solution for supporting the Lottery's CMS modernization objectives.

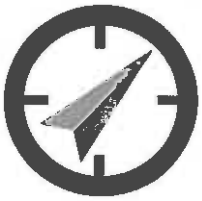
Attachment A

Vendor Response Sheet
Section 4, 4.2 Site Controllers

Please describe your plans to achieve the goals related to Site Controllers.

GTECH Response:

In distributed video lottery gaming environments, the Site Controller is a critically important device located at each gaming site. The Site Controller continuously monitors the operational status of Video Lottery Terminals (VLTs) and transmits vital game play data to the lottery Central Management System (CMS). GTECH's family of Site Controllers has been specifically developed to address the needs of Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) type gaming sites in a distributed network that includes a large number of gaming sites over a vast geographic area, or in a venue-based operation with hundreds or even thousands of VLTs.



GTECH Differentiator

As Video Lottery VL programs become more sophisticated, the demands placed on the local Site Controller are also increasing, and GTECH is offering the West Virginia Lottery our latest generation Site Controller designed specifically to meet the growing needs of the Video Lottery market. What was once a passive "middleman" between the CMS and the VLT is now an interactive, intelligent, multi-purpose controller required to ensure the integrity, stability, and success of today's Video Lottery programs.

Confidential information begins here.

[redacted]

Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Site Controllers in the following responses to the RFP.

4.2.
Site Controllers (Site Controllers)

Vendor is to provide Site Controllers to all casino and LVL Venues for the life of the Contract. The Lottery uses the term Site Controllers to refer to the hardware/software systems that interfaces between VLTs and the CMS.

At the LVL Venues these Site Controllers are a PC with four primary functions:

1. *a touch screen monitor;*
2. *the chassis (PC);*
3. *a scanner which is to be able to process winning tickets by scanning a barcode, displaying the results on the monitor and storing the data for ultimate processing by the CMS during the daily polling process which gathers information from all site controllers; and,*
4. *a printer.*

At the casinos, these are generally rack mounted network implemented components with controllers, modems, and related software supplied and installed by the Vendor and do not include monitors, scanners and printers.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.2.1

LVL Site Controllers (Site Controllers): For LVL sites, controllers are to be purchased or leased from the Vendor and are the responsibility of the LVL permit holder; all costs shall be directly billed to the respective LVL permit holder. Each LVL permit holder shall be responsible for entering into a sales or lease agreement with the Vendor for the installation, cost, and maintenance of Site Controllers. The cost of initial installation of Site Controllers should be calculated and included as part of the purchase cost or annual lease fee. Permit holders that elect to lease Site Controllers shall be directly billed on a quarterly basis so that the annual lease fee is paid in four (4) installments. The Vendor is to provide cost projections for communications, software and hardware in its response to this RFP as discussed below.

GTECH Response:

GTECH will offer the LVL Site Controller to permit holders on a purchase or lease basis. Pricing details are presented in Section 4.2.1.1. All costs for Site Controllers will be billed to the respective LVL permit holder that will be defined in purchase or lease contracts that GTECH will set up with each.

4.2.1.1

Although the LVL Site Controllers are not components of the CMS purchased by the Lottery, it is integral to the video lottery program for the Lottery to consider costs borne by licensees and ensure a certain level of maintenance is provided to Venues in order to protect video lottery revenues. Therefore, Vendor's response shall include an estimated annual lease cost and estimated purchase cost per LVL Site Controller for the life of the Contract (years 1-10 and optional renewal years). Additionally, Vendor is to provide a proposed maintenance plan with response times to handle service calls made by Venues as will be developed during business requirements. The Vendor is to document that costs related to LVL and RVL site controllers are not included in the Cost Section of the RFP including the costs discussed in this section.

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.2.1.2

Responses shall be evaluated based on initial estimated fees, margin of increase in estimated fees over the life of the Contract, and proposed response times for Site Controller maintenance requests. Note that costs related to Site Controllers and other communication costs are only included in the technical section of this RFP and are not to be part of the cost to the Lottery and will not be included in the cost proposal section. Vendors will be scored on their Site Controller and communications costs as part of the technical scoring.

GTECH Response:

GTECH has read and understands this requirement.

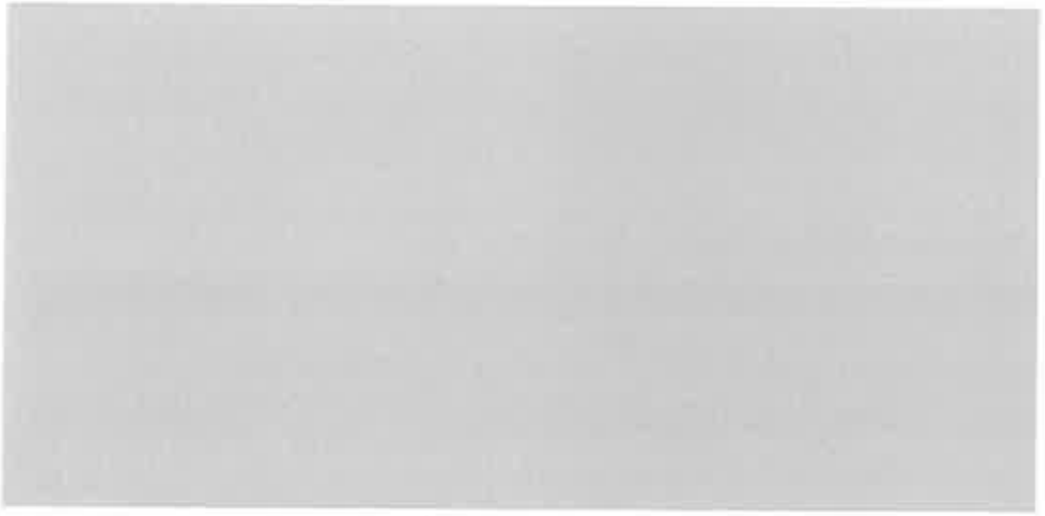
4.2.2

Casino Site Controllers (Site Controllers): The Vendor will be responsible for providing equipment or specifications to the casino and will be supporting casino Site Controllers. Casino Site Controllers may be acquired from other vendors at the casino's option, providing the other vendors meet specifications provided by the Vendor. That equipment will be the responsibility of the casino to acquire and implement.

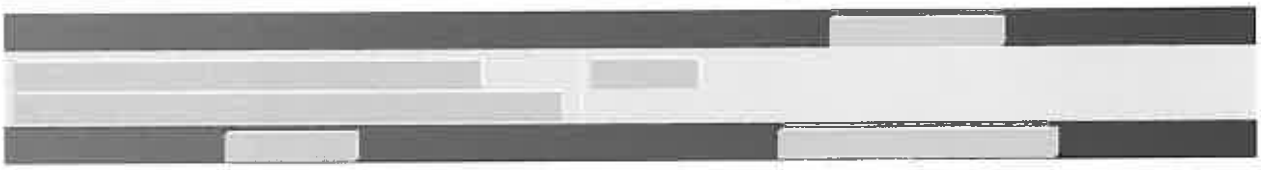
GTECH Response:

Confidential information begins here.

[redacted]



[redacted]



Confidential information ends here.

4.2.2.1

Vendor response includes provisions for updating, maintenance, and necessary replacements of Site Controller hardware and software as necessary for seamless operation of remote monitoring of all video lottery gaming as specified in this RFP. Furthermore, the Vendor is to provide a proposed maintenance plan that includes response times for service calls at the Venues as will be developed during business requirements.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.2.2.2

Site Controllers are to be configured to have a daily report of in, out, validated, net income, and ticket validation with a forty-five (45) day available history and also be able to receive and display informational messages from the CMS.

GTECH Response:

GTECH Site Controllers produce the following reports on-demand. Additional reports required by the Lottery can also be provided.

- End-of-Day Validations.
- End-of-Day Cash Flow.
- Cash Flow Today.
- Site Controller Invoice.
- Commission.
- Validation Details.
- Validation Summary.
- Non-Validated Details.
- VLT Events.
- Retailer Terminal Events.

Historical data associated with these reports is retained so that 45 days of history will be available for the required reports.

Informational messages can be sent from the CMS to the Site Controller and displayed upon receipt if the message is critical, or stored in a mail box in the Site Controller if the message is non-critical. When a message is received in the mail box, an icon on the retailer display changes color to indicate that a new message has arrived and is ready to be read.

SECTION 4, 4.3

Network/Communications

Standard-setting Network Communications Solutions

GTECH's network communications strategy is based on its extensive experience in providing service for hundreds of lottery deliveries in diverse environments around the globe.

GTECH Strengths

- GTECH will utilize a field-tested method of network communications and monitoring, including high-bandwidth options to accommodate current Slot Accounting System (SAS) and future Game-to-System (G2S) protocol requirements which have larger messages and traffic frequency without sacrificing performance.
- GTECH has significant experience supporting distributed Video Lottery deployments and venue-based operations in such jurisdictions as Pennsylvania, Maryland, Rhode Island, Sweden, Italy, and several jurisdictions in Canada over a variety of communications networks.
- Maximizing uptime is a critical success factor for GTECH and its customers, currently exceeding 99.9% uptime and a platform availability rate of 100% across all our system deliveries.
- Each GTECH Site Controller is capable of supporting both SAS and G2S simultaneously, leveraging existing wiring without the need for extensive re-cabling.

GTECH's network communications experience is deep and diverse, demonstrated in lottery operations of all types around the world.

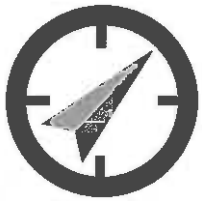
Attachment A

Vendor Response Sheet
Section 4, 4.3
Network/Communications

Please describe your plans to achieve the goals related to Network/Communications.

GTECH Response:

No lottery services provider has more network communications experience than GTECH. Leveraging its industry-leading global solutions, GTECH will employ a network communications strategy based on our extensive experience in providing service for hundreds of lottery deliveries in diverse environments around the globe. Moreover, as the provider of West Virginia's traditional lottery deployment, GTECH will offer the advantage of the experience gained in the jurisdiction to deploy the most appropriate communications method for each location.



GTECH Differentiator

As described in the RFP responses that follow, GTECH will utilize a field-proven method of network communications and monitoring, including high-bandwidth options to accommodate current Slot Account System (SAS) protocol needs, as well as future Game-to-System (G2S) protocol requirements. As the industry's most experienced provider of wide-area G2S system deployments, GTECH has the expertise required to accommodate the larger G2S messages and traffic frequency needs at a competitive cost without sacrificing performance.

We will meet network communications requirements as described and may add additional scope where mutually agreed upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive experience in network communications implementations of similar scope, including previous experience implementing lottery communications in West Virginia.

GTECH further describes its plans to achieve the goals related to Network Communications in the following responses to the RFP.

4.3
Overall Network and Communications:

4.3.1
Network & Communications (Network & Communications)

4.3.1.1

Communications Network and Network Monitoring: Vendor is responsible to install, operate, and monitor the Communications Network(s) for all VLTs for the life of the Contract.

GTECH Response:

GTECH proposes to install a diverse Multi-Protocol Label Switching (MPLS) network to each location in the network. Installation of the communications network will be coordinated by the Network Specialist identified in Section 4.3.1.2 of this proposal. We will install all networking hardware and software at both the Primary Data Center (PDC) and Backup Data Center (BDC) Central Management System (CMS) locations and implement customized configurations to best serve the daily operations of the entire infrastructure. This installation includes every item, including the remote site equipment, backbone, and head-end CMS locations. The Network Specialist will ensure the Network Installation Team has everything outlined with key milestones identified and resources assigned to each step necessary for a successful backbone to be put in place.

Communications maintenance technicians, trained in the use of test and monitoring equipment, will be available whenever the Lottery's gaming system is operational, or when testing support has been requested. The data center has a connection status display allowing a hotline operator to see if a retailer terminal is operational and signed on or not, and other relevant information. Our monitoring tools also provide information and reports on attempts at unauthorized access and manipulation of the system components. This information will be displayed in real time. We selected the best combination of network management tools to support your requirements and resolve complex network issues. The integrated Network Monitoring System (NMS) tools will perform network and protocol monitoring and analysis, as well as event recording. These tools will also show the status of the network, including data communications and the functioning of all network circuits used by the system. Complete network-monitoring tools will be located at both the PDC and the BDC.

Our proposed NMS tools include:

- **Enterprise Series Connect® Administration (ES Connect Admin):** A browser-based application that collects transaction statistics and provides terminal status and configuration capability. For example, the Terminal Down screen provides a list of terminals that are not communicating with the host and tracks the amount of time a terminal has been out of service.

- **Hewlett Packard OpenView Network Node Manager (HPOV NNM):** The most comprehensive network-management solution available. Third-party evaluators rate HPOV NNM as a leading network management system performer. It is currently the most widely deployed solution in the market. HPOV NNM displays for authorized operators the status of the entire network, end-to-end, from the retailer terminal to the network and from individual communications devices to the host communications server – using Simple Network Management Protocol (SNMP) open specifications. West Virginia will be provided with live fault and bandwidth management, including real-time alerts. These powerful tools can monitor thousands of interfaces and elements concurrently. At any given time, authorized operators will know the full status of the network, including automated audible and visual alarms from significant transmission failures or outages.

4.3.1.2

Communications Network Costs: Casinos and LVL operators or independent retailers are responsible for the equipment and communication costs from their locations to the PDC and BDC. Note that by WV Code (§29-22B-703), the permit holder is responsible for the purchase or lease of any site controllers and associated communications network costs at their end of the network.

GTECH Response:

GTECH understands that the Casino and Limited Video Lottery (LVL) operators are responsible for the equipment and communications costs from their locations to the PDC and BDC locations. GTECH will ensure the costs are included in the monthly charge created for each LVL location to include all items required to achieve this. The INTELLIGEN™ Site Controller and Multi-Terminal Site Controller (MTSC) are normally connected to the PDC and BDC through redundant MPLS circuits, terminating in size-dictated redundant Cisco or Juniper routers. A parts list will be provided to show exact part numbers and recommended models. Since each location may not have all technologies available, multiple options are considered from MPLS to cellular connections, customizable to each LVL operator's needs.

GTECH

4.3.1.3

Site Controller Communication Loss: Communication loss between the CMS and the Site Controller cannot interrupt gaming or stop communication between the Site Controller and the VLTs. The Site Controller is designed to have the capability of operating VLTs for at least thirty six (36) hours without connection to the CMS. During loss of communications with the CMS, the Site Controller needs to buffer all VLT meter, event, and transaction data and be capable of relaying the buffered data back to the CMS upon restoration of communications. This aforementioned time span is to be configurable at the CMS by the Lottery.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.3.1.4

LVL (WAN) Communications Network Administration: Vendor is responsible to design, implement, manage, support, maintain and monitor the most efficient solution for the limited video lottery WAN. Vendor shall install all communications equipment and troubleshoot and repair communication outages. The Lottery will identify all new connections and any changes in the location of video lottery terminals.

GTECH Response:

A critical component of the West Virginia CMS is a communications network that is secure, reliable, and fully supports the rapid processing of gaming transactions. GTECH will comply with the responsibility to design, implement, manage, support, maintain, and monitor the most efficient solution for the video lottery Wide Area Network (WAN). Installation, repair, and troubleshooting of the communications equipment will be part of our delivery, and any communication outages will be treated as a priority. Any changes or new connections identified by the Lottery will be serviced in a timely manner. GTECH has successfully designed and implemented networks for multiple jurisdictions using the latest in communications technology. We do the research and analysis to design and install the most appropriate, cost-effective network for each customer and will bring that same benefit to the Lottery.

Based on our detailed review of location and performance requirements, we propose a comprehensive communications network solution for the Lottery. The proposed network will meet the needs of the Casinos and LVL operators, connecting all network devices to the PDC and the BDC. It will fully support data communications to all locations. Each venue will have separate communication lines from its demarcation points to each data center utilizing disparate paths where existing communications-provider infrastructure exists to deliver continuous operation in the event of a failure.

Supported communications networks include:

- Leased lines.
- Asynchronous Transfer Mode (ATM).
- Multiprotocol Label Switching (MPLS).
- 4G/LTE Cellular Communication.

4.3.1.5

Vendor provides the following communications network and administrative services for the life of the Contract:

GTECH Response:

GTECH will provide and support the entire communications network, including administrative services, for the life of the Contract. Dedicated personnel are assigned to support and report on the communications network.

SolarWinds Orion Network Performance Monitor

The powerful Orion Network Performance Monitor by SolarWinds.Net, Inc., provides live fault and bandwidth management, including real-time alerts. This potent NMS tool is capable of monitoring thousands of interfaces and elements concurrently.

Some of the features include:

- Fault management and availability tools.
- Central Processing Unit (CPU), memory, and disk-space monitoring.
- Network maps.
- Event and alert-management tools.
- Customizable views/menus/toolbars.
- Custom accounts by user.
- Report writer.
- Custom HyperText Markup Language (HTML) resources.

SolarWinds' Orion NPM uses a Structured Query Language (SQL) database that provides a measurable advantage in monitoring larger networks. Orion's powerful alert engine configures alerts for hundreds of different network scenarios and defines device dependencies. Its built-in alert actions include, but are not limited to, notification via e-mail, pager, SNMP trap, text-to-speech, system log (syslog) message, and the ability to launch an external application.

4.3.1.5.1

Configuration management: maintain an inventory of network resources and their operating parameters;

GTECH Response:

Utilizing SolarWinds' configuration management, GTECH will maintain an inventory of network resources and their operating parameters. Knowledgeable communications personnel will maintain this database so that reference can be made at any time.

4.3.1.5.2

Fault management: detection, isolation, and correction of faults in the network;

GTECH Response:

Disabled VLTs frustrate players and venue owners while causing a decrease in revenue. To maximize the uptime of VLTs, the INTELLIGEN CMS features advanced diagnostics tools designed to help the Lottery detect and better analyze events within the system and alerts operators to potential problems, oftentimes before they develop into serious issues. Through network management tools provided with the system and gaming machine event management, the INTELLIGEN CMS monitors the status of all major components of the gaming network and can notify the user when a component has failed or when it is potentially due to fail. This allows preventive maintenance during off-peak hours so there is no impact to the player or lost revenue for the Lottery.

In addition, GTECH offers an optional Proactive Diagnostics (PD) application that monitors the operational health of VLTs and Site Controllers within the distributed gaming network and provides fault prediction analysis to maximize the operational availability of all gaming devices throughout the operation. Geographical analytics on the status of all terminals in the network are provided to easily identify any equipment that has failed or is likely to fail. Early equipment-failure indicators streamline field service calls, reducing the cost to repair while increasing revenues by limiting game downtime and maximizing end-to-end system availability.

GTECH understands the possibility of decreased revenues and increased operational expenses due to manual diagnosis and repair of faulty equipment in the field. With the PD application, the Lottery will see the status of all gaming devices in the network and easily identify which locations and devices are not operating properly. There will be no need to wait for a retailer to notify the Help Desk, thereby reducing the downtime of faulty terminals in the field.

With its predictive fault engine, the PD application can identify imminent failures before they happen and notify the venue or operator field service personnel to respond with preventive maintenance actions. When actual and potential failures are identified, they are categorized as "situations" and displayed on the Situation Management screen where they are monitored. The Geographic Information System (GIS) capability in PD provides the Lottery operations staff with a visual display of current and imminent failures at gaming sites on a geographic map, with drill-down capability for more detailed investigation. This is especially important when dealing with thousands of VLTs distributed across hundreds of retail locations over a large geographical area. PD helps operators safeguard gaming-device performance to optimize revenues while reducing operational costs.

4.3.1.5.3

Performance management: monitor utilization and manage resources to maximize capacity and assist the Lottery with performance management of the CMS;

GTECH Response:

The INTELLIGEN solution will utilize a suite of monitoring tools to assure maximum network availability. GTECH will work with the Lottery to accommodate performance management needs throughout the life of the Contract to optimize the INTELLIGEN solution as network demographics change. HPOV is the primary tool for monitoring network devices and circuits, providing a graphical topology for visual monitoring, audio alarms for warning of problems, and event logging for historical analysis. Performance monitoring will be accommodated through the SolarWinds NPM utility. As described previously, SolarWinds NPM provides live fault and bandwidth management, including real-time alerts and the ability to monitor thousands of interfaces and elements simultaneously. The tools available to GTECH for network analysis will efficiently pinpoint each issue to reveal the correct path for resolution.

We will propose the following network monitoring tools:

- **HPOV NMS:** Monitors network devices and circuits, Front-End Processor (FEP) counts, use of backbone network services, and network diagnostic tools in real time.
- **ES Connect Dashboard:** Provides information on terminal status and builds.
- **SolarWinds NPM:** Provides network performance monitoring services.

4.3.1.5.4

Interface with the communication providers, LVL retailers, LVL operators, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

4.3.1.5.5

Placement of the necessary equipment as well as the inside wiring from the point of demarcation if cellular, satellite or other technology communications are utilized.

GTECH Response:

GTECH has significant experience supporting venue-based operations in Pennsylvania, Maryland, Kansas, Rhode Island, Sweden, Italy, and several jurisdictions in Canada.

Each venue will be sized and the appropriate number of MTSCs will be deployed. They will communicate directly with each VLT located at the venue and the INTELLIGEN CMS. Each MTSC supports up to 400 VLTs and provides storage and forward functionality for all VLT information, providing continuous operation even if there is communication loss with the INTELLIGEN CMS. GTECH has significant experience supporting venue-based operations in Pennsylvania, Maryland, Kansas, Rhode Island, Sweden, Italy, and several jurisdictions in Canada.

Depending on the location and need, GTECH will install all necessary inside wiring from the point of demarcation to the Site Controllers, regardless of technology deployed, including fiber, Ethernet, twisted pair, coax, or any wireless technology. Utilizing a Main Distribution Room (MDR) for centralizing Telco links, we will install redundant and diverse routers, switches, and patch panels. These are then wired to smaller distribution Wiring Closets (WC) located closer to the gaming floor where cabling and connections can be used efficiently to accommodate optimal VLT machine placement.

4.3.1.6

LVL Communications Network: Vendor to design a communications network that connects each LVL retail location to the CMS. Vendor response documents similar installations to show that this proposed connectivity solution is actually installed and works successfully in another jurisdiction and describe how its designed telecommunication network is economical, reliable, secure, and robust.

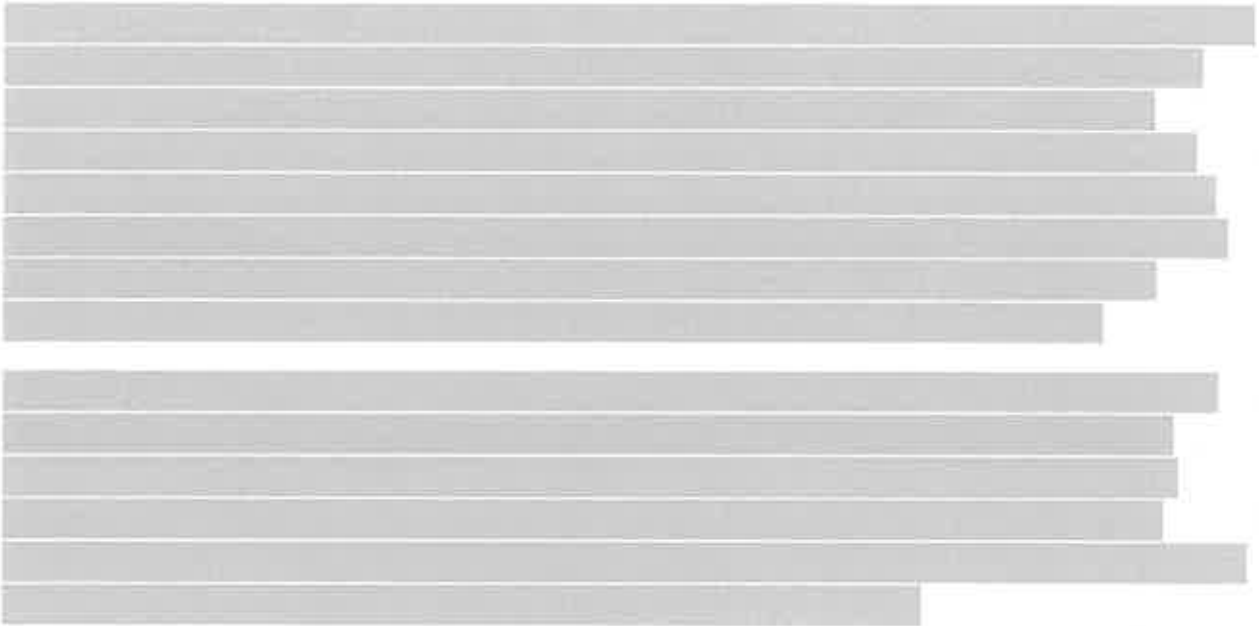
GTECH Response:

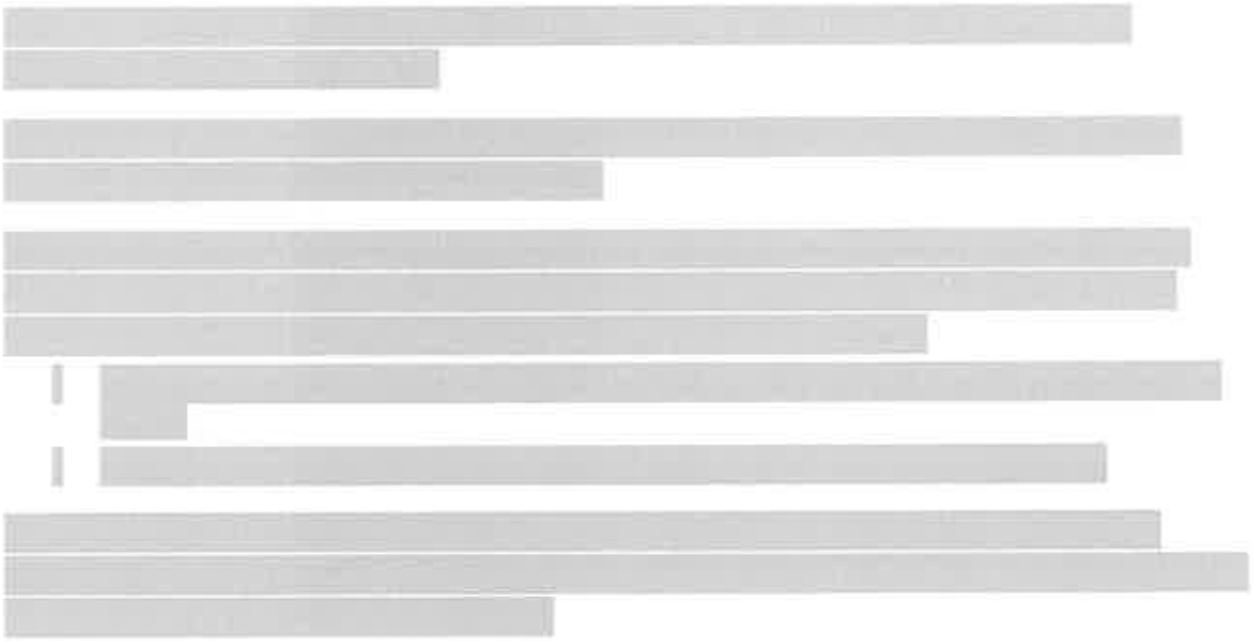
To ensure that the Lottery receives the best communications network for its gaming business, GTECH has designed a network that accommodates the multiple variables that can affect the availability, reliability, security, and performance of the network. Leveraging our vast experience installing similar installations throughout the world, GTECH has a comprehensive network design that is tailored to the needs of the Lottery. We designed all network elements to take into account factors such as:

- Bandwidth and performance requirements.
- Carrier availability and performance.
- Prevailing climate and weather conditions.
- Line-of-sight considerations.
- Facility locations.

GTECH has identified the most reliable solution available per location to ensure the recommended delivery meets both economical and robust scalability criteria.

Confidential information begins here.





Confidential information ends here.

4.3.1.7

Vendor calculates the periodic cost of telecommunications connectivity so that each location may be charged a standard periodic fee payable to the Vendor by each permit holder for each installed retail location that is sufficient to cover Vendor's expenses for design, installation and maintenance of the communications network. This cost will be the expense of each permit holder and will be billed directly by the Vendor.

GTECH Response:

Each location will have its monthly costs broken down, with a report showing usage. The telecommunications connectivity costs will be billed on a "per location" basis in one report, showing the amount owed by each permit holder. This is a "Cost per Drop" combination that is all-inclusive of expenses for design, installation, and monthly maintenance, excluding the line rental fees, regardless of the method utilized.

4.3.1.8

Casino Communications Network: All casinos are responsible for communication lines and cabling to ensure transaction activity with the Lottery CMS. Installation of all communications equipment, troubleshooting and repairing communication outages is to be performed by the relevant Telco Provider. CMS is to be designed to handle state of the art communications-wireless CDMA, GSM, broadband, TI, fiber optics. Preferred methods include SES inter-state communications and point to point connections.

GTECH Response:

GTECH is equipped, and has the experience and expertise, to handle any communications type available in the industry today including those mentioned in the RFP. All wireless Code-Division Multiple Access (CDMA) or Global System for Mobile (GSM) communications, broadband, T1, and fiber optics connections are serviceable through our standard routers and switches. Any type of connection required will be ready to plug in, including Simple Email Service (SES) inter-state and point-to-point connections. Although Ethernet and MPLS connections are preferred, any media or transmission type in the industry today can and will be supported. All communications equipment and infrastructure are fully tested and approved before being implemented. This is set up with redundant diversity to minimize or cancel any communications outages that may occur. Dedicated communications personnel are always available in the rare instance of an outage, ready to troubleshoot and repair or work with appropriate parties such as Telco providers to quickly resolve issues.

Although it is understood that the casinos will acquire their own network, different methods will be deployed depending on unique circumstances related directly to each venue. GTECH edge devices are equipped to handle any state-of-the-art termination method a Telco provider can deliver, and we understand the different options available due to varied locations. GTECH has experience with both CDMA and GSM cellular technologies, working with Sprint, Verizon, and AT&T, with more than 30,000 cellular points of presence currently in the field. Broadband is also used in the field; we currently work with Cox, Time Warner, Comcast, and Cablevision. T1 methods are deployed in multiple ways, straight point-to-point inter-state communications, MPLS, and bonded T1s used with both ATM and MPLS. Whatever option is required, GTECH is ready to deploy and support it.

4.3.1.9

Vendor is to provide the following communications network and administrative services to each casino for the life of the contract:

GTECH Response:

GTECH will supply all network components and administrative services required to connect the LVL and RVL locations to the CMS locations. Using the NMS tools described throughout this section, GTECH Network Professionals will be available to support and analyze any network issue and assist the Lottery with performance management as the need arises.

4.3.1.9.1

Configuration management, with an inventory of network resources and their operating parameters;

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.3.1.9.2

Fault management, consisting of actions toward detection, isolation, and correction of faults in the network;

GTECH Response:

GTECH network professionals will proactively analyze the entire infrastructure, looking for possible faults in the network. By constantly scanning the elements running daily operations, fault management can be proactive instead of reactive, minimizing or negating downtime.

4.3.1.9.3

Assist the Lottery with performance management, monitoring utilization and managing resources to maximize capacity;

GTECH Response:

GTECH professionals are ready to assist the Lottery with any management function necessary. Performance management, utilization monitoring, and resources managed to maximum capacity are part of the normal channel of services available. Assistance will be provided when needed, with dedicated resources assigned and Subject Matter Experts (SMEs) ready to help when necessary.

4.3.1.9.4

Interface with the communication providers, the casinos, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

GTECH Response:

GTECH has extensive worldwide experience with communications providers, and has linked multiple large casinos and thousands of distributed lottery locations to INTELLIGEN in numerous jurisdictions around the world. GTECH's communications solutions are proven in a broad spectrum of configurations around the globe.



GTECH Advantage
Maximizing uptime is a critical success factor for GTECH and our customers; as a result, we have exceeded 99.9% uptime across all our deliveries to date.

In addition to ensuring game availability, GTECH understands that access to business information in real time or near-real time is also dependent on reliable network availability. It is essential to provide access to financial and operation information so that the Lottery can make the best business decisions quickly, and action plans can be executed with the highest confidence.

4.3.1.9.5

Implementation, maintenance, and assistance with resolution of outages on the Communications infrastructure which links the VLTs and Venues to the CMS.

GTECH Response:

GTECH communications professionals will be involved in every step of the contract, starting with implementation, regular as well as unscheduled maintenance, and any necessary assistance required will be available on an as-needed basis. GTECH is ready to assist the Lottery with any troubleshooting or configuration management necessary. The scope of GTECH's support starts at the VLT in any venue through to the CMS, including every system component in between. Assistance will be provided when needed, with dedicated resources who are industry veterans and backed up by SMEs with in-depth, specialized knowledge of each communications component.

4.3.1.10

Advanced Communications Technologies: Vendor is invited (Invited Option) to identify advanced telecommunications options that may further improve the reliability and/or performance of the network, beyond the baseline design. This option could be relative to retailer last mile connections, backbone communications, and/or gaming network to Agency communications. Each Vendor is encouraged to propose a range of technologies that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to retailers. Any proposed advanced technology will address key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance and cost.

GTECH Response:

Confidential information begins here.

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Confidential information ends here.

4.3.2
Monitoring (Network & Communications)

4.3.2.1

WAN AND LAN Network Monitoring: Vendor is to provide a separate industry standard network monitoring system which can be directly accessible in real time by the Lottery that monitors connection with all Venues. The network management component of this CMS provides a single pane display of the status of all WAN and LAN equipment on the network. Communications testing and monitoring capability are to be available at both the PDC and BDC. Network monitoring tools are be able to interface and analyze all communication protocols used to communicate with all VLTs or system data to the CMS, view transaction data for performance and capacity analysis, and create visual and/or audible alarms to provide notification of problems. The monitoring software is to be capable of alerts, visual, and audible notifications. The alerts are to be reported via the application GUI (Graphical User Interface) and Simple Mail Transport Protocol (SMTP-email).The following are examples of alerts: hardware, software, network, database, resources, virus alerts, intrusion alerts, and any alerts as deemed necessary by the Lottery.

GTECH Response:

To support the Lottery's communications network, we have selected the best combination of network management tools to resolve complex network issues. The integrated NMS tools will perform network and protocol monitoring and analysis, as well as event recording. These tools will also show the status of the network, including data communications, and the functioning of all network circuits used by the system. Complete communications test and network-monitoring tools will be located at both the PDC and the BDC.

Our proposed NMS tools include:

Hewlett Packard OpenView Network Node Manager (HPOV NNM)	• The most-comprehensive network-management solution available. Third-party evaluators rate HPOV as a leading network-management- system performer and currently the most widely deployed solution in the market. • HPOV NNM displays, for authorized operators, the status of the entire network, end-to-end – from the retailer terminal to the network and from individual communications devices to the host communications server using SNMP open specifications. The Lottery will be provided with live fault and bandwidth management, including real-time alerts. These powerful tools can monitor thousands of interfaces and elements concurrently. At any given time, authorized operators will know the full status of the network, including automated audible and visual alarms from significant transmission failures or outages.
Hewlett Packard OpenView Operations (HPOVO)	• A market-leading, proven solution for integrating information from multiple systems and networks. It enables integration and correlation across multiple silos of traditional Information Technology (IT) information, providing a central console and point of control. International Data Corporation (IDC) has ranked HP as the worldwide market share leader in distributed system management software for the past nine years in a row. Using a service-driven approach to provide correlated root-cause analyses of IT affecting business, HPOVO is a "single-pane-of-glass" view for efficient network monitoring.

Lottery personnel will also have access to the HPOV suite of tools to view the full status of the network. All of these tools provide the diagnostic capability to accurately and quickly pinpoint network problems, resulting in faster resolution. These tools also interface and analyze protocols, allow for viewing of transaction data for analysis, and create visual and/or audible alarms to warn of problems.

This OpenView suite will provide the primary NMS management console for GTECH network operations. HPOV will gather SNMP data directly from terminals and network devices, including the subsystem managers, and provide the following capabilities and data:

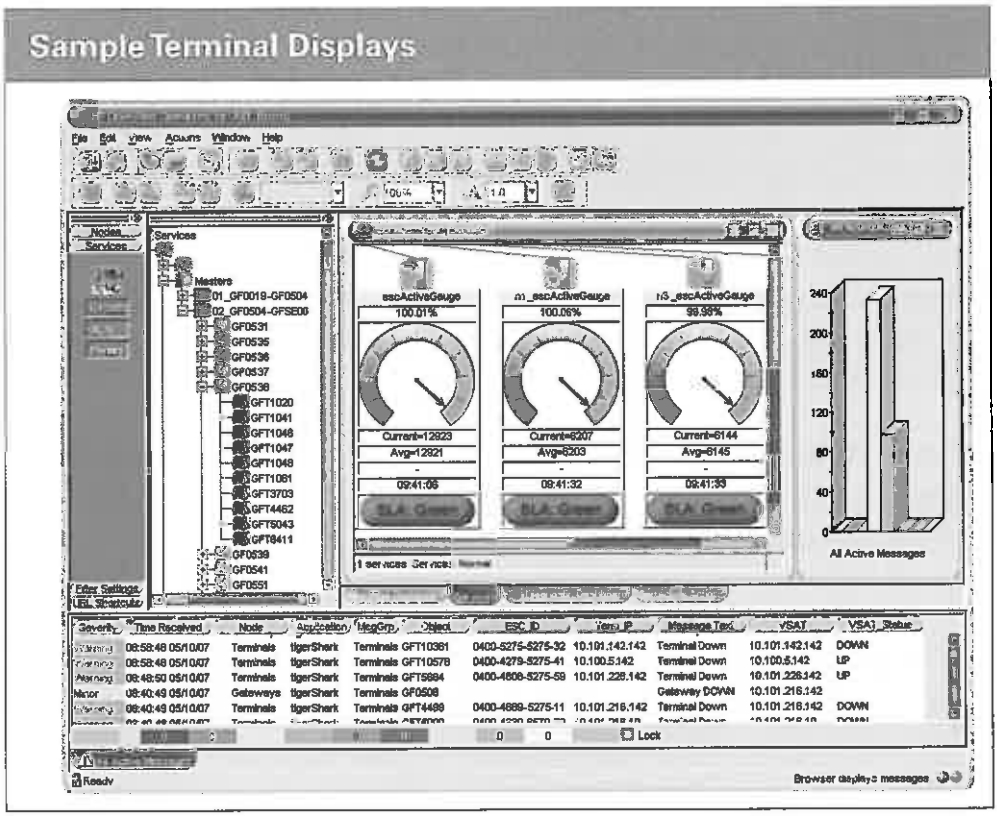
- Monitoring.
- Control.
- Statistics.
- Alarms and events.
- Network configuration.
- Report generation.

From the Management screen, network operators will have full visibility into the entire network. HPOV applications will:

- Automatically discover and map network devices, including VLTs and host gaming systems, to show the status of the entire network.
- Collect and display key information on all devices to identify problems and enable proactive troubleshooting.
- Support customized event handling to trigger alarms and sort them by priority condition and service-driven impact to ensure the most effective and efficient problem resolution.
- Correlate multiple alarms to quickly and accurately pinpoint the source of the network issue, minimizing the time required for problem resolution.
- Capture network and terminal-device information for use with inventory management.
- Compile historical information from network devices to enable trend analysis of performance and availability, thereby allowing the identification of unique and/or chronic problems.
- Export historical information into a database to enable access and customized reporting.

The following figure depicts actual terminal displays that are available to network operators and technicians.

Figure 4, 4.3 – 1:



HPOV will monitor the entire network and drill down to great detail to identify and resolve any problem. In addition, alarm conditions can be set for network performance thresholds so that incidents of performance degradation are detected, and operations and network personnel are notified for early intervention. This approach is truly proactive, resulting in effective use of FSTs, scheduling upcoming maintenance visits before an outage occurs, scheduling visits according to retailer convenience, and avoiding disrupting retailers during peak sales periods.

SolarWinds Orion Network Performance Monitor

As described previously, the powerful Orion NPM by SolarWinds.Net, Inc., provides live fault and bandwidth management, including real-time alerts. This potent NMS tool is capable of monitoring thousands of interfaces and elements concurrently.

Some of the features include:

- Fault management and availability tools.
- CPU, memory, and disk-space monitoring.
- Network maps.
- Event and alert-management tools.
- Customizable views/menus/toolbars.
- Custom accounts by user.
- Report writer.
- Custom HTML resources.

Automated Alarm Notification

The NMS tools can provide email or pager notification.

Network Event Recording

The proposed NMS tools have comprehensive recording and recall/reporting capabilities and can be configured to meet the specific needs and requirements of the Lottery. Parameters, such as types of events, sensitivity levels, and period of retention, can be individually set to provide a highly customized NMS for the Lottery.

Network Monitoring Protocols

To facilitate monitoring of the entire communications path, the proposed network-monitoring tools, and the network devices we provide, employ the standardized SNMP. SNMP is the standard network management protocol used almost exclusively in Transmission Control Protocol/ Internet Protocol (TCP/IP) networks. SNMP facilitates monitoring of performance data from terminals and network devices. All communications devices and terminals within the proposed network support SNMP. Should new network devices be introduced, by using SNMP, the NMS has the capability to readily identify and monitor the new devices.

4.3.2.2

The capability to determine whether failure has occurred in the equipment at the PDC or BDC, within the wide area communications network or at the Venues down to the VLT bank level is to be included in the CMS design. Network monitoring equipment is to display connection status of each VLT Venue in real-time that indicates when VLT Venues experience communication problems and when VLT Venues lose connectivity.

GTECH Response:

GTECH's INTELLIGEN system has multiple tools in place to support the monitoring of VLTs, Site Controllers, and communication equipment:

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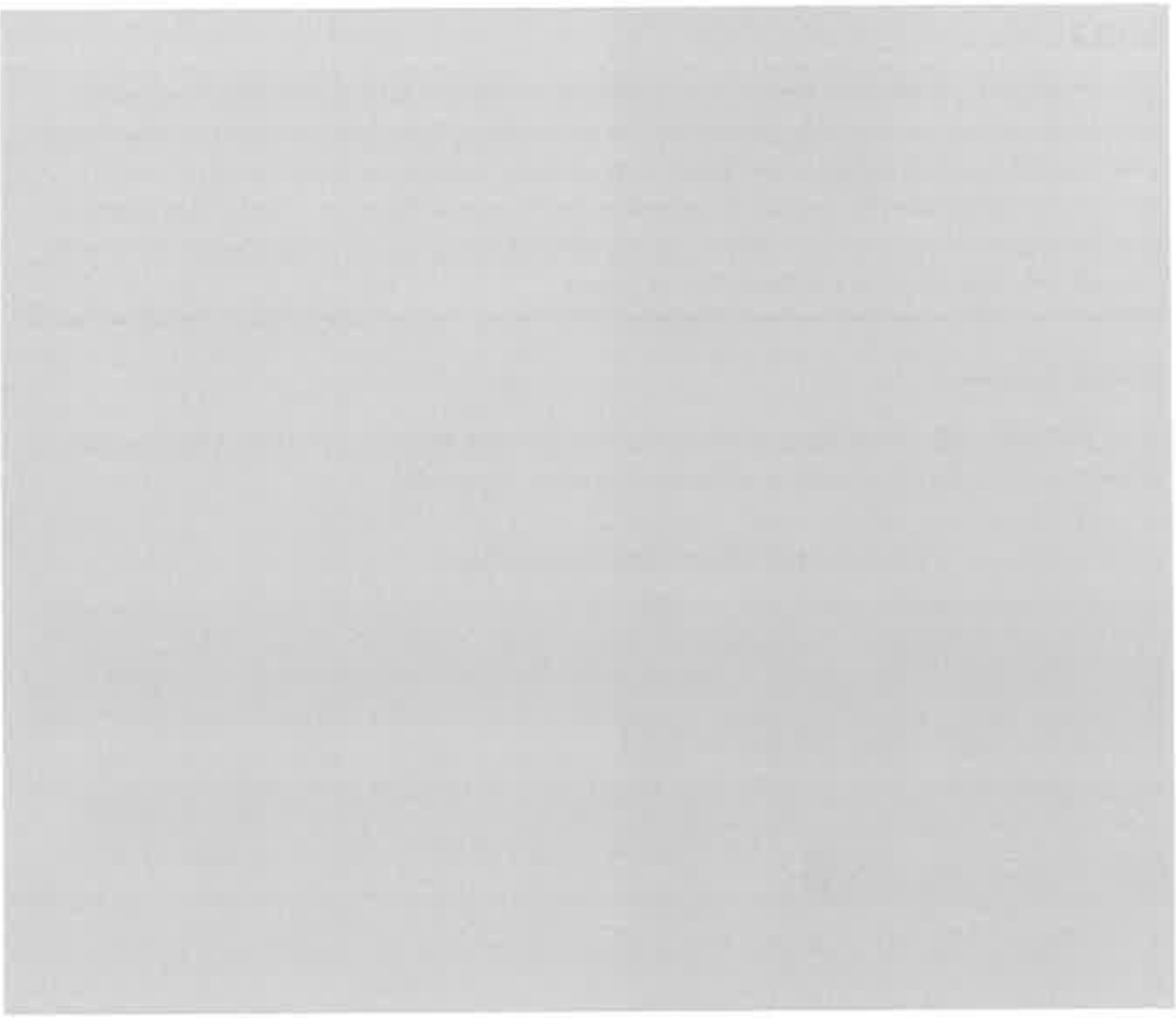
4.3.2.3

The Vendor is to provide a real time display of network and equipment status to the Lottery which will include viewing and reporting capabilities. The monitoring system alerts the Lottery of any Venue where service has been disrupted and assists in determining whether the equipment is at fault or the communication network, or both, is responsible for the service disruption. Vendor is to supply an application that displays the down time of any and all equipment and/or communications circuit in the network over a period of time definable by the Lottery.

GTECH Response:

The CMS HPOV, SolarWinds, Network Monitor and Device Fault Monitor applications referenced above provide real-time displays of network and equipment status, respectively.

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4.3.2.4

The Vendor is to provide network monitoring tools for all of the networked devices. The networked devices are to employ a standard protocol such as Simple Network Management Protocol (SNMP) to facilitate monitoring from end to end of the communication path and to immediately extend this capability to new network devices.

GTECH Response:

The HPOV and SolarWinds products referenced above are the network monitoring tools provided with the CMS. Both of these tools support SNMP to allow monitoring from end to end of the network.

4.3.2.5

The Vendor's communications maintenance technicians trained in the use of testing and monitoring equipment are to be present at the active (terminal-serving) system site whenever the Agency requests such support for test purposes.

GTECH Response:

GTECH has read, understands, and will comply with the requirements stated above.

4.3.2.6

The Vendor is responsible for developing Venue trouble reporting procedures and have appropriate mechanisms for working communications problems to resolution through the common carriers. Vendor's proposal is to describe the process, including escalation procedures, as well as a time line to resolution.

GTECH Response:

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4.3.3
VLT Wiring (Network & Communications)

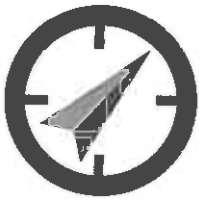
4.3.3.1

VLT Wiring: Wiring within each Venue connecting the VLTs to the Site Controller is to be a minimum of the currently used fiber optic cabling.

GTECH Response:

The GTECH INTELLIGEN solution will use the existing fiber optic cabling currently utilized for each LVL and RVL location for SAS connectivity. GTECH's Site Controllers conform to the SAS protocol specifications and will be capable of physical communication with the VLT string by merely switching the terminating cables from the existing Site Controller to the GTECH i-LINK Site Controller or MTSC.

G2S VLTs will use CAT5/CAT6 Ethernet cabling to comply with the protocol's requirements. The Ethernet cables are typically wired to a network hub, with transactions routed to the Site Controller or INTELLIGEN CMS by IP address.



GTECH Differentiator

Each GTECH Site Controller is capable of supporting both SAS/Fiber and G2S/ Ethernet simultaneously.

4.3.3.2

The Vendor may propose other cabling methods, in addition to the current fiber optic cabling, of connecting the VLTs to the CMS (i.e. serial 232, serial 485, cat 5, cat 6, etc.). Costs related to alternate cabling are to be excluded from this RFP response.

GTECH Response:

As described in Section 4.3.3.1, GTECH will utilize the existing fiber optic cabling for connectivity to SAS VLTs. CAT5/CAT6 Ethernet cabling will be utilized for G2S, as required by the protocol.

4.3.3.3

Any method used to connect the VLTs to the CMS, other than the specified fiber optic cable, shall be reviewed and approved by the external testing lab and the Lottery before implementation at a Venue.

GTECH Response:

GTECH will utilize CAT5/CAT6 Ethernet cabling for G2S VLTs only, as required by the protocol. Cabling will be reviewed and approved by the Lottery and tested by the Lottery's selected independent testing lab and Lottery testing team prior to implementation at a venue.

4.3.3.4

The Vendor is to provide a software-driven diagnostic utility that can detect deficiencies in the fiber optic loops or other communication cabling connecting the VLTs to the Site Controller at a Venue. A diagnostic utility is to be accessible at the Site Controller and be available to the Venue operator to utilize at their convenience. The diagnostic utility design includes providing a simple user interface that will report the condition of the communication line to the Venue operator. The diagnostic utility is to be capable of testing all types of communication cabling used to connect the VLTs to the Site Controller.

GTECH Response:

The Site Controller will provide a diagnostic utility to determine the communications status between the Site Controller and each VLT. The VLT status on the Site Controller or manager portal display will be color-coded and allow for the analysis of network connectivity at a glance. GTECH will work with the Lottery during the requirements phase of the project to define the full expectations and requirements of the diagnostics tool and propose a detailed solution accordingly. GTECH's proposal will accommodate the agreed upon needs defined in the requirements phase and will be capable of testing both fiber and Ethernet connectivity to the extent feasible by the protocol.

SECTION 4, 4.4

Operations

World-class Operations, Made Evident by GTECH's Successful 24 Video Lottery System Deployments

GTECH's comprehensive experience delivering video lottery systems, its record of successful implementations, and operations exceeding customer expectations will make a seamless, on-time delivery certain for the West Virginia Lottery.

GTECH Strengths

- The INTELLIGEN system supports the Lottery's needs related to operations without modification and is easily customizable to suit any unique Lottery requirements.
- In 2010, the installation in Italy became the world's first Game-to-System (G2S) deployment in a distributed gaming market, and now GTECH supports 17 systems installed around the globe, with four more currently in various stages of being implemented, and will deliver a G2S-ready system to the Lottery.
- GTECH has an extensive catalog of network solutions, flexible asset tracking, a variety of invoice parameters, and license types.
- The INTELLIGEN Progressive Engine is designed to be scalable from a single progressive on a single Video Lottery Terminal (VLT) to multiple progressives across more than 10,000 VLTs.

GTECH is the largest lottery services provider resulting in unmatched expertise managing video lottery operations of various sizes.

Attachment A

Vendor Response Sheet
Section 4, 4.4 Operations

Please describe your plans to achieve the goals related to Operations.

GTECH Response:

GTECH will utilize the proven and established INTELLIGEN™ Central Management System (CMS) as the foundation for the delivery of the West Virginia Lottery CMS solution. INTELLIGEN is the latest generation of GTECH's Video Lottery Terminal (VLT) CMS and successfully operates in 24 jurisdictions around the world. It is a proven, reliable solution the Lottery can rely upon for a seamless, on-time delivery. At the end of the process, our goal is to provide a seamless, effective system integration that will allow the Lottery to meet or exceed its goals.



GTECH Advantage

As described in the RFP responses that follow, GTECH's INTELLIGEN CMS will accommodate the vast majority of the Lottery's needs related to Operations without modification and is easily adaptable to suit any customizations resulting from the specifications noted in this RFP and subsequent requirement phases. GTECH has extensive experience in system deliveries of similar scope, and has a proven track record of successful implementations that exceed customer expectations.

We will meet all operational expectations defined in this RFP, in addition to those added to the scope and mutually agreed upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive experience in system implementations and day-to-day operational support needs.

GTECH further describes its plans to achieve the goals related to Operations in the following responses to the RFP.

GTECH

4.4
Operations

4.4.1
Progressives [CMS Controlled] (Operations)

4.4.1.1

Vendor to describe in its response how the CMS will communicate with and control the current network of CMS controlled SAS progressive VLTs and how the CMS will manage any additional local and wide area progressive VLTs as required by this RFP.

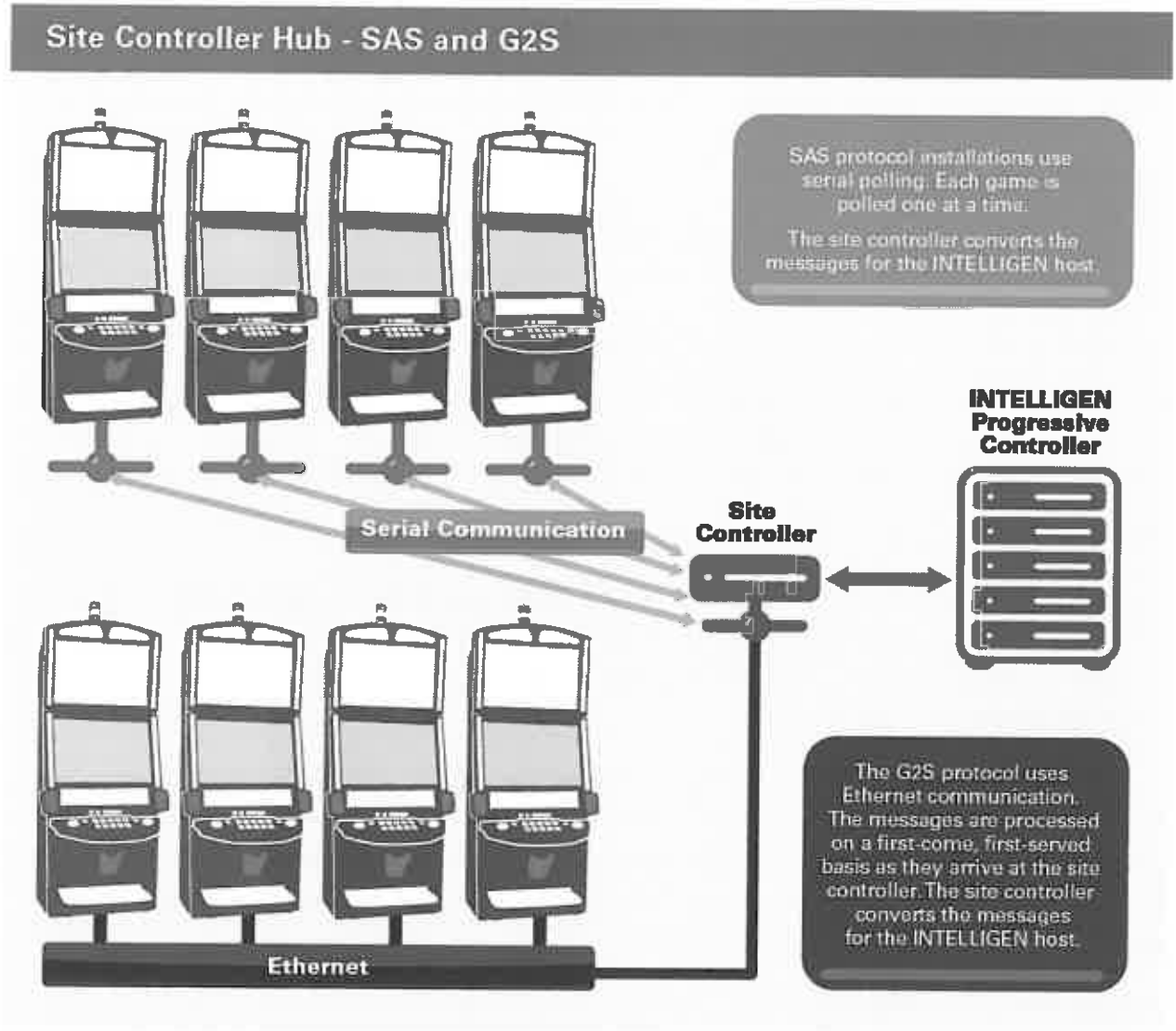
GTECH Response:

GTECH's INTELLIGEN system communicates with the Site Controller via an encrypted proprietary network. The Site Controller is responsible for converting the messages to the appropriate protocol for the VLTs, i.e., SAS or G2S, should the Lottery need it in the future.

With the protocol conversion managed at the Site Controller level, the system's progressive controller manages the jackpot levels, logic, and messages, providing progressive capability to any compatible VLT.

As illustrated in the following figure, the Site Controller acts as a hub for progressive functionality, providing caching and data storage should a communication interruption occur. It allows the host to support both SAS and G2S protocol progressives within the same venue.

Figure 4, 4.4 – 1:



INTELLIGEN supports wide-area progressives and offers a centralized jackpot engine that controls the Game-to-System (G2S) mystery progressive parameters, along with an optional celebration game. The jackpot engine can be configured for multiple levels and allows the Lottery to create shared jackpots across the entire jurisdiction, multiple venues, or machines within a single venue all at the same time. INTELLIGEN will provide the Lottery peace of mind in terms of operating jackpots across its entire jurisdiction by leveraging the security and redundancy of the CMS. The storage and forward capabilities of the Site Controllers ensure the integrity of the progressive, even if system communications anywhere throughout the network are interrupted.

4.4.1.2

The CMS is to function according to the guidelines defined in GLI-12 progressive standards and all other criteria specified in this RFP.

GTECH Response:

GTECH's INTELLIGEN progressive controller complies with the guidelines defined in the Gaming Laboratories, Inc. (GLI)-12 progressive standards and all progressive jackpot criteria specified in this RFP.

4.4.1.3

The CMS design is to support at least one hundred fifty (150) progressive VLTs contributing to the same progressive jackpot pool(s) in a single Venue or multiple Venues.

GTECH Response:

GTECH designed the INTELLIGEN Progressive Engine to be scalable from a single progressive on a single VLT to multiple progressives across more than 10,000 VLTs. INTELLIGEN supports a standard symbol-driven progressive for any base games offering progressive functionality. Game-triggered progressives can operate on either SAS or G2S protocols.

As a future Lottery consideration, the INTELLIGEN CMS also supports Mystery Progressives that operate in the Player User Interface (PUI) using the G2S protocol. INTELLIGEN's Player Services Manager (PSM) application is required to host all vendors' PUI applications and games. With an optional PUI game, such as GTECH's Vault Breaker, players experience an anticipation award that blends seamlessly with the base games across all G2S-compatible vendor machines.

4.4.1.4

The CMS design is to support and utilize "SAS 6.02" and all prior versions currently used, as well as all future upgrades of SAS, including other protocols like G2S, to facilitate communication and control of all currently active progressive VLTs approved for use in West Virginia.

GTECH Response:

GTECH's INTELLIGEN solution can support progressives utilizing SAS protocol 5.10 and higher, as well as the G2S protocol. Earlier versions may be accommodated where required and mutually agreed-upon.

4.4.1.5

The CMS design includes the capability to link multiple progressive VLTs at one or more Venues to contribute to a common jackpot pool and support multi-level progressive jackpots with a minimum of, but not limited to, five jackpot levels per VLT.

GTECH Response:

The GTECH INTELLIGEN Progressive Engine links multiple progressive VLTs and one or more Venues. We designed it to be scalable from a single progressive on a single VLT to multiple progressives across more than 10,000 VLTs. All VLTs contribute to a common jackpot pool.

The number of levels is configurable within the system up to 10 per VLT.

4.4.1.6

The CMS design is to support current Lottery approved third party progressive odometers or other paced method meter display as defined in GLI-12 progressive standards.

GTECH Response:

GTECH currently supports industry-standard progressive odometers and can implement support for most meter display protocols, provided specifications are available. GTECH will provide a quote upon request for any third-party progressive interface required by the Lottery.

4.4.1.7

The CMS is to provide real time monitoring of all progressive jackpots controlled by the system to users determined by the Lottery Commission and update the progressive displays with real-time jackpot amounts and jackpot award data. The progressive meter is required to display the winning jackpot value within 15 seconds of the jackpot being recognized by the CMS. In the case of the use of "paced" updating displays, the progressive jackpot meter is designed to display the winning value after the jackpot broadcast is received by the CMS.

GTECH Response:

The GTECH INTELLIGEN CMS monitors all of the progressive controller jackpots in real-time and updates the meter display via the Site Controller.

When a jackpot is triggered, the Site Controllers and winning VLT are notified within 15 seconds of the winning jackpot value.

4.4.1.8

The CMS is to include a feature that will cease all incrementing of a progressive jackpot and retire the active progressive jackpot levels after the win and reset the jackpot levels back to the base amount immediately after the win.

GTECH Response:

The INTELLIGEN Jackpot System provides an updated jackpot, value upon receiving a trigger and immediately starts a new instance of the jackpot, including any contributions from VLTs that have accrued since the previous award triggered.

4.4.1.9

Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software is to also pass user acceptance testing by the Lottery, and be approved by the Lottery.

GTECH Response:

GTECH has read, understands, and will comply with the requirements.

4.4.1.10

The CMS is to produce reports that clearly demonstrate the method used to arrive at the jackpot amount. Such reports include the documentation of credits contributed from the beginning of the polling cycle (including those from the time period immediately following the previous jackpot) and all credits contributed up to and including the polling cycle that includes the jackpot signal. Credits are contributed to the system after the jackpot win occurs in real-time but during the same polling cycle, shall be considered to have been contributed to the progressive jackpot amount prior to the win.

GTECH Response:

The GTECH INTELLIGEN CMS provides a full range of reports to manage progressive jackpots, including reconciliation, auditing, and performance reports. The reconciliation reports are used to track credits from all participating VLTs. They report on the progressive jackpots from the beginning of the polling cycle indicating the methodology used to determine each jackpot. The CMS reports when a jackpot level is initialized or reset and the credits are received by the CMS during that polling cycle. The credits are then recorded and contributed to the current progressive level. When a jackpot is triggered, the system collects all wagers from the current polling cycle and includes them with the jackpot being awarded. The report shows all wagers collected from each VLT for each jackpot instance.

4.4.1.11

Vendor is to also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.

GTECH Response:

The GTECH INTELLIGEN CMS is capable of providing progressive jackpot functionality to multiple VLTs compatible with the approved protocols in an online environment.

4.4.2 Downloadable Games (Operations)

4.4.2.1

Server Based Downloadable Gaming: All CMS equipment, hardware, and software necessary for server based downloadable gaming monitoring, authentication and reporting is to be provided by the Vendor when notified by the Lottery that this option (G2S) is available for Venues.

GTECH Response:

The initial delivery of the GTECH INTELLIGEN solution will come equipped with all infrastructure and software required for G2S functionality, including downloadable gaming monitoring, authentication, and reporting. The G2S and related download features will be activated upon notification from the Lottery that the G2S option is available for Venues, or when the testing phase of G2S functionality is ready to commence. GTECH will work with the Lottery during the requirements phase of the project to determine the appropriate timeframe for activating G2S functionality.

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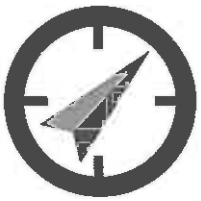
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4.4.2.2

All VLTs and servers are to communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia.

GTECH Response:

As described in Section 4.1.2.1, the GTECH INTELLIGEN CMS supports a variety of VLT protocols, including those defined by the Gaming Standards Association (GSA). Portions of the previous response are repeated below.



GTECH Differentiator

GTECH is a Platinum member of the Gaming Standards Association (GSA) and holds a seat on the board. In addition, we have representatives on the Game to System (G2S), System-to-System (S2S), Gaming Device Standards (GDS), and Transport committees. As such, GTECH is an industry leader in the support of the GSA G2S protocol.

The INTELLIGEN CMS is capable of monitoring and tracking required events as defined by the G2S protocol. GTECH regularly works with the GSA to incorporate new functionality into the protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of a given jurisdiction. We have worked with our customers to author extensions to the G2S protocol and shepherd them through the GSA for approval to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA for inclusion into the G2S standard.



GTECH Differentiator

GTECH has contracted 21 G2S-ready implementations with 17 currently deployed and four in various stages of deployment. Our implementation in Italy was the world's first implementation of G2S in a distributed gaming market.

Although the requirements of this RFP do not specify conditions to which S2S support applies, such as a compatible third-party system or interface, the GTECH INTELLIGEN solution is capable of supporting the protocol. S2S support requires additional infrastructure to manage the service. Should the Lottery define the need for functionality requiring S2S support, GTECH will work with the Lottery to define the specific requirements and additional pricing required to accommodate this need.

The GTECH INTELLIGEN solution will support additional protocols as approved by the Lottery. During the requirements phase of the project, or at any time during the life of the Contract, GTECH can accommodate additional protocol requirements as the needs of the Lottery grow.

4.4.3
Promotional Credits (Operations)

The CMS is to provide a separate accounting of promotional credits by VLT and Venue which includes both cashable and non-cashable promotional credits on financial reports. In addition, the Lottery establishes a threshold of non-taxable promotional credits on a quarterly basis. The CMS is to be designed to report on the status of promotional credits within the threshold established by the Lottery on a quarterly basis (authorized-issued-redeemed).

GTECH Response:

INTELLIGEN supports the tracking of promotional credits that are electronically downloaded or transferred to a VLT from any third-party Player Tracking or Rewards system (i.e., Bally ACSC). INTELLIGEN can be configured to retrieve the promotional credit meters at the end of the business day.

INTELLIGEN provides standard promotional credit reporting by traits such as VLT, VLT vendor, property location, VLT bank, or other descriptive traits present in the system. Promotional credits can either be restricted or unrestricted. Restricted credits must be played and can never be cashed out. This credit cash-out restriction is a VLT configuration not controlled by INTELLIGEN. However, both restricted and unrestricted promotional credit meters are supported within INTELLIGEN.

Reporting promotional credits on a quarterly basis with checks and balances around Lottery-established thresholds is supported through INTELLIGEN's on-demand or Advanced Business Intelligence (ABI) warehouse reporting facilities. One of GTECH's existing customers monitors promotional credit thresholds, and this promotional credit reporting helps determine how much credit has been distributed by casinos to players based on established regulatory thresholds.

4.4.4
Taxable Winnings (Operations)

Single event winnings of $1,200 or more require an IRS Form W-2G for tax withholdings. VLTs in West Virginia are required to lock-up at the time of a win triggering a Form W-2G and are reactivated by an attendant key. CMS design is to report these taxable winnings by county, by Venue, by machine, by win amount, and with a date and timestamp.

GTECH Response:

The GTECH INTELLIGEN solution will provide a custom report to meet the needs of the Lottery's requirement for single-event winnings of $1,200 or more.

The report will display information on taxable winnings by county, by venue, by machine, and by win amount and provide an associated date and timestamp as required.

During the requirements phase of the project, GTECH will work with the Lottery to further define the specific needs of the report and any CMS requirements that may be necessary to support the VLT lock-up upon a high-tier win.

4.4.5
TITO [Ticket-In Ticket-Out] (Operations)

Currently, the casinos operate their own casino management system and cashless technology (ticket in/ticket-out). The CMS is to be totally independent of any such casino management system and cashless technology and the Vendor will not have any responsibility for the installation, management or support of these casino management systems. If the Lottery determines there is a need for TITO at a later date, the CMS design will be required to be able to support TITO processes, and to handle regular ticket out validations (cash tickets).

GTECH Response:

GTECH acknowledges that TITO support will not be required upon system implementation.

The INTELLIGEN CMS contains an optional TITO module that will be disabled for the implementation of the Lottery's CMS solution. If required by the Lottery, full TITO support and reporting capabilities may be configured within INTELLIGEN. GTECH will provide the Lottery with a quote for this feature upon request and will work with the Lottery to plan, test, and implement the functionality.

4.4.6
Data Fields (Operations)

The CMS is intended to maintain accurate records utilizing extended format meters from the VLTs. Additionally, all data field sizes and data field view size are to be consistent across all modules and reports (i.e. if a data field is 20 character spaces, it shall contain 20 character spaces throughout the system and on all reports).

GTECH Response:

The INTELLIGEN solution will maintain accurate records for all meter types collected from the VLTs, including extended format meters.

The INTELLIGEN deployment will utilize consistent data field sizes and formatting for all reports and screens for common data types. During the requirements phase of the project, GTECH will work with the Lottery to determine current data field lengths for the existing system and deploy INTELLIGEN to match where applicable. GTECH will ensure that any screens or reports within INTELLIGEN that use these fields are modified accordingly.

4.4.7
Data Collection (Operations)

4.4.7.1

The CMS design utilizes a data collection method that reports events from the VLT level by time and date of occurrence and ensures all events and transactions are recorded and accurate.

GTECH Response:

The GTECH INTELLIGEN CMS will accurately monitor and track any and all SAS 5.10 and greater events as defined by the SAS protocol, as well as G2S events, once the protocol is deployed. Earlier SAS versions may be accommodated where required and mutually agreed-upon.

The VLT will assign each event a local timestamp, which will be collected by the associated Site Controller and forwarded to the INTELLIGEN CMS in either a collective batch or immediately upon receipt, depending on the priority levels defined for the particular event. The CMS will then assign a central timestamp to note when each event was logged. Hence, each event will contain both a local timestamp and a central timestamp.

Each VLT event will be accurately and securely stored and available for reports and queries. GTECH will work with the Lottery during the requirements phase of the project to define event priority and data retention needs, each of which is configurable within the INTELLIGEN GUI Application Interface.

4.4.7.2

The CMS provides real-time information retrieval, and the logging and reporting of events at the VLT level. The system is required to support all events; however the lottery needs the ability to filter by event types for display or reporting. The CMS is to maintain event data for a minimum of 18 months. Detailed retention schedules will be developed subsequent to Contract award.

GTECH Response:

The INTELLIGEN CMS will log VLT events as they are received and will provide functionality for real-time reporting via the INTELLIGEN GUI Application Interface, alerts from the Tivoli monitoring application, or VLT event reports. All events configured to be sent by the VLT will be recorded by the CMS. VLT events may be flushed in batches at the Site Controller or sent immediately, depending upon user-configurable parameters set for each individual event type.

Reporting functionality allows for events to be filtered by date range, Limited Video Lottery/Racetrack Video Lottery (LVL/RVL) location, VLT, and/or event type.

VLT events will be maintained on the INTELLIGEN CMS for the period defined by the Lottery (18 months). Different retention periods may be established for On-Line Transaction Processing (OLTP) and ABI Data Warehouse storage. During the requirements phase of the project, GTECH will work with the Lottery to define the required data retention schedules.

4.4.7.3

The CMS design will process all VLT meter sizes and record lengths with scalability for future growth or enhancement. The CMS design will receive all meter data in real time in an online, automated fashion. Manual reading of meter values may not be substituted for automated requirements.

GTECH Response:

The GTECH INTELLIGEN CMS will process and store each VLT meter automatically in real-time as it is received. The INTELLIGEN CMS will support each meter type available to the Lottery's LVL and RVL establishments.

Each VLT will forward meters to the CMS on a scheduled basis, or may be collected on demand through the use of INTELLIGEN's Command and Control functionality. In either case, INTELLIGEN will securely and accurately log each individual meter as it is received. Retry logic at both the VLT and Site Controller levels ensures that meters sent are continually retried until securely logged by the CMS, thus ensuring protection from data loss. Manual reading of hard meter values at the VLT is not required.

The INTELLIGEN CMS is scalable to accommodate future growth of either the types of meters available or the number of VLTs providing meters (or both). INTELLIGEN will initially be scaled to support an inventory of 20,000 VLTs and related data and may easily accommodate future growth by the allocation of spare disk space or acquisition of additional space.

4.4.7.4

The CMS is designed to utilize Site Controllers for the collection of VLT data with transfer of data to the CMS at scheduled periods. At a minimum, the CMS is to receive metered data from the Site Controllers at the end of every business day. In addition, the CMS is to have the capability of on-demand data collection.

GTECH Response:

The INTELLIGEN CMS will utilize i-LINKs at the LVL establishments and Multi-Terminal Site Controllers (MTSCs) at RVL Casino establishments. Each Site Controller will collect data from the VLTs on its associated string and forward the information to the CMS.

Depending on the data type and priority settings configured, data may either be held at the Site Controller and sent in batches or forwarded immediately. Meter data will be configured to be sent immediately upon receipt from the VLT.

The VLTs will send meters daily according to a predefined schedule and may also be directed to send meters on-demand at any time of day through INTELLIGEN's Command and Control functionality. In either case, meters will be sent over a secure, encrypted network and immediately stored in the CMS database.

4.4.7.5

The CMS is to maintain recorded meter readings based on a unique identification number and those meter readings shall be available for transaction history viewing and printing. The designation shall be the same as used for asset tracking as described in ***Asset Tracking section 4.4.10.***

GTECH Response:

The INTELLIGEN CMS will allow for the query and display of VLT meter readings by a unique identification number defined by the Lottery as the Asset Tracking Number. All INTELLIGEN GUI Application Interface screens and report generation screens that query VLT information will utilize the Lottery's Asset Tracking number as a source of both input and output.

The INTELLIGEN CMS will map the Lottery Asset Tracking number to its equivalent VLT in the INTELLIGEN relational database, where it can easily be associated with all INTELLIGEN application functionality.

4.4.7.6

The CMS is to provide a report for each VLT when polled meters and events are outside of Lottery configurable parameters. The CMS design provides user configurable settings and monitoring of thresholds that provide a system report to the Lottery for each machine in the event any meter, including game level meters, falls outside of the established threshold values, and the report is designed to have options provided for user selected time and date, single VLT, all VLTs, site controllers, and single event selectable parameters.

GTECH Response:

The GTECH INTELLIGEN CMS will provide a report that displays VLT meters with values that fall outside of configurable parameters defined by the Lottery end user.

The INTELLIGEN GUI Application Interface will provide a screen for modifying acceptable meter criteria such as cash-in or cash-out values. The parameters configured will allow for the generation of a report that compares actual meter values for each VLT against the acceptable range defined and provides output to display any meter that does not fall within permitted tolerance levels. The report will allow for selection criteria based on date and time, VLT, Site Controller, and meter event type.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the desired functionality.

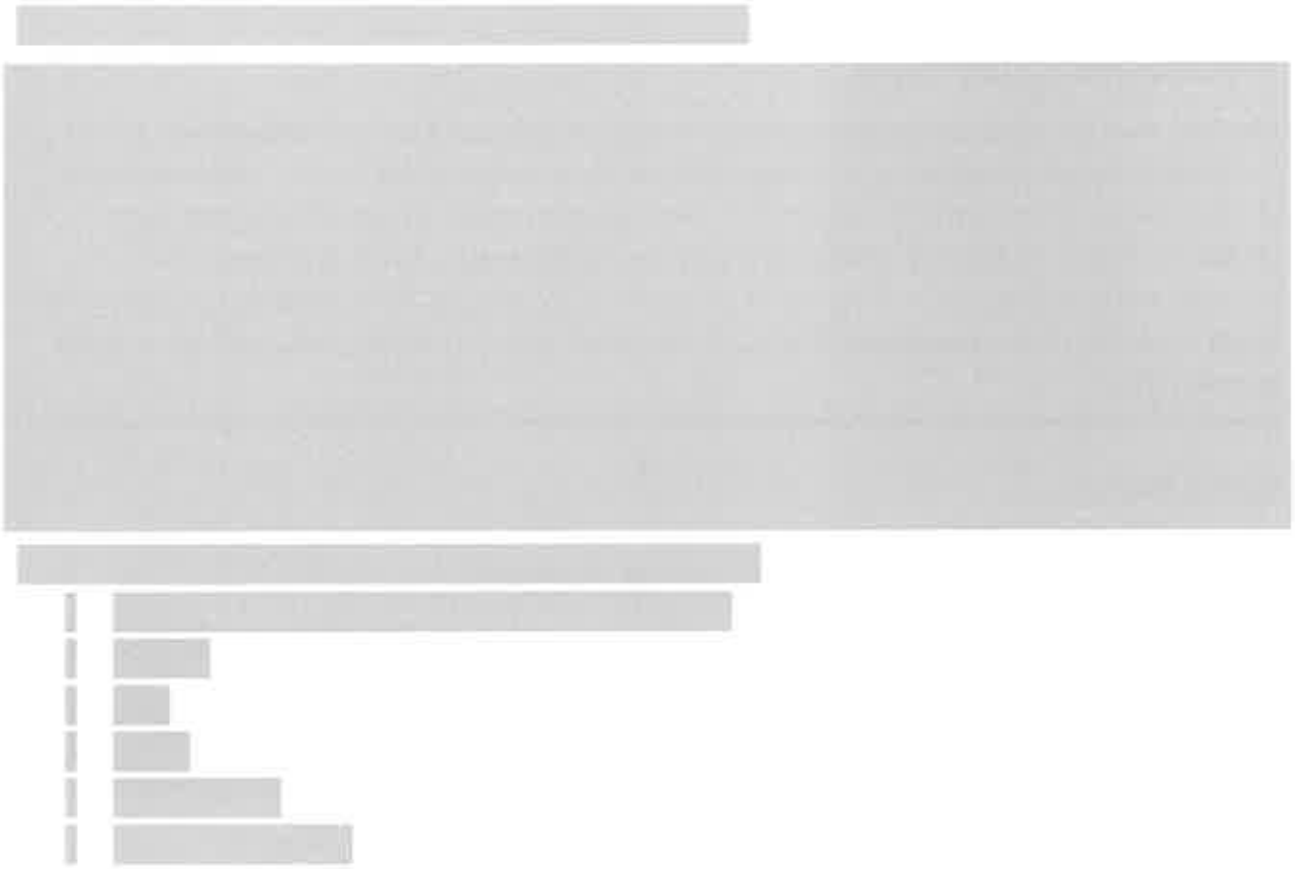
4.4.8
Adjustments (Operations)

The CMS must be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

4.4.9
Daily Tasks (Operations)

4.4.9.1

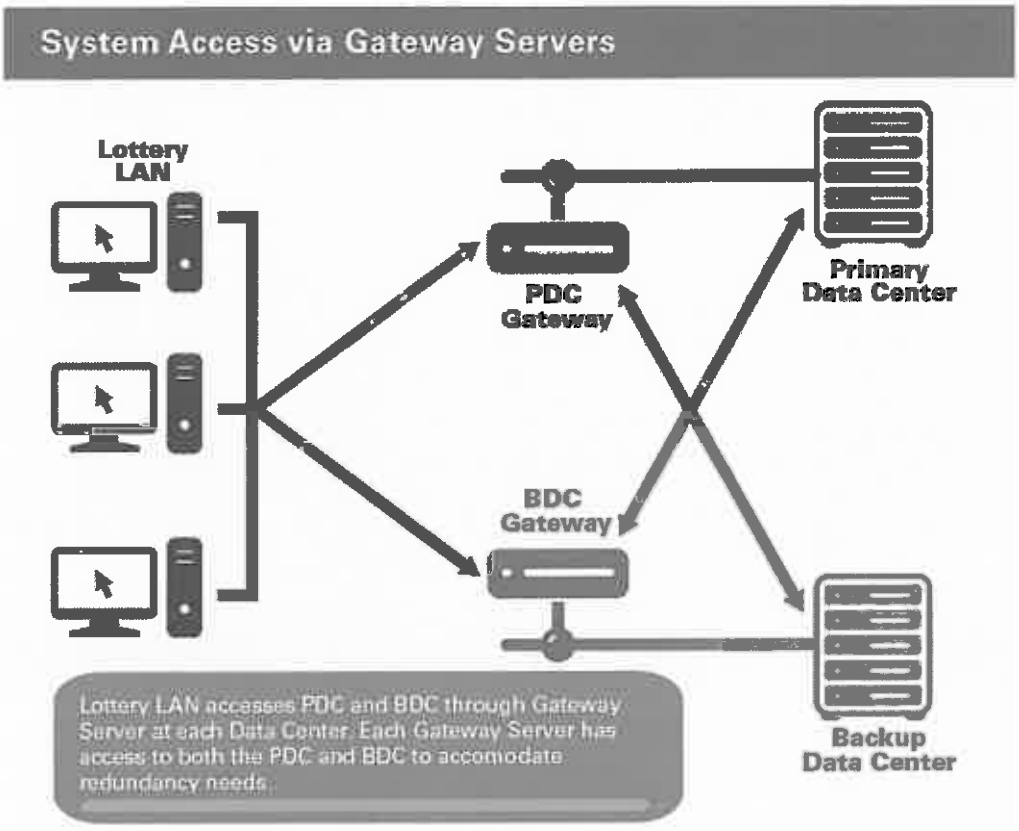
The CMS design provides a single point of entry for all management functions from management terminals on the Lottery's Local Area Network (LAN).

GTECH Response:

The GTECH INTELLIGEN solution will utilize a Gateway server as the single point of entry for all management terminals accessing the system from the Lottery's Local Area Network (LAN). The Gateway server will provide the only means of access to each environment from the Lottery's LAN, and direct access to other servers within the INTELLIGEN solution will be restricted by network access controls. Each environment (Primary Data Center [PDC], Backup Data Center [BDC], Test-1, and Test-2) will be provided with its own Gateway server.

The following diagram displays the INTELLIGEN server access method, utilizes Gateway servers on the environment perimeter.

Figure 4, 4.4 – 4:



4.4.9.2

The CMS is designed to have a single menu application that provides automatic updates to all records and control units at the time the operator exits the screen without further intervention by the operator. No degradation shall occur at the time of these routine daily tasks. Transactions are to be committed to the database without any user intervention. If the Vendor does not provide such functionality, detailed narrative is to be included to illustrate how the system will function and how this commitment of data aids in the integrity of the system. Each major functional process is managed on a single screen, such as software assignment and device location and review of data.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.4.9.3

The vendor is to describe in detail the complete steps involved and time to do the following tasks based on a representative 20 machine scenario, which is a typical casino based project. (Lottery's required time specifications are in parentheses):

- *Machine moves (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Machine software changes (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

- *Enable and disable a machine (2 minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Enable and disable section of a casino or individual LVL location (2 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Enable and disable Venue (casino or LVL location) (two minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Enable and disable of all machines on system (two minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Global disable game (25 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Global disable software (25 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Global disable binary files (25 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

- [redacted]

Confidential information ends here.

- *Setup software for games (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

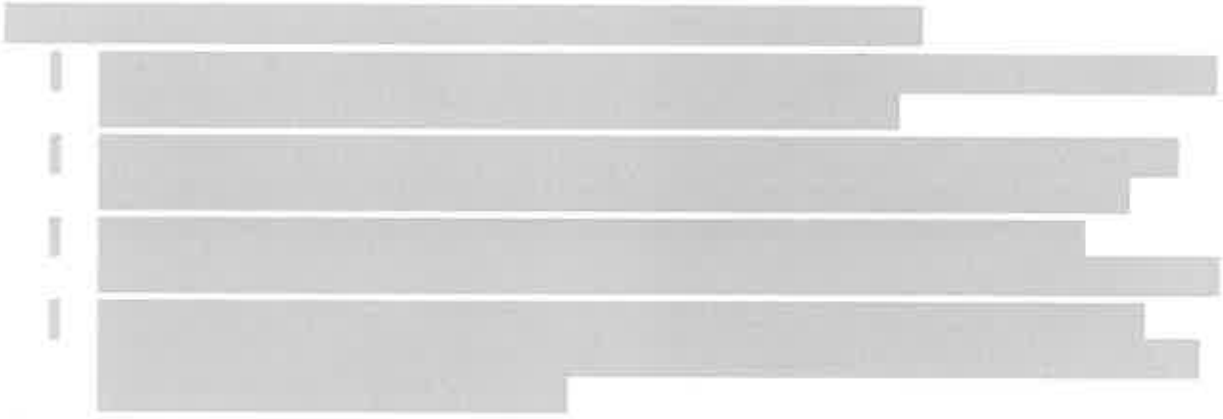


Confidential information ends here.

- *Setup of software for Site Controllers (10 minutes or less)*

GTECH Response:

Confidential information begins here.



- [redacted]

Confidential information ends here.

- *Downloading of software to Site Controllers*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Setup of Venue start to finish (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

- *Make accounting adjustments (one minute or less)*

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

- *Make adjustments for billing (debit and credits) on invoices (one minute or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Adding a device (VLT, Site Controller) (two minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

(See Appendix 3-Video Lottery Terminal Projects)

(This appendix provides a summary of annual maintenance volumes for both LVL and RVL.)

4.4.9.4

Disable/Enable: The CMS design provides a process for executing both scheduled and manual shutdowns where VLTs cease to function and executing both scheduled and manual startups to start gaming functions. The CMS has the functionality to disable and enable VLTs at a Venue level or system wide with a single command. When a machine with a RAM failure has been disabled by an operator, the machine is prohibited from coming into play after a RAM clear. A Site Controller's last command (enable/disable) controls a machine when it resumes communication.

GTECH Response:

The GTECH INTELLIGEN CMS allows for various methods of controlling VLT playability.

The primary method of enabling and disabling the VLT is through the configuration of operating hours. INTELLIGEN maintains operating hours system-wide and by hourly profiles assigned to each LVL or RVL location. Functionality is also available to override operating hours as conditions require, such as special hours for holidays. VLTs will only be enabled for gameplay during the operating hours defined by the INTELLIGEN CMS, and it is not possible to locally override the configuration for hours.

The INTELLIGEN CMS also allows for enabling and disabling VLTs on demand through INTELLIGEN's Command and Control functionality. Enable and Disable commands may be sent by VLT, by group of VLTs, by Site Controller, by trait type, and by entire jurisdiction.

A VLT disabled by the INTELLIGEN CMS for any reason, such as a Random Access Memory (RAM) failure, will remain disabled until the CMS re-enables it. It is not possible to locally override the enabled/disabled status set by the CMS. Should a VLT be sent a series of commands, either by the CMS or locally within the machine, the last status defined by the CMS will be retained at the VLT.

4.4.9.5

The CMS design includes the feature to be able to immediately start or cease gaming functions by disabling or enabling VLTs by any individual VLT, or all VLTs, any group of VLTs, at a minimum, by: manufacturer, or by Venue, or by operator, or by software version, or software image and/or software image game slot, or by license expiration date. The CMS prevents previously disabled software from becoming enabled; lottery computer operator intervention is required to enable the software.

GTECH Response:

The GTECH INTELLIGEN CMS provides the ability to disable VLTs by VLT, group of VLTs, Site Controller, and Trait. Traits may be assigned to group subsets of VLT information for use by various functions within INTELLIGEN, such as reporting and the Commands and Controls used to enable and disable VLTs. Traits can be defined to group manufacturer, venue, operator, software version, software image, software image game slot, and license expiration date, as required.

A VLT disabled by the INTELLIGEN CMS will not be playable until re-enabled by the CMS. It is not possible to locally override the enabled/disabled status set by the CMS.

4.4.9.6

The Vendor is intended to provide documentation procedures and processes for activating, de-activating and re--activating by any individual VLT, or all VLTs, any group of VLTs, by manufacturer, by Venue, by operator, by software version, or software image and/or software image game slot, or by license expiration.

GTECH Response:

GTECH will provide a library of user documentation for the processes and procedures required to run the INTELLIGEN CMS. User documentation will include procedures for enabling and disabling VLTs by the criteria defined in this section.

4.4.9.7

An enabled VLT cannot be disabled by the central system when non-critical VLT configuration options are changed by the Venue, such as game volume, date and time, game play options and any other parameters as specified by the Lottery. The central system is designed to always disable a VLT if critical VLT configuration options are changed such as: pay table percentage, game denomination, SAS poll address, and any other parameters as specified by the Lottery.

GTECH Response:

The INTELLIGEN CMS will disable VLTs based on VLT events defined by the Lottery, provided that the VLT protocol supports a corresponding event that will allow the CMS to be notified. Only those events specified by the Lottery will trigger the disable command. Once disabled, the VLT will remain unplayable until a re-enable command has been sent from the CMS. It will not be possible to locally override the disabled status set by the CMS.

GTECH will work with the Lottery during the requirements phase of the project to identify all events required and supported in order to implement this functionality.

4.4.10
Asset Tracking (Operations)

RESPONSE NOTE: Vendor responses are to describe the asset tracking capabilities of the proposed CMS and how it meets the needs of the Lottery as required in this RFP.

4.4.10.1

The Vendor provides and configures asset management software for all VLTs, Site Controllers/ management terminals, and other equipment.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

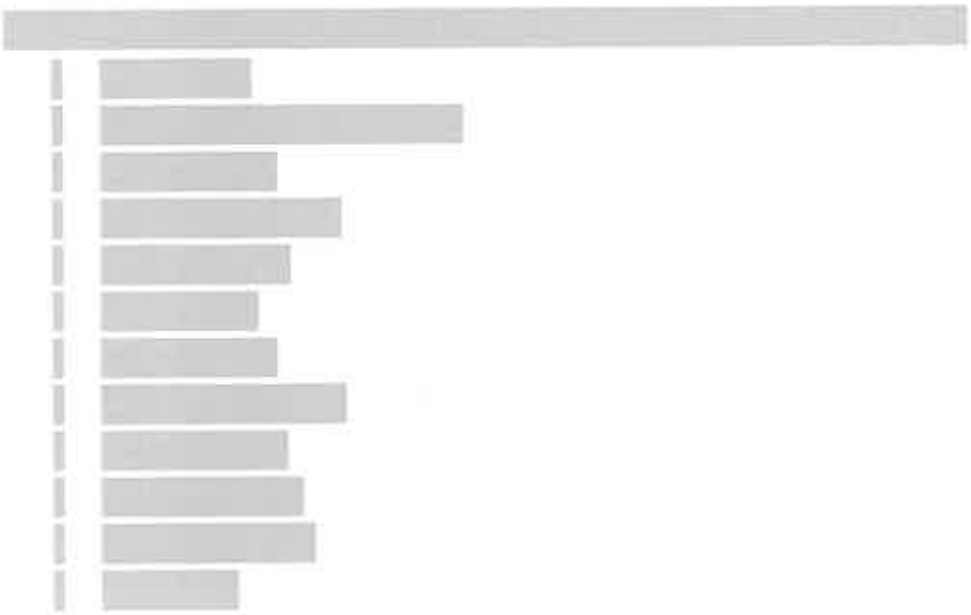
4.4.10.2

The CMS, as designed by the Vendor, maintains the following fields for the life of the machine: device type, unique identification number, serial number, state decal number, permit number, seal number, track number, manufacturer name, model number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

GTECH Response:

The GTECH INTELLIGEN solution will retain the RFP-specified fields required for the life of each device as specified by the Lottery. Device information added to the INTELLIGEN CMS relational database will not be deleted and may be tracked for the duration of the contract.

Confidential information begins here.



Confidential information ends here.

4.4.10.3

The Lottery is to be able to access the history of the following for the life of the machine: the hardware status (meaning active/inactive/decommissioned), location, maintenance history, software change history, enable history, disable history, inventory status, permit number, seal number, track number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

GTECH Response:

The GTECH INTELLIGEN solution will provide a reporting solution to allow for tracking the history of each device maintained in inventory. The report will track the defined criteria as required, and include:

- Hardware status.
- Location.
- Maintenance history.
- Software change history.
- Enable history.
- Disable history.
- Inventory status.
- Permit number.
- Seal number.
- Track number.
- Installation date.
- Physical location.
- Ownership.

During the requirements phase of the project, GTECH will work with the Lottery to further define the reporting requirements and criteria to ensure that the proposed solution meets the Lottery's needs.

4.4.10.4

The Vendor provides and configures the asset management software so that the Lottery can track VLTs that are operational on a VLT Venue floor and VLTs that are not currently active but remain in the State. VLTs in warehouses are to be tracked by owner/permit holder or manufacturer-owned VLTs stored within the state.

GTECH Response:

The VLT asset tracking solution is an integral component of the INTELLIGEN solution and requires no additional configuration to utilize.

The GTECH INTELLIGEN solution will track VLTs for the life of the contract and maintain information on active and inactive VLTs, as well as VLTs residing in the warehouse. Each VLT will retain its associated traits and ownership details.

Confidential information begins here.

[redacted]

Confidential information ends here.

4.4.10.5

The Vendor response is intended to describe how the CMS will track the following VLT activities:

- *VLT moves;*

GTECH Response:

Central operations will use INTELLIGEN's Gaming Site: Terminal Tracking tab/functionality to move VLTs between locations, including Warehouses. INTELLIGEN tracks VLT moves using VLT serial numbers. INTELLIGEN's Device History and Assets Tracking reports provide information on VLT statuses at any given location. INTELLIGEN's ad-hoc reporting shows VLT movements between locations.

- *gaming floor expansions;*

GTECH Response:

INTELLIGEN tracks both VLT creation in and movement between gaming locations via the Terminal Tracking functionality. The relevant data stored on INTELLIGEN allows ad-hoc reporting on gaming-site expansions. Moreover, INTELLIGEN allows using license functionality to specify the maximum number of VLTs allowed in a given gaming site and tracks the history of license updates. Finally, INTELLIGEN's Device History and Assets Tracking reports provide information on VLT statuses at any given location.

- *VLTs out of service;*

GTECH Response:

INTELLIGEN allows marking a VLT as In Service using the VLT Detail screen. It also allows for reporting on status changes.

- *decommissioned VLTs;*

GTECH Response:

INTELLIGEN allows marking a VLT as Excluded from Invoice using the VLT Detail screen. It also allows for reporting on status changes.

- *VLTs located at more than one location in a single business day;*

GTECH Response:

INTELLIGEN utilizes the Terminal Tracking functionality to track VLT movements. INTELLIGEN's ad-hoc reporting allows for showing VLT movements between locations.

- *warehoused VLTs;*

GTECH Response:

INTELLIGEN allows for placing a VLT in both logical (e.g., VLT purchased, but not received yet) or physical warehouses.

- *VLTs active for testing/not active for accounting or invoicing purposes; and,*

GTECH Response:

INTELLIGEN allows for marking a VLT as Active and/or Invoiceable and/or Pilot and/or In-Test. An In-Test flag means the VLT is active and in testing mode; hence, it is excluded from accounting.

- *VLT software changes.*

GTECH Response:

For SAS, INTELLIGEN utilizes ROM SET functionality to assign software to VLTs and tracks the history of such assignments. A VLT cannot operate if actual software running on the VLT does not match the assigned ROM SET.

For G2S, INTELLIGEN maintains the inventory of all software packages distributed and installed on each and every VLT. Any changes of software will be tracked through INTELLIGEN's software inventory functionality.

4.4.10.6

*Asset management software used for required asset tracking interfaces with external Lottery databases and is capable of utilizing the current slot asset tracking schema for historical reporting. (See **Appendix 4- Slot Schema**)*

GTECH Response:

The GTECH INTELLIGEN solution will accommodate all criteria defined in RFP Appendix 4 for tracking and retrieving Lottery assets. The INTELLIGEN relational database provides a flexible solution for adding inventory criteria that is not a pre-existing component of the solution. INTELLIGEN GUI Application Interfaces and reports will be modified accordingly, to ensure that each of the Lottery's asset detail and search criteria needs is accommodated as desired.

4.4.10.7

VLTs are to be searchable and retrievable by UID, serial number, decal number, seal number, permit number and/or casino number, and location.

GTECH Response:

The GTECH INTELLIGEN solution will accommodate all VLT search criteria defined in the requirements, including:

- UID.
- Serial Number.
- Decal Number.
- Seal Number.
- Permit Number.
- Casino Number.
- Location.

4.4.10.8

For each major data collection or logical data segment maintained (i.e., retailer versus machine detail), the Vendor is to document having the capability to include User Defined Fields (UDF) which can be configured by the Lottery and populated with batch interfaces to store data that is significant to Lottery operations and which currently does not exist in the CMS design. The Vendor response describes how this data will be configured and any limits on functionality, such as maximum field lengths, data types and number of UDF's per logical data segment.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

During the requirements phase of the project, GTECH will work with the Lottery to further refine the Attribute functionality to meet the Lottery's needs, including the ability to populate attributes via a batch interface if required.

4.4.10.9

Advanced Asset Tracking Functionality: Vendor is invited ***(Invited Option)*** *to propose an option that may further improve the reliability and/or performance of our external Asset Tracking database beyond the baseline design in this section of the RFP. This option would include additional functionality to provide system generated "work orders" to field staff for installation of new VLTs, removal of VLTs, moves of VLTs, destruction of VLTs, software changes on VLTs, and other common field functions. These work orders could be generated both by the permit holder and internally.*

GTECH Response:

The INTELLIGEN Asset Tracking solution may be enhanced to meet the current or future business needs of the Lottery that are not defined in this RFP. The GTECH INTELLIGEN solution is continually adapting to meet emerging client needs. GTECH regularly works with its customers to tailor solutions to meet needs specific to their business rules and has established processes in place to accommodate change requests after initial requirements have been mutually agreed-upon.

As the specific needs and features of asset-tracking enhancements will be driven by the Lottery, GTECH recommends a requirements phase dedicated to the Asset Tracking solution that will enable GTECH to analyze concrete requirements. The work session will clearly define the expectations and allow GTECH to accurately develop a solution and propose terms that directly reflect the effort.

4.4.10.10

Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed asset tracking functionality addresses key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

GTECH Response:

GTECH's proposed network infrastructure solution, described in Section 4, 4.3, Network/ Communications, is the result of a comprehensive analysis of the available requirements. The GTECH INTELLIGEN solution supports a variety of network solutions simultaneously, including:

- Leased lines.
- Asynchronous Transfer Mode (ATM).
- Multiprotocol Label Switching (MPLS).
- 4G/LTE Cellular Communication.

As location information is analyzed for each individual retailer, the most appropriate and cost effective network solution will be deployed to suit the need.

GTECH's team of network architects constantly monitors industry trends in order to analyze and adopt appropriate emerging technologies as they become available and will work with the Lottery to integrate new network solutions approved for use with the CMS where mutually agreed-upon.

GTECH's asset-tracking solution is integrated into the core INTELLIGEN CMS, and provides the same security, data integrity, and availability as all data maintained by the solution as described throughout this response. The asset-tracking solution will meet the needs defined, and GTECH will work with the Lottery throughout the contract to ensure that the associated functionality continues to meet the demands as business requirements change.

4.4.11 Licensing (Operations)

4.4.11.1

The successful Vendor provides software to allow for data entry of licensing information into the CMS. For regulatory control, before enrolling a machine, all required licensing information is to be available on the system. In the LVL program, a licensed operator owns most machines, but the law also allows for a retailer to obtain permits to own machines. Licensing data varies depending on whether it relates to the owner of the machines or the retail Venue where the machines are placed, but in all cases, the CMS database design includes the capability of managing information for both the owner and the retailer.

GTECH Response:

The GTECH INTELLIGEN solution provides a flexible means of licensing each LVL and RVL location as required. As each location is defined in the system, the Lottery may select from multiple preconfigured license types to apply to the owner or retailer.

INTELLIGEN has fully integrated operator and retailer licensing into the solution. For each operator and retailer, the system tracks all of the location and operator information, including the date the license was issued and is scheduled to expire (expiry date), and type of license issued. The INTELLIGEN system will disable any VLT connected to an operator or retailer whose license has expired. As advance warning, GTECH can provide a report identifying retailers expiring over a period of days, for example, in the next 30 days. This allows the Lottery users to follow-up appropriately. INTELLIGEN also has the capability to revoke licenses on demand.

4.4.11.2

The following are examples of the type of licensing data elements that are designed to reside in the CMS and there may be others as specified by the Lottery. Attributes may be reported on, and linked to financial data and statistical data as appropriate.

GTECH Response:

GTECH will accommodate the Lottery's licensing requirements as specified in the responses that follow. Licensing functionality may be further refined during the requirements phase of the project based on mutual agreement of functionality and terms.

4.4.11.2.1

License type (operator/owner, retailer/venue) and retailer group (casino, LVL, chain, other) and license number are the key fields that drive many requirements in the current CMS and it is envisioned that this RFP will produce the same capabilities.

GTECH Response:

The GTECH INTELLIGEN solution will meet the requirements defined in this RFP requirement regarding license functionality, in order to ensure that the Lottery's business practices remain consistent when moving to the replacement solution. The specifications may be further discussed and refined during the requirements phase of the project.

4.4.11.2.2

Additional demographic requirements are: Business organization legal structure type, business organization name, DBA name, chain name, physical location address, physical location county, physical location region, mailing address, email address, phone number, alternate phone number, fax number, contact name with mailing address, email address, and phone number. In the event the CMS only allows venue lookups by name, it would be advantageous to provide for a CMS name field which would be different than location name.

GTECH Response:

The GTECH INTELLIGEN solution utilizes a relational database to manage system data. As such, data may be selected and sorted by any criteria stored. All of the demographic requirements, defined in RFP Section 4.4.11.2, may be stored in the database and associated with each LVL and RVL location.

During the requirements phase of the project, GTECH will work with the Lottery to comprehensively define each data element to be tracked, to ensure that the INTELLIGEN solution meets the need. Any data elements not already accommodated may be added. GTECH will also work with the Lottery to define the user interface screens, reports, and functionality to which each of the various data elements will apply.

4.4.11.2.3

Additional fields required for LVL licensees: License number, control number, chain number, IP address, Fraternal or Non-Fraternal, operator name for Retailer only Venues, Alcohol Beverage Control Administration (ABCA) license number, date licensed, license expiration date, active or inactive status, site survey date, date of last compliance check, date last meters received, date Venue disabled, date of last invoice, machine removal date, and a comment field.

GTECH Response:

As described in Section 4.4.11.2.2, the GTECH INTELLIGEN solution utilizes a relational database to manage system data, and data may be selected and sorted by any criteria stored. All of the demographic requirements defined in RFP Section 4.4.11.2 may be stored in the database and associated with each LVL location. GTECH will work with the Lottery during the requirements phase of the project to further refine and scope the data fields required.

4.4.11.2.4

Additional user defined fields (UDF) are recommended for all license types as described in section 4.4.10.8 in this RFP.

GTECH Response:

GTECH will work with the Lottery during the requirements phase of the project to define the desired location and use of User Defined Fields as they relate to license types and will accommodate accordingly.

4.4.11.3

*Advanced Venue Licensing Functionality: Vendor is invited (**Invited Option**) to propose an option that may further improve the reliability and/or performance of our external licensing database beyond the baseline design in this section of the RFP. This option would include additional tracking fields for pre-licensing and re-licensing requirements, license renewal tracking and printing, permit processing (including tracking bid fees), award of or loss of permits every ten (10) years, managing limits on permits, forfeiture or surrender of permits, permit renewal fees, and permit VLT associations as well as reporting capabilities on these fields.*

GTECH Response:

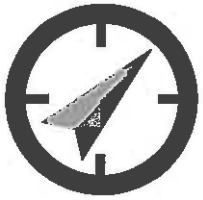
The GTECH INTELLIGEN solution enhances the proposed design through a Change Control process, which allows for the flexibility to provide modifications to the solution throughout the contract at mutually agreed-upon terms. The current INTELLIGEN retailer licensing solution is derived from the culmination of customer requirements throughout our extensive experience in system deliveries. For Advanced License functionality, GTECH proposes a work session during the requirements phase of the contract to precisely define the business needs of the Lottery and to enhance the license functionality accordingly.

4.4.11.4

Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed licensing functionality includes addressing key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

GTECH Response:

GTECH's responses to Section 4, 4.3, Network/Communiations, propose a range of network infrastructure options that will be chosen to best suit the needs of the individual Venue. The GTECH network will provide a secure, reliable, field-proven solution with the bandwidth to accommodate existing SAS volume needs, as well as future G2S volume needs to accommodate the larger protocol messages, progressive updates, and game downloading. GTECH will incorporate the bandwidth needs of future functionality and growth into the initial delivery, which will be a cost-effective means of providing the Lottery with a fully secure and capable network solution.



GTECH Differentiator

GTECH has the advantage of being the largest lottery service provider in the world, with an extensive catalog of network solutions. As the current service provider of the West Virginia traditional lottery solution, GTECH will leverage its existing knowledge of the jurisdiction to best suit the unique needs of each individual location.

Detailed responses to the Lottery's Network and Communications requirements may be found in Section 4.4.3.

4.4.11.5

*Advanced Venue Compliance Functionality: Vendor is invited (**Invited Option**) to propose an option that may further improve the reliability and/or performance of our external Venue compliance database. Requirements include a system generated site survey checklist with approximately 10 items and a system generated Venue compliance report checklist with approximately 20 items that would be required for each retailer group. This option would include additional reporting functions for site surveys, compliance checks due, compliance checks overdue, and out of compliance Venues. Additionally, as part of this database an incident reporting function with approximately 20 incident types and multi-line comment section would be required.*

GTECH Response:

The INTELLIGEN solution may be enhanced to generate a predefined site survey and Venue compliance checklist. Depending on the specific requirements, INTELLIGEN may be modified to provide all functionality for the tracking and reporting of Venue compliance, or may interface with the external Venue compliance database as either the source or recipient of the data.

As there are many variables that require a clear understanding of the Lottery's goals and existing capabilities, GTECH proposes a work session during the requirements phase of the project to clearly define the expectations of the input and output of the checklists and how this information will be provided to the external Venue compliance database. The work session will clearly define the requirements and allow GTECH to accurately develop a solution and propose terms that directly reflect the effort.

4.4.12
Permits (Operations)

4.4.12.1

Every LVL machine in West Virginia is assigned a permit number, and no operator or owner operator may have more machines than permits. Permits are transferrable from VLT to VLT as disposals and acquisitions occur. The CMS design provides controls that prohibit a permit holder from enrolling more VLT's than the number of machines allowed by the Lottery.

GTECH Response:

The INTELLIGEN CMS solution will accommodate the association of permit numbers for each VLT as required by the Lottery. INTELLIGEN will enforce the relationship between LVL machines and permits to ensure that no owner operator is allowed the assignment of more VLTs than permits. Permits may be reassigned to different VLTs as inventory moves to and from a location, assuring that the total number of VLTs always equals the total number of permits belonging to the LVL location.

4.4.12.2

Each permit is directly assignable to a VLT and reconcilable to the number of active machines and machines in storage. CMS design provides controls that assure that at no time a permit holder can have more machines than allowed by the Lottery. In addition, an annual permit fee is to be invoiced by the CMS.

GTECH Response:

The INTELLIGEN CMS solution will enforce the relationship between LVL machines and permits to ensure that no owner operator is allowed the assignment of more VLTs than permits assigned by the Lottery. Each establishment's permit will be directly associated with a VLT at its location.

The INTELLIGEN CMS utilizes a configurable invoice profile for each retail location that may include a permit fee to be invoiced annually.

4.4.12.3

*Reporting requirements are listed in **Appendix 5 -Required Reports**.*

GTECH Response:

The GTECH INTELLIGEN solution will provide a suite of reports designed to meet the Lottery's needs. Each report described in RFP Appendix 5 will be included in the report deliverables.

During the requirements phase of the project, GTECH will work with the Lottery to further define the details of the report requirements and specifications.

To view GTECH's baseline report catalogs, please see the exhibits entitled **ABI Report Catalog** and **On-Demand Report Catalog**, located behind the Exhibits tab.

4.4.13
Finance & Administration (Operations)

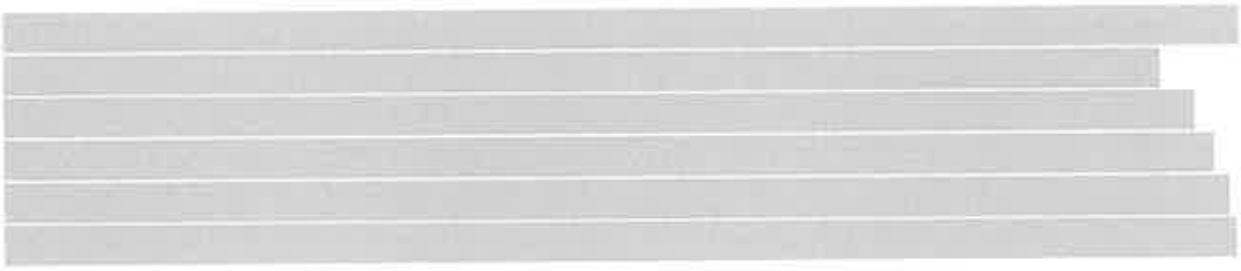
4.4.13.1

The CMS design includes a monthly reporting feature that will be utilized for invoicing VLT gaming activity. The CMS accommodates invoicing requirements for LVL, limited gaming facility, and RVL. Invoices have options for sorting by operator/chain and include cover pages designed for mailing.

GTECH Response:

The GTECH INTELLIGEN CMS provides full functionality for the invoicing of each LVL, limited gaming facility, and RVL location within the jurisdiction.

Confidential information begins here.



[redacted]

Confidential information ends here.

During the requirements phase of the project, GTECH will work with the Lottery to define the details of the invoicing rules required.

4.4.13.2

Invoicing functionality is to be variable and customizable for a specific retailer group. The CMS has to accommodate for tax rate changes and be configurable in the event that a rate is changed during a specific tax period. In addition, there shall be user defined gaming date ranges for billing to accommodate the various governing Acts in the West Virginia Code.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.4.13.3

Billing is based on variable tax rates and will be custom for each retailer group. Tax rate changes are to be Lottery configurable and updates to the tax rate are to be identifiable to a tax period. A manual adjustment process at the Venue level is also be included.

GTECH Response:

As described in Section 4.4.13.1, the INTELLIGEN design accommodates multiple profiles that will allow the system to employ different calculations to different locations, depending on the profile assigned. Tax rates may be distinct for each profile and assigned to retailer groups as specified. INTELLIGEN poses no limits on the number of invoice profiles that may be created. Profiles may be modified by authorized users as tax rates and regulations change.

As described in Section 4.4.8, INTELLIGEN supports manual adjustments, including adjustments at the venue level.

4.4.13.4

The CMS design is to be configurable to download to tape, disk or other standard data storage devices of the information necessary to facilitate the Electronic Funds Transfer (EFT) sweeps of LVL permit holders including Excel, tab delimited, and .xml formats.

GTECH Response:

The INTELLIGEN CMS provides Electronic Funds Transfer (EFT) summaries for financial activity to and from locations and financial institutions. The INTELLIGEN CMS organizes EFT data in standard financial formats, including Excel, tab delimited, and .xml formats, allowing for easy integration with third-party interfaces and other service options, including billing and invoicing. In addition, the INTELLIGEN CMS can generate exception reports for EFT failures, including Non-Sufficient Funds (NSF) accounts. The system can create a balanced data file of general ledger journal entries to record all gaming activities and provide an export format for third-party general ledger software as needed.

The INTELLIGEN CMS will support the transfer of EFT information to tape, disk, or other format as required by the Lottery.

During the requirements phase of the project, GTECH will work with the Lottery to further define the EFT data and format requirements.

4.4.13.5

The CMS design includes options for delivery of invoices other than by US Mail. These could include email options or an operator portal whereby invoices could be retrieved and printed locally as desired. The CMS has options to define invoice recipients by LVL location so that each operator and their accounting staff could be included in addition to the retailer. The CMS has the ability to restrict access to only authorized individuals. An operator or chain could view all retailers under their control but no retailer could view another retailer's invoice. Some operators will delegate this function to their independent accountant.

GTECH Response:

The INTELLIGEN CMS will support flexible criteria for providing invoices to each location. The standard method proposed is accessed via the Retailer Services Portal, as detailed in Section 4.1.8.1. The Retailer Services Portal will allow users to view a set of pre-defined reports displaying the information relevant to their location via a web interface. Retailers will be authorized to view only that financial information pertaining to their locations. Additional methods of invoice distribution may also be accommodated, such as via email distribution or physical copy for delivery through the U.S. Mail. Distribution to retailer delegates may be accommodated.

GTECH will work with the Lottery during the requirements phase of the project to further define the specific needs regarding the invoice distribution strategy and requirements.

4.4.13.6

The CMS has the ability to calculate an aggregate daily average gross revenue based on the prior three months results, in order to determine a percentage of gross profits due the commission for LVL revenues in the next period.

GTECH Response:

The INTELLIGEN solution may be enhanced to support the calculation of aggregate daily average gross revenue based on the prior three months of individual retailer data. This may be accommodated via either a report or as a part of the invoice calculations, as the Lottery's needs dictate.

During the requirements phase of the project, GTECH will work with the Lottery to further define the details and scope of this requirement.

4.4.13.7

*The CMS has the **ability** to calculate and provide extract files related to revenue distributions to counties and municipalities by specific fund types as established by code (See **Appendix 1**). The CMS provides the data used to calculate these payouts on a periodic basis for LVL and RVL. The payout is distributed according to relative populations and the CMS design has the ability to carry forward a negative calculation in the event of a high payout impacting a specific county/municipality to a forward period. RVL distributions also include benchmark criteria which will impact the calculated distribution.*

GTECH Response:

The INTELLIGEN CMS will contain the capability to calculate and provide extract files that contain the results of calculations of revenue distributions for the various counties and municipalities in the jurisdiction. These calculations will be used to determine periodic payouts to the LVL and RVL locations based on the revenue generated during a defined period, and distributed according to the Lottery's specifications.

During the requirements phase of the project, GTECH will work with the Lottery to further define the specifications, processes, and distribution means desired by the Lottery.

GTECH will create a process based on detailed requirements to accommodate the functionality.

4.4.13.8

The intended CMS has the ability to calculate settlement reports between the retailer and operator for those LVL retailers who are not independent. The Lottery believes this will require an email routing system and e-signature process that will result in creation and retention of a settlement report according to revenue sweep cycles. Those settlement reports will require retention for two (2) complete fiscal (6/30 year end) cycles.

GTECH Response:

The INTELLIGEN CMS will include functionality to calculate settlement reports between the retailer and operator for those LVL retailers that are not independently operated.

During the requirements phase of the project, GTECH will work with the Lottery to fully define all requirements for the functionality desired. GTECH will develop the functionality based on the detailed requirements defined during this phase.

4.4.14
System Accounting Audit & Analysis (Operations)

The CMS design is to monitor the operation of each VLT and create reports using data received from SAS 6.02 or any later approved standard related to commands and meter code values.

GTECH Response:

The GTECH INTELLIGEN solution will track any and all data, including commands and meter-code values retrieved by VLTs supporting the SAS protocol through version 5.10 or higher, as well as G2S.

Regardless of the supported protocol, transaction data is logged to the INTELLIGEN relational database in real-time and be immediately available for query from the various reports and user interfaces provided with INTELLIGEN. The current day's data will be available immediately, and the duration of historical data will be dependent on the configurable data-purge parameters defined within the system.

SECTION 4, 4.5
Interfaces (Databases)

GTECH Offers a Wide Variety of System Interfaces

GTECH has extensive interfaces offering the flexibility to access a wide variety of Lottery back-office applications and third-party systems.

GTECH Strengths

- GTECH's system integration experience will ensure a seamless integration of the West Virginia Lottery's business systems.
- GTECH's INTELLIGEN CMS is currently interfaced to a multitude of third-party applications and back-end systems.
- Database interfaces provide real-time data updates for interfaced systems without compromising the system integrity with comprehensive security restricting data access to authorized users.

GTECH will leverage its extensive experience in accommodating customer interface needs to assure an efficient and successful implementation.

Attachment A

Vendor Response Sheet
Section 4, 4.5
Interfaces (Databases)

Please describe your plans to achieve the goals related to Interfaces (Databases).

GTECH Response:

GTECH has extensive experience interfacing with lottery back-office and third-party systems. The interface method may be driven by GTECH or the customer. For conversion implementations, the interface method is typically driven by the customer in order to accommodate the existing infrastructure and data schema.

All functionality proposed will benefit from GTECH's extensive, industry-leading experience in system integration and related processes.

As described in the RFP responses that follow, GTECH will work with the West Virginia Lottery to further define the scope of the interface requirements and the detailed specifications required for support. GTECH will propose a solution based on our extensive experience in supporting a multitude of customized interface requirements to ensure that the Lottery's goals are achieved.

All integration expectations defined in this RFP will be met, in addition to those added to scope and mutually agreed-upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive, industry-leading experience in system integration and related processes.

GTECH further describes its plans to achieve the goals related to Interfaces (Databases) in the following responses to the RFP.

4.5
Interfaces

4.5.1
Interfaces (Databases)

4.5.1.1

The Lottery maintains off-system databases containing various types of information related to financial, licensing and security aspects of the video lottery program. Therefore, the CMS is to provide a relational database management system that is OLE DB or ODBC compliant. The CMS is to transfer and receive "pipe delimited" (I) flat files of all required data elements for importation into the Lottery sub-system.

GTECH Response:

GTECH INTELLIGEN™ CMS deliveries regularly interface with third-party and lottery back-end systems, the requirements of which are typically dependent on the infrastructure requiring the integration. Varying methods of interface communications may be supported, such as pipe delimited flat-file transfers or System-to-System (S2S) messaging (optional infrastructure required). INTELLIGEN utilizes a DB2 relational database, which is OLE DB and ODBC compliant.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the interface requirements and the detailed specifications required for support, including the data to be transferred, the format for each data file and field, and the desired method of transfer, control, and security. GTECH will propose a solution based on our extensive experience supporting a multitude of customized interface requirements to ensure that the Lottery's goals are achieved.

4.5.1.2

All data is confidential and is the sole property of the West Virginia.

GTECH Response:

GTECH acknowledges that all system data will be confidential and the sole property of the Lottery.

4.5.1.3

The Vendor response is to provide a detailed, functional database schema for the data warehouse (DW) that can be utilized by the Lottery database administrator.

GTECH Response:

GTECH has provided a detailed functional database schema for the Advanced Business Intelligence (ABI) data warehouse (DW) for review by the Lottery database administrator in the **Baseline ABI DB Schema** Exhibit, located behind the Exhibits tab.

The database schema will be customized for the Lottery's solution and will be updated throughout the life of the contract as authorized changes require.

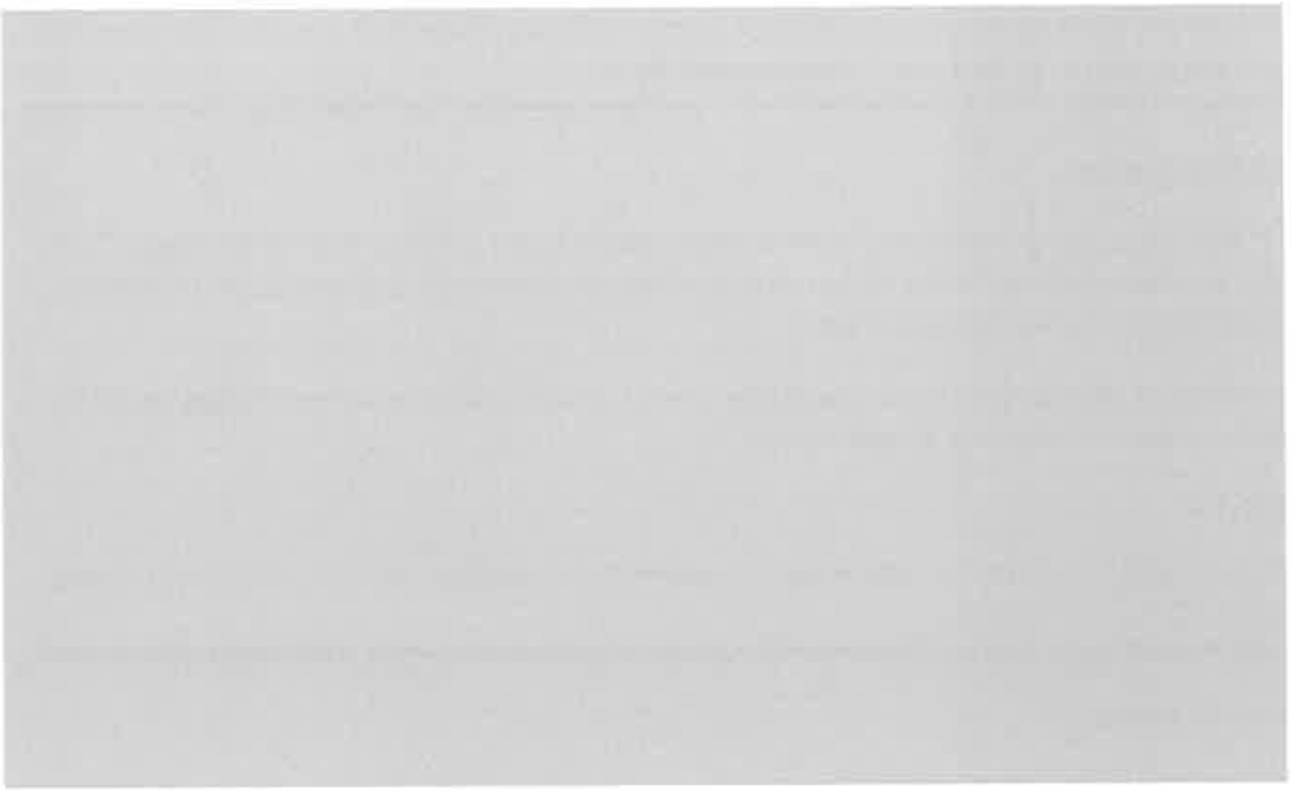
4.5.1.4

The Vendor is to provide a security model that will provide a wide range of Lottery employees varying levels of access to this data.

GTECH Response:

Section 4.1.4.12.8.4 describes GTECH's approach to user security and data access. Portions of the response are repeated in this section.

Confidential information begins here.



Confidential information ends here.

4.5.1.5

The CMS, as designed by the Vendor, is to be capable of interfacing with Microsoft SQL Server 2008 or higher in their implementation of the CMS and DW Relational Database Management System.

GTECH Response:

The GTECH INTELLIGEN solution is capable of interfacing with a multitude of third-party and Lottery back-end systems. The INTELLIGEN CMS and ABI DW databases are capable of interfacing with Microsoft's SQL Server 2008 and higher as required.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the interface requirements and the detailed specifications required for support to ensure that the Lottery's goals are achieved.

4.5.1.6

The Vendor design includes creating and maintaining a real time data warehouse (DW) at the PDC and near real time DW at the BDC for Lottery reporting purposes. The warehouse will be a SQL Server compatible database and maintained at the current version as the production environment.

GTECH Response:

GTECH's INTELLIGEN solution will provide for real-time reporting capabilities for both the Primary (PDC) and Backup Data Centers (BDC) through the use of a wide variety of on-demand reports.

INTELLIGEN's reporting solution provides comprehensive business intelligence and state-of-the-art reporting features. Our advanced reporting solution ensures that critical business performance metrics are reliably processed and quickly distributed to the appropriate stakeholders and decision-makers within the Lottery.

As detailed in Section 4.1.1.5, transaction data is logged to the CMS database in real-time and is immediately available for query from the various on-demand reports and user interfaces provided with INTELLIGEN. The current day's data will be available immediately, and the duration of historical data will be dependent on the configurable data purge parameters defined within the system.

The INTELLIGEN solution will utilize GTECH's ABI DW solution for archiving data for long-term reporting and analysis needs. The ABI solution will utilize an enterprise-class Extract, Transform, and Load (ETL) process to populate the ABI database from a variety of sources within the INTELLIGEN environment. The ETL is scheduled to run at a minimum of once per day but can be scheduled to run more frequently for subsets of data needed for more immediate reporting.

Both reporting solutions are capable of interfacing with a Structured Query Language (SQL) server database, based on detailed interface requirements.

The INTELLIGEN reporting solution is further described in Section 4, 4.6, Reporting.

A catalog of baseline on-demand and ABI reports is provided in the **On-Demand Report Catalog** and **ABI Report Catalog** Exhibits, located behind the Exhibits tab.

GTECH will work with the Lottery during the requirements phase of the project to ensure that all report data needs, including those listed in the required reports identified in the Lottery's RFP Appendix 5 are accommodated via either of INTELLIGEN's reporting applications, and that the data is available with a frequency desired by the Lottery.

4.5.1.7

The Vendor design includes designing and maintaining a metadata model and database diagram of the DW database system in order for the Lottery to understand the relationships between tables. This model is to be in an organized format so that the Lottery's DBA and related "super users" can easily identify data elements and their relationship.

GTECH Response:

GTECH will provide a detailed functional database metadata model and database diagram for the ABI DW for review by the Lottery database administrator.

The information is provided in the **Baseline ABI DB Schema** Exhibit, located behind the Exhibits tab.

The database schema will be customized for the Lottery's solution and will be updated throughout the life of the contract as authorized changes require.

4.5.1.8

The Vendor shall maintain a model (such as a relational database) specifically for the Lottery containing data elements and relationships to be agreed upon by the Lottery and the Vendor. Data items are to be made current in real time or as close to real time as possible. Database information includes all information collected by the system. Lottery system users need to be able to, using the relational database architecture, develop, modify, save and schedule individual reports. All information retrieved from the relational database architecture in user-developed reports is intended to be able to be indexed and sorted. This relational database is also referred to as the DW or EDW in other sections.

GTECH Response:

The GTECH INTELLIGEN solution utilizes a relational database to store all data logged by the system. Transaction data is logged to a relational database in real time and is immediately available for query from the various reports and user interfaces provided with INTELLIGEN. All data elements identified in the Lottery's RFP Appendix 6, as well as any data elements defined during the requirements phase of the project, will be accommodated or appended to the existing INTELLIGEN database schema. Both existing INTELLIGEN and Lottery-specific data elements will be updated in real time in the transaction processing system and at an agreed-upon frequency for the ABI DW system. Utilizing a relational database for both transaction engine and ABI storage, INTELLIGEN may easily accommodate additional data elements to existing database tables or map the existing data to rows in new tables.



GTECH Advantage

The INTELLIGEN solution provides a wide variety of reports that will run against the INTELLIGEN and ABI databases, which will utilize a variety of criteria for the data selection process. Reports may be scheduled, or run on demand. The GTECH ABI solution allows for the generation of personalized reports and folders to allow unique tabular reports and dashboards to be used for analysis by management functions, improving operating efficiencies. The ABI solution also supports ad-hoc reporting, which will allow the Lottery to create and modify reports that are specific to its needs.

4.5.1.9

The CMS design is to send machine update data (location/attribute changes, enables, disables) back to the Lottery maintained databases as they occur.

GTECH Response:

The INTELLIGEN solution will accommodate the real-time updates of Lottery-maintained databases as each specified transaction or update is logged to the system.

During the requirements phase of the project, GTECH will work with the Lottery to define the scope, method, and detailed requirements of the data synchronization process compatible with the Lottery architecture. Based on the requirements, GTECH will utilize its extensive experience supporting Lottery and third-party external interfaces to propose a solution best suited for the task.

4.5.1.10

The Vendor response documents how they can control the flow of data between the CMS and external databases. The Vendor is encouraged to document how they can maintain data integrity with certain data elements flowing forward from the external databases to the CMS. This would include items like object identity and demographics. At the same time, certain data elements from the CMS would flow back to the external database such as machine status changes. In both cases, the interfaces would consist of flat file formats to be developed during system configuration with appropriate controls.

*(See **Appendix 6 -Data Definitions Documentation**)*

GTECH Response:

The GTECH INTELLIGEN solution will control the flow of flat-file data between the CMS and external databases by the strict adherence to predefined data file formats.

During the requirements phase of the project, GTECH will work with the Lottery to clearly identify the data transfer needs and interface specifications, with the resulting output of a document of file-format specifications. Each file will contain mutually agreed-upon definitions of data order, data size and data type for each field. The processes developed that load the data into the respective databases will contain a data integrity check to ensure that the data meets the predefined specifications. Data that falls outside of the defined specifications will be rejected, and an associated error will be reported to the Operations staff.

Comprehensive testing will be performed to ensure that data transferred to and from the INTELLIGEN solution is reliably transmitted.

SECTION 4, 4.6
Reporting

Make More Informed Business Decisions with GTECH's Business Intelligence Tools

GTECH's Advanced Business Intelligence (ABI) suite offers comprehensive data management, a data warehouse, reporting, analytics, and a visualization tool set for lottery operators to meet regulatory requirements, monitor standard financial and operational processes, and provide insights into the effectiveness of their operations.

GTECH Strengths

- Ad hoc inquires, regularly scheduled reports, executive dashboards, and agile data discovery tools make up GTECH's ABI tool set to meet all the information needs of the West Virginia Lottery.
- Accurate and timely reporting provides information regarding the performance of each individual game, VLT, and gaming site in the network.
- Visual Analytics offers self-service data analysis to quickly identify trends and provide actionable insights to improve business performance.

GTECH's ABI suite is designed to be flexible and extensible to fit the Lottery's current and future information management, reporting, and analytics requirements.

Attachment A

Vendor Response Sheet
Section 4, 4.6 Reporting

Please describe your plans to achieve the goals related to Reporting.

GTECH Response:

To help the West Virginia Lottery achieve its goal to increase the overall profitability of the Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) environments, GTECH offers its INTELLIGEN™ Advanced Business Intelligence (ABI) Suite that includes a wide range of data management, data warehouse, reporting, analysis, and visualization tools that address the need to meet regulatory requirements, monitor standard financial and operational processes, and provide insights into the effectiveness of the Lottery's operations. The GTECH INTELLIGEN ABI Suite is a powerful reporting engine that has met the needs of lottery jurisdictions around the world.

GTECH

Confidential information begins here.

[redacted]



[redacted]

Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Reporting in the following responses to the RFP.

4.6
Reporting

4.6.1
Reporting Requirements (Reporting)

4.6.1.1

The CMS provides reports on a "business day" format, defined as 6:00:00 a.m. through 5:59:59 a.m. the following calendar date. The business date is defined as the calendar day that begins at 6:00:00 am.

GTECH Response:

GTECH has read, understands, and will comply with the requirements stated above.

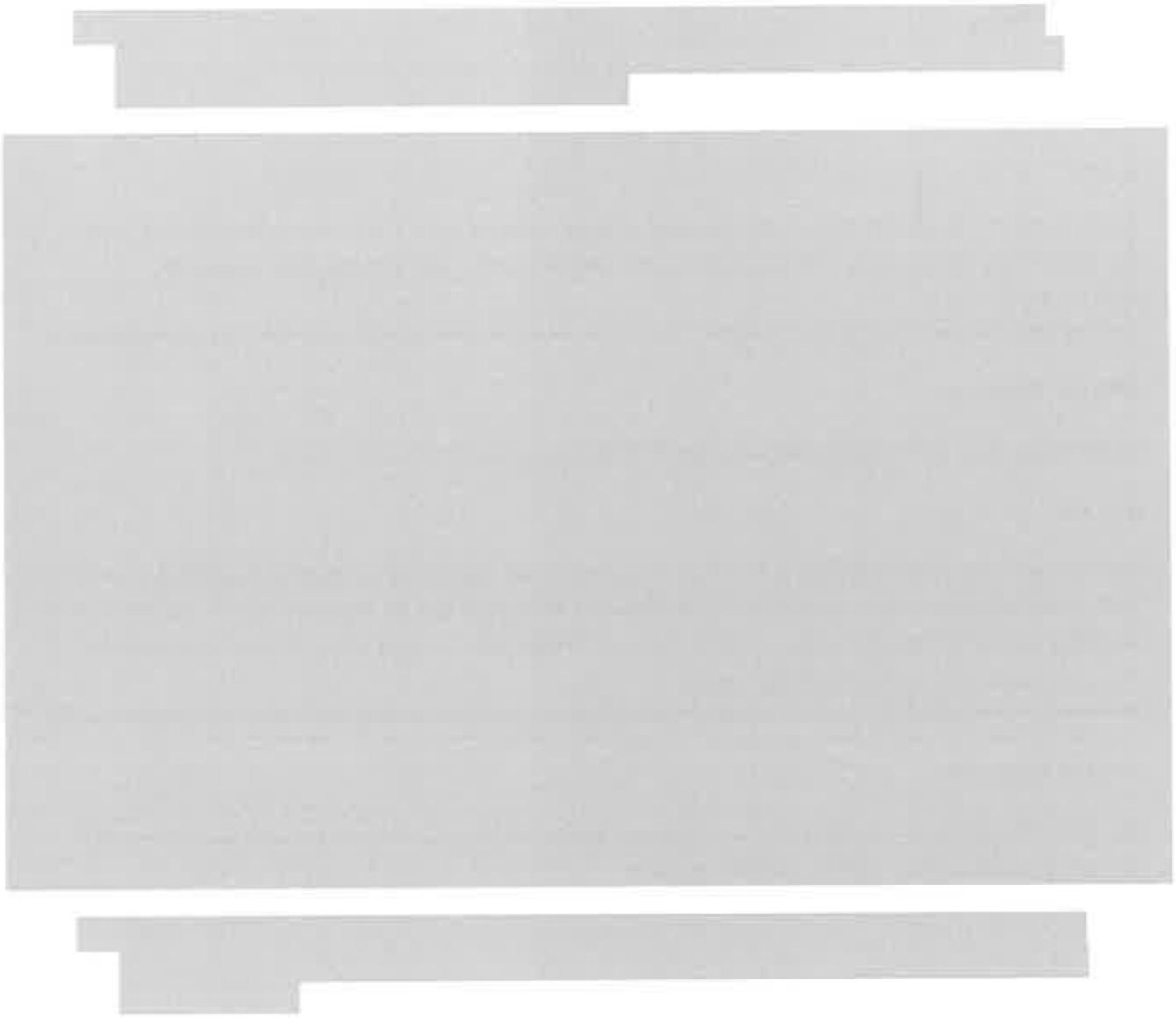
4.6.1.2

Describe how the CMS provides the ability for all data to be capable of extracting/exporting to such tools as Excel, Access, text format, etc. Describe how all reports can be exportable with and without headings in CSV format, Excel data only format, printable in PDF format or as an XML file, and have date, time and user imbedded in the report.

GTECH Response:

The GTECH ABI Suite provides two ways of extracting/exporting to tools such as Excel and Access and exporting reports in Excel, CSV, and PDF formats:

Confidential information begins here.



Confidential information ends here.

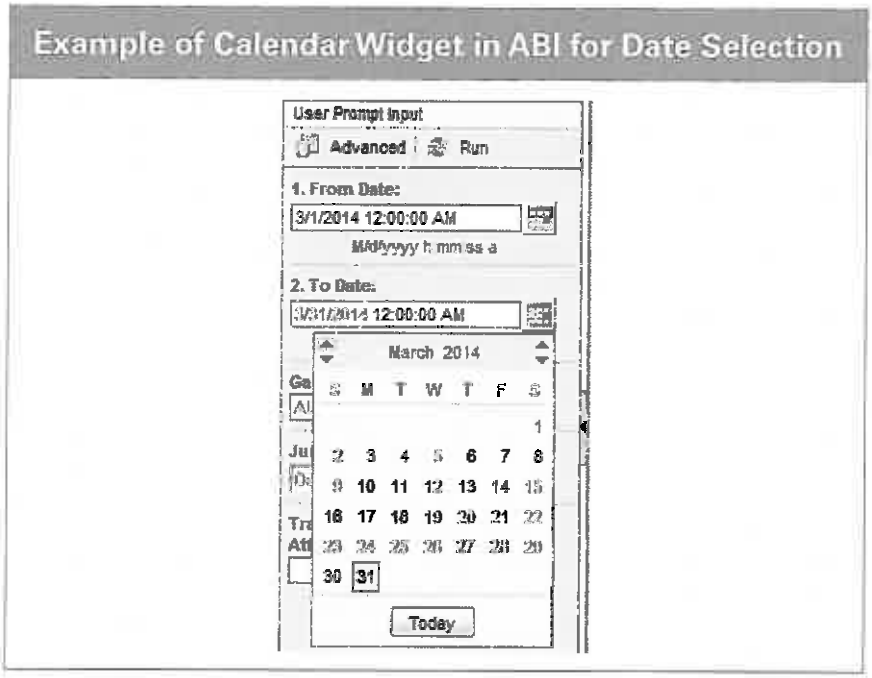
4.6.1.3

The CMS is to be capable of generating all daily, weekly, monthly, and yearly reports and invoices as well as Ad Hoc reports as requested by the Lottery utilizing user defined date ranges.

GTECH Response:

Start date and end date prompts are built into every standard and Ad Hoc report generated from the CMS. Lottery users point and click on the date prompts to select the dates for which they wish to run reports. In addition, all reports can be scheduled to run automatically at user-defined periods, for example, every Monday or the last day of the month. Illustrated in the following figure is an example of a calendar widget in ABI for date selection.

Figure 4, 4.6 – 5:



Simply Point and Click: Intuitive calendar prompts in the ABI Suite make it easy to specify date and time ranges for query setups.

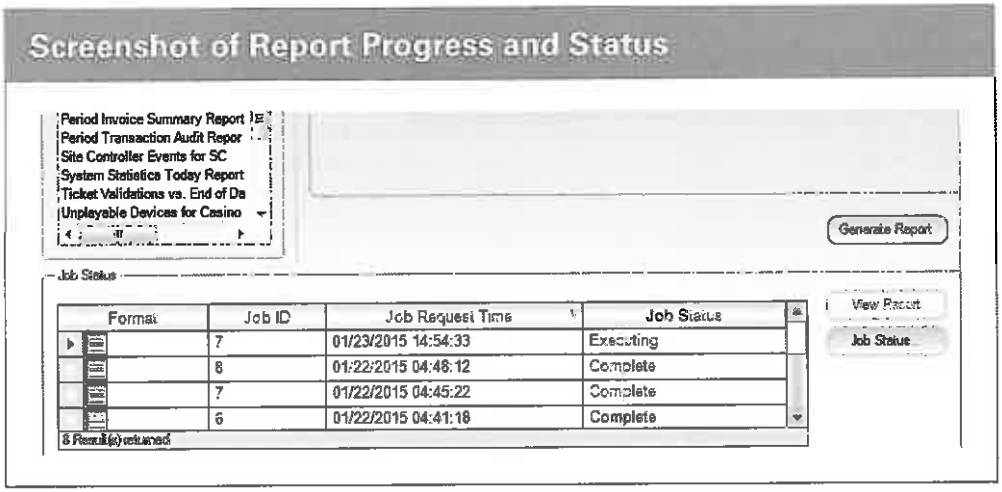
4.6.1.4

Describe how the CMS has the capability of processing reports so users are able to perform daily tasks while reports are processing in the background without locking the user's workstation. All reports are to be viewable with the report progress and status available.

GTECH Response:

All reports are executed in background mode in the CMS so that after submitting a request to run a report, users can continue the work on daily tasks without having to wait for the report to complete. The progress and status of each report is visible in the CMS user interface, as shown in the following figure.

Figure 4, 4.6 – 6:



Continue Working While Generating Reports: All reports generated in the CMS execute in the background and their progress and status is updated in the CMS Graphical User Interface (GUI).

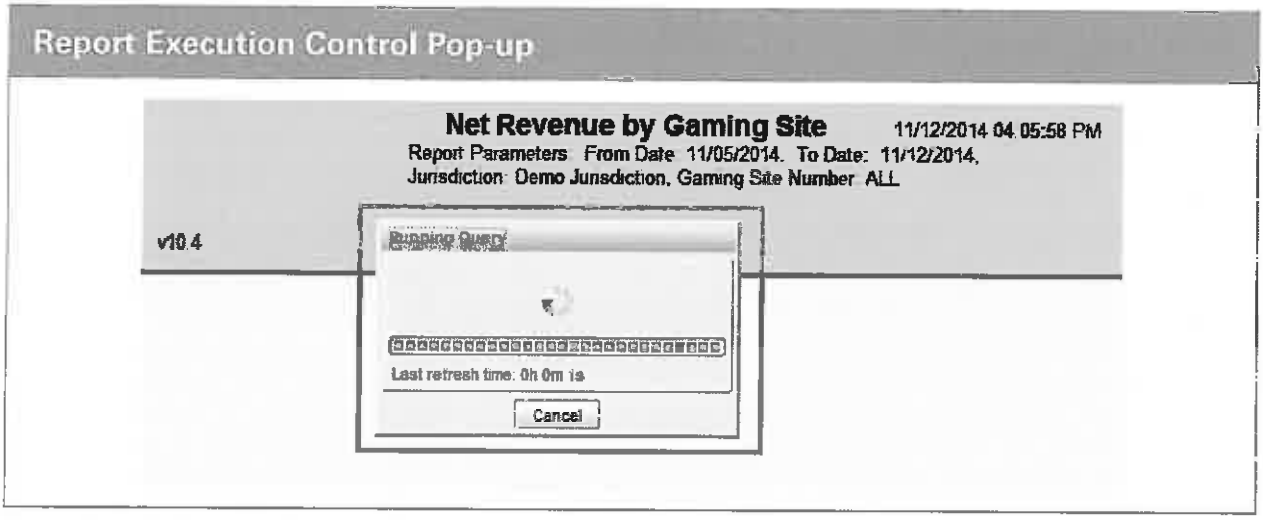
4.6.1.5

The CMS requires the capability of immediately cancelling a requested report or queued report without system degradation.

GTECH Response:

As illustrated in the following screenshot, users have the ability to cancel any requested report or query without system degradation.

Figure 4, 4.6 – 7:



Cancelling Is Never a Problem: Intuitive and easy-to-read pop-ups in the ABI Suite enable users to monitor and control report execution.

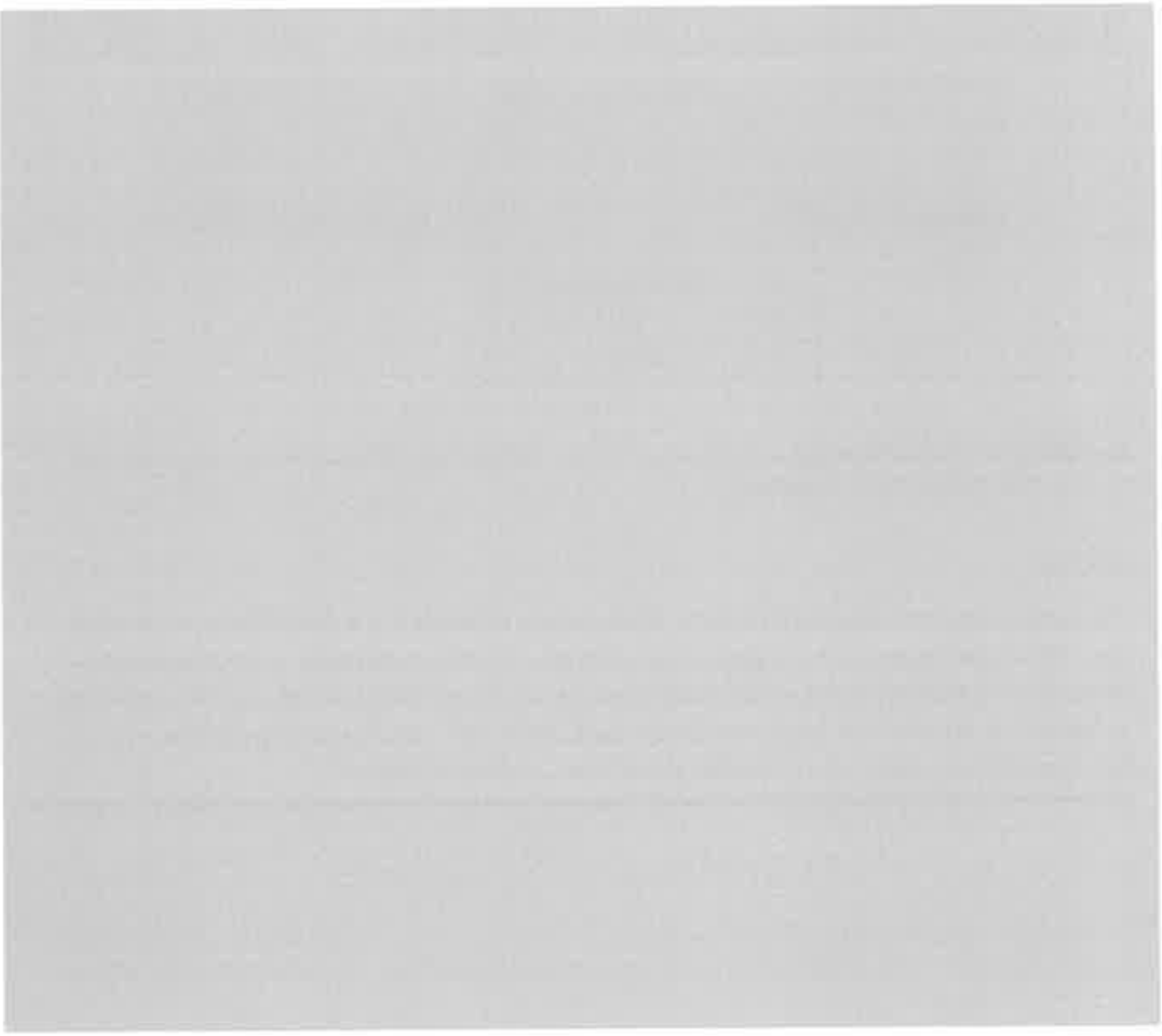
4.6.1.6

The Lottery requires maximum flexibility in utilizing the information that is contained on the System. The CMS design has the ability to execute reports based on various attributes, and is to support the selection of multiple attributes concurrently. Users are to have the ability to add or remove attributes as needed. At the minimum, attributes include: date, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and site controller.

GTECH Response:

The report execution tools in the GTECH ABI Suite provide extensive flexibility in the selection of attributes to include in a report. The User Prompt Input panel enables users to tailor queries from a wide range of prompts that are designed into the report, including date range, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and Site Controller. Users can select either a simplified view of query prompts or a more extensive set of attributes by using the Advanced Prompt feature as illustrated in the following figure. Attributes can be easily added or removed by modifying the report design.

Confidential information begins here.



Confidential information ends here.

4.6.1.7

The CMS provides at least two types of reporting sub systems: The first sub system is defined as ***"regularly scheduled reports/Ad Hoc reporting"****. The Ad Hoc reports will include the ability for filtering input data, defining sort fields and grouping fields as well as the ability to restrict the display of non-key field columns. The Vendor is to create new standard scheduled reports and Ad Hoc reports, within agreed upon schedules. CMS report modifications and new reports will be required during the life of the contract and are to be considered as routine requests to be completed according to mutually agreeable schedules. The reports and/or modifications are to be completed and submitted to the Lottery within 20 business days after functional specifications are approved. Ad Hoc report writing shall be available to the Lottery at a user group level assignment.*

GTECH Response:

Reports in the INTELLIGEN CMS offer two standard reporting sub-systems including Ad Hoc reporting, regularly scheduled reports, or dashboards. These reporting tools provide comprehensive Video Lottery operational and accounting reporting such as end-of-day financial results, accounting adjustments, gaming device events, device and gaming site management. Users can group reports into the following business and function categories:

Operations Reports	• Provide individual or overall system summaries, asset and software management reports, administration reports, gaming site and device status reports, download status, and history reports. The Lottery can automate system events and configure the INTELLIGEN CMS to report those system events at levels defined by the Lottery. The INTELLIGEN CMS reports system exceptions and events classified by a unique ID, description, event type (failure, repair, and system), time stamp, description, and output destination (printer name, etc.). • Operations reporting and monitoring tools track hourly system activity by day, processor utilization, memory usage (average, lows, and highs), users signed on by hour or day, and by network traffic (bytes in, bytes out).

Accounting Reports	• Cover all daily financial activity data, including invoicing, balancing, reconciliation, and adjustments. The accounting function of the INTELLIGEN CMS provides financial analysis reports grouped by gaming site, consolidated by company, or summarized by geographical jurisdiction. The INTELLIGEN CMS provides Electronic Funds Transfer (EFT) summaries for financial activity to and from gaming sites and financial institutions. The INTELLIGEN CMS organizes the EFT data in standard financial formats for easy integration with third-party interfaces and other service options, including billing and invoicing. In addition, the INTELLIGEN CMS can generate exception reports for EFT failures, including Non-Sufficient Funds (NSF) accounts. • The system can create a balanced data file of general ledger journal entries to record all gaming activities and provide an export format for third-party general ledger software as needed.
Management Reports	• Help system administrators configure and manage system security and availability. These reports, with examples listed below, include historical data such as audit logs of system user activities: – Device and System Events. – Device Communication. – Device Configuration History. – Gaming Device Audit. – Software Installation Audit. – Software Audit. – Job Execution. – User Audit.
Game Performance and Analysis Reports	• Compare game performance by VLT, vendor, etc.
Device Reporting	• Includes alarms, events, and unplayable devices.
Diagnostics Reporting	• Includes non-responding devices, gaming device monitor check, Site Controller, flush audit, and communications terminal history.

The INTELLIGEN CMS provides reporting on both real-time and historical data. All real-time transactional data is captured and stored in a production database where it is available as needed for reporting on real-time events. At regular intervals, data in the production database is transferred to the data warehouse where it is available for historical reporting and analysis.

Confidential information begins here.

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Confidential information ends here.

4.6.1.8

*The second sub system will be an **integrated report writing tool**, which may be supplied by a third party, and integrated with the CMS, if desired by the Vendor. This report writing tool will have the ability to include different levels of detail segments, design report formats, and include sorting and grouping capabilities. Output formats will include paper, PDF, Excel, XML and/or CSV.*

GTECH Response:

Confidential information begins here.

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Confidential information ends here.

4.6.1.9

*Pre-designed reports requested by the Lottery from the CMS are to be accurate and readily available to be generated by the Lottery on demand. (See **Appendix 5 - Required Reports**).*

GTECH Response:

Using the list of reports outlined in the Lottery's RFP Appendix 5, GTECH will work with the Lottery to clearly define the detailed data requirements of each report and deliver a pre-designed report for each that is accurate and readily available on demand or on a user-defined schedule.

4.6.1.10

The Vendor will describe how the proposed CMS will meet these requirements.

GTECH Response:

Please refer to the detailed responses in Sections 4.6.1.1 through 4.6.1.9 above.

SECTION 4, 4.7
Conversion

GTECH Leads the Gaming Industry in Video Lottery System Conversions

A new system conversion can present challenges, but with GTECH's extensive expertise obtained through a record of successful system conversions, the West Virginia Lottery can be confident in its program's success.

GTECH Strengths

- GTECH has completed more conversions reliably than any other lottery services company in the world, converting 11 systems to INTELLIGEN successfully since 2011.
- GTECH converted Quebec's Scientific Games Aegis Platform to GTECH's INTELLIGEN CMS, gaining unique insights which will be advantageous to the Lottery deployment.
- Since implementing its first video system in 1992, GTECH has deployed 24 systems and has never had a system replaced by another vendor.

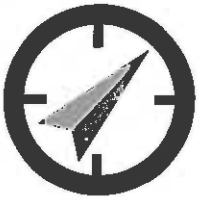
No one has more experience or enjoyed more success than GTECH in system conversions of all types. As a result, you can trust GTECH to successfully convert the West Virginia Video Lottery system reliably.

Attachment A

Vendor Response Sheet
Section 4, 4.7 Conversion

Please describe your plans to achieve the goals related to Conversion.

GTECH Response:



GTECH Differentiator

No lottery services vendor in the world has done more conversion work than GTECH. Whether converting video lottery or traditional lottery Central Management Systems (CMSs) from other vendor systems to the GTECH CMS solution or migrating existing GTECH customer systems to new versions of the system, GTECH has done more conversion work more reliably and successfully than any other lottery services company in the world.



The extraordinary success of GTECH's system conversion history is best summarized with this one fact: GTECH has never had a Video Lottery Gaming System replaced by another vendor once a GTECH system has been deployed in North America.

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In addition to outlining our conversion approach in this section, our primary goal is to reassure the West Virginia Lottery that successful CMS conversion is a fundamental competency of GTECH, having converted many systems in recent years to INTELLIGEN™. We are 100% committed to ensuring that the Lottery CMS conversion is seamless and successful, allowing the Lottery to meet its goals without disruption.

The GTECH System Conversion Record

GTECH currently has more deployed CMS solutions than any other vendor in the video lottery gaming industry. As the recognized leader, GTECH has extensive experience designing, developing, testing, and implementing the CMS solution for Video Lottery Terminals (VLTs), implementing the first such system in 1992.



GTECH Differentiator

Since 2005, GTECH has led the development and implementation of the CMS solution in Italy, Sweden, Atlantic Canada, Manitoba, Alberta, Quebec, Saskatchewan, Oregon, Pennsylvania, Louisiana, Kansas, Maryland, and the multi-state progressive system, linking machines in Delaware, West Virginia, and Rhode Island.

In 2012, GTECH converted Quebec's Scientific Games Aegis platform to GTECH's Site Controller solution and has the unique advantage of a previous history of converting the same platform utilized currently by the Lottery. The Lottery will be positioned to benefit from GTECH's past experience and development efforts to assure a seamless conversion of data utilizing a trusted and proven process.

Recently GTECH was awarded the contract for CMS deployment in Greece, which will be completed within 12 months of the award. GTECH prides itself on providing unequaled, technical support to all our CMS customers in North America and Europe.

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GTECH's proven approach to project implementation is based on our extensive deployment experience. GTECH will dedicate industry veterans with years of experience to develop and test the CMS, telecommunications network, and associated hardware to ensure that each of the Lottery requirements is met.

As one of the oldest lottery service providers in the industry, with 35 years of system implementation experience, GTECH has performed a large number of conversions as an integral activity in the CMS delivery process. GTECH has a proven ability to develop conversion and delivery plans and will adhere to aggressive timelines, ensuring the ability to efficiently implement a new, state-of-the-art INTELLIGEN CMS with all required data transferred from the Lottery's legacy system. GTECH has extensive experience in data conversions, retailer conversions, and the parallel processing activities required to ensure a seamless transition with no downtime experienced by retailers or players. In a recent INTELLIGEN deployment in Italy in which multiple vendors were chosen to simultaneously develop a solution, GTECH was more efficient than all other VLT providers and beat the second-fastest provider by more than 30 days in delivering a fully integrated and certified solution comprised of a CMS, network, VLTs, and localized game content.

The following figure identifies those jurisdictions that have been converted to the GTECH INTELLIGEN solution from another platform in recent years, as well as two jurisdictions scheduled for conversion in the near future.

Figure 4, 4.7 – 1:
GTECH INTELLIGEN Conversions

Jurisdiction	Most Recent Installation	System	VLT Protocol	# of VLTs*	# of Retailers*	# of Vendors Supported*
Oregon State Lottery	2015	INTELLIGEN	DXS/G2S (2013)	12,120	2,312	4
Pennsylvania Department of Revenue	2015	INTELLIGEN	SAS	26,355	12	9
Atlantic Lottery Corporation	2013	INTELLIGEN	DXS/G2S (2013)	6,360	1,068	4
Rhode Island Lottery	2013	INTELLIGEN	DXS & SAS / SAS (2012)	5,650	2	10
Alberta Gaming and Liquor Commission	2012	INTELLIGEN	DXS/G2S (2012)	6,000	1,000	4
Manitoba Liquor & Lotteries	2012	INTELLIGEN	ICIS/G2S (2012)	5,900	608	3
Société des établissement de Jeux du Quebec	2012	INTELLIGEN	G2S	11,150	2,000	2
Western Canada Lottery Corporation (Saskatchewan)	2012	INTELLIGEN	DXS/G2S (2012)	4,000	616	4
Argentina (Cordoba)	2011	INTELLIGEN	SAS	3,500	19	7
Svenska Spel (Sweden)	2011	INTELLIGEN	DXS/G2S (2011)	6,150	2,200	1
Société de la Loterie de la Suisse Romande (Switzerland)	2011	INTELLIGEN	DXS/G2S (2011)	700	350	1

*Most recent information available.

GTECH will work with the Lottery to further define the scope of the conversion requirements and the detailed specifications required for implementation. GTECH will propose a solution based on our considerable conversion experience that will ensure that each step is reliably and efficiently performed with minimal room for error. Converted data will be validated and balanced to ensure integrity.

All conversion expectations defined in this RFP will be met, in addition to those added to scope and mutually agreed-upon during the requirements phase of the project. All proposed functionality will benefit from GTECH's extensive experience in the data and retailer conversion processes.

GTECH further describes its plans to achieve the goals related to Conversion in the following responses to the RFP.

4.7
Conversion

4.7.1
Conversion Requirements (Conversion)

4.7.1.1

Conversion Plan: Describe and include a proposed Conversion Plan. The Vendor is to submit within sixty (60) days after the Notice to Proceed, a detailed and finalized version of this Conversion Plan which, when approved by the Lottery, is to become the basis for Conversion.

GTECH Response:

GTECH has provided a detailed conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits tab. Highlights of the details are provided below. The Conversion Plan will be finalized within 60 days of the notice to proceed. The proposed conversion method is subject to approval by the Lottery and may be modified if necessary to better align with the Lottery's needs.

Confidential information begins here.





Confidential information ends here.

4.7.1.2

This Conversion Plan includes, but is not limited to, the following:

4.7.1.2.1

Executive Summary: This Executive Summary provides the Lottery with a concise but functional summary of each phase of the Conversion Plan and includes a table of milestones for the Lottery to use in reviewing the Plan. Each phase is to be listed in chronological order in order to achieve a February 2018 cutover.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.7.1.2.2

High Level Conversion Plan: This includes a brief description, start and end dates, roles and responsibilities, dependencies, input and outputs and deliverables, and ensures a smooth start-up of the CMS. This Plan includes a timeline beginning with the Contract award date.

GTECH Response:

GTECH has provided a high-level conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits, which will include a brief description of each activity, start and end dates for each activity, roles and responsibilities, dependencies, inputs, outputs, and deliverables, as required.

Stated dates will be tentative until such time as GTECH has had the opportunity to work with the Lottery to establish the desired timelines that will be used to drive the conversion schedule. These activities will take place within 60-days of the notice to proceed, so that a finalized Conversion Plan may be delivered in accordance with the direction of Section 4.7.1.1.

4.7.1.2.3

Conversion: The CMS and components are to be delivered and operational by a date specified by the Lottery in which live operations will commence at that time. All CMS hardware, software, equipment, and all other required components are to be successfully tested by both the Vendor and the Lottery and are to be in place and operational by the specified date.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.7.1.2.4

Project Reporting and Monitoring Requirements: Describe how you will have weekly conversion reviews in person involving the Lottery and the Vendor. The Vendor is to prepare weekly reports detailing the progress made on accomplishing the goals by the deadlines stated in the conversion plan and shall electronically submit these to the Lottery in an agreed format.

GTECH Response:

GTECH will prepare weekly progress reports and submit them electronically. We will also meet with the Lottery weekly during the conversion to review progress, and discuss concerns and upcoming milestones to be completed. GTECH will be dedicated to delivering the full CMS and conversion in the time and manner required by the Lottery. The dedicated project team considers this delivery a top priority and will apply the appropriate focus on the deliverable.

4.7.1.2.5

Definition of Business Requirements: During the first sixty (60) calendar days after the Notice to Proceed date, the Vendor's business analysts are to thoroughly familiarize themselves with the Lottery's business processes, operations and the Venues' business operations related to VLTs. The Vendor's analysts are to observe the business processes and meet with end users as part of this process.

GTECH Response:

Within the first sixty (60) calendar days after the Notice to Proceed date, GTECH's Business Analysts (BAs) will familiarize themselves with the Lottery's business processes, operations, and Venue business operations related to the VLTs.

4.7.1.3

At the conclusion of this sixty (60) calendar day period, the Vendor is to deliver to the Lottery a separate business requirements specification document for each major functional area ("Business Requirements"). The purpose of the business requirements documents is for the Vendor to demonstrate its understanding of the Lottery's operational needs. The Lottery will review and approve these documents within thirty (30) days of receipt. The documents address each business process currently performed by the Lottery as it relates to the CMS. The documents identify any modifications to current processes. At a minimum, the Vendor is to produce a separate business requirements document for each of the following functional areas that apply to the system:

i. *System administration*
ii. *Daily operations*
iii. *Maintenance*
iv. *Accounting and billing*
v. *Licensing*
vi. *Security/compliance/asset tracking*

GTECH Response:

GTECH will deliver a Business Requirement Specification (BRS) document for each major functional area as listed above and submit them to the Lottery for review and approval. The BRS document will contain INTELLIGEN product requirements as well as gap requirements needed to satisfy the Lottery's business processes.

4.7.1.4

Software Requirements Specification ("SRS"): Upon receiving the Lottery approved business requirements, the Vendor develops corresponding Software Requirements Specification ("SRS") documents. The Vendor is to deliver these documents to the Lottery for approval no later than 45 business days after receipt of the Lottery approved business requirements.

GTECH Response:

GTECH will provide the corresponding Systems Requirement Specification (SRS) documents that satisfy the Lottery's approved business requirements within the agreed upon timeline of 45 business days following the receipt of the business requirements.

4.7.1.5

The SRS documents specify the functionality of the software applications that will be provided by the Vendor at start-up in support of the Lottery's business processes related to VLTs. The startup software functions as described in the SRS documents which include the following:

GTECH Response:

The SRS documents provided by GTECH will contain the detailed requirements associated to the functionality that will be required to support the Lottery's business processes related to VLTs.

4.7.1.5.1

Each SRS specification references the corresponding business requirement or process in the corresponding business specification document.

GTECH Response:

Each requirement within the SRS documents will have a reference to the corresponding business requirement or process provided by the Lottery.

4.7.1.5.2

For each SRS specification, the Vendor indicates if the functionality exists in the Vendor's base system. If it does not exist, or if modifications to the base system functionality are required, the Vendor provides an estimate of the time it will take to develop the new functionality or modify the existing functionality. The estimate, development and or modification is to be at no additional cost to the Lottery.

GTECH Response:

GTECH will identify the functionality that exists within the INTELLIGEN product. If INTELLIGEN does not have the functionality as requested in the Lottery's business requirements, GTECH will estimate the time it will take to develop the new functionality. The estimate, development, and/or modification will be at no additional cost to the Lottery.

4.7.1.5.3

Lottery approval is required for any subsequent changes to SRS documents. The Lottery may identify changes required during software development and acceptance testing.

GTECH Response:

GTECH will submit the SRS documents to the Lottery for approval. Once approved, all SRS documents will be managed via the agreed-upon change control process.

4.7.1.5.4

If modifications or enhancements are required, the following objectives apply:

GTECH Response:

Required modifications and enhancements will meet the following objectives:

4.7.1.5.4.1

Software Development: The startup software is to meet the Lottery's business requirements, and future changes to the software are to be accomplished in a timely manner while accurately meeting those business requirements.

GTECH Response:

GTECH will ensure that the start-up software and any future changes to the software will be completed per the agreed-upon schedule and meet the Lottery's business requirements.

4.7.1.5.4.2

The Vendor demonstrates its understanding of the Lottery's business requirements and processes before software applications for the CMS are written or modified. The Lottery is to be given the opportunity to thoroughly understand and agree to the functionality of the planned software applications. This goal applies to the development of any initial software applications as well as to subsequent software releases.

GTECH Response:

For the development of any initial INTELLIGEN software changes as well as future changes, GTECH will walk through all SRS documents with the Lottery to ensure that all of the Lottery's business requirements are accurately understood and met. GTECH will submit all SRS documents, including any changes to existing SRS documents, to the Lottery for approval.

4.7.1.6

Conversion Strategy/Conversion Plan: Vendor is to provide a conversion plan for implementing the CMS at each Venue. The Lottery will be operating two CMS systems until the Conversion is completed. The plan includes processes and procedures for conversion to the new CMS, including risks, resources, any downtime, CMS functionality, and estimated timeframe. Alternate conversion strategies may be proposed and the proposal should weigh the advantages and disadvantages of each. The proposal is to contain a detailed conversion plan and time chart detailing the transition from the current CMS to the Vendor's CMS. The Venue plan is to identify the major milestones to be accomplished for the business requirements definition, equipment delivery, software programming, installation, testing, and file conversions. The plan makes clear where items are on the critical path for timely Conversion. (See ***Appendix 7 - LVL Venue Location Map*** *which provides information related to the physical location of LVL sites, detailed information will be provided subsequent to Contract award).*

GTECH Response:

GTECH has provided a detailed conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits tab, which will provide the tentative details related to the implementation of the CMS at each venue. The Conversion Plan will be revised once the opportunity to meet with the Lottery to define detailed conversion, pilot, and rollout requirements is available and finalized within 60-days of contract award, per RFP Section 4.7.1.1.

The Conversion Plan accommodates all requirements of Section 4.7.1.6.

A summary strategy for the conversion has been provided in the response to Section 4.7.1.1.

4.7.1.7

Responsibilities of the Vendor's conversion team and the Lottery's conversion team are to be identified. Venue roles and responsibilities during conversion are also to be defined. The Vendor shall not proceed with the conversion plan until it is approved by the Lottery.

GTECH Response:

GTECH will schedule a series of meetings with the Lottery to finalize the requirements, timeline, and responsibilities of the conversion process immediately upon contract award. Resources will be identified within each organization to accommodate the needs regarding the conversion of data for the INTELLIGEN CMS and the venue roles required to redirect VLTs to INTELLIGEN and install new equipment and software.

The finalized Conversion Plan document will be approved by the Lottery before GTECH initiates activities related to the process.

Confidential information begins here.

[redacted]

GTECH

[redacted]

Confidential information ends here.

SECTION 4, 4.8
Training

Customized Training Programs Tailored to Fit the West Virginia Lottery Workflows

GTECH's customized training programs build bridges between the business users and the technology they will rely on.

GTECH Strengths

- The Lottery's specific business goals, policies, and process rules are used to bring real-world scenarios into the classroom to maximize the effectiveness of the learning.
- GTECH's tailored training program aligns with each functional group within the Lottery to ensure all personnel throughout the enterprise are equipped to operate the system efficiently.
- GTECH's robust seven-step training process ensures that the Lottery staff will be quickly operational and ultimately more productive by utilizing INTELLIGEN's advanced features.

GTECH's customized training approach and industry best practices will ensure that the Lottery staff fully masters the new system quickly, confidently, and with minimal disruption to normal work routines.

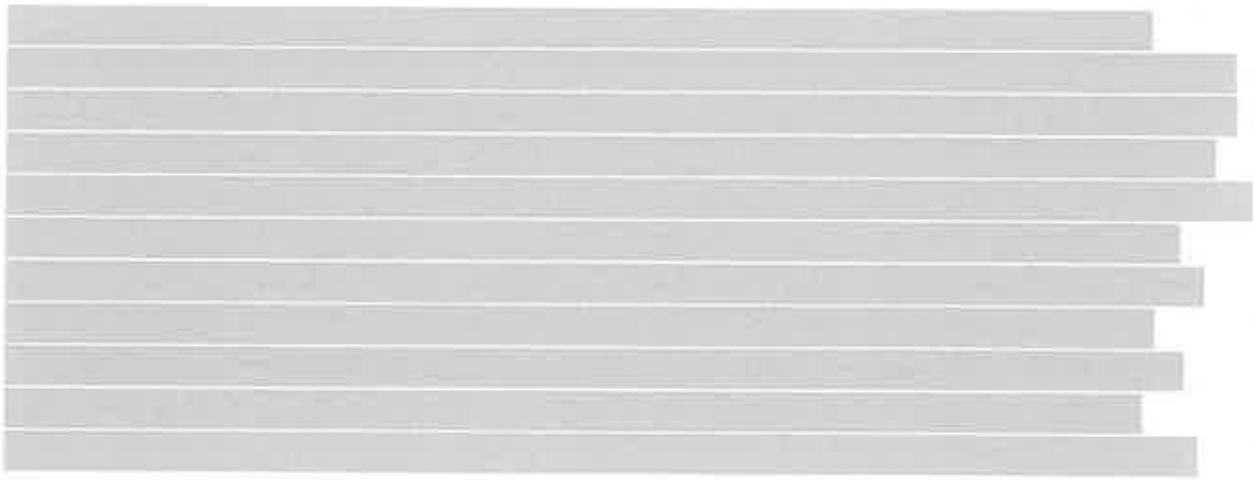
Attachment A

Vendor Response Sheet
Section 4, 4.8 Training

Please describe your plans to achieve the goals related to Training.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Training in the following responses to the RFP.

4.8
Training

4.8.1
Training Requirements (Training)

4.8.1.1

The CMS Vendor is to provide training on system operations and user interfaces for all applications. The Vendor provides the materials, equipment, training personnel, and temporary Venues for licensee training efforts. The Lottery will provide space for on-site training of Lottery employees.

GTECH Response:

GTECH provides a comprehensive training curriculum for the INTELLIGEN™ Central Management System (CMS) that addresses the needs of all audiences. GTECH will provide all training materials, equipment, training experts, the temporary venues for train-the-trainer of Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) operators and the GTECH staff identified to train licensees at their locations at time of install. GTECH also provides a dedicated Training Project Manager who oversees all aspects of the development and delivery of the training curriculum.

4.8.1.2

The Vendor response describes in detail the proposed training program for the Lottery, and any training that may be necessary for track or limited video Lottery site staff. (This is in addition to training supplied by the Vendor to its own staff, sub Vendors, consultants, and associated businesses.) The program description describes proposed materials, Venues, staff qualifications, sessions (including length and class size), and schedule.

GTECH Response:

Confidential information begins here.

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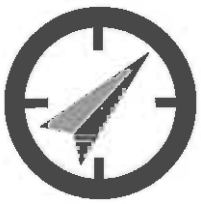
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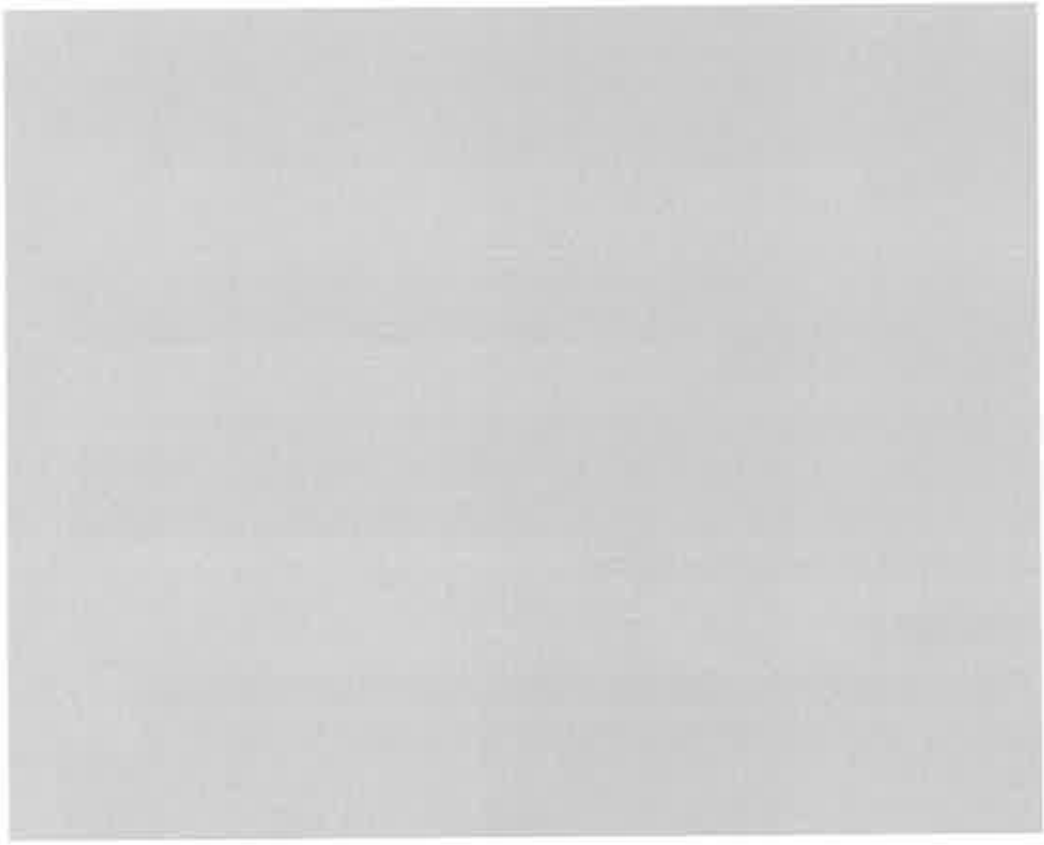
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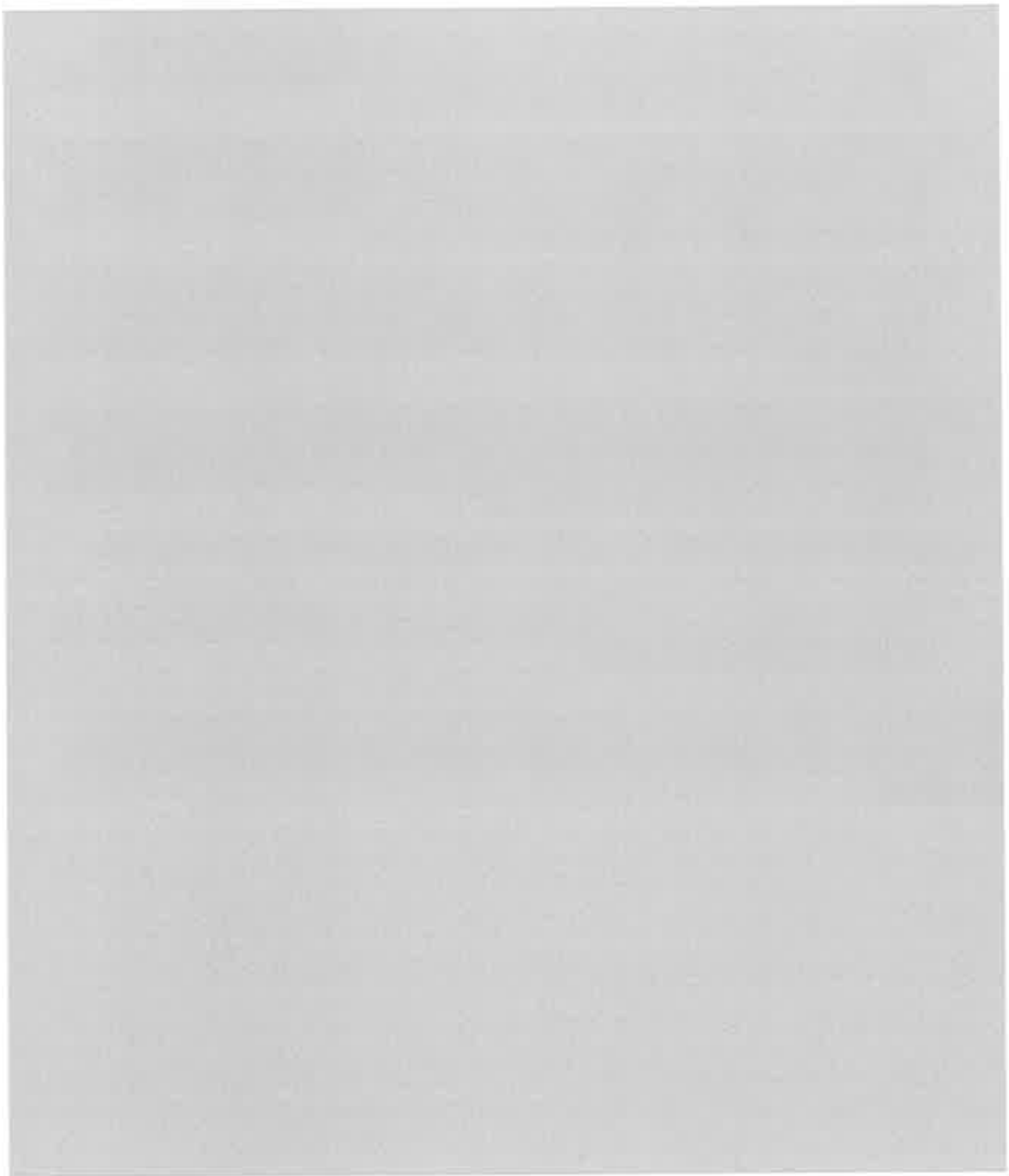
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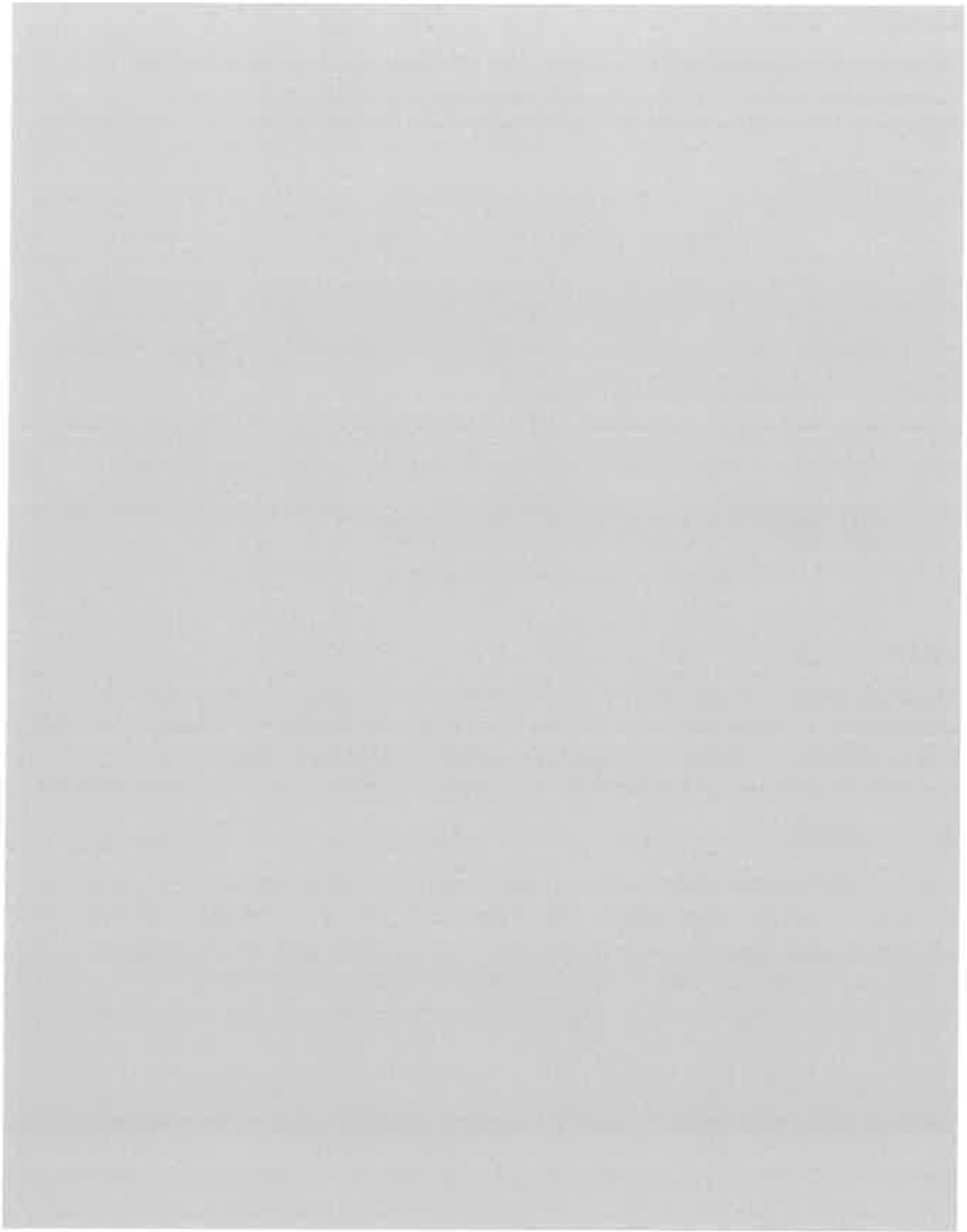




[redacted]

[redacted]





Confidential information ends here.

4.8.1.3

Materials include, at a minimum, (a) training and operational manuals on the correct use and management of the system and (b) updates to these materials with any system changes.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.8.1.4

The Vendor response includes plans for providing periodic training updates on an ongoing basis throughout the life of the contract and as necessary with upgrades or system modifications in addition to the provision of any training necessitated by upgrades or other system changes.

GTECH Response:

During the time period covered by the contract, additional training may be required to address staff turnover or changes in CMS functionality. GTECH will provide training at agreed-upon intervals to address these needs. Different training strategies (e.g., classroom, onsite, online, etc.) may be used to address these periodic training needs, as agreed to by both the Lottery and GTECH.

SECTION 4, 4.9

Acceptance Testing

GTECH Offers a Comprehensive Customer Acceptance Testing (CAT) Process Based on 35 Years of Experience

GTECH has successfully worked with various commissions, gaming regulators, and third-party certification labs around the world resulting in the industry's most comprehensive CAT process.

GTECH Strengths

- The Lottery can deploy the new CMS with confidence by implementing a thoroughly tested system leveraging GTECH's extensive tests documented by a dedicated team of expert Quality Assurance (QA) Engineers who ensure that all of the Lottery's requirements are met.
- GTECH will support the Lottery throughout the CAT process with highly qualified test engineers both on-site and remotely, depending on the Lottery's needs.

GTECH's experienced and dedicated team of QA Engineers will strive to ensure quality and provide the support required to meet the Lottery's CAT goals.

Attachment A

Vendor Response Sheet
Section 4, 4.9
Acceptance Testing

Please describe your plans to achieve the goals related to Acceptance Testing

GTECH Response:

GTECH understands the need for comprehensive Customer Acceptance Testing (CAT) and has executed acceptance testing processes with lottery jurisdictions worldwide over the past 35 years.

GTECH understands the need for comprehensive Customer Acceptance Testing (CAT) and has executed acceptance testing processes with lottery jurisdictions worldwide over the past 35 years. GTECH will provide the West Virginia Lottery with an opportunity to perform the testing itself or use a third-party test lab. The results of these tests will determine whether the Lottery accepts the Central Management System (CMS) based on the following guidelines:

- The Lottery will define the pass/fail criteria for each of the Acceptance Tests and test components. GTECH will present all new programs and changes to existing programs to the Lottery for testing prior to installation.
- GTECH will not install any software, including network applications and CMS applications, prior to receiving the Lottery's approval in writing. GTECH, as part of the CAT, will be responsible for the quality of the system and related software releases.
- GTECH understands that the Lottery's approval to implement the software based on CAT results does not diminish GTECH's responsibility for software quality.
- GTECH understands that CAT is a cooperative effort between the Lottery and any third-party suppliers. GTECH will work to accommodate other parties that have been awarded a place in the Lottery's overall solution.
- GTECH will ensure the availability of Quality Assurance (QA) resources to assist the Lottery in conducting and evaluating the Acceptance Testing.

GTECH further describes its plans to achieve the goals related to Acceptance Testing in the following responses to the RFP.

4.9
Acceptance Testing

4.9.1
Acceptance Requirements (Acceptance Testing)

4.9.1.1

Initial Acceptance of CMS: At the Vendor's sole cost, the CMS is to be tested and certified, at a minimum, by an independent test laboratory which the Lottery has selected to provide testing services associated with video lottery. The Vendor response provides an additional system, which is of the same architecture, but not necessarily the same size, at the independent testing laboratory for testing purposes. This system is intended to be used for acceptance testing of the new CMS, as well as system upgrades, and to conduct interoperability testing on VLTs designed to communicate with the CMS.

GTECH Response:

GTECH will provide two CAT environments, one of which will be designated for the independent testing laboratory.

Test system specifications were previously described in Section 4.1.1.16, and relevant information is repeated below.

Each test environment will be a logical representation of the Primary Data Center (PDC) environment, with an identical configuration that is fully capable of supporting all functional testing needs.

The proposed test environments will utilize a simplex configuration CMS consisting of each functional component of the production CMS server architecture, as well as the terminal equipment necessary to represent Casino and Limited Video Lottery (LVL) venues. The CMS and terminal equipment will support both the Slot Account System (SAS) and Game-to-System (G2S) VLT protocols.

Each proposed system will take advantage of server virtualization to improve efficiency, availability, and flexibility.

GTECH agrees to bear the costs associated with the initial independent test laboratory acceptance and certification testing, using the Lottery's selected testing laboratory.

4.9.1.2

The Lottery will conduct acceptance testing during the initial installation of the CMS.

GTECH Response:

GTECH has read, understands, and will work with the Lottery to successfully accomplish this requirement.



GTECH Advantage

GTECH has worked with various lotteries, commissions, gaming regulators, and third-party certification labs for CAT of its CMS and has completed this testing in a wide variety of ways. We are confident in our ability to work with the Lottery and any third-party test lab the Lottery selects to satisfy this important requirement.

4.9.1.3

The Lottery, or its designee, will conduct a series of acceptance tests, which the Vendor is to support. To support acceptance testing, the Vendor is intended to have the PDC computer hardware, communications hardware, software, as well as video lottery controllers, and test VLTs installed and operational at least sixty (60) days prior to the scheduled conversion date for the first VLT Venue to become operational. At that time, the BDC is also to be ready for testing. Acceptance testing completion and approval is to be achieved prior to initiation of the field machine installations.

GTECH Response:

GTECH will have the PDC and Backup Data Center (BDC) computer hardware and software, as well as necessary components, installed at least 60 days prior to the scheduled conversion date. As outlined in the Project Plan, provided as part of the response to Section 3.2.7, GTECH will work with the Lottery during the project's initial phase to schedule and support the installation and testing phases.

4.9.1.4

Acceptance testing will include processing through daily, weekly, and monthly tasks, failover to the BDC and file backup and restoration testing.

GTECH Response:

GTECH will work in partnership with the Lottery and any chosen third-party test lab to successfully accomplish this requirement. GTECH has worked with various lotteries, commissions, gaming regulators, and third-party certification labs while undergoing CAT of its CMS and has completed this testing in a wide range of ways.

The fully operational test system GTECH will provide in a configuration similar to the PDC will ensure that all system testing will be verified on hardware and software identical to the production systems. GTECH enters CAT of its CMS only after it has completed and passed several cycles of its own system test.

As a part of GTECH's global CAT experience, some common tests routinely performed during this period include, but are not limited to, daily operational (downloading, game switching, site creation, etc.) and supervisory tasks (event monitoring and VLT network overviews), weekly invoicing adjustment, proofing and processing, as well as monthly (or ad hoc) reporting. It also consists of rigorous failover testing to secondary or tertiary systems (as needed) and the validation of environments that have been backed up and restored from their primary systems.

4.9.1.5

Venue Acceptance: The Lottery takes a comprehensive approach to Casino Venue acceptance and retains the right to perform any acceptance test that it deems necessary at any Venue. The results of these tests will determine whether the Lottery approves the Venue to implement the CMS. The Lottery has the sole right to determine the pass or fail decision for each of the Venue acceptance and test components.

GTECH Response:

GTECH will work with the Lottery and any chosen third-party test lab to successfully accomplish this requirement, including but not limited to, load testing with terminal message traffic to verify that the system is properly processing transactions from the Venue.

GTECH understands that Venue acceptance is dependent on the successful outcome of CAT.

4.9.1.6

The Lottery's Venue acceptance test script includes, but is not limited to, the following:

- *Validate diverse points of entry into venue;*
- *Validate disparate backbone paths;*
- *Validate CMS IDF complete (cable racks);*
- *Monitoring systems installed and operational;*
- *All terminations clean and labeled;*
- *CMS racks installed, secured, and functioning;*
- *All wires neat using horizontal and vertical management;*
- *All cabling/terminations (certified);*
- *CMS communicating to primary site, BDC, and Venues;*
- *CMS communicating to VLT banks; and,*
- *CMS communicating to each VLT.*

GTECH Response:

GTECH will support Venue testing, including but not limited to, the acceptance test scripts listed above. If desired, GTECH, with its vast experience in this area, can assist in creating additional acceptance tests.

4.9.1.7

The Lottery takes a comprehensive approach to acceptance testing after conditional approval from the external testing lab for conversion of the CMS and for subsequent software releases. Lottery shall have the right to perform any acceptance test that it deems necessary.

GTECH Response:

GTECH has read, understands, and will work with the Lottery to successfully accomplish this requirement.

4.9.1.8

Acceptance testing at the Lottery test laboratory shall last through a complete monthly billing cycle after conditional approval. The results of these tests will determine whether the Lottery accepts the CMS. The Lottery has the sole right for determining the pass or fail decision for each of the acceptance tests and test components and will notify the independent testing lab to issue final certification.

GTECH Response:

GTECH has read and understands the Lottery's need to perform a complete monthly billing cycle during CAT. GTECH routinely tests the billing cycles through its own internal system tests before handoff to the Lottery's CAT. GTECH also understands that the Lottery has the sole right to determine whether it accepts the CMS and will work in co-operation with the Lottery and the Lottery's chosen third-party test lab throughout the monthly billing cycle test to ensure acceptance is achieved.

4.9.1.9

The Lottery requires that acceptance testing be a cooperative effort between the Vendor and the Lottery. The Vendor response describes how the on-site test system is available to the Lottery and that operational resources are available to assist the Lottery in conducting and evaluating the acceptance testing.

GTECH Response:

Upon successfully completing internal testing, the GTECH Project Team, independent test lab, and assigned Lottery personnel will begin CAT. In preparation for this testing, GTECH will hold a training session, if necessary, for the Lottery staff on any impacts to the new CMS, ensuring the Lottery is adequately prepared to test the system. The GTECH project team, inclusive of QA resources, will also be on site just prior to and during CAT to support the Lottery with its CAT. GTECH will also have remote personnel available as needed.

4.9.1.10

During acceptance testing the Vendor is to provide on-site personnel capable of modifying the support systems and the CMS. The on-site personnel are to be assigned to the Lottery on a full-time basis during acceptance testing and be experienced with the specific hardware and software that is being tested.

GTECH Response:

GTECH will have an experienced team on-site during the CAT phase of the project. This team will provide support for all activities throughout the duration of CAT.

4.9.1.11

Performance Criteria: The Vendor response ensures that all CMS support, including any network, software, hardware, meets documented specifications and standards and is required to pass performance testing criteria and be approved by the Lottery in order to be in compliance with the Contract.

GTECH Response:

To ensure optimal performance, production specification systems will be subjected to a series of performance tests during the project implementation. GTECH will utilize the performance criteria defined by the Lottery to assure that the delivered solution meets or surpasses all performance requirements and is approved by the Lottery to be in compliance with the Contract.

Confidential information begins here.



[redacted]

Confidential information ends here.

4.9.1.12

Major central system tasks to be completed during the Lottery's acceptance testing of new CMS include, but are not limited to:

- *Install machines at a Venue;*
- *Machine moves;*
- *Machine software changes;*
- *Enable and disable a machine;*
- *Enable and disable of section of track or Venue;*
- *Enable and disable of Venue;*
- *Enable and disable of all machines on system;*
- *Enabling and disabling of VLTs based on full floor, zone, bank or individual VLT;*
- *Global disable of a game;*
- *Global disable of software;*
- *Global disable of binary files;*
- *Setup of software for games;*
- *Setup of software for site controllers;*
- *Downloading of software to site controllers;*
- *Setup of Venue start to finish;*
- *Make accounting adjustments;*
- *Make adjustments for billing (debit and credits) on invoices;*
- *Merging of files to create a binary image for software;*
- *Test format of EFT flat file;*
- *Verify TITO accuracy;*
- *Verify CMS and VLT general functionality and response time;*
- *Verify all CMS reporting and accounting is accurate and complete;*
- *Real-time polling of full set of VLT meters;*
- *Validating of full set of VLT meters;*
- *Perform validations and balancing accounting reports;*
- *Perform validations and balancing performance reports;*
- *Perform transaction look-ups;*
- *Test of distribution and response of monthly invoice;*
- *Validate and balance the results of a coin test during installation;*
- *Balance cash activity to machine financial data;*

- *Verify exporting of reports - all formats;*
- *Printing and validation of all security reports;*
- *Verify asset tracking software;*
- *Verify system venue circuit failover;*
- *Verify CMS failover;*
- *Verify Venue failure/site controller failure and data recovery when back online;*
- *Check for proper CMS response to thresholds by forcing the CMS to reach its failure levels (transactions, meters, etc.);*
- *Force VLT failures to verify proper system notification (including create print jams, disconnect power and communication cables, door opens, etc.);*
- *Force primary and backup system failures to verify proper CMS recovery (disconnect power and communication cables, improper CMS operation, etc.); and,*
- *Force VLT, network, and system failures by volume testing system performance in transaction rate and capacity.*

GTECH Response:

GTECH has read and understands that CAT will include, but not be limited to, the tests of major tasks of the CMS listed in the RFP.

ATTACHMENT B

Mandatory Specification Checklist

GTECH Meets and Exceeds All of the West Virginia Lottery's Mandatory Requirements

GTECH has completed the largest number of successful video lottery Central Management System (CMS) conversions in the gaming industry. The Lottery can be confident that GTECH has field-tested experts who will ensure that potential risks associated with a system conversion are minimal.

Attachment B

Mandatory Specifications Checklist
Section 4, 5
Mandatory Requirements

5.1

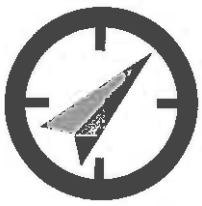
*The Vendor **MUST** have experience in the North American state regulated market with the installation, including conversion, of multiple video gaming networks in the past five years.*

GTECH Response:

We have more CMSs deployed than all other CMS suppliers combined. This requires an understanding of state-, province-, and country-specific regulations to ensure compliance.

GTECH understands the complexity associated with the implementation and ongoing support required for a gaming program as contemplated by the West Virginia Lottery. Many factors contribute to the overall success of this type of program. As the Lottery recognizes, one of the key success factors is the ability to monitor and control the program through an industry-proven Central Management System (CMS) provided by a company with the knowledge and experience to ensure success.

GTECH converted Quebec's Scientific Games Aegis platform to the GTECH INTELLIGEN™ solution and has the unique advantage of a previous history of converting the same platform utilized currently by the Lottery.



GTECH Differentiator

The Lottery will be positioned to benefit from GTECH's past experience and development efforts to assure a seamless conversion of data utilizing a trusted and proven process.

GTECH is a world leader in the development and deployment of the CMS solution. The following figure represents the extensive experience GTECH has with CMS implementation and support across all lines of the lottery industry throughout North America.

Figure 4, 5 – 1:
GTECH CMS Experience in North America

Jurisdiction	GTECH Contract Award Date	Implementation Type	Protocol
Pennsylvania Department of Revenue	2014	Venue-based	SAS
Rhode Island Lottery	2012	Venue-based	SAS
Western Canada Lottery Corporation (Saskatchewan)	2012	Distributed Wide Area	G2S
Alberta Gaming and Liquor Commission	2011	Distributed Wide Area	G2S
Atlantic Lottery Corporation	2011	Distributed Wide Area	G2S
Oregon State Lottery	2011	Distributed Wide Area	G2S
Manitoba Liquor & Lotteries	2011	Distributed Wide Area	G2S
Société des établissement de Jeux du Quebec	2010	Distributed Wide Area	G2S
Maryland State Lottery	2010	Venue-based	SAS
Kansas Lottery	2009	Venue-based	SAS
Louisiana State Police	2005	Venue-based	SAS

5.2

*The Vendor's Project Manager **MUST** have been involved in prior video gaming network conversions. In addition, that Project Manager **MUST** be assigned to the project through the final conversion process with significant on-site presence during major phases of the project.*

GTECH Response:

GTECH understands the need for a highly competent, certified Project Manager (PM) in this critical role. The PM assigned to this project, John Goncalves, is a Project Management Institute (PMI)-certified Senior PM who has successfully worked on multiple network conversions for GTECH. John will oversee the GTECH resources and the fulfillment of management activities and have a significant presence on site in West Virginia during major phases of the project. Project Management is a role which remains on the conversion project through its lifecycle and to the successful transition to the Services team upon project completion.

5.3

*The Vendor **MUST** propose alternatives to dial-up communications at the LVL locations. The Lottery believes that multiple technologies, including but not limited to limited dial-up, VSAT and cellular, will be required due to the locations of current LVL machines.*

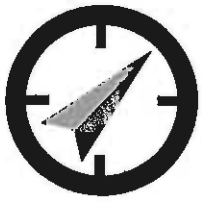
GTECH Response:

GTECH's communications systems support all industry-proven technologies available today, and we are always testing new technologies for the future. GTECH proposes using a combination of Multi-Protocol Label Switching (MPLS), Very Small Aperture Terminal (VSAT), and cellular technologies based on individual locations. As not all communications methods are available at all locations, having a suite of technologies permits the Lottery to have the best option available to connect a venue to the CMS, allowing for the greatest redundancy and diversity possible through the entire backbone to the Primary Data Center (PDC) and Backup Data Center (BDC) locations.

5.4

*The Vendor **MUST** support advanced communication protocols, at no additional cost to the Lottery, including G2S when the Lottery believes it is appropriate to start migration away from SAS. The Vendor does not have to support ICIS.*

GTECH Response:



GTECH Differentiator

The GTECH INTELLIGEN CMS supports G2S and SAS protocols. A Venue can have a mixture of G2S and SAS machines and be assured of dual protocol support.

While certain functions may be protocol-specific, or certain value-added features may be available only for a given protocol, the key functionalities, including venue management and monitoring, events, and financials storing and reporting, are implemented and provided to end users in a protocol-agnostic fashion. This includes the relevant database tables, Graphic User Interface (GUI) screens as well as on-demand and Advanced Business Intelligence (ABI) reports.

Our Site Controller functions in the same way; it supports both Game-to-System (G2S) and Slot Account System (SAS) protocols without any modifications to the software. These two protocols are controlled by the system configuration.

5.5

*Vendor **SHALL** schedule meetings relating to the Project Plan at dates and times approved by the Lottery upon Contract Award.*

GTECH Response:

GTECH has read, understands, and will comply with this requirement.

5.6

*Hardware and Software: The components of all hardware and software **MUST** be new and unused. Hardware and software **MUST** be compliant with current electronic technology standards (such as IEEE and ANSI) and be of then-current manufacturer model equivalent or better equipment in the event a proposed device is phased out or replaced.*

GTECH Response:

All infrastructure provided with the GTECH INTELLIGEN CMS will be new and unused. The equipment will comply with current electronic technology manufacturing frameworks and be of current manufacture by the supplier at the time of purchase.

GTECH utilizes an ongoing review process to assure that the technology used for each delivery or infrastructure update is current and not at risk of reaching end-of-life in the immediate future. The technology stack and related patch levels are reviewed regularly to assure that each component remains serviceable for the life of the contract.

Upon notification that a component must be upgraded or replaced in order to maintain service support, GTECH will alert the Lottery of the issue and propose a strategy and timeline for a compatible upgrade or replacement.

5.7

*All CMS hardware and software **MUST** be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.*

GTECH Response:

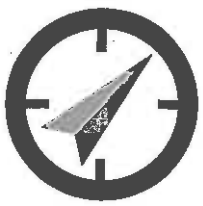
GTECH will license the delivered hardware infrastructure to the Lottery as required. GTECH's licensing agreements with our vendors prohibits the ability to assign licensed software to the lotteries we contract with and invalidates the ability for GTECH to support and maintain the software for the Lottery. During the requirements phase of the project, GTECH will work with the Lottery to assure that benefits achieved by the Lottery's ownership of the licenses are still met under GTECH ownership. GTECH will install, support, and maintain the hardware and software licenses as required for each deliverable in the solution.

5.8

*If a Vendor proposes the use of technologically-equivalent equipment in lieu of either controllers or modems, or both controllers and modems, the Vendor **MUST** provide live site demonstration of this equipment solution as it is actually installed in another jurisdiction or business application.*

GTECH Response:

GTECH does not propose an alternative to Site Controllers as the means for managing Video Lottery Terminals (VLTs). GTECH's i-LINK and Multiple Terminal Site Controllers (MTSCs) provide localized functionality that will assure that VLTs remain playable, while providing additional functionality for localized VLT monitoring and report generation. GTECH's Site Controllers allow for the local servicing of transactions should the Wide Area Network (WAN) become temporarily unavailable. In addition, Site Controllers are equipped with localized VLT management functionality that would not otherwise be available to the retail location. For locations with G2S VLTs, the GTECH Site Controller acts as a G2S host, as well as a staging area for downloadable games.



GTECH Differentiator

GTECH's network solution will utilize a higher bandwidth alternative to a low volume modem. The network solution will allow the Lottery and retailers to communicate with a more robust technology, while accommodating the greater bandwidth requirements of G2S and game downloading. GTECH agrees to provide a live-site demonstration of the proposed network equipment as a part of the evaluation process in a timeframe to be determined by the Lottery.

5.9

*Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software **MUST** also pass user acceptance testing by the Lottery, and be approved by the Lottery.*

GTECH Response:

GTECH has read, understands, and will comply with this requirement.

5.10

*Vendor **MUST** also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.*

GTECH Response:

The GTECH INTELLIGEN CMS is capable of providing progressive jackpot functionality to multiple manufacturers' VLTs compatible with the approved protocols in an online, wide-area environment. INTELLIGEN supports simple driven SAS progressives as well as mystery and stand-alone progressives for the G2S protocol.

GTECH has delivered a multi-level, wide-area, linked progressive jackpot in Italy which has been creating excitement at VLT Venues across the country since June 2010 with payouts as high as €500,000 ($621,450 USD). As of November 2014, the jackpot solution has been installed in Italy on 10 separate VLT networks, each with its own INTELLIGEN CMS. The progressive is currently being offered on more than 19,000 VLTs, including two of the largest VLT lotteries in Italy: Lottomatica and GameNet. The Lottomatica network currently includes close to 800 Venues with a total of more than 7,500 VLTs, and the GameNet network includes more than 600 Venues with more than 3,400 VLTs. The jackpot celebration ties in seamlessly with the base games, driven by multiple progressive levels that encompass both wide area and local groupings. This solution provides the flexibility of adjusting the frequency and award amounts for regional and local play levels, while maintaining a branded progressive product across the entire jurisdiction.



GTECH Advantage

GTECH is building upon the success of our initial mystery progressive and will be releasing the next generation Multi-player Mystery Jackpot (MMJ) application for Go Live in the distributed Video Lottery market in 2016.

MMJ is designed to increase revenues by attracting additional play by enhancing the player experience and offering the possibility of a life-changing jackpot and the excitement of awarding many local jackpots. The jackpot system is configurable to suit a variety of market and regulatory requirements. It utilizes the Player User Interface (PUI) making it vendor-agnostic and providing a game-like jackpot experience that blends seamlessly with any supported base game.

MMJ is an optional INTELLIGEN feature that is an evolution of the standard progressive solution, based on a centralized jackpot engine that controls all of the jackpot parameters. The jackpot engine can be configured for multiple levels and allows customers to create shared jackpots across the entire jurisdiction, within a group of Venues, or within a single Venue all at the same time. Leveraging the security and redundancy of the INTELLIGEN CMS, MMJ can provide Lottery operators peace of mind operating jackpots across an entire jurisdiction. The i-LINK Site Controller at each Venue stores and forwards all wagers and messages to ensure the integrity of the progressive even if system communications are interrupted.

MMJ can be deployed with GTECHs' first optional PUI-based progressive video lottery-based game, Vault Breaker, which provides a seamless game overlay that operates in conjunction with the base video lottery game with a jackpot communication pop-up designed to increase players' anticipation throughout their game play. A fraction of their wagers made on any base game supporting the progressive funds the jackpots automatically. MMJ will utilize the VLT main screen and top glass during an award, creating an enhanced player celebration experience.

MMJ offers a consistent player experience as the game theme operates in the PUI across all VLTs, helping to build jackpot brand equity throughout the network. It may be deployed across all VLTs independent of manufacturer, as long as the manufacturers support the Gaming Standards Association's (GSA's) PUI standard, HTML5 content, and use the G2S protocol. Additionally, the top screen of the VLT is used for branding the progressive, including displaying the progressive meter values. To add impact within the Venue, an overhead Liquid Crystal Display (LCD) can be connected to an i-LINK Site Controller to display current jackpot values and award celebrations within a Venue.

MMJ will be commercially available in several Canadian jurisdictions in 2016.

5.11

*Conversion Testing (Data Transfer/Conversion): The Vendor **MUST** import certain active data from the current CMS for use in the new system. This data may be exported from the current system in the form of a report, by file transfer, or other appropriate format. All data **MUST** be audited, reviewed, and approved by the Lottery prior to being imported and after importation.*

GTECH Response:

GTECH utilizes a standardized test methodology for validating data converted from our customer's legacy systems to the INTELLIGEN CMS. GTECH's standard approach to conversion is to identify the required data to convert and create routines to export that data from the legacy system, transform it to accommodate the data schema of the INTELLIGEN system, and then load the data to the INTELLIGEN database. The testing process will include an initial analysis phase to assure that data of each type is exported properly. Once analyzed, the data will be transformed and loaded to INTELLIGEN, where it will again be validated. Initial tests will utilize small sets of test data to validate the conversion process on a reduced scale, followed by a full-scale test of production data. Conversion results will be validated initially by summarized data provided by the scripts upon both the export and load phases, and then again by running equivalent reports on both the legacy and INTELLIGEN systems.

5.12

*The Lottery requires a rolling conversion, or phase-in, of the new CMS. Under this approach, the VLTs at the casinos and LVL Venues **MUST** be converted to operate under the new CMS on a group at-a-time basis with minimal downtime and no loss of revenue. The Lottery will be operating two CMS systems during this time period with converted Venues operating under the new CMS which is the objective of this RFP and those awaiting conversion operating under the existing CMS.*

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

5.13

*Historical Data: The Vendor **MUST** convert at least 18 months of pre-existing data so that the Lottery will see a continuity of data in reports from before, during, and after the startup. The Vendor will develop a conversion process for historical data subject to the approval of the Lottery. Vendor's response **MUST** contain a description of this process detailing how and where this data will be stored and how it will be retrieved.*

GTECH Response:

GTECH has more experience in the conversion of data for existing and new clients than any other lottery services provider.

GTECH's expertise and experience in converting a variety of legacy solutions, including the Lottery's current Aegis platform, will assure a smooth transition to the INTELLIGEN solution as well as accurate data continuity for the required 18-months of data retention.

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

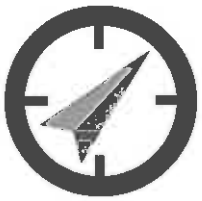
5.14

*VLTs and servers **MUST** communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia. At a minimum, the CMS is to meet GSA and SAS 6.02 Protocol Requirements.*

GTECH Response:

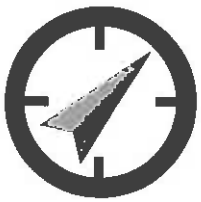
The INTELLIGEN CMS supports a variety of VLT protocols, including those defined by the GSA and SAS version 6.02. A portion of the response that follows contains information from similar requirement responses within this RFP.

The INTELLIGEN CMS is capable of monitoring and tracking required events as defined by the G2S protocol. GTECH regularly works with the GSA to incorporate new functionality into the protocol. GTECH is an industry leader in the support of the GSA G2S protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of a given jurisdiction. We have worked with our customers to develop extensions to the G2S protocol that will address gaps within G2S, specifically to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA for inclusion into the G2S standard.



GTECH Differentiator

GTECH is a Platinum member of GSA and currently holds a seat on the board. In addition, we also have representatives on the G2S, S2S, GDS, and Transport committees.



GTECH Differentiator

GTECH has contracted 21 G2S-ready implementations with 17 currently deployed and four in various stages of deployment. Our implementation in Italy was the world's first implementation of G2S in a distributed gaming market.

The INTELLIGEN CMS supports SAS versions 5.10 and higher. Earlier versions may be accommodated where required and mutually agreed-upon. The INTELLIGEN CSM is capable of polling the VLTs for events, assigning an accurate timestamp to events, and transmitting and storing them in the host database. The INTELLIGEN CMS generates event reports, by event(s), by terminal(s), by location(s), by time and date range, or any combination thereof. The SAS event will either be stored at the local Site Controller to be sent to the INTELLIGEN CMS in a batch, or forwarded, based on the priority and configuration parameters applied. The SAS protocol has reached end-of-life and is not expected to be modified beyond version 6.02; however, GTECH will accommodate any unanticipated updates in order to assure future compliance.

Although the requirements of this RFP do not specify conditions in which S2S support will apply, such as a compatible third-party system or interface, the GTECH INTELLIGEN solution is capable of supporting the protocol. S2S support will require additional infrastructure to manage the service. Should the Lottery define the need for functionality requiring S2S support, the INTELLIGEN CMS may be amended to support it.

The GTECH INTELLIGEN solution will support additional protocols as approved by the Lottery. During the requirements phase of the project, or at any time during the life of the contract, GTECH can accommodate additional protocol requirements as the needs of the Lottery grow.

5.15

*The CMS **MUST** be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.*

GTECH Response:

The GTECH INTELLIGEN CMS is capable of accepting and processing machine- and game-level financial (dollars and cents) adjustments as well as game-count adjustments, both at the VLT level. The system can also accept and process venue-level adjustments.

Financial adjustments will carry through relevant GUI screens and reports. Moreover, selected GUI screens and reports allow end users to view financials with or without adjustments. Financial adjustments are included in invoice processing and calculations.

The system supports various methods of posting and accepting or rejecting adjustments. The methods include the single GUI screen as well as batch-file processing. Both options allow for providing reasons for adjustments.

The adjustment functions can be limited based on user-group security rights.

Attachment B

Mandatory Specifications Checklist
Section 4, 6
Mandatory Deliverables

6.1
Project Deliverables

*The Vendor **MUST** comply with all requirements in this section related to report formats, timeframes and delivery. Each subsection **MUST** be addressed in the Vendor Response:*

6.1.1

Deliverable Submission and Acceptance Process: *For each written deliverable, draft and final, the Vendor **MUST** submit to the Lottery Project Manager one hard copy and one electronic copy.*

GTECH Response:

The GTECH Project Manager (PM) will submit one hard copy and one electronic copy of each written deliverable to the Lottery's PM and work hand-in-hand with this individual to ensure that all deliverables meet the Lottery's requirements.

6.1.2

Final Deliverable Drafts: *Drafts of all final deliverables are required at least two weeks in advance of all final deliverable due dates. Written deliverables defined as draft documents* ***MUST*** *demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors but* ***MUST:***

- *Be presented in a format appropriate for the subject matter and depth of discussion;*
- *Be organized in a manner that presents a logical flow of the deliverable's content;*
- *Represent factual information reasonably expected to have been known at the time of submittal;*
- *Present information that is relevant to the section of the deliverable being discussed;*
- *Represent a significant level of completeness towards the associated final written deliverable that supports a concise final deliverable acceptance process.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements, delivering all final drafts as early as possible and in as complete a form as is feasible.

6.1.3

Format of Final Deliverable: *Upon completion of a deliverable, the Vendor* ***MUST*** *document each deliverable in final form to the Lottery Project Manager for acceptance and memorialize such delivery in a receipt of deliverable form to be provided by the Lottery. The Lottery Project Manager* ***MUST*** *countersign the receipt of deliverable form indicating receipt of the contents described therein.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements, following a consistent and concise but complete format.

6.1.4

Acceptance Testing: *Upon receipt of a final deliverable, the Lottery Project Manager **MUST** commence acceptance testing or review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the Project Manager **MUST** issue to the Vendor notice of acceptance or rejection of the deliverables in a certified acceptance of deliverable form. In the event of rejection, the Vendor **MUST** correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the Lottery Project Manager who has specifically issued in writing a waiver for conditional continuance of project tasks. Once the Lottery's issues have been resolved and accepted by the Lottery Project Manager, the Vendor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH will also assist with this requirement as needed. GTECH supports a mutually agreed-upon customer acceptance test (CAT) period during which its development and operations support personnel will work together with the Lottery to complete testing.

During the CAT phases, GTECH will provide resources to address any issues that may arise out of these efforts. Post implementation, a Development Technical Lead will be assigned to coordinate all issues and activities related to the software. In addition, a Quality Assurance (QA) Analyst will coordinate efforts in conjunction with the Development Technical Lead assigned to the account.

6.1.5

Final Written Deliverables: *When presented for acceptance, a written deliverable defined as a final document **MUST** satisfy the scope and requirements of the RFP for that deliverable. Final written deliverables **MUST** not contain structural errors such as poor grammar, misspellings, or incorrect punctuation and **MUST**:*

- *Be presented in a format appropriate for the subject matter and depth of discussion;*
- *Be organized in a manner that presents a logical flow of the deliverable's content;*
- *Represent factual information reasonably expected to have been known at the time of submittal; and,*
- *Present information that is relevant to the section of the deliverable being discussed.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

6.2
Manuals

*The Vendor **MUST** provide manuals and schematics as discussed in this section, including timeframes for delivery. Each subsection **MUST** be addressed in the Vendor Response:*

6.2.1

Electronic Documents: *The Vendor **MUST** provide, electronically to the extent possible, all associated operation manuals, service manuals, and relevant schematic diagrams, such as network circuit diagrams. Any customization of third party software **MUST** be documented. Operation manuals and service manuals **MUST** be expressed in terms that are directly relevant to the approved and installed CMS and searchable electronically.*

GTECH Response:

It is part of GTECH's strategy to provide most of the documentation in electronic form. To the extent possible, GTECH will provide the aforementioned materials in electronic form. This will include any third-party software that may need to be customized.

6.2.2

Service Manuals: *All service manuals **MUST** accurately depict the CMS which the manual is intended to cover.*

GTECH Response:

All GTECH INTELLIGEN™ user manuals will accurately depict the CMS being deployed. User manuals will be developed throughout the project to reflect Lottery-specific requirements and customizations. Deliverable dates will be mutually agreed-upon on a per document basis during the requirements phase of the project, but are generally assumed to be available prior to Go Live.

6.2.3

Circuit Schematics: *All circuit schematic diagrams* ***MUST:***

6.2.3.1

Accurately depict the PDC and BDC communications network(s) and wiring at each Venue (when such diagram becomes available);

GTECH Response:

GTECH will provide circuit diagrams that are developed specifically for the equipment utilized by the Lottery and related Venues. Diagrams will accurately depict the PDC, BDC, and Test communications networks, as well as the wiring at each Venue. System diagrams will be available upon the completion of the requirements phase of the project. Diagrams for Venues will be developed as the Venue information becomes available.

6.2.3.2

Provide adequate detail with clear wording and visual images so that qualified technical staff may perform an evaluation on the design of the component; and,

GTECH Response:

GTECH will provide circuit diagrams that follow industry-standard formatting conventions. Diagrams will be complete with adequate detail, clear wording, and visual images to ensure ease of comprehension.

6.2.3.3

Be professionally drafted and kept up-to-date at all times.

GTECH Response:

GTECH will provide circuit diagrams that are professionally drafted and revised as changes occur throughout the life of the contract.

GTECH

6.2.3.4

*Updates **MUST** be submitted simultaneously with any testing submission.*

GTECH Response:

GTECH will submit circuit diagram updates as changes occur. In each case, GTECH will deliver the updated diagrams prior to testing modifications.

6.2.4

***Preliminary Documents:** All preliminary documents **MUST** be delivered within thirty days of contract execution and Notice to Proceed so that the Lottery and Vendor may collaborate during the business analysis phase to ensure that the CMS is developed with a mutual understanding of the Lottery's business processes and practices.*

GTECH Response:

Baseline System Operability documentation will be delivered within 30 days of contract execution and Notice to Proceed. At this time, GTECH will also be ready to commence the business analysis phase of the delivery.

By signing and dating this attachment, GTECH acknowledges that it meets or exceeds each of these specifications as outlined in 4.5 of Section Four: Project Specifications.

Authorized Signature: Joseph S. Gendron

Joseph S. Gendron, Senior Vice President, United States

Date: 2/26/15

Attachment C

Cost Sheet

Please refer to the separately sealed Cost Proposal.

Section 4, 7

Oral Presentations

7
Oral Presentations (Agency Option)

*The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. The Vendor is encouraged to present any information, in writing, that supports their proposal and this information **MUST** be cross referenced back to specific sections in its RFP response.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

7.1

Subsequent to review of the technical portion of the RFP, questions will be generated relative to each bidder and a consolidated list will be generated and sent to all bidders with oral presentations scheduled as applicable.

GTECH Response:

GTECH has read and understands the above requirements.

Exhibits

ABI Report Catalog

Baseline ABI DB Schema

Conversion Plan

DGM Database Operations Guide

ESTE Force Host Takeover

Failover BDC to PDC

Failover PDC to BDC

GTECH Financial Statements

GTECH Hotline Escalation Process

GTECH Officers & Directors

Key Personnel Resumes and Certifications/Degrees

On-Demand Report Catalog

PKI Server Clustering – PKI – PDC Takeovers

Project Gantt Chart

Recommended Workstation Specifications

Software Development Lifecycle Guidelines

Software Inventory List

Video Systems Architecture

West Virginia CMS Technology Team Organizational Structure

Exhibit

ABI Report Catalog

Confidential Information

Exhibit

Baseline ABI DB Schema

Confidential Information

Exhibit

Conversion Plan

Confidential Information

Exhibit

DGM Database Operations Guide

Confidential Information

Exhibit

ESTE Force Host Takeover

Confidential Information

Exhibit

Failover BDC to PDC

Confidential Information

Exhibit

Failover PDC to BDC

Confidential Information

Exhibit

GTECH Financial Statements

Exhibit

GTECH Hotline Escalation Process

Confidential Information

Exhibit

GTECH Officers & Directors

Officers and Directors

GTECH Corporation			
Name	**Title**	**Address**	**Date of Birth**
Donald Robert Switzer	Director, Chairman of the Board	250 Major Potter Road Warwick, RI 02886	8/26/1947
Jaymin Balvantbhai Patel	Director, President and Chief Executive Officer	199 Grotto Avenue Providence, RI 02906	7/22/1967
Joseph Gendron	Senior Vice President, United States	50 Rock Way, East Greenwich, RI 02818	11/19/1968
Declan James Harkin	Senior Vice President & Chief Operating Officer, International	255 Channel View Warwick, RI 02889	6/27/1961
Michael Kenneth Prescott	Senior Vice President, General Counsel and Secretary	322 Sleepy Hollow Farm Road Warwick, RI 02886	4/9/1966
Claudio Marco Demolli	Treasurer	49 Lawmarissa Road Newton, MA 02468	3/12/1967
Sandra Beaver	Vice President and Chief Financial Officer, GTECH Americas	6 Mitchell Drive, Foxboro MA 02035	9/3/1977
Alberto Fornaro	Director	30 Westfield Drive East Greenwich, RI 02818	11/24/1964
Victor Duarte	Senior Vice President & Chief Operating Officer, Spielo International	62 Great Road East Greenwich, RI 02818	10/11/1968

GTECH Holdings Corporation			
Name	**Title**	**Address**	**Date of Birth**
Jaymin Balvantbhai Patel	Director, President and Chief Executive Officer	199 Grotto Avenue Providence, RI 02906	7/22/1967
Alberto Fornaro	Director, Senior Vice President	30 Westfield Drive East Greenwich, RI 02818	11/24/1964
Michael Kenneth Prescott	Senior Vice President, Secretary and General Counsel	322 Sleepy Hollow Farm Road Warwick, RI 02886	4/9/1966
Claudio Marco Demolli	Treasurer	49 Lawmarissa Road Newton, MA 02468	3/12/1967

Officers and Directors

Invest Games, S.A.

Name	Title	Address	Date of Birth
Jaymin Balvantbhai Patel	Director	199 Grotto Avenue Providence, RI 02906	7/22/1967
Fabio Celadon	Director	83 Loring Avenue Providence, RI 02906	5/3/1971
Jean Stoffel	Director	1, rue de la Roche L-8081 Bertrange Luxembourg	4/1/1962

GTECH S.p.A.

Name	Title	Address	Date of Birth
Lorenzo Pellicioli	Chairman of the Board	Corso di Porta, Nuova 8 Milano, Italy 20100	7/29/1951
Marco Sala	Chief Executive Officer	Via Giulia 134 Roma, Italy 00186	3/23/1959
Marco Drago	Director	13, Via dei Cattaneo Novara, Italy 28100	2/11/1946
Paolo Ceretti	Director	126 Corso Dante Torino, Italy 10126	2/21/1955
Jaymin Balvantbhai Patel	Director	199 Grotto Avenue Providence, RI 02906	7/22/1967
Donatella Busso	Independent Director	Via Madonna Delle Rose 49-5 Flat 7 Turin, Italy 10134	6/30/1973
Alberto Dessy	Independent Director	44 Via Corridoni Milano, Italy 20122	2/17/1953
Anna Gatti	Director	225 26th Avenue, San Francisco, CA 94121	1/30/1972
Elena Vasco	Director	Via Giulio Uberti 9, Milan, Italy 20129	12/31/1964
Antonio Mastrapasqua	Director	Via Giuseppe Cuboni, 16, Rome, Italy	9/20/1959

Exhibit

Key Personnel Resumes and Certifications/Degrees

Ronald Babineau, PMP

Contract Title:
Client Delivery Project Manager

Contract Role:
Ron will provide program management support for the project and guidance to the core team to resolve issues quickly and liaise with GTECH senior management for any additional needed actions.

Current GTECH Title
Principal Project Manager

Professional Experience
Ron has more than 18 years of lottery experience and an additional six years of technical and Information Technology (IT) experience in state government and the financial sector. At GTECH, Ron's portfolio of lottery, video lottery, sports betting, and product development projects includes those in Québec, Sweden, Kansas, Maryland, Italy, Spain, the Multi-State Lottery Association (MUSL), Rhode Island, the Leeward Islands, Jamaica, and Pennsylvania. Ron has also consulted and assisted on numerous other gaming projects during his employment.

Ron is currently Principal Project Manager of the GTECH Project Management Office (GPMO) and responsible for all customer deliveries. He has a staff of more than 16 project managers and consultants located throughout the world who implement gaming systems and products for clients.

Before joining GTECH, Ron was involved in all aspects of IT projects and implementations for the State of Massachusetts and the Boston, Massachusetts, financial sector.

Education and Training
Ron has an M.B.A. from the University of Rhode Island and a Bachelor of Science degree in business management with a minor in computer information systems from Stonehill College. He has received Project Management Professional (PMP) certification from the Project Management Institute (PMI).

Employment History
GTECH Corporation: 1997 – Present
Principal Project Manager
Senior Project Manager, Gaming Solutions
Principal Project/Program Manager, Global Technology Group
Senior Project Manager, Global Technology Group
Project Manager, Global Technology Group

Stonehill College

The President and Trustees of Stonehill College
By virtue of the power vested in them by the Commonwealth of Massachusetts
and at the recommendation of the Faculty do hereby confer on

Ronald Patrick Babineau

the degree of

Bachelor of Science in Business Administration

together with all the honors, privileges and responsibilities appertaining thereto
as evidence that all requirements prescribed for that degree have been completed.
Given at North Easton, Massachusetts, this fifteenth day of May,
nineteen hundred and ninety-four.

Louis A. Manzo CSC
Academic Dean

Francis J. Mullin
Chairman of the Board of Trustees

Robert J. Krush, CSC
Vice-President

Brother Mac Phaidin, CSC
President

UNIVERSITY OF RHODE ISLAND

By authority of the Board of Governors for Higher Education and upon the recommendation of the University Faculty

Ronald P. Babineau

has been admitted to the degree of

Master of Business Administration

In witness whereof, this diploma is conferred at Kingston in the State of Rhode Island and Providence Plantations this nineteenth day of May, two thousand and two.

Sarah T. Dowling

Chairman of the Board of Governors for Higher Education

Robert A. Carothers

President of the University

Project Management Institute

THIS IS TO CERTIFY THAT

Ronald P. Babineau

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ricardo Triana • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

PROJECT MANAGEMENT INSTITUTE CORPORATE SEAL 1969

PMP® Number 56755

PMP® Original Grant Date 19 November 2002

PMP® Expiration Date 18 November 2015

PMI Project Management Institute

Thomas Bailey

Contract Title:
Network Specialist

Contract Role:
Tom will provide data communications design and implementation for primary, backup, and venue sites.

Current GTECH Title

Senior Network Engineer

Professional Experience

Tom has more than 20 years of data communications experience, the last 10 at GTECH. Tom's portfolio of lottery, video lottery, sports betting, and data communication projects includes Alberta, Saskatoon, Switzerland, Kansas, Maryland, Italy, the Multi-State Lottery Association (MUSL), Rhode Island, Oregon, Belarus, and Pennsylvania. Tom has also consulted and assisted on numerous other gaming projects during his employment.

Before joining GTECH, Tom was involved in all aspects of data communications projects and implementations for CVS Corporation.

Education and Training

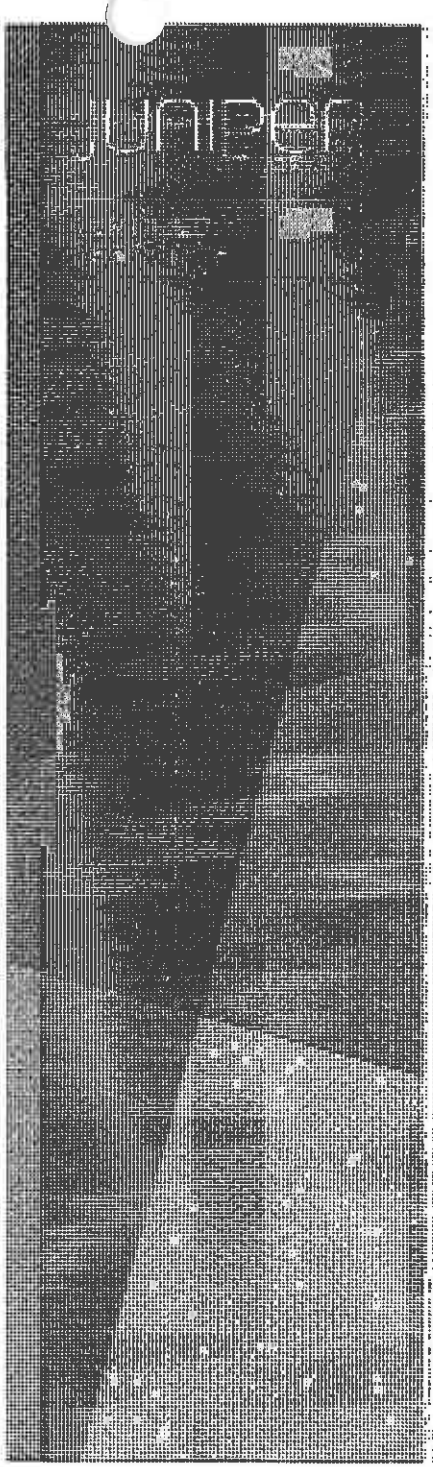
Tom has a Bachelor of Science in Computer Science from Wentworth Institute of Technology. He received his Associate of Science in Data Communications from New England Institute of Technology.

He has received certifications from Cisco Corporation and holds a certification from Juniper Networks.

Employment History

GTECH Corporation: 2006 – Present
Senior Network Engineer

CVS Corporation: 1996-2006
Network Engineer



CERTIFICATE OF ACHIEVEMENT

This certifies that

Thomas Bailey

is recognized as a

Juniper Networks Certified Associate

JNCIA-JUNOS (Associate, JUNOS)

Monday, February 28, 2011

Kevin Johnson
Chief Executive Officer

Pradeep Sindhu
Vice Chairman

Rachel Barber

Contract Title:
Senior Vice President and Chief Technology Officer: Gaming

Contract Role:
Rachel will provide technology executive oversight for the West Virginia CMS project and enforce software processes and standards that the software delivery teams will follow.

Current GTECH Title
Senior Vice President and Chief Technology Officer: Gaming

Professional Experience
Rachel possesses more than 22 years of global technology leadership experience in the technology industry. Her focus has been in the lottery and gaming sectors, and her broad experience includes executive leadership of world-wide organizations responsible for Research and Development (R&D), customer deployments of large scale software systems and infrastructure, professional services, technical sales, operational support and internal Information Technology (IT). Rachel oversees GTECH's internal IT functions as well as the development and deployment of GTECH's gaming products, including VLT and Casino systems and VLT/EGM products.

Rachel has achieved great results leading large global organizations comprised of more than 500 employees and more than 200 consultants geographically dispersed over six continents. Rachel has a long history of achieving enormous operating efficiencies through off-shoring and multi-sourcing of engineering roles and deliveries, consolidation and creation of technology centers, process and quality improvements through the implementation of Capability Maturity Model Integration (CMMI), as well as hands-on experience with mergers, acquisitions, and company integration activities.

Her key strengths include strong leadership and customer skills, a results-driven focus, and a willingness to embrace change.

Education and Training
Rachel has a Bachelor of Science degree in computer science from the University of Rhode Island.

Employment History
GTECH Corporation: 1991 – Present
Senior Vice President & Chief Technology Officer: Gaming
Vice President of Technology, Gaming Solutions
Vice President, Worldwide Software Engineering
Senior Technology Director
Technology Director
Software Manager II
Software Manager I
Senior Software Engineer
Software Engineer II
Software Engineer I
Associate Software Engineer

UNIVERSITY OF RHODE ISLAND

By authority of the Board of Governors for Higher Education
and upon the recommendation of the University Faculty

Rachel Marie Mathieu

has been admitted to the degree of

Bachelor of Science

In witness whereof, this diploma is conferred at Kingston in the
State of Rhode Island and Providence Plantations
this twenty-sixth day of May, nineteen hundred and ninety-one.

Chairman of the Board of Governors
for Higher Education

President of the University

Tim Bell

Contract Title:
Installation Specialist

Contract Role:
Tim will provide support for setup, installation, configuration, and deployments of the INTELLIGEN™ Central System and will assist with troubleshooting issues to resolve them quickly.

Current GTECH Title
Integration Analyst Senior

Professional Experience
Tim has more than eight years of lottery experience with three years of experience in Information Security. Tim's portfolio at GTECH includes an extensive background in Quality Assurance (QA) as a tester working on a vast array of markets including those in Sweden, Italy, ALC, AGLC, MLC, Oregon, Kansas, and Pennsylvania. Tim has also assisted and provided training on the INTELLIGEN Central System, has attended GSA courses, and has passed the G2S Certification extension exam.

Tim's current role at GTECH is Integration Analyst Senior. He sets up code branches and builds portals for development, handling of source code and binaries for each new release, integrating releases on internal systems, setting up, configuring and updating both internal and external central system software.

Education and Training
Tim has an Information Technology (IT) Diploma from CompuCollege in Information Security, with certifications in Network+ and A+ from CompTIA, and Microsoft Certified Professional from Microsoft.

Employment History
GTECH Corporation: 2006 – Present
Integration Analyst Senior, Central Systems
Quality Assurance Tester II, Central Systems

1418799



CompTIA®

A+® Certified Professional

This certifies that

Tim V Bell

has successfully completed the requirements to be recognized as a

CompTIA A+® Certified Professional

on **December 15, 2004**

COMP001003507512
CompTIA Career ID™ No.

John Venator
JOHN VENATOR, *President/CEO*

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Network+™ Certified Professional

This certifies that

Tim V. Bell

has successfully completed the requirements to be recognized as a

CompTIA Network+™ Certified Professional

on **November 17, 2004**

COMP001003507512
CompTIA Career ID™ No.

John Venator, *President/CEO*

COPY COPY COPY

Microsoft
CERTIFIED
Professional

TIM BELL

MCP

MCP ID#3410145
Certified Since 2005

CERTIFICATE
of completion

GAMING STANDARDS ASSOCIATION™
GSA UNIVERSITY

The Gaming Standards Association hereby certifies that

Tim Bell

is recognized by the GSA University as a

G2S Certified Engineer - Basic

for successfully completing the GSA University Certified Engineer Program requirements

Awarded on **March 5, 2010**.

Lisa Lobschaud

Educational Director, Gaming Standards Association

GAME TO SYSTEM
CERTIFIED ENGINEER

Anthony (Tony) Blair

Project/Contract Title:
Systems Engineer

Project/Contract Role:
Tony will serve as the Systems Engineer for the West Virginia program, acting as the senior technology engineer assigned to system delivery and technical oversight. He will address technical project issues and coordinate the transfer of the technical business strategy. He will also coordinate the technical review of the delivery and serve as the senior technical advocate from the delivery team for driving back changes from the project team. Tony brings industry knowledge of technical products, services, and solutions as well as an in-depth knowledge of GTECH systems. He enforces compliance with GTECH Intellectual Property Policy throughout delivery, working with the project manager and legal team as necessary. Tony will be the senior technical liaison between the West Virginia Lottery and GTECH.

Current GTECH Title
Senior Systems Engineer

Professional Experience
Tony has more than 19 years of experience with GTECH in roles of increasing responsibility. In his current role as Systems Engineer, Tony has successfully overseen the design and implementation of the delivery of a new Central System and terminal network for the Alberta Liquor and Gaming Commission (Canada).

Prior to his role as a Systems Engineer, Tony served for 12 years as an Operations Support Specialist, providing service to all phases of system delivery and post-live services support. Tony acted as the primary technical support contact for all deliveries in his jurisdiction and assisted in the design, development, documentation, testing, and training associated with each customer delivery. He architected much of the daily operational processes and captive menu interfaces in use by the GTECH INTELLIGEN™ central system solution and introduced automation routines to daily operational server maintenance.

Tony has experience implementing and supporting traditional lottery and video lottery deployments in the U.S., Canada, Europe, and Australia.

Education and Training
Tony has a Bachelor of Science degree in Business Administration from Oregon State University. He also has a Foundation Certificate in IT – Service Management from the Information Technology Infrastructure Library (ITIL).

Employment History
GTECH Corporation: 1995 – Present
Principal Systems Engineer
Operations Support Specialist

Oregon State University

To all to whom these letters may come, Greeting

The State Board of Higher Education, by virtue of the authority vested in it by law, and on recommendation of the Faculty Senate, has conferred on

Anthony Todd Blair

the degree of

Bachelor of Science

Business Administration

with all the rights, privileges, and honors thereto appertaining.

In testimony whereof we have subscribed our names and impressed the seal of Oregon State University on this diploma at Corvallis, Oregon, this twelfth day of June, Nineteen Hundred and Ninety-four.

Thomas A. Bartlett
Chancellor of the State System of Higher Education



President of Oregon State University

President of the Board

certificate ITIL

Foundation Certificate in IT- Service Management

presented to

ANTHONY BLAIR

13 July 2006

J.P. van Nieuwstadt
managing director

Certificate number: 231621-8863

The ITIL certification scheme is officially supported by:

itSMF

OGC Office of Government Commerce

EXIN
Examination Institute for Information Science

Christopher Burke

Contract Title:
Infrastructure Project Manager

Contract Role:
Chris will coordinate the system development and communications procurement and installation plans. He will report to the Project Manager on the infrastructure portion of the project. He will be responsible for infrastructure resource assignments and tracking the installation progress to ensure the solution meets the specifications.

Current GTECH Title
Infrastructure Project Manager

Professional Experience
Chris has 14 years of experience planning and implementing Information Technology (IT) projects with a number of companies. His experience has spanned a wide variety of roles focused on project management, implementation, and testing. At GTECH, Chris is an Infrastructure Project Manager (IPM) in the GTS Group focused on hardware deliveries and implementations; in addition, he is the Portfolio Manager for all video and service-related projects. He has been an IPM on a variety of projects including projects in Switzerland and Italy. Other projects include Swiss Loro Video, Israel Enterprise Series (ES) Lottery, Sweden Video, Lottomatica Video Project (Italy), Gamenet Video (Italy), SNAI Video (Italy), Codere Video (Italy), SISAL Video (Italy), and Finland (online gaming).

Prior to his employment at GTECH, Chris worked for another international gaming solutions company, leading testing of alternative draws solutions. He also worked several years in Boston as an IT consultant to several Dot-Com companies.

Education and Training
Chris's education and training includes accounting courses at New Brunswick Community College in New Brunswick, Canada; the Open Group Architecture Framework (TOGAF) Enterprise Architect; Microsoft Certified Solutions Expert (MCSE); Cisco Certified Network Associate; and Information Technology Infrastructure Library (ITIL).

Employment History

GTECH Corporation: Infrastructure Project Manager Enterprise Architect Senior Network Engineer	2004 – Present
Smartplay International: Lead Technology Developer	2003 – 2004
MSG: Senior Information Technology Consultant	2000 – 2003

NEW BRUNSWICK COMMUNITY COLLEGE
COLLEGE COMMUNAUTAIRE DU NOUVEAU-BRUNSWICK

MONCTON

SHAWN CHRISTOPHER BURKE

Has successfully completed a program in

BUSINESS TECHNOLOGY - ACCOUNTING

and is hereby awarded this

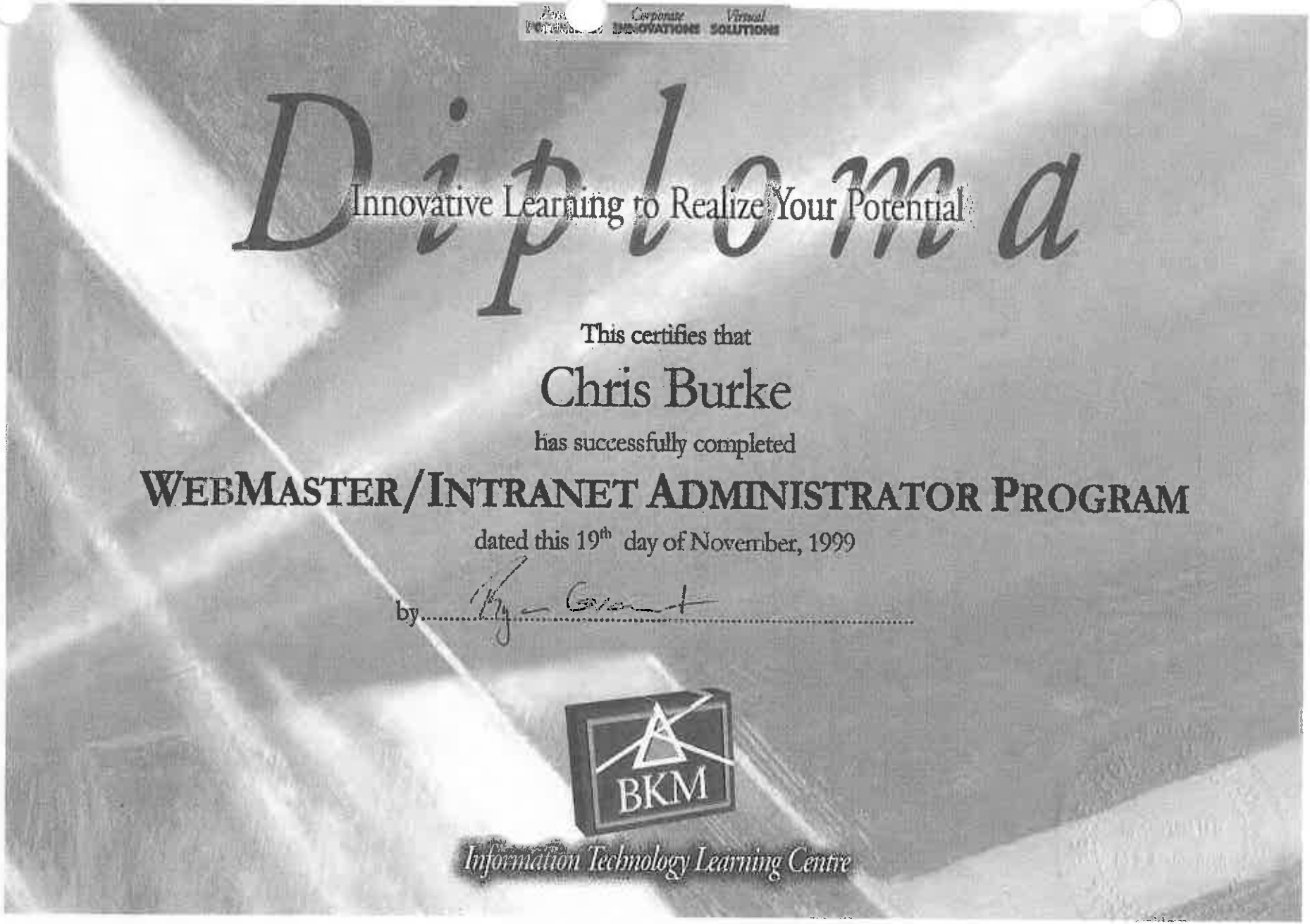
DIPLOMA OF TECHNOLOGY

Dated this 19th day of June 1985
at Moncton, N.B.

Minister

Principal

Department of Community Colleges
Ministère des collèges communautaires



BKM RESEARCH & DEVELOPMENT INC.
www.bkm.ca

Certificate of Excellence

CHRIS BURKE

Microsoft Certified Professional + Internet

*Has **successfully** completed the **requirements***

to be recognized as a

Microsoft Certified Professional + Internet

Microsoft

Signed by Bill Gates

Certificate of Excellence

CHRIS BURKE

Microsoft Certified Professional

Has ***successfully*** *completed the* ***requirements***

to be recognized as a ***Microsoft Certified Professional***

Systems Engineer

Microsoft

Signed by Bill Gates

Thomas Cahill

Contract Title:
Senior Director, Gaming Systems

Contract Role:
Tom will manage the GTECH software development team. This includes all product Research and Development (R&D), delivery-specific functionality, and service support after the initial system delivery. Tom will work with the Project Manager to provide the proper level of software support for the life of the contract.

Current GTECH Title
Senior Director, Gaming Systems

Professional Experience
With nearly 20 of experience in the public gaming industry, 19 of which have been in video lottery systems, Tom has served on all of GTECH's video projects. He currently serves as GTECH's Senior Director of Gaming Systems.

Tom has been involved in the design of a majority of GTECH's video technical deliveries and solutions and was responsible for the implementation of video and gaming systems for more than 30 lotteries, including those in the U.S., Brazil, Switzerland, Canada, Sweden, Italy, Jamaica, and Argentina.

Education and Training
Tom has a Bachelor of Science degree in electrical engineering from Western New England College and a Master of Science degree in computer science from the University of Rhode Island.

Employment History
GTECH Corporation: 1995 – Present
Senior Director, Gaming Systems
Senior Director, Video Systems
Video Software Manager
Systems Engineer
Host Engineer
Video Host Engineer
Software Project Manager
Video Technical Lead

Western New England College

BY THE AUTHORITY OF THE COMMONWEALTH OF MASSACHUSETTS

To all to whom these presents come, Greeting

In recognition of the completion of the prescribed course of study
the Board of Trustees of Western New England College has authorized

Thomas James Cahill

to the degree of

Bachelor of Science in Electrical Engineering

with all the rights, privileges, and obligations pertaining to this degree

In witness whereof we have caused this Diploma to be attested by the signatures of the President and the Secretary of the College and the Dean of the School and have affixed our corporate seal. Given at Springfield this nineteenth day of May in the year of our Lord nineteen hundred and eighty-five.

Lloyd E. Work Dean
School of Engineering

Alfred A. L. Rivoire
Secretary

Beverly H. Miller
President

UNIVERSITY OF RHODE ISLAND

By authority of the Board of Governors for Higher Education
and upon the recommendation of the University Faculty

Thomas J. Cahill

has been admitted to the degree of

Master of Science in Computer Science

In witness whereof, this diploma is conferred at Kingston in the
State of Rhode Island and Providence Plantations
this thirtieth day of December, nineteen hundred and ninety-four.

Chairman of the Board of Governors
for Higher Education

President of the University

Kevin Carey

Project/Contract Title:
Operations Lead

Project/Contract Role:
Kevin is responsible for GTECH's INTELLIGEN™ Central System Operations and is involved in project installation, configuration, testing, and support. He also supports post-project operations for customers worldwide. As Operations Lead, he will provide the Lottery with knowledge of operations strategies on a global level.

Current GTECH Title
Manager, Operations

Professional Experience
Kevin oversees the operations aspects of project installation, configuration, testing, and support, including development of operator system menus, system automation and monitoring, operations procedures, and operations training. He also provides post-project support for customers worldwide. Kevin has more than four years of operations project and support experience with numerous lottery customers.

In his prior capacity as Converged Communications Manager at Mohegan Sun Casino, Kevin managed the network, telephone, radio, and cable TV infrastructure, servicing a large casino resort complex.

Education and Training
Kevin has a Bachelor of Science degree Electrical Engineering from the University of New Haven. He also has Information Technology Infrastructure Library (ITIL) Foundation certification.

Employment History
GTECH Corporation: 2010 – Present
Manager, Operations

Mohegan Sun Casino: 2000 – 2010
Converged Communications Manager
Network Manager
Network Engineer
Network Administrator

University of New Haven

Upon the recommendation of the Faculty and by the authority vested in the Board of Governors, The University hereby confers upon

Kevin A. Carey

the degree of

Bachelor of Science

in recognition of the satisfactory completion of the prescribed curriculum in

Electrical Engineering

Cum Laude

and admits to all rights, honors and responsibilities appertaining to that degree.

Given at West Haven, Connecticut, on the sixteenth day of January one thousand nine hundred and ninety-three.

Chairman of the Board of Governors

UNIVERSITY OF NEW HAVEN • CONNECTICUT •

President of the University

iseb Qualifications from BCS

This is to certify that

Kevin Carey

has successfully demonstrated knowledge to meet the requirements of the

ITIL® Version 3
Foundation Examination

Candidate Number

sr7097319

Prometric

Date

28/12/2010

David Clarke
BCS Chief Executive

ITIL®

APM GROUP

OGC

ITIL® is a Registered Trade Mark
of the Office of Government Commerce in the United Kingdom and other countries
The Swirl logo™ is a Trade Mark of the Office of Government Commerce
The OGC logo® is a Registered Trade Mark
of the Office of Government Commerce in the United Kingdom



Matthew Cedor

Contract Title:
Regional Vice President, GTECH Americas

Contract Role:
Matt leads cross-functional GTECH operations teams in serving clients throughout the U.S. market. Matt guides the organization in delivering GTECH's "Customer First" philosophy regarding a full range of product solutions including iLottery and iGaming, lottery central system solutions, scratch ticket games, and video lottery services. Matt has been with GTECH for more than 20 years in various roles, including site operations, business development, product marketing and management, and project management, in both U.S. and international markets.

Current GTECH Title
Regional Vice President, GTECH Americas

Professional Experience
Since July 2013, Matt has overseen all sales and operations activities in Region II of the U.S. market, which spans 14 states, from Maine to Arizona. Matt leads the operations teams in each state to provide continued delivery of GTECH's "Customer First" philosophy. Matt has extensive experience in a number of roles, providing clients with appropriate technology, service, and operational management solutions to help them achieve or surpass their goals.

Matt will work with GTECH's delivery teams and local staff to ensure that all delivery timelines, requirements, and expectations are clearly communicated and met in order to achieve the Lottery's desired goals.

From January 2012 – June 2013, Matt established the System Operations group by consolidating and integrating responsibilities and staff from four separate departments. Matt led all operational activities in GTECH's gaming data centers servicing five jurisdictions on three continents. Matt also provided consistent first- and second-level support for staff and infrastructure for product sale customers worldwide.

From 2008 to 2012, Matt held overall accountability for the Rhode Island Lottery (RIL) account as GTECH's Account Development Manager (ADM), working with the RIL to generate more than $350 million annually for the state. Matt oversaw staff and infrastructure for both traditional and video lottery business lines as well as scratch ticket printing services as a secondary printer for the RIL.

Education and Training
Matt received a Bachelor of Arts degree in political science and an MBA degree, both from the University of Rhode Island. He is also Project Management Professional (PMP)-certified from the Project Management Institute (PMI).

Employment History
GTECH Corporation: 1993 – Present
Regional Vice President
Sr. Director, Data Center and System Operations
Account Development Manager, Rhode Island
Director of Business Development, Gaming Solutions
Director of Operations, Gaming Solutions
Product Manager, Gaming Solutions
Network Technologies Training Manager
Gaming Software Section Manager
Gaming Operations Manager, Oregon
Operations Analyst



UNIVERSITY OF RHODE ISLAND

By authority of the Board of Governors for Higher Education and upon the recommendation of the University Faculty

Matthew E. Cedor

has been admitted to the degree of

Master of Business Administration

In witness whereof, this diploma is conferred at Kingston in the State of Rhode Island and Providence Plantations this twentieth day of May, two thousand and one.

Sarah T. Dowling

Chairman of the Board of Governors for Higher Education



Robert Carothers

President of the University

CENTENNIAL

UNIVERSITY OF RHODE ISLAND

By authority of the Board of Governors for Higher Education
and upon the recommendation of the University Faculty

Matthew E. Cedor

has been admitted to the degree of

Bachelor of Arts

In witness whereof, this diploma is conferred at Kingston in the
State of Rhode Island and Providence Plantations
this fourteenth day of August, nineteen hundred and ninety-two.

Chairman of the Board of Governors
for Higher Education

UNIVERSITY OF RHODE ISLAND 1892

President of the University

Robin Chantaj

Contract Title:
Technical Lead

Contract Role:
Rob will lead the development team through the design and implementation of the project, providing a successful and quality delivery within budget and on schedule. After the system goes live, he will provide ongoing software support.

Current GTECH Title
Principal Software Developer

Professional Experience
Rob currently serves as GTECH's Technical Lead for the Maryland State Lottery's video services. He is a key contributor to the video baseline Enterprise Series Transaction Engine (ESTE) development team and the primary ESTE baseline release resource.

Although he has been a GTECH employee for the last eight years, Rob actually has 24 years of experience providing GTECH solutions. As a Senior Software Developer for CAS Consulting in Toronto, Ontario, Canada, he worked exclusively on GTECH projects. He is experienced in all aspects of the software life cycle, including requirements clarification, scope, design, development, implementation, and delivery.

Rob has progressed as a GTECH software resource in various disciplines, from online point-of-sales application and graphical user interface development to back-end transaction-processing applications. He has extensive experience in online lottery, pari-mutuel sports and racetrack, commercial services, and video back-end processing. He has been a key member on many project teams supporting GTECH clients, including Dansk Tipstjeneste, Svenska Spel, Singapore Pools, Française des Jeux, Swiss Loro, and, most recently, GTECH's video clients in Italy, Sweden, Pennsylvania, Maryland, and Oregon.

Rob was the Transaction Engine Technical Lead of GTECH's GOLS200 delivery to Les Française des Jeux National Lottery in 1999. He headed the technology transfer to Française des Jeux transaction engine developers and provided services support and change requests until 2002.

Education and Training
Rob has a Bachelor of Science degree in physics from the University of Waterloo in Waterloo, Ontario, Canada.

Employment History
GTECH Corporation: 2006 – Present
Principal Software Developer

CAS Consulting: 1989 – 2006
Senior Software Developer

The University of Waterloo

on the recommendation of the Senate
hereby signifies that

Robin Charles Chantaj

has fulfilled the requirements for the degree of

Bachelor of Science

(Honours Physics)

and has been granted admission to that degree with all the rights and privileges thereto appertaining. In witness whereof we attach our names, and the seal of the University.

Douglas Wright.
President and Vice-Chancellor

C. T. Boyes
Registrar



Don Brodie.
Dean

This twenty-seventh day of May
nineteen hundred and eighty-eight.

CERTIFICATE OF COMPLETION

THIS DOCUMENT CERTIFIES THAT

Rob Chantaj

HAS SUCCESSFULLY COMPLETED
THE PROGRAM IN

J2EE Part 1 – Web Component Development with Servlet & JSP

OFFERED BY THEMIS, INC. ON

November 6 – 10, 2006



Themis inc. Training • Software • Consulting

Certificate of Completion

The Gaming Standards Association hereby certifies that

Robin Chantaj

is recognized by the GSA University as a

G2S Certified Engineer - Basic

for successfully completing the GSA Certified Engineer Program requirements.

Awarded on **April 17, 2009**.

CERTIFIED ENGINEER G2S

Educational Director,
Gaming Standards Association

GSA™ UNIVERSITY
GAMING STANDARDS ASSOCIATION



IBM Training

This certifies that

ROB CHANTAJ

has attended the course

DB2 Advanced SQL Workshop (CF132CE)

and in recognition thereof is awarded this certificate.



07/21/2006

Deborah Cameron
General Manager,
IBM Education Services



IBM Training

This certifies that

ROB CHANTAJ

has attended the course

DB2 Stored Procedures Programming Workshop (CF71C)

and in recognition thereof is awarded this certificate.



09/08/2006

Deborah Cameron
General Manager,
IBM Education Services

Allan Dillabough

Project/Contract Title:
Senior Director of Quality Technology

Project/Contract Role:
Allan leads GTECH's gaming Quality Assurance (QA) team. This group tests all games, product Research and Development (R&D), delivery specific functionality, and service support after the initial delivery of the system. Allan works with the QA Managers to provide the proper level of QA support for the lifetime of the contract.

Current GTECH Title
Senior Director, Software Quality, Process Definition and Automation Tools

Professional Experience
Allan has more than 25 years of experience in the lottery and public gaming industry. He has extensive knowledge of QA for lottery and gaming initiatives. He has been the Director of QA for GTECH's International Division, Director of Process Improvement for GTECH's Capability Maturity Model (CMM) and Capability Maturity Model Integration (CMMI) Initiatives, Director of the International Program Management Office, and is currently the Senior Director of Software Quality, Process Definition and Automation Tools. Allan has been involved in the delivery of numerous game, system and lottery solutions, including those in Sweden, Canada, Denmark, the United Kingdom, Australia, Singapore, and the U.S.

Education and Training
Allan attended Thompson River University, Kamloops, British Columbia, Canada, and completed a Diploma Course (Bachelor Equivalent) in Computer Systems Operation and Management.

Employment History
GTECH Corporation: 2001 – Present
Sr. Director, Software Quality, Process Definition & Automation Tools
Director, Software Quality, Process Definition & Automation Tools
Director, International Program Management Office
Director, Process Improvement

Cariboo College

Diploma

The College Board on recommendation of the faculty have conferred this Diploma upon

ALLAN PETER DILLABOUGH

in recognition of the fulfillment of the requirements for the following program

COMPUTER SYSTEMS: OPERATIONS AND MANAGEMENT

Kamloops, British Columbia

Date JUNE 1985

Chairman, College Board

College Principal

CARIBOO COLLEGE OFFICE OF THE REGISTRAR

Paul J. DiStefano

Project/Contract Title:
Chief Architect

Project/Contract Role:
Paul is responsible for the overall software architecture strategy and oversight for all systems-related initiatives.

Current GTECH Title

Senior Director of Architecture

Professional Experience

Paul is Senior Director of GTECH's Gaming Architecture team. He develops and maintains the hardware and software architectures for video lottery systems. Having joined GTECH in 1989, Paul brings 25 years of experience designing and building its systems to this project.

Before assuming the role of Senior Director of Gaming Architecture, Paul held positions in architecture and engineering. He spent many years as an individual contributor, working on both embedded and central system design and development. Paul also played a key role in major GTECH customer deliveries.

Education and Training

Paul has a Bachelor of Science degree in Computer Engineering from Boston University.

Employment History

GTECH Corporation: 1989 – Present
Senior Director of Architecture
Director of Architecture
Software Architect
Consulting Engineer
Junior Engineer

BOSTON UNIVERSITY

THE TRUSTEES UPON THE RECOMMENDATION OF THE FACULTY OF THE

COLLEGE OF ENGINEERING

HEREBY CONFER UPON

Paul John Distefano

THE DEGREE OF

BACHELOR OF SCIENCE
IN COMPUTER ENGINEERING

WITH ALL THE HONORS, RIGHTS, PRIVILEGES AND OBLIGATIONS
PERTAINING TO THAT DEGREE.
IN TESTIMONY WHEREOF THIS DIPLOMA IS CONFERRED AT BOSTON, MASSACHUSETTS,
THIS SEVENTEENTH DAY OF MAY, 1987.

DEAN AD INTERIM

UNIVERSITAS BOSTONIENSIS CONDITA MDCCCXXXIX

PRESIDENT

John Gonçalves, PMP

Contract Title:
Lead Project Manager/Central System Project Manager

Contract Role:
John will facilitate planning and coordination to develop the overall project plan for the delivery. He will be a primary point of contact throughout the implementation process and be responsible for all assigned resources and the fulfillment of management activities to deliver the solution within specifications, on time, on budget, and to the satisfaction of the West Virginia Lottery.

Current GTECH Title
Senior Project Manager

Professional Experience
John has more than 13 years of technical and Information Technology (IT) experience at GTECH, spanning across multiple sectors of gaming. John's portfolio of lottery and video lottery projects includes those in Massachusetts, Oregon, Texas, Saskatchewan, Denmark, and Sweden, to name a few.

John is a Senior Project Manager in the Global Program Management Office (GPMO), focused on customer deliveries and implementations. More recently, John was the Senior Project Manager and Program Manager on GTECH's Saskatchewan INTELLIGEN™ Central System delivery, which was completed on time and under budget.

Education and Training
John holds a Bachelor's degree in computer science from Rhode Island College and is a Certified Project Management Professional (PMP) from the Project Management Institute (PMI).

Employment History

GTECH: Senior Project Manager	2008 – Present
Emerald Pro Corporation: COO	2002 – 2008
GTECH: Infrastructure Project Manager	1995 – 2002

Project Management Institute

THIS IS TO CERTIFY THAT

John F. Goncalves

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Deanna Landers • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

PMP® Number 1355944

PMP® Original Grant Date 01 September 2010

PMP® Expiration Date 31 August 2016

PMI
Project Management Institute

Greg Gruenenfelder

Contract Title:
Video Lottery Terminal (VLT) Conversion Specialist

Contract Role:
Greg will provide support to the project as a team lead for the systems support team. Systems Support Engineers (SSEs) are responsible for the configuration and support of all server hardware and the configuration of all external storage units to conform to architectural design documents and GTECH standards. The SSEs also install and configure the entire VMware delivery, Red Hat Linux, and Windows installations, including the installation of third-party software and configuration of core services.

Current GTECH Title
Senior Systems Support Engineer

Professional Experience
Greg has ten years of technical experience in the field with GTECH, most of that time in the role of a Systems Support Engineer. He has held a team lead role on numerous projects including projects in France, Italy Gamenet, Italy Lottomatica, Luxembourg, Kansas, Michigan, New Zealand, Oregon, Poland, West Virginia, and Singapore. He has supported numerous other projects throughout the project lifecycle and provides support as a third-tier emergency resource for critical outages to all production jurisdictions. He was the team lead on the last major West Virginia Onlinc lottery delivery and has supported the site throughout the contract.

Education and Training
Greg has a Bachelor of Sciences in Business Administration from Bryant College in Smithfield, Rhode Island, with a concentration in Computer Information systems and a Biotechnology minor. He graduated Magna Cum Laude with an Honors program endorsement.

Employment History
GTECH Corporation: 2005 – Present
Senior Systems Support Engineer 2010-Present
Systems Support Engineer 2006-2010
Computer Operator II 2006
Computer Operator I 2005

Bryant College

hereby confers upon

Greg R. Gruenenfelder

the degree of

Bachelor of Science in Business Administration

Magna Cum Laude Honors Program

together with all the rights, privileges and honors appertaining thereto in consideration of the satisfactory completion of the course prescribed.

In Testimony Whereof, the seal of the College and the signatures as authorized by the Board of Trustees are hereunto affixed.

Given at Smithfield, Rhode Island, this month of May in the year of our Lord two thousand and four.

John D. Callahan
Chairman, Board of Trustees

President

Jared Hale

Project/Contract Title:
Client Service Team Manager

Project/Contract Role:
As lead for the Client Service Team, Jared will coordinate the team's responsibilities from implementation to post-delivery applications, ensuring the West Virginia Lottery's complete satisfaction with our solution during and after delivery.

Current GTECH Title
Account Manager

Professional Experience
Jared has more than five years of lottery experience and an additional five years of experience in the technology industry. Jared currently leads the Client Service Teams for the West Virginia Limited Video Lottery, Montana, and South Dakota markets. In this role, he manages two cross-functional teams in supporting the hardware and software needs of more than 4,600 Video Lottery Terminals (VLTs) in West Virginia, Montana, and South Dakota.

Prior to joining the Client Service team, he held a Product Compliance role with GTECH, managing its hardware and software submissions for both VLTs and Central Systems.

Education and Training
Jared has a degree in Business Administration from Holland College, Prince Edward Island, Canada. He also holds a certification in Project Management Basics from the International Institute for Learning in Toronto, Ottowa, Canada.

Employment History
GTECH: 2009 – Present
Account Manager
Product Compliance Specialist

Holland College

BOARD OF GOVERNORS

Awards this Diploma to

Jared L. Hale

who has successfully completed the requirements for

Business Manager

awarded on the Twenty-eighth day of May, Two Thousand and Six.

HOLLAND COLLEGE

Brian McMillan
PRESIDENT

Sylvia Poirier
REGISTRAR
0118183

The Community College of Prince Edward Island

INTERNATIONAL
Institute for Learning, Inc.

International Institute for Learning, Inc.

is pleased to present this certificate for the successful completion of

Project Management Basics™

Awarded to

Jared Hale

October 2011 | REP# 1003 Activity# PS1040 | 12 PDU's/Education Hours

E. LaVerne Johnson

E. LaVerne Johnson
President and Chief Executive Officer
International Institute for Learning, Inc.

Jeffrey Hewitt

Project/Contract Title:
Account Development Manager

Project/Contract Role:
Jeff will assist with account management responsibilities to ensure compliance to the plan and act as liaison to all corporate resources as required.

Current GTECH Title
Account Development Manager

Professional Experience
Jeff has 28 years of experience in the lottery industry with 14 years in West Virginia. He has worked both as a Lottery employee and a vendor. In West Virginia he has been responsible for two online system conversions since 2000. Currently, he oversees all aspects of the West Virginia online operation from contract compliance, budget management, and customer relationships with more than 50 professional and technical staff.

Before joining GTECH, Jeff worked for both the Florida Lottery and the Georgia Lottery during their startups. He began his lottery career in Florida as a Sales Representative, and before moving to the vendor side of the industry, he was a Vice President in the Georgia Lottery.

Education and Training
Jeff has training in Bottom-up Management, Sharpening Your Sales Skills, and has completed a Five-day MBA course.

Employment History

GTECH: Account Development Manager	2008 – Present
Scientific Games: General Manager	1999 – 2008
Georgia Lottery: VP Retailer Administration	1993 – 1999
Florida Lottery: District Manager	1987 – 1993

Mark Jones

Contract Title:
Business Analyst (BA) Lead

Contract Role:
Mark will facilitate the planning and coordination to develop the business requirements specification and the software requirements specification documentation. He will be the single point of contact throughout the requirements-gathering process.

Current GTECH Title
Principal Business Systems Analyst, Video Central Systems

Professional Experience

Mark has more than 20 years of Information Technology (IT) experience including end-user services and support and is approaching his tenth year in the lottery industry as a Principal Business Systems Analyst. At GTECH, Mark's portfolio of video lottery experience includes Video Program and Business Analysis; Product and Project Management; Requirements Management Software Development, Integration and Delivery; Services and Support.

Mark currently supports requirements development and implementation for the latest product releases of INTELLIGEN™, as well as services work on existing contracted INTELLIGEN central systems implementations. He has managed lead business analysis efforts for many of the past INTELLIGEN central systems deliveries as well as Research and Development (R&D) product integrations including the Responsible Gaming, Advanced Business Intelligence, and Player Services products.

Prior to GTECH, Mark spent more than six years with Verizon End User Services as a Project Lead and Systems Analyst, managing support desk applications integration, deployment, and change management. He spent four years in the banking industry as a Financial Services Representative and Technical Support Lead for client services and online banking systems for RBC Royal Bank.

Education and Training

Mark has a technical/trade school diploma from New Brunswick Community College, Canada. His certifications include Novell Netware Network Administration and Advanced Administration and a Master's Certificate in Business Analysis from George Washington University.

Employment History

GTECH Corporation: 2005 – Present
Principal Business Systems Analyst, Video Central Systems

The George Washington University
School of Business

certifies that

Mark Jones

is awarded the

Masters Certificate in Business Analysis

March 25, 2010
Washington, D.C.

Susan M. Phillips

Dean, School of Business
The George Washington University

Babak Kheiltash

Contract Title:
Database Administrator

Contract Role:
Babak will provide database support for the project and guidance to the team to resolve issues quickly and liaise with GTECH senior management for any additional needed actions.

Current GTECH Title
Senior DB2 Database Administrator

Professional Experience
Babak has more than 15 years of experience on the DB2 database as Database Administrator and Database Developer. Babak currently works with DGM, ESTE and BASEREPO databases to design and troubleshoot.

Before joining GTECH, Babak was involved in all aspects of IT projects and implementations as a Systems Analyst and DB2 Database Administrator in the billing system for Telecommunication Company of Iran.

Education and Training
Babak has Master of Science degree and a Bachelor of Science degree in Computer Software Engineering from Azad University, Tehran, Iran. He was awarded for "automatic online connecting by customer online payment for telecommunication disconnection lines" by International DB2 Users Group (IDUG) in 2009.

Employment History
GTECH Corporation: 2012 – Present
Senior DB2 Database Administrator

Telecommunication Company of Iran: 1998 – 2012
System Analyst, Database Developer and DB2 Database Administrator

مهندس هدایت هاشمی منصور
مترجم رسمی زبان انگلیسی دادگستری جمهوری اسلامی ایران
تهران - میدان انقلاب اول خیابان اردیبهشت ساختمان ۲۵۳ طبقه دوم تلفن ۶۴۰۵۶۴۵
H.H.MANSOOR: Official Translator to the Ministry of Justice of I.R. of IRAN
No. 253, 2nd floor, Enghelab Sq. Tehran, Tel : 6405645

Official Translation from Persian

IN THE NAME OF GOD
ISLAMIC AZAD UNIVERSITY

Photo of the holder affixed and sealed

Diploma of Completion of Non-continuous Master's Degree Course of Studies

On the strength of Charter of the University passed on Nov. 3, 1987 by the High Council of Cultural Revolution and Single Article passed on May 4, 1988 by the Islamic Consultative Assembly,
Whereas

Mr. Babak Kheiltash, son of Hassan, holder of Id. Card No. 4194 issued in Tehran, born in 1972, completed the Master's Degree Course of Studies in the field of **Computer Engineering** , major **Software Engineering** by passing 32 credits with a Cumulative G P A of **15.41** (out of 20) in Oct. 1999 at Islamic Azad University, Tehran South Branch , this Diploma of Master's Degree is conferred upon him.

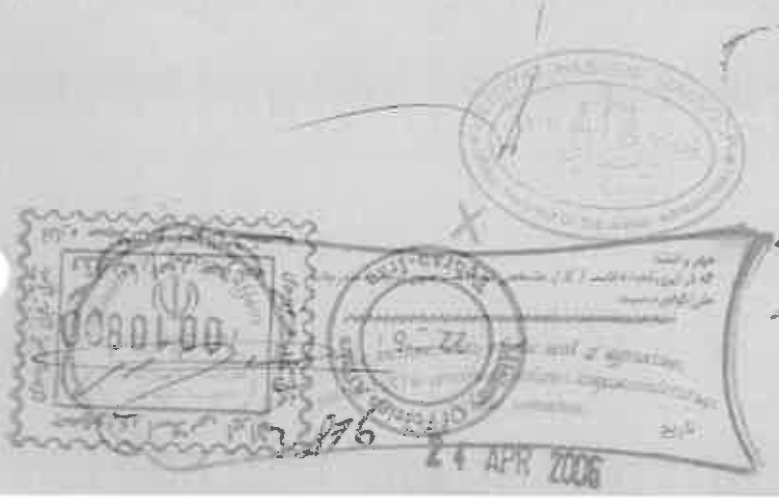
Dean of University Branch : Signed and sealed

President of Islamic Azad University : Signed

Entered in General Register of Diplomas at Graduates Affairs Dept. of Islamic Azad University under No. 281153 on May 23, 2000.

The authenticity of the contents of this document issued without erasure is valid for translation.
Director-General of Graduates Affairs Office, Islamic Azad University
Signed and Sealed

True translation certified, Tehran, April 19, 2006, K, Code: Khe16421 md





مهندس هدایت هاشمی منصور

مترجم رسمی زبان انگلیسی دادگستری جمهوری اسلامی ایران
تهران - میدان انقلاب اول خیابان ژاندارمری ساختمان ۲۲۳ طبقه دوم شماره ۲۲۳
H.H.MANSOOR: Official Translator to the Ministry of Justice of I.R. of IRAN
No. 223, 2nd floor, Enghelab Sq. Tehran, Tel : 6409645

Official Translation from Persian

IN THE NAME OF GOD
ISLAMIC AZAD UNIVERSITY

Photo of the holder affixed and sealed

Diploma of Completion of Bachelor's Degree Course of Studies

On the strength of Charter of the University passed on Nov. 3, 1987 by the High Council of Cultural Revolution and Single Article passed on May 4, 1988 by the Islamic Consultative Assembly,
Whereas

Mr. Babak Kheiltash, son of Hassan, holder of Id. Card No. 4194 issued in Tehran, born in 1972, completed the Bachelor's Degree Course of Studies in the field of **Computer Engineering** , major: **Software Engineering** by passing 151 credits with a Cumulative G.P.A of **12.84** (out of 20) on Feb. 6,1995 at Islamic Azad University, Tehran Central Branch , this Diploma of Bachelor's Degree is conferred upon him

Dean of University Branch : Signed and sealed

President of Islamic Azad University : Signed

Entered in General Register of Diplomas at Graduates Affairs Dept. of Islamic Azad University under No. 114793 on May 2,1998.

The authenticity of the contents of this document issued without erasure is valid for translation.
Director-General of Graduates Affairs Office, Islamic Azad University
Signed and Sealed

True translation certified, Tehran, April 19, 2006, K, Code: Khe16421 bd

Christopher Lawrence

Project/Contract Title:
Education and Training Specialist

Project/Contract Role:
Christopher will manage all Central System training initiatives for the full life cycle of the project. Specifically, he will be the central point of contact for all training deliverables and will create and manage the timeline for training activities and documentation.

Current GTECH Title
Training Project Manager

Professional Experience
Christopher has more than 18 years of project management experience and more than 14 years of training development and delivery experience. Christopher is also a certified Lean Six Sigma Master Black Belt. He has managed projects for a number of high-tech companies, overseeing training, systems integration, systems design, and process improvement projects. Most recently, Christopher acted as Training Project Manager for the Greece, Pennsylvania, Oregon, Singapore, Michigan (US), Ontario (CA), Quebec (CA), Atlantic Lottery (CA), Costa Rica Lottery, SNAI (Italy), and Codere (Italy) video projects. At GTECH, Christopher is a Training Project Manager in the Technical Training and Support Services (TTSS) Department, focusing on training development and delivery.

Education and Training
Christopher has a Bachelor of Arts degree in English from the University of Colorado.

He also holds a Project Management Professional (PMP) Certification, a Six Sigma Master Black Belt Certification, ITIL Certification, and is a Microsoft Certified Systems Engineer (MCSE).

Employment History
GTECH Corporation: 2010 – Present
Training Project Manager

EMC Corporation: 2000-2009
Senior Education Manager

Villanova University

Certificate of Achievement

in Lean Six Sigma Master Black Belt

This certificate is awarded to

Christopher D. Lawrence

granting 7.5 Continuing Education Units and 75 Professional Development Units.

July 2014

James S. Kane, Jr.
Director, Continuing Studies

Date

Project Management Institute

THIS IS TO CERTIFY THAT

Christopher Lawrence

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ricardo Triana • Chair, Board of Directors

Mark A. Langley • President and Chief Executive Officer

PMP® Number 445419

PMP® Original Grant Date 21 December 2006

PMP® Expiration Date 20 December 2016

PMI
Project Management Institute

Joan Leger

Contract Title:
Software Project Manager

Contract Role:
Joan will be involved in the planning and coordination needed to develop the overall project plan. She will be the single point of contact throughout the implementation process as it relates to software project management. She will oversee the assigned resources and the fulfillment of management activities needed to ensure that GTECH delivers the solution within specifications, on time, on budget, and to the satisfaction of the West Virginia Lottery.

Current GTECH Title
Project Manager

Professional Experience

Joan has been with GTECH for just under a year and has worked in the lottery and gaming industry for more than 20 years. The last seven years have been spent in leadership roles on a variety of projects including an INTELLIGEN™ delivery, the full replacement of a gaming terminal network, and various upgrades of lottery point of sale (POS) equipment.

Joan's responsibilities have ranged from leading project planning, defining customer requirements, scheduling and monitoring development activities, coordinating release schedules with customers, and acting as the primary customer contact throughout the project life cycle.

Education and Training

Joan has a Bachelor's degree in Business Administration from the University of New Brunswick, Canada.

Employment History

GTECH Corporation: 2014 – Present
Project Manager

Atlantic Lottery Corporation: 1987 - 2013
Manager, Channel Development Projects
Project Lead, Gaming Terminal Replacement
Sales Project Manager
Manager, Business Planning
Business Performance Analyst
Finance Supervisor

Universitas Novi Brunsvici

Comitiis habitis Vicesimo Sexto Die Maii

Anno Domini Millesimo Nongentesimo Octogesimo Tertio

Joan Marie Leger

Omnibus muneribus quae statutis postulantur rite peractis, auctoritate qua Praeses ac Collegium Gubernatorum funguntur,

Baccalaureus in Negotiis Administrandis

creata et pronunciata est, et in omnia jura, privilegia, insignia admissa.

In cujus rei testimonium, Nos hisce literis, Universitatis sigillo munitis, manum apposuimus.



J. Woodfield — Commentariensis

J. Barry — Praeses

B. Ingram — Librarius

E M West — Decanus

John Taylor

Contract Title:
Director of Technical Requirements

Contract Role:
John will be responsible for the gathering and specification of all requirements related to the West Virginia Lottery's Central Management System project.

Current GTECH Title
Director Technology, Technical Requirements

Professional Experience
John has more than 20 years of leadership experience in the global technology industry with a focus on the lottery and gaming sectors. His broad experience in worldwide organizations includes product development, customer deployments of large-scale software systems and infrastructure, professional services, technical sales, and operational support.

John's key strengths include strong leadership as well as requirements definition and management, with a results-driven focus.

Education and Training
John earned a Bachelor of Science degree in electronic engineering technology (ABET) from Western Washington University.

Employment History

GTECH Corporation: 2002 – Present
Director Technology, Technical Requirement
Product Line Manager, Server Assisted/Supported Gaming
Manager, Product Requirement Engineering
System Architect, Platform

Enea Teksci: 1995 – 2002
Manager, External Resources
Project Manager/System Engineer
Real-Time System/Simulation Engineer
Embedded Systems Software Engineer

The Boeing Company: 1991 – 1995
Real-Time System/Simulation Engineer

Western Washington University

College of Arts and Sciences

The board of trustees of the Western Washington University
on recommendation of the faculty and by virtue of the
authority vested in it by law has conferred upon

John W. Taylor

The Degree of

Bachelor of Science

Given at Bellingham, in the State of Washington, this fourteenth
day of June, nineteen hundred and ninety-one.

Kenneth P. Mortimer
President of the University

Dean of the College of Arts and Sciences

Mabelle Clare
Chair of the Board of Trustees

Sylvain Thibodeau

Project/Contract Title:
Quality Assurance (QA) Lead

Project/Contract Role:
Reporting to the Project Manager, Sylvain will provide test estimates, create test plans, generate test documentation, train QA resources, and assign and execute tests to verify that systems perform as required. He will secure, organize, and maintain test environments. Sylvain will participate in project and customer meetings to ensure requests of all parties are documented and evaluated for future software releases. His role is highly technical and requires experience in software development life-cycle processes and practices.

Current GTECH Title
Senior QA Tester

Professional Experience
Sylvain joined GTECH six years ago as a QA Tester and then advanced to QA Tester II and is now one of GTECH's Senior QA Testing resources. He is currently the Central Systems QA Lead for the Oregon State Lottery video project; before that, he held the same position for the Svenska Spel video project. Sylvain was involved in the Atlantic Lottery, Cordoba, and Quebec video lottery projects and has been part of numerous Services and Research and Development (R&D) projects. Sylvain has 13 years of experience working in the technology field and more than six years of experience in the gaming industry.

Previously, at AOL Canada, Sylvain provided QA testing and helpdesk and technical support.

Education and Training
Sylvain has a Network Administration and Integration diploma from Oulton College in Moncton, New Brunswick, Canada. He has also taken numerous Information Technology (IT) courses, as well as many training courses through the GTECH Learning and eLearning programs.

Employment History
GTECH Corporation: 2008 – Present
Quality Assurance Tester Senior
Quality Assurance Tester II
Quality Assurance Tester

AOL Canada: 2001 – 2008
Helpdesk Specialist
Tier 3 Technical Support
Tier 2 Technical Support
Technical Support

OULTON COLLEGE

Diploma • Diplôme

THIS CERTIFIES THAT • ATTENDU QUE

Sylvain Thibodeau

having met the prescribed requirements of Oulton College, has been awarded this diploma in
a satisfait aux exigences prescrites par Oulton College, nous lui décernons ce diplôme en

Network Administrator/Integrator

with all the rights, privileges, obligations and responsibilities pertaining thereto.
avec tous les droits, honneurs et privilèges attachés à ce grade.

Given at Moncton, New Brunswick
Remis à Moncton, Nouveau-Brunswick

on this fifteenth day of June 2001

SUBJECT TO THE PROVISIONS OF THE BY-LAWS AND REGULATIONS OF THE COLLEGE.
SOUS RÉSERVE DES DISPOSITIONS DE LA RÉGLEMENTATION GÉNÉRALE ET DES RÈGLEMENTS DU COLLÈGE.

Collège Oulton College
Since • Depuis 1956

PRESIDENT
Président

DIRECTOR OF PROGRAMS
Directeur des programmes

Exhibit

On-Demand Report Catalog

Confidential Information

Exhibit

PKI Server Clustering – PKI – PDC Takeovers

Confidential Information

Exhibit

Project Gantt Chart

Confidential Information

Exhibit

Recommended Workstation Specifications

Recommended Workstation Specifications

Processor:
Intel® Core™ i3 - 1.8 GHz or higher

Memory:
4GB of Memory minimum for Windows 7 64 bits

Storage:
1 x HD 80 GB SATA or more

Display:
Graphic card 128 MB

Network:
Fast-Ethernet adapters 10/100/1000 Network Interface Card

Communication Ports:
3 free USB ports
Serial ports (optional)
Parallel port (optional according peripherals connected)

Peripherals:
Mouse and keyboard
CD/DVD reader

Operating System:
Windows 7 Professional US recommended or in local language if necessary.

Exhibit

Software Development Lifecycle Guidelines

Confidential Information

Exhibit

Software Inventory List

Confidential Information

Exhibit

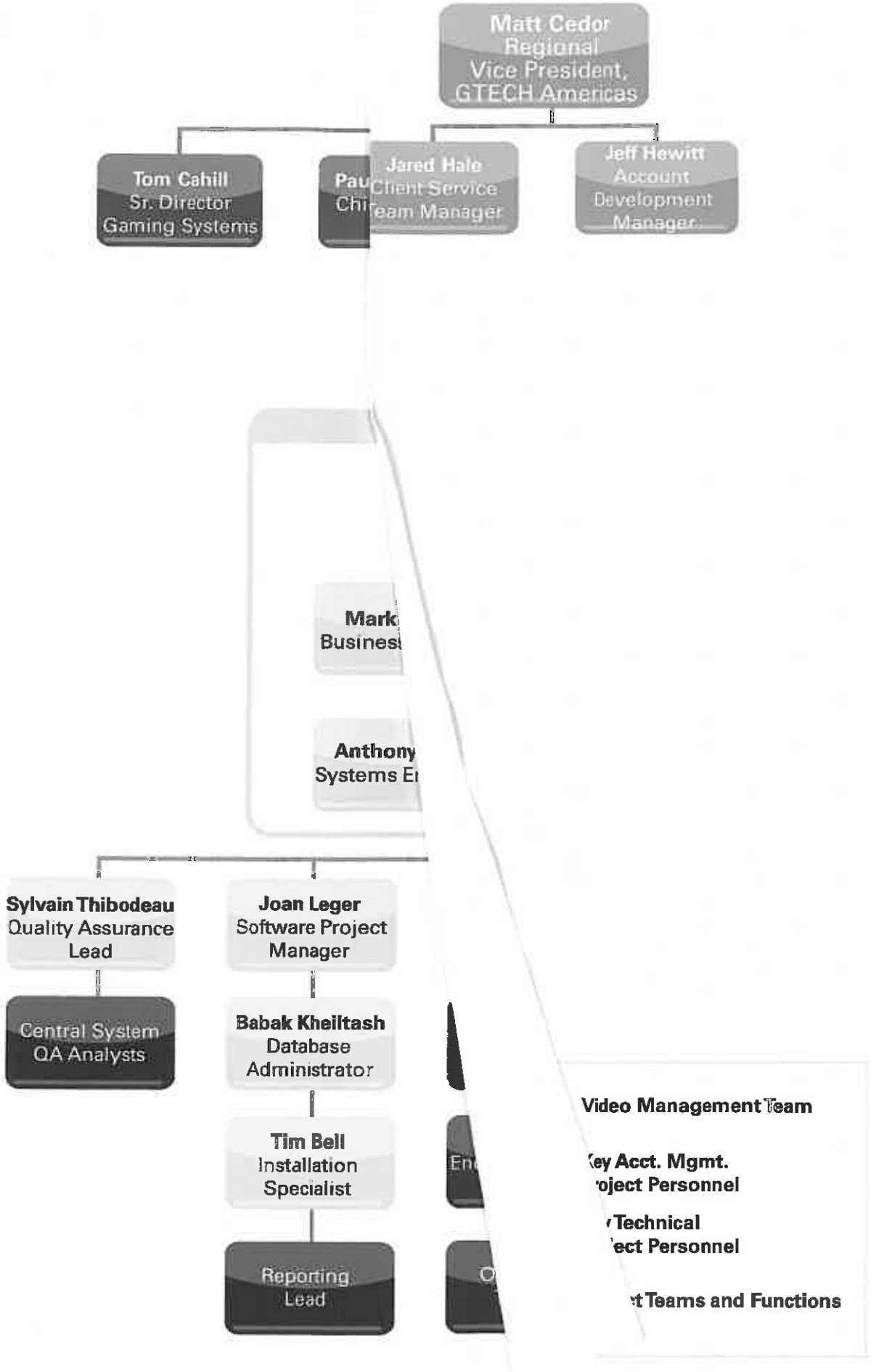
Video Systems Architecture

Confidential Information

Exhibit

West Virginia CMS Technology Team Organizational Structure

West Virginia CMS Technology T



The enclosed proposal contains proprietary, trade secret, and confidential information (collectively, "Confidential Information") of GTECH Corporation (GTECH) and/or its affiliated entities, which is exempt from public disclosure under West Virginia Code §29B-1-4 or otherwise under the West Virginia Freedom of Information Act.

As required by RFP Section 30, Disclosure, we have specifically identified the exempt information, identified the exemption that applies, provided a detailed justification for the exemption, segregated the exempt information from the general bid information, and submitted the exempt information as part of GTECH's bid but in a segregated and clearly identifiable format. GTECH has provided a table with this information that immediately follows this Confidential Cover Page Statement.

In addition, pursuant to Question and Answer 11 of Addendum #1 to the RFP, we have provided an unredacted and unsegregated "convenience copy" of the enclosed proposal, clearly identified as such. Confidential Information in this "convenience copy" of the proposal has been labeled accordingly with these markings in the color red: "**Confidential information begins here**" and "**Confidential information ends here.**"

The trademarks and logos contained in this document are marks owned by and/or licensed to GTECH Corporation and are printed with its permission.

Any game names and game logos in this document serve as examples only, and additional analysis, including searches of third-party trademarks, may be required to determine whether use outside the scope of this document is appropriate.

Confidential Information

The enclosed proposal contains proprietary, trade secret, and confidential information (collectively, "Confidential Information") of GTECH Corporation (GTECH) and/or its affiliated entities, which is exempt from public disclosure under West Virginia Code §29B-1-4 or otherwise under the West Virginia Freedom of Information Act. In this table, GTECH has identified the location of the information in its proposal that is exempt from public disclosure and has provided a detailed justification for each exemption. In addition, GTECH has segregated the exempt information from the general bid information and has submitted such as part of GTECH's bid but in a segregated and clearly identifiable format. We have also provided an unredacted and unsegregated "convenience copy" of the enclosed proposal, clearly identified as such. Confidential Information in this "convenience copy" of the proposal has been labeled accordingly with these markings in the color red: "**Confidential information begins here**" and "**Confidential information ends here**." Please note that when a page range is specified in the table, the confidential information begins at the confidential marking on the first page listed, and is inclusive throughout every page in the range until the end confidential marking, on the last page number in the range.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Attachment A: Vendor Response Sheet Section 4, 3 Qualifications and Experience	
1-3	firm and staff qualifications and experience in completing similar projects;	This section provides information regarding our customers and previous project executions. This information is confidential and a trade secret, as it derives independent economic value from not being generally known by our competition. If disclosed, it would cause substantial competitive harm to the Company and allow competitors to improperly obtain competitive advantage. It is therefore the subject of reasonable efforts to maintain its secrecy.
13	descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.	This section provides information regarding our customers and previous project executions. This information is confidential and a trade secret, as it derives independent economic value from not being generally known by our competition. If disclosed, it would cause substantial competitive harm to the Company and allow competitors to improperly obtain competitive advantage. It is therefore the subject of reasonable efforts to maintain its secrecy.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
39	3.2.5	This section contains a high level of detail regarding the strategy for software development and configuration management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Attachment A: Vendor Response Sheet Section 4, 4.1 System Design	
3-8	4.1.1.1 (All sections marked confidential)	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
12	4.1.1.2	This section is confidential as it contains detailed information (methods and techniques) about facilities procurement, the communications network, business requirements and hardware procurement, development and quality assurance testing, installation of the INTELLIGEN system, customer acceptance testing (CAT), historical data conversion, simultaneous operation, venue conversion, and the steps associated with Go Live. This information is highly confidential as its disclosure may cause substantial competitive harm and could jeopardize the security of the Lottery's system and/or its data. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
15-17	4.1.1.4 (All sections marked confidential)	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
18-20	4.1.1.5	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
23-24	4.1.1.9	This material is highly confidential as it contains detailed information about the time management strategy of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
25	4.1.1.10	This section contains a high level of detail regarding the strategy for Performance Testing and validation of system capacity. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
32-33	4.1.2.2	This section contains a high level of detail regarding the strategy for transaction management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors, to improperly obtain a business advantage.
33-35	4.1.3	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
37	4.1.4.3	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
38	4.1.4.4	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
39-40	4.1.4.6	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
41-42	4.1.4.7	This section contains a high level of detail regarding the INTELLIGEN design for transaction flow and redundancy. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
43-44	4.1.4.8	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
45-46	4.1.4.11	This section contains a high level of detail regarding system backups and recovery. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
47	4.1.4.11.1	This section contains a high level of detail regarding system backups and recovery. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
48	4.1.4.11.2	This section contains a high level of detail regarding system backups and recovery. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
48	4.1.4.11.3	This section contains a high level of detail regarding system backups and recovery. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
49-51	4.1.4.12	This section contains a high level of detail regarding the INTELLIGEN strategy for data security. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
51-52	4.1.4.12.2	This section contains details regarding the INTELLIGEN strategy for system security. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
54	4.1.4.12.6	This section contains details regarding the INTELLIGEN strategy for software validation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
56	4.1.4.12.8.1	This section contains details regarding the INTELLIGEN strategy for user security and tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
56-57	4.1.4.12.8.2	This section contains details regarding the INTELLIGEN strategy for user security and tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
57-60	4.1.4.12.8.4	This section contains details regarding the INTELLIGEN strategy for user security and tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
62	4.1.4.13	This section contains details regarding the INTELLIGEN strategy for system security. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
65	4.1.5.1	This section contains details regarding the INTELLIGEN strategy for VLT software validation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
66-67	4.1.5.1.3	This section contains details regarding the INTELLIGEN strategy for enhanced features of the VLT software validation process. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
68-69	4.1.5.2	This section contains details regarding the INTELLIGEN strategy for inventory management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
69	4.1.5.2.1	This section contains details regarding the INTELLIGEN strategy for Site Controller software validation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors, to improperly obtain a business advantage.
70-71	4.1.5.3	This section contains details regarding the INTELLIGEN strategy for VLT gaming binary management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
72	4.1.6.1	This section contains details regarding the INTELLIGEN strategy for data warehouse functionality and reporting. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
73-74	4.1.6.2	This section contains details regarding the INTELLIGEN strategy for data management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
74	4.1.7.1.1	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
76-78	4.1.7.1.4.1	This section contains details regarding the INTELLIGEN strategy for software patch management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
79-80	4.1.8.1	This section contains details regarding the INTELLIGEN strategy for web-portal access and functionality. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
81	4.1.8.3	This section contains details regarding the INTELLIGEN strategy for web-portal access and functionality. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Attachment A: Vendor Response Sheet Section 4, 4.2. Site Controllers	
1-2	Please describe your plans to achieve the goals related to Site Controllers.	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN, Site Controller key functionalities, and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
2-3	4.2	This material is highly confidential as it contains detailed information about the core functionality of INTELLIGEN, GTECH's LVL Site Controller offering, and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
4-5	4.2.1.1	This section is confidential as it contains detailed information (methods and techniques) about business requirements, hardware procurement and installation, and maintenance of GTECH Site Controller equipment. This information is highly confidential as its disclosure may cause substantial competitive harm and could jeopardize the security of the Lottery's system and/or its data. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
6-7	4.2.2	This section is confidential as it contains detailed information (methods and techniques) about business requirements, hardware procurement and installation, and maintenance of GTECH Site Controller equipment. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
7-8	4.2.2.1	This section is confidential as it contains detailed information (methods and techniques) about business requirements, hardware procurement and installation, and maintenance of GTECH Site Controller equipment. This information is highly confidential as its disclosure may cause substantial competitive harm and could jeopardize the security of the Lottery's system and/or its data. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
	Attachment A: Vendor Response Sheet Section 4, 4.3 Network/ Communications	
4	4.3.1.3	This section contains a high level of detail regarding the strategy for offline communications of the Site Controller. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
9-10	4.3.1.5.4	This section contains a high level of detail regarding GTECH's strategy for efficient hotline call escalation and tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
11-12	4.3.1.6	This section is confidential as it contains information outlining the GTECH specific network delivery, outlining our solution, and would nullify any competitive advantage we would have.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
14	4.3.1.9.1	This section is confidential as it shows specifically our Management tools used, not something we publicly show, as this could then be vulnerable to the competition to use.
16-17	4.3.1.10	This section is confidential as it outlines the areas of communication we are still experimenting with for the future, which would give away our plans towards future deployments, including our encryption.
22	4.3.2.2	This section is confidential as it contains detailed information (methods and techniques) about INTELLIGEN system functionality and network monitoring capabilities developed specifically for the product. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
23-24	4.3.2.3	This section is confidential as it contains detailed information (methods and techniques) about INTELLIGEN system functionality and network monitoring and fault diagnostic capabilities developed specifically for the product. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
25-27	4.3.2.6	This section is confidential as it contains detailed information (methods and techniques) about GTECH-specific operating procedures. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
	Attachment A: Vendor Response Sheet Section 4, 4.4 Operations	
8-9	4.4.2.1	This section contains details regarding the INTELLIGEN strategy for software downloading, storage, and distribution. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
17-18	4.4.8	This section contains details regarding the INTELLIGEN strategy for accounting adjustments and management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
20	4.4.9.2	This section contains details regarding the INTELLIGEN strategy for tracking user activity. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
21-32	4.4.9.3 (All sections marked confidential)	This section contains information related to operations procedures specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
34-35	4.4.10.1	This section contains details regarding the INTELLIGEN strategy for inventory management. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
36	4.4.10.2	This section contains details regarding the INTELLIGEN design for data search criteria. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
38	4.4.10.4	This section contains details regarding the INTELLIGEN strategy for VLT tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
41-42	4.4.10.8	This section contains details regarding the INTELLIGEN strategy for user-defined fields. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
50-51	4.4.13.1	This section contains details regarding the INTELLIGEN design for the invoice process. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
52	4.4.13.2	This section contains details regarding the INTELLIGEN design for the invoice process. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Attachment A: Vendor Response Sheet Section 4, 4.5 Interfaces	

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
3-4	4.5.1.4	This section contains details regarding the INTELLIGEN strategy for user security and tracking. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Attachment A: Vendor Response Sheet Section 4, 4.6 Reporting	
2-4	Please describe your plans to achieve the goals related to Reporting.	This section contains information related to GTECH reporting-product functionalities and implementation details specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
6	4.6.1.2	This section contains information related to GTECH reporting-product functionalities and implementation details specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
10	4.6.1.6	This section contains information related to GTECH reporting-product functionalities and implementation details specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
13	4.6.1.7	This section contains information related to reporting implementation and business details specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
13	4.6.1.8	This section contains information related to reporting implementation and business details specific to this opportunity. This information contains GTECH trade secrets, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Attachment A: Vendor Response Sheet Section 4, 4.7 Conversion	
4-6	4.7.1.1	This section contains details regarding the INTELLIGEN strategy for data conversion and retailer/casino implementation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
7	4.7.1.2.1	This section contains details regarding the INTELLIGEN strategy for data conversion and retailer/casino implementation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
8-9	4.7.1.2.3	This section contains details regarding the INTELLIGEN strategy for data conversion and retailer/casino implementation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
14-16	4.7.1.7	This section contains details regarding the INTELLIGEN strategy for data conversion and retailer/casino implementation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Attachment A: Vendor Response Sheet Section 4, 4.8 Training	
1	Please describe your plans to achieve the goals related to Training.	This section contains trade-secret methodologies regarding unique training GTECH developed over the years based on the many years of training experience and work GTECH has done in developing the most useful training methods that work best for its customers. This information is confidential and a trade secret, as it derives independent economic value from not being generally known by our competition. If disclosed, it would cause substantial competitive harm to the Company and allow competitors to improperly obtain competitive advantage. It is therefore the subject of reasonable efforts to maintain its secrecy.
2-7	4.8.1.2	This section contains trade-secret methodologies regarding unique training GTECH developed over the years based on the many years of training experience and work GTECH has done in developing the most useful training methods that work best for its customers. This information is confidential and a trade secret, as it derives independent economic value from not being generally known by our competition. If disclosed, it would cause substantial competitive harm to the Company and allow competitors to improperly obtain competitive advantage. It is therefore the subject of reasonable efforts to maintain its secrecy.
8	4.8.1.3	This section contains information regarding CCCS guides, manuals, and schematics with respect to West Virginia's current system. This information is highly confidential as its disclosure may cause competitive harm and could jeopardize the security of the CCCS system and/or its data. This information is also a GTECH trade secret, as it derives independent economic value from not being generally known by our competition and is therefore the subject of reasonable efforts to maintain its secrecy.
	Attachment A: Vendor Response Sheet Section 4, 4.9 Acceptance Testing	
7-8	4.9.1.11	This section contains a high level of detail regarding the strategy for optimal performance-testing methodology developed by our Company. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Attachment B: Mandatory Specification Checklist Section 4, 5. Mandatory Requirements	
8-9	5.12	This section contains details regarding the INTELLIGEN strategy for data conversion and retailer/casino implementation. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
9-10	5.13	This section contains a high level of detail regarding the strategy for data conversion. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	EXHIBITS	
	ABI Report Catalog	This exhibit contains details regarding the INTELLIGEN ABI Warehouse report contents. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Baseline ABI DB Schema	This exhibit contains a detailed account of the INTELLIGEN ABI database schema. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Conversion Plan	This exhibit contains details regarding the INTELLIGEN strategy for data conversion and site rollout activities and planning. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	DGM Database Operations Guide	This document is highly confidential as it contains detailed operational information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	ESTE Force Host Takeover	This document is highly confidential as it contains detailed operational information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Failover BDC to PDC	This document is highly confidential as it contains detailed operational information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Failover PDC to BDC	This document is highly confidential as it contains detailed operational information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	GTECH Hotline Escalation Process	This exhibit describes a detailed Hotline process showing the sequence of steps GTECH uses to provide Hotline support which is based upon years of GTECH proprietary methods. This process is maintained as confidential and is treated as a valuable trade secret by GTECH. Disclosure of the trade secret information discussed in this section would cause competitive harm to GTECH.
	On-Demand Report Catalog	This exhibit contains details regarding the INTELLIGEN On-demand report contents. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	PKI Server Clustering - PKI - PDC Takeovers	This document is highly confidential as it contains detailed operational information about the core functionality of INTELLIGEN and the implementation processes and methodologies associated with it. GTECH's core architectural and procedural methodologies are trade secrets and are significant differentiators from our industry competitors. Disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Project Gantt Chart	This section is confidential as it contains detailed information about the project schedule for implementation. This information is highly confidential as its disclosure may cause substantial competitive harm and could jeopardize the security of the Lottery's system and/or its data. This information constitutes a GTECH trade secret as it derives independent economic value from not being generally known by our competitors who could obtain economic value from its disclosure or use. It is therefore the subject of reasonable efforts to maintain its secrecy.
	Software Development Lifecycle Guidelines	This exhibit contains details regarding the GTECH Software Development Lifecycle. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Page Number(s)	Section No. or Attachment Name	Explanation of Exemption
	Software Inventory List	This exhibit contains details of the software deployed with the INTELLIGEN solution. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.
	Video Systems Architecture	This exhibit contains detailed diagrams of the server components that comprise the INTELLIGEN CMS solution. This material is therefore the subject of reasonable efforts to maintain its secrecy and is treated as a valuable trade secret by GTECH. GTECH's design solutions and procedural methodologies are significant differentiators from our industry competitors, and disclosure of such methodologies would permit GTECH's competitors to improperly obtain a business advantage.

Title Page

RFP Subject: Central Management System (CMS)

RFP Number: CRFP LOT1500000001

Vendor Name: GTECH Corporation

Business Address: 10 Memorial Boulevard Providence, RI 02903

Telephone Number: (401) 392-1000

Fax Number: (402) 392-1234

Contact Person: Jeff Hewitt

Email Address: Jeffrey.Hewitt@gtech.com

Authorized Signature: Joseph S. Gendron

Joseph S. Gendron
Senior Vice President, United States

Date: 2/25/15

GTECH

March 5, 2015

Ms. Evelyn Melton
Department of Administration
Purchasing Division – State of West Virginia
2019 Washington St E
Charleston, WV 25305

Re: Request for Proposal – Central Management System
West Virginia Lottery CRFP 1500000001

Dear Ms. Melton:

GTECH Corporation (GTECH) is pleased to provide the enclosed response to West Virginia CRFP 1500000001 (RFP) for all equipment and services required for the implementation of a Central Management System (CMS) for all video lottery operations in West Virginia.

As part of our response to this RFP, we are proposing our most advanced CMS solution for VLTs and gaming machines to date: INTELLIGEN™, which is currently operational in three U.S. and four Canadian jurisdictions, as well as three jurisdictions in Europe.

INTELLIGEN meets all the requirements of this RFP and more. We designed INTELLIGEN on the foundation of a fully operational, proven core system, while combining additional value-added features that address the unique needs and requirements of wide-area and venue-based video lottery programs. This system supports advances in the video lottery industry, such as open-standard protocols and best practices. This functionality allows for the West Virginia Lottery to best support its Casino and LVL retailers and to maximize profitability of the Video Lottery program. We are confident that the GTECH solution will meet your needs today and well into the future.

GTECH prides itself on its ability to deliver CMS solutions in a structured and timely fashion. Our implementation teams have many years of experience in the delivery of complex systems, including the deployment of CMSs for thousands of VLTs, in thousands of locations. Our experience includes the conversion of a Scientific Games Aegis system to an

GTECH Center 10 Memorial Boulevard Providence, RI 02903 Phone: 401-392-1000

INTELLIGEN G2S supported system in Quebec, Canada. We are confident that the West Virginia Lottery will benefit from our extensive expertise and experience in the design, development, implementation, operation, security, and maintenance of video lottery CMS solutions.

The West Virginia Lottery is a valued customer. We are very proud to be the Lottery's partner for its online lottery business, and we welcome the opportunity to continue and build upon our long-standing partnership. If GTECH is selected as the CMS supplier, the Lottery can be assured of the same level of service, integrity, and security that we currently provide for the online lottery operations.

We are excited about the opportunity to implement our industry-leading INTELLIGEN CMS for the West Virginia Lottery. If you have any questions concerning our response or would like to further discuss our proposal, please feel free to contact either me or:

Jeff Hewitt
Account Development Manager
GTECH Corporation
304-206-3201
Jeff.Hewitt@gtech.com

Best Regards,

Joseph S. Gendron

Joseph S. Gendron
Senior Vice President, United States
GTECH Corporation
10 Memorial Boulevard
Providence, RI 02903
Phone: 401-392-7631
Fax: 401-392-4810
Email: jay.gendron@gtech.com

Enclosure: GTECH Response to the RFP

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CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

GTECH Corporation
(Company)

Joseph S. Gendron
(Authorized Signature)

Joseph S. Gendron, Senior Vice President, United States
(Representative Name, Title)

(401) 392-7631 (Phone Number)

(401) 392-4810 (FAX Number)

2/23/15
(Date)

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

Not applicable.

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFP LOT1500000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1	[ ] Addendum No. 6
[X] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

GTECH Corporation
Company

Joseph S. Gendron
Authorized Signature

Joseph S. Gendron, Senior Vice President, United States

2/23/15
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

RFQ No. CRFP LOT1500000001

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W.Va. Code §23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W.: Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: **GTECH Corporation**

Authorized Signature: Joseph S. Gendron Date: 2/23/15

State of **Rhode Island**

County of **Providence**, to-wit: **Joseph S. Gendron**

Taken, subscribed, and sworn to before me this 23rd day of February, 20 15.

My Commission expires June 16, 20 17.

AFFIX SEAL HERE

NOTARY PUBLIC

SECTION 4, 3
Qualifications and Experience

Proven Industry Leader with Unparalleled Experience and Expertise

GTECH is the industry leader deploying more Video Lottery Central Management System (CMS) solutions to state governments, lotteries, and private sector operators than any other system supplier.

GTECH Strengths

- **GTECH has successfully deployed its INTELLIGEN CMS to eight North American Video Lottery customers since 2010, supporting both casino and distributed Video Lottery Terminal (VLT) environments.**
- **GTECH has led the industry in the deployment of the Game-to-System (G2S) compatible systems with player services in the Video Lottery market resulting in an extensive portfolio of new and innovative features, including the most comprehensive Responsible Gaming (RG) application in the industry, Player Loyalty and Rewards, and Account-Based Play (cashless) options.**
- **GTECH's CMS team has more than 300 dedicated personnel who have the experience and expertise that is unmatched by any other company in the Video Lottery industry.**
- **GTECH has implemented 24 systems and has been selected to deploy a CMS in three additional jurisdictions over the next 12 months.**

GTECH has a dedicated support team located in West Virginia, including an Account Development Manager who has a complete and thorough understanding of the West Virginia market and its business model.

Attachment A

Vendor Response Sheet
Section 4, 3
Qualifications and Experience

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects;

GTECH Response:

Confidential information begins here.

GTECH's CMS solution currently monitors some of the largest venues and largest network of gaming machines in North America.

GTECH offers the West Virginia Lottery (the Lottery) unparalleled Central Management System (CMS) conversion experience. (Please see Section 4, 4.7, Conversion, for a complete description of GTECH's extensive conversion experience.) We are the industry leader in providing gaming CMS solutions to state governments, lotteries, and private-sector operators. GTECH's CMS solution currently monitors some of the largest venues and largest network of gaming machines in North America.

We understand the complexity of controlling and monitoring multi-venue-based environments and providing our CMS solution in gaming environments with thousands of machines in multiple locations.

The following figure lists six locations where a GTECH CMS controls and monitors gaming machines in a venue-based environment.

Figure 4, 3 – 1:
GTECH Experience in a Venue-based Environment

Jurisdiction	Services Provided	Most Recent Installation	Number of VLTs*	Max Number of VLTs	# of Sites*	System Version Deployed	Previous System
Pennsylvania Department of Revenue	Data Center management and support	2015	26,355	61,800	12	INTELLIGEN	New
Rhode Island Lottery	Data Center management and support	2013	5,650	6,000	2	INTELLIGEN™	GTECH
Cordoba, Argentina	Data Center management and support	2011	3,500	5,000	19	INTELLIGEN	Octavian/ Novomatic
Maryland State Lottery	Data Center management and support	2010	9,755	15,000	5	INTELLIGEN	New
Kansas Lottery	Data Center management and support	2009	4,500	12,000	3	INTELLIGEN	New

*Most recent information available.

GTECH is proud of the experience and proficiency of its employees. All GTECH project personnel, from the Implementation team to the Support team, have completed the training required and have the experience to deploy our CMS solution.



GTECH Advantage

Our CMS team is comprised of more than 300 dedicated personnel who work in the design, development, testing, implementation, and support of CMS solutions for video gaming. GTECH's delivery groups have extensive experience deploying large-scale systems and will perform the Lottery's conversion as seamlessly as possible.

GTECH can also draw from its more than 8,600 employees to fulfill any customer commitments.

All project and support personnel are accountable for their deliverables. Throughout the project lifecycle, GTECH senior management is informed of all critical issues and is involved to deploy the correct resources and remove all possible obstacles. Any issues that are not resolved at the project level will be escalated to assigned members of the Project Steering Committee.

For each project, key personnel are involved in both the implementation and ongoing support of the CMS. Each individual has extensive experience with large-scale system deployments, experience that crosses all system boundaries from lottery to gaming. These key individuals oversee their respective areas to ensure that the project and ongoing support adhere to the proven GTECH delivery model and provide assistance and guidance when needed.

For a list of the proposed staff and their qualifications and experience, please refer to the Proposed GTECH Staffing Plan outlined later in this section.

Confidential information ends here.

references;

GTECH Response:

GTECH has extensive experience delivering the CMS solution in North America. As outlined in this response, these projects include implementations in jurisdictions new to gaming as well as conversions of existing or competitors' systems. GTECH provides the following references regarding our experience in CMS implementations:

Figure 4, 3 – 2:
References

Jurisdiction:	Maryland State Lottery
Project:	Implementation of a new CMS to support a statewide gaming program
Reference Contact:	Jeff Patchen CIO, IT (410) 230-8947 jeff.patchen@maryland.gov
Jurisdiction:	**Kansas Lottery**
Project:	Implementation of a new CMS to support a statewide gaming program
Reference Contact:	Keith Kocher Director, Gaming Facilities (785) 296-5706 keith.kocher@kslottery.net
Jurisdiction:	**Rhode Island Lottery**
Project:	Conversion to the INTELLIGEN CMS from the existing GTECH CMS to support a statewide gaming program
Reference Contact:	Gerald Aubin Director (401) 463-6500 gaubin@rilot.ri.gov

copies of any staff certifications or degrees applicable to this project;

GTECH Response:

GTECH has provided copies of staff certifications or degrees, as well as resumes applicable to this project, for personnel outlined in our proposed staffing plan in the **Key Personnel Resumes and Certifications/ Degrees** Exhibit located behind the Exhibits tab.

proposed staffing plan;

GTECH Response:

The following figure outlines GTECH's proposed staffing plan:

Figure 4, 3 – 3:
Proposed GTECH Project Staffing Plan

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Key Technical Project Personnel				
John Goncalves, PMP **Lead Project Manager/Central System Project Manager (PM)**	**FL**	**YES**	**13**	**13**
John will coordinate the planning to develop the overall project plan. He will be the primary point of contact throughout the implementation process. He will oversee the assigned resources and the fulfillment of management activities needed to deliver the solution within specifications, on time, on budget, and to the satisfaction of the Lottery.				
Joan Leger **Software Project Manager**	**CAN**	**YES**	**27**	**1**
Joan will be involved in the planning and coordination to develop the overall software development project plan. She will be the single point of contact throughout the implementation process as it relates to software project management. She will oversee the assigned resources and the fulfillment of management activities needed to deliver the solution within specifications, on time, on budget, and to the satisfaction of the Lottery.				
Anthony Blair **Systems Engineer**	**OR**	**YES**	**19**	**19**
Anthony will serve as the Systems Engineer for the West Virginia program, acting as the senior technology engineer assigned to system delivery and technical oversight. He will address technical project issues and coordinate the transfer of the technical business strategy. He will also coordinate the technical review of the delivery and serve as the senior technical advocate from the delivery team for driving back changes from the project team. Anthony brings industry knowledge of technical products, services, and solutions as well as an in-depth knowledge of GTECH systems. He enforces compliance with GTECH Intellectual Property Policy throughout delivery, working with the project manager and legal as necessary. Anthony will be the senior technical liaison between the Lottery and GTECH.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Mark Jones **Business Analyst Lead**	**CAN**	**YES**	**9**	**9**
Mark will facilitate the planning and coordination to develop the business requirements specifications and the software requirements specifications documentation. He will be the single point of contact throughout the requirements-gathering process.				
Chris Burke **Infrastructure Project Manager**	**CAN**	**YES**	**14**	**10**
Reporting to the PM, Chris will facilitate the following activities while serving as the program's Infrastructure PM: • Defining the scope of effort required to meet objectives. This includes defining activities, sequences of events, dependencies, and the duration of tasks. • Managing infrastructure resources and materials. • Facilitating team-building and communication. • Providing direction and decision-making for problem resolution. • Coordinating, approving, and tracking all project-related expenses including all hours, materials, and services. • Acting as a primary interface between the Deputy PM and the infrastructure project team. • Reporting progress in writing. • Identifying internal and external factors that may be jeopardizing the project, escalating issues, and recommending solutions to the PM.				
Chris Lawrence, PMP **Training Project Manager**	**RI**	**YES**	**4**	**4**
Reporting to the PM, Chris will facilitate the following activities throughout the training effort: • Assessing client objectives and coordinating training requirements and deliverables for a worldwide client base. • Producing and tracking project management criteria for schedules, budgets, and resource requirements. • Developing and delivering classroom training and focused lab sessions. • Designing and administering testing and instructional programs mapped to project objectives. • Delivering Train-the-Trainer sessions for contract trainers. Creating and implementing development plans for junior trainers and mentoring accordingly. • Providing Subject Matter Experts (SMEs) for the INTELLIGEN system. • Conducting follow-up reviews to ensure a high level of client satisfaction.				
Sylvain Thibodeau **Quality Assurance (QA) Lead**	**CAN**	**YES**	**6**	**6**
Reporting to the PM, Sylvain will provide test estimates, create test plans, generate test documentation, train QA resources, and assign and execute tests to verify that systems perform as required. He will secure, organize, and maintain test environments. Sylvain will participate in project and customer meetings to document and evaluate requests of all parties for future software releases. His role is highly technical and requires experience in software development life-cycle processes and practices.				
Kevin Carey **Operations Lead**	**RI**	**YES**	**14**	**4**
Kevin oversees GTECH's INTELLIGEN CMS Operations and is involved in project installation, configuration, testing, and support. He also supports post-project operations for customers worldwide. As Operations Lead, he will provide the Lottery with knowledge of operations strategies on a global level.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Babak Kheiltash, DBA Database Administrator	**CAN**	**YES**	**3**	**3**
Babak will provide Database support for the project and guidance to the team to resolve issues quickly and liaise with GTECH senior management for any additional actions.				
Tim Bell Installation Specialist	**CAN**	**YES**	**8**	**8**
Tim will provide support for setup, installation, configuration, and deployment of the INTELLIGEN CMS and will assist with troubleshooting any issues to resolve them quickly.				
Tom Bailey Network Specialist	**RI**	**YES**	**10**	**10**
Tom will provide Data Communications design and implementation for Primary, Backup, and Venue sites.				
Greg Gruenenfelder VLT Conversion Specialist	**RI**	**YES**	**10**	**10**
Greg will support the project as a team lead for the Systems support team. Systems Support Engineers (SSEs) configure and support all server hardware and configure all external storage units to conform to architectural design documents and GTECH standards. SSEs also install and configure the entire VMware delivery, Red Hat Linux, and Windows installations, including the installation of third-party software and configuration of core services.				
Key Account Management Project Personnel				
Matthew Cedor Regional Vice President, GTECH Americas	**RI**	**YES**	**22**	**22**
Matt leads cross-functional GTECH operations teams in serving clients throughout the U.S. market. Matt focuses on guiding the organization in delivering GTECH's "Customer First" philosophy regarding a full range of product solutions, including iLottery and iGaming, lottery CMS solutions, instant ticket games, and video lottery services. Matt has been with GTECH for more than 20 years in various roles, including site operations, business development, product marketing and management, and project management, in both U.S. and international markets.				
Jared Hale Client Service Team Manager	**CAN**	**YES**	**5**	**5**
Jared will coordinate the client services team's responsibilities for support from implementation to post-delivery applications, ensuring the Lottery's complete satisfaction with our solution during and after delivery.				
Jeffrey Hewitt Account Development Manager	**WV**	**YES**	**28**	**7**
Jeff will assist with account management responsibilities to ensure compliance to the plan and act as liaison to all corporate resources as required.				
Video Management Team				
Rachel Barber Senior Vice President & Chief Technology Officer Gaming	**RI**		**22**	**22**
Rachel will provide technology executive oversight for the Lottery's CMS project and enforce software processes and standards that each of the software delivery teams will follow.				

Name	Physical Location	Key	Years of Gaming Experience	Years with GTECH
Thomas Cahill **Senior Director, Gaming Systems**	**RI**		**20**	**20**
Tom will manage the GTECH software development team. This includes all product Research and Development (R&D), delivery-specific functionality, and service support after the initial system delivery. Tom will work with the Project Manager to provide the proper level of software support for the life of the contract.				
Paul J. DiStefano **Chief Architect**	**RI**		**25**	**25**
Paul is responsible for the overall software architecture strategy and oversight for all systems-related initiatives.				
Ronald Babineau, PMP **Client Delivery Project Manager**	**RI**		**18**	**18**
Ron will provide program management support for the project and guidance to the core team to resolve issues quickly and liaise with GTECH senior management for any additional actions.				
John Taylor **Director of Technical Requirements**	**RI**		**13**	**13**
As the manager of the Business Analysis (BA) team, John oversees the requirements-gathering process for all CMS projects. This includes all product R&D, delivery-specific functionality, and service support after the system's initial delivery. John works with the BAs to properly define requirements for the life of the contract.				
Allan Dillabough **Senior Director of Quality Technology**	**RI**		**25**	**14**
Allan leads GTECH's gaming Quality Assurance (QA) team. This group tests all games, product R&D, delivery-specific functionality, and service support after the initial delivery of the system. Allan works with the QA Managers to provide the proper level of quality assurance support for the life of the contract.				

For an organizational chart that represents project personnel and management staff who are key to implementing and supporting the CMS, please see the **West Virginia CMS Technology Team Organizational Structure** Exhibit located behind the Exhibits tab.

descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

GTECH Response:

Confidential information begins here.

GTECH has supplied and implemented eight INTELLIGEN CMS solutions in North America during the past five years. Five of these implementations were conversions from GTECH systems, and one from the Scientific Games AEGIS system. The remaining two implementations were in Maryland and Kansas where no gaming program previously existed. The following figure illustrates our experience in the past five years.

Figure 4, 3 – 4:
GTECH CMS Project Experience in the Last Five Years

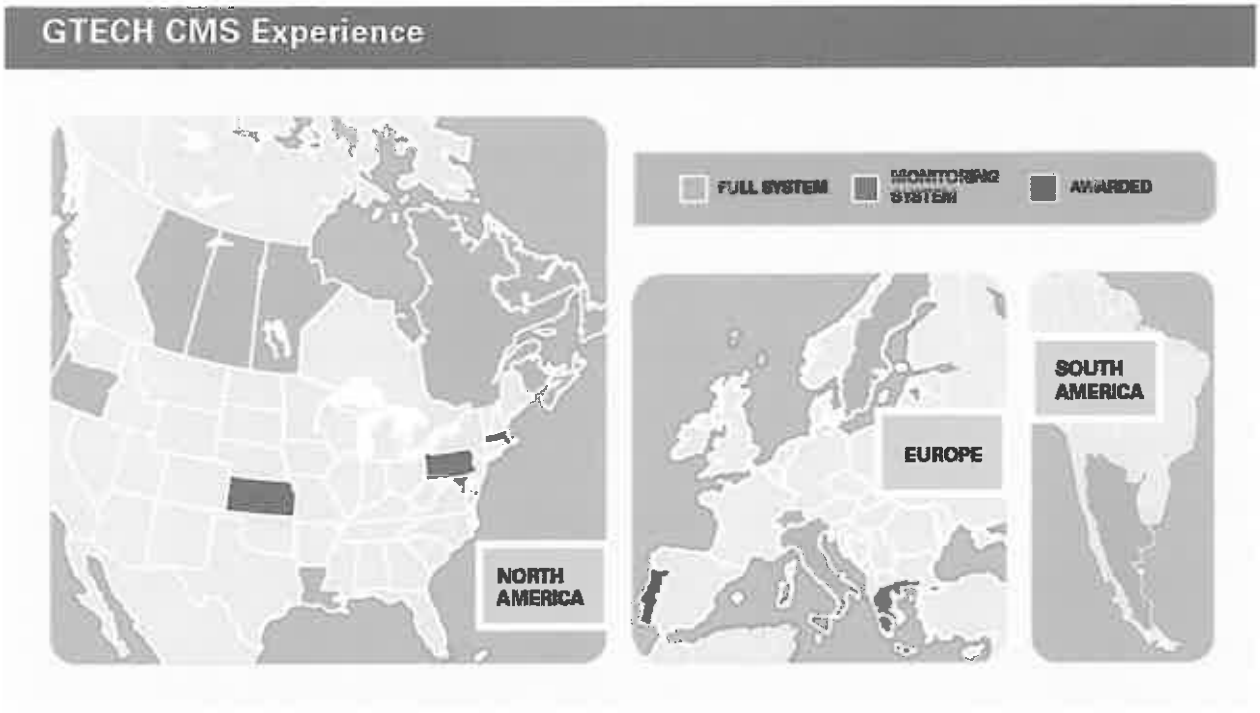
Jurisdiction	Most Recent Installation	Number of VLTs*	Previous System Vendor
Atlantic Lottery Corporation	2013	6,360	GTECH
Rhode Island Lottery	2013	5,650	GTECH
Société des établissement de Jeux du Quebec	2012	11,150	SGI
Manitoba Liquor and Lotteries	2012	5,900	GTECH
Western Canada Lottery Corporation	2012	4,000	GTECH
Alberta Gaming and Liquor Commission	2012	6,000	GTECH
Kansas Lottery	2010	4,500	New
Maryland State Lottery	2009	9,755	New

*Most recent information available.

In addition, GTECH is currently in the process of converting systems in Oregon and Pennsylvania and installing a new system in Greece. GTECH has also been awarded the CMS contract for Portugal, and Massachusetts, and will begin working on the plan to implement INTELLIGEN.

Please see the following figure to view GTECH CMS experience.

Figure 4, 3 – 5:



The following provides detailed information on each of the implementations in the past five years:

Figure 4, 3 – 6:
GTECH CMS Project Experience – Atlantic Lottery Corporation

Jurisdiction:	Atlantic Lottery Corporation (ALC)
Scope of Project:	Conversion of GTECH's Enterprise Series (ES) Video System to the INTELLIGEN system with the Gaming Standards Association's (GSA's) Game-to-System (G2S) protocol supporting Player Registration and Responsible Gaming. This represented the first implementation of GTECH's Player Services functionality in a distributed gaming environment
Project Manager:	Stephen Townsend Stephen.Townsend@gtech.com
Goals/Objectives:	To deliver the INTELLIGEN system within the project timeline and budget
How Goals and Objectives Were Met:	GTECH delivered the project successfully within the project timeline and budget. This success was a direct result of careful planning between GTECH's single point of contact with ALC's single point of contact, clear go-no-go gates throughout the project, successful practice and review by ALC of its operational procedures by using an INTELLIGEN system months before go live, the successful practice of the Video Lottery Terminal (VLT) vendors on an INTELLIGEN system used for integration, as well as setup of the INTELLIGEN system first as a product with scheduled updates per a plan until all unique customizations were complete. This allowed for ALC to practice installs and operational procedures well before go live. Once at go live, sample venues/sites were chosen to ensure all types would work. This roll out and site selection was then scaled up through several increments until the production level roll-out levels were reached

Figure 4, 3 – 7:
GTECH CMS Project Experience – Société des établissement de Jeux du Quebec

Jurisdiction:	Société des établissement de Jeux du Quebec
Scope of Project:	Conversion of the Scientific Games AEGIS system to GTECH's INTELLIGEN CMS with the GSA's G2S Protocol. The conversion involved more than 12,000 VLTs in more than 2,300 locations in the province
Project Manager:	Eric Bouchard Eric.Bouchard@gtech.com
Goals/Objectives:	Convert from the SGI AEGIS system to the INTELLIGEN CMS using the G2S protocol
How Goals and Objectives Were Met:	Project goals were met by incorporating Multi-vendor Integration Testing within our Development and Testing timelines. Go Live success was achieved through a progressive site-by-site go live, over an eight-month period.

Figure 4, 3 – 8:
GTECH CMS Project Experience – Manitoba Liquor and Lotteries

Jurisdiction:	Manitoba Liquor and Lotteries
Scope of Project:	Conversion of GTECH's ES Video System to GTECH's INTELLIGEN system with GSA's G2S protocol in 600 locations with approximately 6,000 VLTs
Project Manager:	Troy Wilson Troy.Wilson@gtech.com
Goals/Objectives:	Delivery of the INTELLIGEN system within the defined timeline and on budget
How Goals and Objectives Were Met:	Project goals were met by establishing a multi-vendor and customer-integrated delivery team to clearly define the project scope, requirements, and success criteria as a first step. The integrated team then managed project priorities and changes to ensure timelines were met and success criteria achieved. Once the INTELLIGEN system was launched, we moved through a quick pilot to convert the first set of VLTs and ensure system stability. This was followed by a very aggressive conversion of the remaining VLTs

Figure 4, 3 – 9:
GTECH CMS Project Experience – Western Canada Lottery Corporation (Saskatchewan)

Jurisdiction:	Western Canada Lottery Corporation (Saskatchewan)
Scope of Project:	Conversion of GTECH's Video ProSys system to the INTELLIGEN system supporting GSA's G2S protocol. Support for Responsible Gaming and Player Registration is currently being delivered as part of Phase 2 of the project
Project Manager:	John Goncalves John.Goncalves@gtech.com
Goals/Objectives:	Delivery of the INTELLIGEN CMS within the defined timeline and budget
How Goals and Objectives Were Met:	The system was successfully delivered in 10 months from the start of requirements to the start of the pilot. Multi-vendor Integration Testing was incorporated within the delivery timeline. The system went live on schedule with 12 pilot retailers in December 2012. The remainder of the 4,000 VLTs was successfully converted over the following four months

Figure 4, 3 – 10:
GTECH CMS Project Experience – Alberta Gaming and Liquor Commission

Jurisdiction:	Alberta Gaming and Liquor Commission
Scope of Project:	Conversion of GTECH's Video ProSys system to the INTELLIGEN system supporting GSA's G2S protocol
Project Manager:	Rick Martin (no longer with GTECH)
Goals/Objectives:	Delivery of the INTELLIGEN system within the defined timeline and budget
How Goals and Objectives Were Met:	The system was delivered in the scheduled timeframe and utilized a pilot approach to reduce possible field problems when the terminal rollout started. We also incorporated a multi-vendor integration process and testing within the delivery timeline

Figure 4, 3 – 11:
GTECH CMS Project Experience – Maryland State Lottery

Jurisdiction:	Maryland State Lottery
Scope of Project:	Implementation of the INTELLIGEN system with Slot Accounting System (SAS) supporting five venues and 9,755 VLTs. GTECH provides full facilities management, including data center and operational support
Project Manager:	Ron Babineau Ronald.Babineau@gtech.com
Goals/Objectives:	Delivery of the INTELLIGEN system within the defined timeline and budget
How Goals and Objectives Were Met:	Go live success was a direct result of careful planning, successful execution of dress rehearsals, casino coin tests, and round-the-clock support for the timeframes before and after the casino opening Incorporated Multi-vendor Integration Testing approach within the delivery timeline to minimize impact on the VLT installation process as the casino operators prepared the facility for opening

Figure 4, 3 – 12:
GTECH CMS Project Experience – Kansas Lottery

Jurisdiction:	Kansas Lottery
Scope of Project:	Implementation of the INTELLIGEN system with SAS supporting three venues and 4,500 VLTs. GTECH provides full facilities management, including data center and operational support
Project Manager:	Ron Babineau Ronald.Babineau@gtech.com
Goals/Objectives:	Delivery of the INTELLIGEN system within the defined timeline and budget
How Goals and Objectives Were Met:	Go Live success was a direct result of careful planning, successful execution of dress rehearsals, casino coin tests, and round-the-clock support for the timeframes before and after the casino opening Incorporated Multi-vendor Integration Testing approach within the delivery timeline to minimize impact on the VLT installation process as the casino operators prepared the facility for opening

Figure 4, 3 – 13:
GTECH CMS Project Experience – Rhode Island Lottery

Jurisdiction:	Rhode Island Lottery
Scope of Project:	Conversion to GTECH's INTELLIGEN system with SAS while supporting two venues and 5,650 VLTs from the GTECH ES Video System. GTECH provides full facilities management including data center and operational support
Project Manager:	Tim Maher Timothy.Maher@gtech.com
Goals/Objectives:	Delivery of the INTELLIGEN system within the defined timeline and budget
How Goals and Objectives Were Met:	Data conversion goals were met by carefully mapping legacy data to INTELLIGEN data tables and identifying and closing any gaps Go Live success was a direct result of careful planning, successful execution of dress rehearsals, casino coin tests, and round-the-clock support for the timeframes immediately following the cutover of casino communication lines to INTELLIGEN

Confidential information ends here.

GTECH has further described its Qualifications and Experience in the following responses to the RFP.

3
Qualifications and Experience

3.1
Staffing Qualifications and Experiences

The Vendor has the responsibility to provide all personnel necessary to meet the requirements of the Contract and provide consistent level of service to all Venues, the Lottery, and Lottery personnel. Specifically, the Vendor is responsible for providing all staff necessary to meet the timelines established subsequent to contract award and maintain support for service level agreements.

All staff assigned to this Contract are subject to approval and a criminal background check by the Lottery as was defined in Section Three (3B Lottery General Terms and Conditions) item 1 titled Criminal Background Investigation.

Staffing in certain key areas subsequent to contract award will be provided by the Vendor. Staffing is to be provided in support of the implementation of the CMS at each of the VLT Venues and remains with the implementation until at least two weeks after the last conversion of VLT operations at ALL Venues.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

As the following sections illustrate, GTECH's sizeable and seasoned work force includes project delivery personnel as well as operations and services staff who have a wealth of experience and qualifications and are highly suited for the delivery and upkeep of an opportunity such as this.

3.1.1

PROJECT MANAGER (Qualifications and Experience): The Project Manager's responsibility is to coordinate conversion of the CMS and each Venue, and that position will be the primary point of contact between the Vendor and the Lottery for all conversion matters. The Project Manager should be a certified PMP, have a minimum of five years' experience, and remain on site until conversion is complete. The Lottery will have the right to approve the assigned Project Manager for the duration of the conversion.

The Project Manager has responsibility to perform day-to-day management of the project, identify issues and risks, and recommend possible issue and risk mitigation strategies for the project; be responsible for ensuring that work performed is within the scope, consistent with requirements, and delivered on time; identify critical paths, tasks, dates, testing, and acceptance criteria; and monitor issues and provide resolutions for up-to-date status reports; and demonstrate excellent writing and oral communications skills.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's Project Management Office (PMO) is staffed with highly skilled and qualified project managers (PMs) who manage complex projects from start to finish. GTECH will assign John Goncalves as the PM for this project. John is Project Management Professional (PMP)-certified and has five years of experience as a Senior PM. For further details on John's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.2

NETWORK SPECIALIST (Qualifications and Experience): A Network Specialist, who is a Certified Network Engineer, is to support Lottery operations; this specialist will be assigned to the on-site conversion team and remain exclusively assigned to the Lottery project until conversion is complete. The Network Specialist needs to demonstrate expertise in the type of network proposed and implemented. The Project also entails network support in conjunction with the BDC.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH understands that the Lottery will require an experienced Network Specialist for a successful delivery. GTECH will assign Tom Bailey, a certified Network Engineer from the Global Telecom Organization to manage the project from start to finish, as well as a full support team ready to assist. GTECH's Global Telecom Organization is staffed with highly skilled and qualified network engineers with certifications from Juniper, Cisco, A10, Fortinet, and a suite of other network elements. For further details on Tom's qualifications and experience, please see the **Key Personnel Resumes and Certifications/ Degrees** Exhibit located behind the Exhibits tab.

3.1.3

VLT CONVERSION SPECIALIST (Qualifications and Experience): A Conversion Specialist who is a certified network or system engineer to provide LAN/WAN network support for Lottery operations will be assigned to the project. The Conversion Specialist will be assigned to the project at all times and shall be responsible for the conversion of each Venue. The Conversion Specialist needs to demonstrate at least three (3) years of experience with a working video lottery CMS, three (3) years of experience working with multiple VLT manufacturers, and demonstrate expertise in the type of network proposed and implemented by the Vendor. This specialist will be on-site during conversion.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

The VLT Conversion Specialist role is critical to the overall success of the entire delivery. It is similar to the Network Specialist, but dedicated to the VLT-to-CMS conversion piece. Experience is critical, since the conversion spans the gamut from the actual player input to central processing and reporting. GTECH understands that a successful conversion requires a Conversion Specialist who has already participated in the entire process. GTECH will assign Greg Gruenenfelder, a certified Information Technology (IT) Engineer from our Global IT Infrastructure team for this role in the delivery.



GTECH Advantage

GTECH's Global IT organization is staffed with highly skilled and certified IT engineers who have gone through conversions in jurisdictions such as Maryland, Pennsylvania, and Rhode Island.

Greg will manage the project from start to finish, with a low-level voltage specialist assisting with all necessary installations and cabling required. For further details on Greg's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.4

INSTALLATION SPECIALIST (Qualifications and Experience): An Installation Specialist with CMS installation and configuration experience who will be on-site during conversion will be employed by the Vendor. The Installation Specialist shall be responsible for configuration of CMS software and system and application values in coordination with the Lottery management team. All configurations are to be approved by the Lottery prior to installation. The Installation Specialist will work with the Project Manager and VLT Conversion Specialist to ensure the CMS interaction and integration works between the primary system at the PDC and the VLTs. The Installation Specialist needs to demonstrate a minimum of one (1) year of experience with the proposed CMS, two (2) years of experience working with multiple VLT manufacturers, and two years (2) experience in LAN/WAN infrastructure support.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's Integration Engineers are specialists in the installation of the INTELLIGEN CMS. A named team of Integration Engineers are assigned to each customer implementation. They follow strict procedures in completing an installation and confirming the configuration of each installation using specialized tools.



GTECH Advantage

Each team member has from two to more than five years of experience, including installation of multi-vendor VLT systems for customers worldwide.

Integration Engineers can be deployed on-site and are equally able to work remotely with appropriate system access such as Virtual Private Network (VPN).

GTECH will assign Tim Bell as the Integration Specialist for this project. For further details on Tim's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.5

EDUCATION AND TRAINING SPECIALIST (Qualifications and Experience): The Vendor shall employ Education and Training Specialists having expertise in the area of training, including network administration, server administration, database administration, and day-to-day operations. These Education and Training Specialists are to have CMS installation and configuration training experience and be on-site before and during conversion. Education and Training Specialists shall educate designated Lottery personnel in the operations and reporting of the CMS.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH Training Specialists are Langevin-certified (the world's largest Train-the-Trainer company) trainers who have, on average, more than 10 years of experience delivering training on installing and configuring the CMS solution. Trainers are versed in the areas of Operations, System Administration, Communications, and End-User/Back-Office day-to-day operations. Trainers will be on site prior to and after conversion. Trainers will provide the knowledge and skills to Lottery personnel in the operations and reporting of the CMS.

GTECH will assign Chris Lawrence as the Education and Training Specialist for this project. For further details on Chris's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.6

DATABASE ADMINISTRATOR (Qualifications and Experience): The Vendor is responsible for assigning a qualified Database Administrator to the project to assist with training, conversions, database administration, and will provide knowledge transfer training to technical staff at the Lottery through conversion and for the life of the Contract. The Database Administrator needs to have experience with the Data Warehouse (DW) schema and shall document details concerning the schema. The Vendor is to demonstrate that this person qualifies as a senior level Database Administrator with appropriate education, training, and specific certification relative to the database schema utilized by the Vendor.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH's team of Database Administrators has extensive experience with database conversion, replication, administration, and performance improvements in both On-Line Transactional Processing (OLTP) and Data Warehouse (DW) environments.

Each team member in the database component group performs at the senior level or higher. Our senior-level member is a GTECH Database Architect. Other members have previously worked directly for our database vendor and bring years of experience to ensure the success of the project.

GTECH will assign Babak Kheiltash as the Database Administrator for this project. For further details on Babak's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.7

BUSINESS ANALYST (Qualifications and Experience): The Vendor is to assign a lead Business Analyst who will be on-site before conversion, then assigned as needed. This position will support the Project Manager and ensure that all communications between technical staff of the Vendor and the Lottery accurately represent business requirements.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH will assign Mark Jones as the lead Business Analyst (BA) who will be on site before the conversion and as needed. Mark has extensive experience with GTECH products as well as with leading the requirements-gathering and management for client-driven projects. Additionally, GTECH will have a team of BAs that will provide support to the lead BA as needed throughout the duration of the project.

For further details on Mark's qualifications and experience, please see the **Key Personnel Resumes and Certifications/Degrees** Exhibit located behind the Exhibits tab.

3.1.8

ONGOING SUPPORT STAFF (Qualifications and Experience): Ongoing support staff are intended to be separate individuals from implementation staff. At a minimum, the Vendor needs to assign a Product Support Manager and a Software Development Manager for the life of the Contract. The Product Support Manager and Software Development Manager will have CMS installation and configuration training experience. The Product Support Manager and Software Development Manager shall provide the ongoing support and education of designated Lottery personnel in the operations and reporting of the CMS. The Vendor has to assign a Network Specialist to support the Lottery network, including network support in conjunction with the BDC through conversion and for the life of the Contract.

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

After full rollout and formal acceptance by the Lottery, the implementation PM will initiate the process to formally hand over the INTELLIGEN CMS to a GTECH Services Team that will provide ongoing support to the Lottery. The Services Team will be led by a PM responsible for planning and oversight of all post-implementation deliveries to the Lottery, communication with the Lottery on the technical aspects, and coordination with all technological services and departments required to assure prompt and high-quality services. This person will be assigned from among GTECH's experienced resource pool of PMs, a group of individuals with more than five years of experience in project management and customer care and familiarity with GTECH products and technological processes. The PM will report to the Regional Delivery Lead, who is responsible for maintenance and services for multiple accounts within a region.

The PM will closely work with a Technical Lead for the account, who will be an experienced software engineer with analytical capabilities and appropriate knowledge of the system architecture and functionality. The Services team provided to the Lottery will consist of experienced software resources with detailed knowledge of each system component and Operational Support specialists. The Services team will be augmented with a Software PM, Systems Engineer, Network Specialist, and Infrastructure support as necessary. The Services team will have access to a vast knowledge base and all technical resources within GTECH. This team will provide ongoing support for the Lottery as determined by a negotiated Service Level Agreement (SLA).

3.2
Corporate Capabilities

Vendor response is to demonstrate the corporate experience, technical and project management capability, and financial means to support this Contract.

GTECH Response:

In the following responses, GTECH has provided information to demonstrate its corporate experience, technical and project management capability, and financial means to support this Contract.

3.2.1

***CORPORATE OVERVIEW:** Vendor shall provide the following information in its proposal:*

A. Name and address of the business entity making the proposal;

GTECH Response:

GTECH Corporation
10 Memorial Boulevard
Providence, RI 02903

B. Type of business entity (e.g., corporation, partnership, etc.);

GTECH Response:

GTECH Corporation is a Delaware corporation.

C. Place of incorporation, if applicable;

GTECH Response:

GTECH Corporation is incorporated under the laws of the state of Delaware.

D. Name and location of major offices, plants, and other facilities that relate to performance under the terms of this RFP;

GTECH Response:

The following are the names and locations of major offices, plants, and other facilities that relate to GTECH's proposed performance under the terms of this RFP:

- GTECH Corporate Headquarters
  10 Memorial Boulevard
  Providence, RI 02903
- GTECH Technology Center
  328 Urquhart Ave, Moncton, New Brunswick
  E1H 2R6 Canada
- GTECH Technology Center
  5301 Riata Park Court
  Building E, Suite 100
  Austin, TX 78727
- Primary Data Center:
  GTECH West Virginia
  1700 MacCorkle Avenue SE
  5th Floor South
  Charleston, WV 25314
- Backup Data Center:
  Middletown Mall Road
  2500 Fairmont Avenue
  White Hall, WV 26554
- National Response Centers(s):
  - Providence GTECH NRC
    75 Baker Street
    Providence, RI 02905
  - Austin GTECH NRC
    8520 Tuscany Way
    Building 6, Suite 100A
    Austin, TX 78754
  - Atlanta GTECH NRC
    250 Williams Street, Suite 3400
    Atlanta, GA 30303
  - West Virginia GTECH NRC
    1700 MacCorkle Avenue SE, 5th Floor
    Charleston, WV 25314

E. *Name, address, and function of all subcontractors, associated companies, or consultants to be involved in any phase of this project;*

GTECH Response:

GTECH may use the services of a subcontractor or supplier to assist with the Site Controller installation. As of this submission, GTECH is in the process of identifying the appropriate subcontractor or supplier.

F. *Name, address, and telephone number of Vendor's representative to contact regarding all contractual matters concerning this proposal;*

GTECH Response:

Jeff Hewitt, Account Development Manager (ADM), is the contact for questions regarding all contractual matters concerning GTECH's proposal. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

G. *Name, address, and telephone number of Vendor's representative to contact regarding all technical matters concerning this proposal;*

GTECH Response:

ADM Jeff Hewitt is the contact for questions regarding all technical matters concerning GTECH's proposal. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

H. *Name, address, and telephone number of Vendor's representative to contact regarding site visit schedule and other arrangements; and*

GTECH Response:

ADM Jeff Hewitt is the contact for questions regarding site-visit schedules and other arrangements. Jeff's contact information is as follows:

Jeff Hewitt, Account Development Manager
1700 MacCorkle Avenue SE
Charleston, WV 25314
Telephone: 304-206-3201
E-mail: Jeff.Hewitt@GTECH.com

I. *Vendor's Federal Employer Identification Number.*

GTECH Response:

GTECH's Federal Employer Identification Number is 05-0389840.

3.2.2

FINANCIAL VIABILITY: *Unless the Vendor currently holds a manufacturers license under the Racetrack Video Lottery Act or the Limited Video Lottery Act, the Vendor is to submit the following financial information:*

IF PUBLICLY TRADED COMPANY:

A. SEC Form 10-K for most recent year-end;

B. SEC Form 10-Q for all quarters since filing of 10-K;

C. SEC Forms 8-K or Series 13 filings since fling of 10-K; D. Most recent Proxy Statement; and

E. List of senior officers and/or beneficial owners of 5% or more of the Company.

1) For individuals, please include personal financial statement prepared within the last six months and most recent federal income tax return.

2) For companies other than institutional investors, please include most recent audited financial statements, SEC filings indicated in (A) through (C) above (if applicable), and 5% ownership list.

GTECH Response:

GTECH Corporation is not a publicly traded company.

IF NON-PUBLICLY TRADED COMPANY:

A. Audited financial statements for most recent year-end;

B. Unaudited financial statements for the period since year-end; and

C. List of senior officers and/or beneficial owners of five (5) percent or more of the Company.

For individuals, please include personal financial statement prepared within the last six months and most recent Federal Income Tax Return.

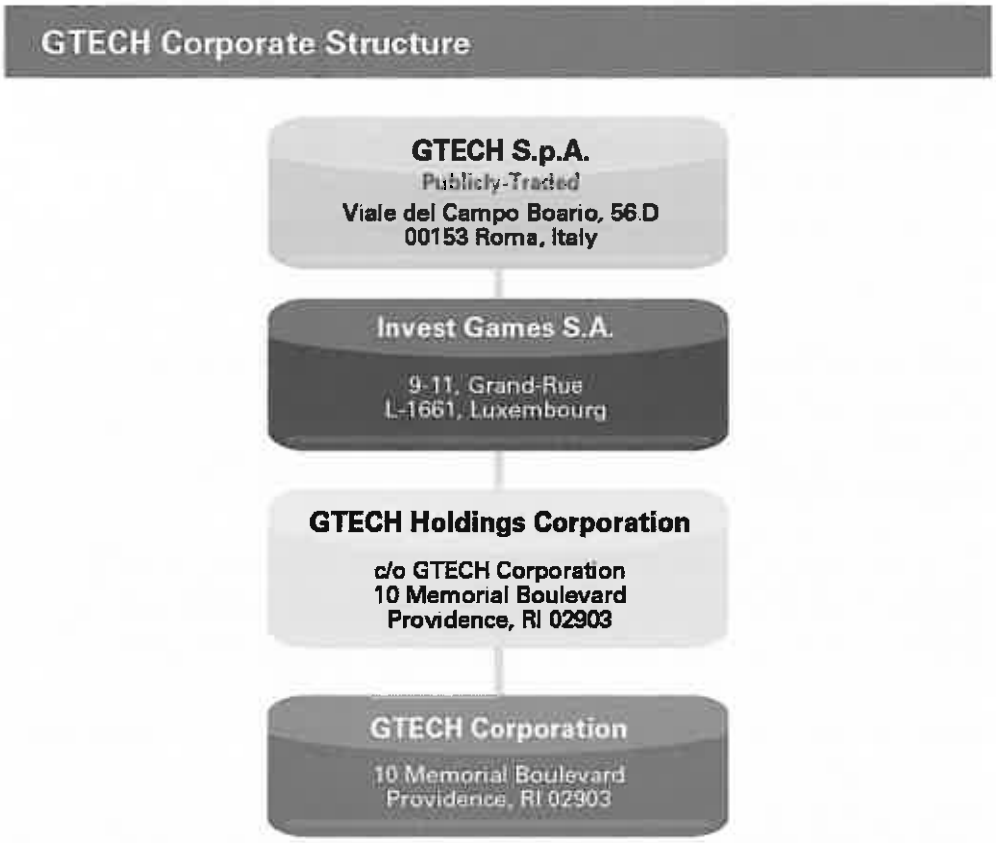
GTECH Response:

GTECH Corporation has provided its audited financial statements for the most recent year-end on the **GTECH Financial Statements** CD located behind the Exhibits tab. GTECH has also submitted the audited financial statements for the most recent year-end for its parent entity, GTECH S.p.A., on the **GTECH Financial Statements** CD located behind the Exhibits tab.

GTECH does not prepare unaudited financial statements outside of the year-end financial statements. However, GTECH Corporation has provided quarterly audited financial statements for the period since year-end for its parent entity, GTECH S.p.A. in the **GTECH Financial Statements** CD located behind the Exhibits tab.

GTECH Corporation has provided a list of its senior officers in the **GTECH Officers and Directors** Exhibit, located behind the Exhibits tab. GTECH's ownership structure is detailed in the following figure.

Figure 4, 3 – 14:



ALL COMPANIES:

At the option of the Lottery, the Vendor will provide ongoing financial reporting to demonstrate their ability to provide satisfactory service no less than on an annual basis, as of their financial year end. Upon notice by the Lottery, the Vendor might be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

GTECH Response:

GTECH understands that at the option of the Lottery, GTECH will provide ongoing financial reporting to demonstrate its ability to provide satisfactory service no less than on an annual basis, as of its financial year-end. GTECH further understands that upon notice by the Lottery, it might be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

3.2.3

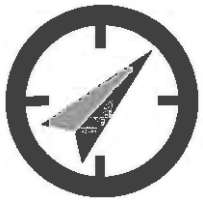
INDUSTRY EXPERIENCE: *Vendor must have supplied and implemented video lottery central monitoring systems for two (2) lottery customers in North American state regulated market. The Vendor must have completed a successful conversion of an existing system in at least one (1) jurisdiction. No project shall be considered to satisfy qualification requirements unless Vendor served as the primary Vendor.*

Vendor shall provide descriptions of all projects in which Vendor performed services of comparable complexity to those required by this RFP in North American gaming jurisdictions over the past five years including names, titles, addresses, and telephone numbers for references who may be contacted to verify experience and qualifications. Vendor shall provide the same information for any projects that involved the conversion of an existing system.

Vendor shall include the following details in each project description:

A. *Name of lottery or gaming enterprise(s) and scale of contract;*
B. *Number of systems ordered and delivered to the customer;*
C. *Term of the contract;*
D. *Reason for contract end if contract is no longer in effect; and*
E. *Services directly provided by the Vendor and services provided by subcontractors.*

GTECH Response:



GTECH Differentiator

GTECH has supplied and implemented eight INTELLIGEN CMS solutions in North America during the past five years.

Five of the eight INTELLIGEN CMS solutions implemented in North America over the past five years were conversions from GTECH systems, and one from the Scientific Games AEGIS system. The remaining two implementations were in Maryland and Kansas where no gaming program previously existed. The following figure illustrates our experience in the past five years.

Figure 4, 3 – 15:
GTECH CMS Project Experience in the Last Five Years

Jurisdiction	Most Recent Installation	# of VLTs*	Previous System Vendor
Atlantic Lottery Corporation	2013	6,360	GTECH
Rhode Island Lottery	2013	5,650	GTECH
Société des établissement de Jeux du Quebec	2012	11,150	SGI
Manitoba Liquor and Lotteries	2012	5,900	GTECH
Western Canada Lottery Corporation	2012	4,000	GTECH
Alberta Gaming and Liquor Commission	2012	6,000	GTECH
Kansas Lottery	2010	4,500	New
Maryland State Lottery	2009	9,755	New

*Most recent information available.

In addition, GTECH is currently in the process of converting systems in Oregon and Pennsylvania and installing a new system in Greece. GTECH has also been awarded the CMS contract in Portugal and Massachusetts.

The following is detailed information on each of the implementations in the past five years:

Figure 4, 3 – 16:
GTECH CMS Project Description – Atlantic Lottery Corporation

Jurisdiction:	Atlantic Lottery Corporation
Scale of the Contract:	Conversion of GTECH's ES Video System to the INTELLIGEN system with the GSA's G2S protocol supporting Player Registration and Responsible Gaming. This represented the first implementation of GTECH's Player Services functionality in a distributed gaming environment.
Number of Systems Ordered:	1
Term of the Contract:	7 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Byron Bridger Director Marketing Destination (506) 867-5800, ext 6109 byron.bridger@alc.com

Figure 4, 3 – 17:
GTECH CMS Project Description – Société des établissement de Jeux du Quebec

Jurisdiction:	Société des établissement de Jeux du Quebec
Scale of the Contract:	Conversion of the Scientific Games AEGIS system to GTECH's INTELLIGEN system with the GSA's G2S protocol. The conversion involved more than 12,000 VLTs in more than 2,300 locations in the province.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Jean-Marc Ciot Director of IT (514) 499-5248 Jean-Marc.Ciot@slvq.com

Figure 4, 3 – 18:
GTECH CMS Project Description – Manitoba Liquor and Lotteries

Jurisdiction:	Manitoba Liquor and Lotteries
Scale of the Contract:	Conversion of GTECH's ES Video System to GTECH's INTELLIGEN system with GSA's G2S protocol in 600 locations and approximately 6,000 VLTs.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Reg Pluchinske Program Director, VLT Project (204) 957-2500 reg.pluchinske@mbll.ca

Figure 4, 3 – 19:
GTECH CMS Project Description – Western Canada Lottery Corporation (Saskatchewan)

Jurisdiction:	Western Canada Lottery Corporation (Saskatchewan)
Scale of the Contract:	Conversion of GTECH's Video ProSys system to the INTELLIGEN system supporting GSA's G2S protocol. Support for Responsible Gaming and Player Registration is currently being delivered as part of Phase 2 of the project.
Number of Systems Ordered:	1
Term of the Contract:	7 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Tyrone Wolfram VP, VLT Division (306) 933-6851 twolfram@wclc.com

Figure 4, 3 – 20:
GTECH CMS Project Description – Alberta Gaming and Liquor Commission

Jurisdiction:	Alberta Gaming and Liquor Commission
Scale of the Contract:	Conversion of GTECH's Video ProSys system to INTELLIGEN system supporting the GSA's G2S protocol.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Greg Bennett Technical Manager, Gaming Products and Technical Compliance, Lottery and Gaming Services (780) 447-8801 Greg.Bennett@aglc.ca

Figure 4, 3 – 21:
GTECH CMS Project Description – Maryland State Lottery

Jurisdiction:	Maryland State Lottery
Scale of the Contract:	Implementation of the INTELLIGEN system with SAS supporting five venues and 9,755 VLTs. GTECH provides full facilities management including Data Center and operational support.
Number of Systems Ordered:	1
Term of the Contract:	5 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for INTELLIGEN hardware and software.
Contact Information:	Jeff Patchen CIO, IT (410) 230-8947 jeff.patchen@maryland.gov

Figure 4, 3 – 22:
GTECH CMS Project Description – Kansas Lottery

Jurisdiction:	Kansas Lottery
Scale of the Contract:	Implementation of the INTELLIGEN system with SAS supporting three venues and 4,500 VLTs. GTECH provides full facilities management including Data Center and operational support.
Number of Systems Ordered:	1
Term of the Contract:	10 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Keith Kocher Director, Gaming Facilities (785) 296-5706 keith.kocher@kslottery.net

Figure 4, 3 – 23:
GTECH CMS Project Description – Rhode Island Lottery

Jurisdiction:	Rhode Island Lottery
Scale of the Contract:	Conversion to GTECH's INTELLIGEN system with SAS while supporting two venues with 5,650 VLTs from the GTECH ES Video System. GTECH provides full facilities management including Data Center and operational support
Number of Systems Ordered:	1
Term of the Contract:	20 years
Reason for Contract End if Contract Is No Longer in Effect:	Contract currently in effect
Services Provided:	Support is provided for the INTELLIGEN hardware and software.
Contact Information:	Gerald Aubin, Director (401) 463-6500 gaubin@rilot.ri.gov

3.2.4

CORPORATE GOODWILL: *Vendor shall address its corporate philosophy on providing quality products and services to its customers by providing a statement in its response that may include any customer complaint resolution processes, results of surveys conducted on customer satisfaction levels, Vendor or customer partnering activities, and any continuous quality improvement programs instituted company-wide.*

GTECH Response:

GTECH's Customer First philosophy and operating strategy ensures we maintain an acute focus on our customers, maximizing their ability to take advantage of evolving markets and opportunities in the lottery industry and the gaming and commercial services sectors.



GTECH Differentiator

During the nearly 35 years we have been in business, we have converted that experience into expertise, which can be found in our people, products, and service levels. What is most meaningful to you are the insights gleaned from our experience, which we use to better understand our customers' needs, improve the products and services we provide, and establish and implement repeatable best practices.

The Lottery has a proven track record of *accountability, innovation, success, and social responsibility.* Throughout our years in business, we have worked to build a similar track record of our own.

Accountability

We understand that your stakeholders – LVLs, RVLs, players, beneficiaries, and all West Virginia residents – demand accountability from you. We also understand that the level of service we provide to you directly impacts the level of service you can provide to your stakeholders. And that level of service – of performance – affects both your ability to operate your business and your reputation. For that reason, we share in your accountability and commit to providing superior service levels to you and your stakeholders throughout the coming contract period if we are chosen as the successful bidder. That responsibility will also drive our pursuit of continual improvement. We will work to exceed your expectations of our service levels in all areas of your business.

Innovation

As lotteries strive to meet regulatory, as well as market, requirements and capture players' attention in a competitive marketplace, the need for innovative technology and ideas is absolute. GTECH has invested in, and is committed to, an ongoing program of Research and Development (R&D) to provide the most innovative technology product offerings available in the market. Our investment in R&D is fueled by a talented and driven workforce. New products and services are a result of the depth of experience of the members of that workforce and their passion for their work.

GTECH has utilized an intensive market validation process for the past 20 years to help design market-leading products coupled with our unique in-house ideaWorks innovation program that illustrates GTECH's long-standing commitment and continued strategic focus on innovation. As a result, GTECH sponsors many initiatives designed to foster innovation including ideaWorks and the Advanced Research and Innovation (ARI) group.

GTECH's corporate ideaWorks program is comprised of Corporate Challenges aimed at stimulating new gaming concepts and ideas. The ideaWorks program provides a web-based interface for staff to submit new products and process ideas on a regular basis for consideration by an evaluation team. Cash prizes are provided to applicants whose ideas are believed to have merit. Selected ideas are then prioritized for further R&D.

The ARI group at GTECH has a mandate to investigate and validate enabling technologies and tools required to support and enhance our products and processes, looking out from three-to-five years into the future. ARI is comprised of a global core team of full-time internal resources and external university collaborators whose sole purpose is to investigate pre-commercial technologies and foster a culture of innovation within GTECH. Over the past few years, ARI has carried out more than 40 individual research projects, filing, on average, 18-20 patents per year and has commercialized many new features within our products around the world.

GTECH Market Firsts:

- First to deploy G2S-supported devices and features such as Distributed Game Downloads.
- First to deploy Responsible Gaming in the Player User Interface (PUI).
- First to launch a true 3D Electronic Gaming Machine (EGM) game and cabinet.
- First to market Proactive Diagnostics designed to monitor the operational health of VLTs and Site Controllers within a distributed gaming network; its patented predictive fault engine provides fault prediction analysis to maximize the availability of gaming devices.

Recent Innovations in Development:

- Progressives in the PUI are currently in final test and will be commercially available in 2016.
- Data Visualization project has resulted in a new Visual Analytics product launching in 2015.
- Responsible Gaming Behavioral Clustering Algorithm to predict player behaviors is about to be field-tested.
- GTECH received a $5 million grant in 2014 to launch a behavioral study around the one view of the player concept, studying land-based play, traditional lottery play, Internet play, mobile, and social media.
- Tethering Secure method, giving players the flexibility to play their games in different locations within a venue (e.g., designated smoking areas).
- Indoor geo-location for targeted promotions using Wi-Fi, Bluetooth, and ultrasonic methods and optimizing floor layout based on analysis of player patterns.

Since the inception of the electronic lottery, GTECH has provided innovative gaming technologies and pioneered new products to support our customers. GTECH began as a small company with three customers and today is a global corporation servicing lotteries on six continents with products from Video Lottery including systems; VLTs and games; traditional ticket lottery and instant (scratch) tickets; casino, including systems, terminals, and games; and interactive and sports betting solutions. GTECH has been fortunate to work with clients that share a mission to serve their customers and beneficiaries – yet each has a unique set of requirements and unique sensitivities. Our experience partnering with these lotteries and delivering products and services tailored to meet their individual needs has fueled our success in the industry and directed the efforts of our employees. We are committed to the West Virginia Lottery's vision and passionate about the success of its business.

GTECH's Philosophy on Corporate Goodwill

GTECH's mission is to:

- Strive for maximum levels of customer satisfaction by promoting continuous innovation and superior performance and placing the customer at the center of all its activities.
- Recognize and promote ethical behavior, responsible gaming, and service to the community as the foundation of our success.
- Treat personnel with respect, equality, and equity, paying attention to providing a work environment in which each person can excel.
- Seize opportunities and conduct our activities guided by the principle of creating added value for our shareholders.

In fact, GTECH was one of the first companies in the industry to introduce the subject of responsible gaming and focus on the social consequences of its products and services.

GTECH has always maintained a sense of responsibility for the communities where the Company has a presence. In fact, GTECH was one of the first companies in the industry to introduce the subject of Responsible Gaming (RG) and focus on the social consequences of its products and services.

The GTECH RG application provides lottery operators and players flexible and configurable tools to facilitate players' informed choices about their gaming activities and voluntary management of their own play behavior. It is the most comprehensive RG application commercially available supporting Video Lottery in the gaming industry. GTECH's RG application is currently deployed and in operation throughout Sweden. It utilizes the G2S protocol and operates in the PUI on all VLTs providing play management throughout the country. GTECH is actively working with the World Lottery Association (WLA) to obtain vendor certification and expects accreditation within the WLA Responsible Gaming Framework in 2015.

GTECH's sustainability policy has since expanded to include the environment and all the areas covered by a Corporate Social Responsibility framework. For the past seven consecutive years, GTECH has described the social, environmental, and economic impact of its sustainability policy and activities through publication of its annual Sustainability Report (formerly known as the Social Report). The Sustainability Report is GTECH's primary method for communicating the Company's commitment to RG and community outreach. The 2013 report was prepared using the G4 guidelines set by the Global Reporting Initiative (GRI), an international leader in sustainability efforts and reporting.

The report includes a section dedicated to the Company's social responsibility to its customers, including the results of customer satisfaction surveys, vendor or customer partnering activities, and continuous quality-improvement programs instituted company-wide. While the latest report includes this information from January through December 2013, the following information represents our most up-to-date data.

Customer Complaint Resolution Process

GTECH has in place an active Customer Complaint Resolution process that has responded to any questions and concerns of the Lottery and its agents. We have positioned within the State of West Virginia a dedicated and resident ADM. The current ADM has a complete and thorough understanding of the West Virginia market and processes. He is in constant contact with the Digital Subscriber Line (DSL) and the operators on a daily basis and will respond to concerns promptly. In conjunction with the dedicated Lottery Customer Service Team Manager (CSTM), located in our Canada-based manufacturing and technology facility, they will be the primary points of contact for complaint resolution. In the event of a complaint, it will be escalated to the appropriate internal departments within the GTECH organization, resulting in quick and corrective actions.

Together with our service group and our compliance group, GTECH upholds the highest technical and performance standards. The ADM is in constant communication with these groups to ensure every product is updated to industry standards. This model enables all parties to work closely together with common goals. GTECH's objective is to ensure that our customers' needs are always at the forefront, not just during the implementation and start-up phase, but also throughout the operational period.

Customer Satisfaction Level Surveys

Standardized customer satisfaction surveys are conducted once every two years with GTECH's customers across all lines of its business. One-hour telephone surveys are conducted one-on-one with the customer by a third-party research firm. The survey is an attempted census of all government-sponsored customers globally. Customers who we are currently engaged in an RFP process or contract negotiations are not included or contacted at a later date once RFPs are awarded and/or contracts negotiations are concluded. For its VLT customers, GTECH's gaming survey has solely and uniquely surveyed its Game Management System (GMS) customers on the quality of product and service.

The survey is divided into the following sections:

1. Importance of Supplier Attributes.
2. Client/Supplier Relationship.
3. Products:
   a. Product Quality.
   b. Product Delivery.
   c. Technical Service.
4. Central Systems:
   a. Performance.
   b. Product Delivery.
   c. Technical Service.
5. Marketing.
6. Customer Service.

GTECH's objective is to ensure that our customers' needs are always at the forefront, not just during the implementation and start-up phase, but also throughout the operational period.

Results of the survey are distributed among our sales and customer service teams. Action items are decided upon, and each customer receives a customized letter outlining GTECH's plan to address any issues that were identified.

Vendor Partnering Activities

GTECH has established a solid reputation for delivering quality products that are reliable, innovative, and entertaining.

To support our efforts, GTECH has developed a suite of vendor partners that have worked and grown with us over many years. These vendors have supported GTECH in our focus on enhancing our product designs to not only provide quality products but also innovative solutions. Additionally, these vendors have also supported us on producing products that are tailored to specific customer and market needs. Examples of solutions developed in partnership with our vendors include the innovative 3D and Button Panel features on our latest commercial Casino product, Axxis. In addition, through these partnerships, we are working on our next generation VLT that is specific to European customer needs.

GTECH's suite of vendors includes leaders in their respective product offerings such as JCM, MEI, Wells-Gardner, and 3M. It also includes core manufacturing-focused vendors that work with us to maintain high quality and low cost, allowing us to provide competitively priced products to our customers. To help maintain these partnerships, GTECH operates a vendor management program that includes regular business reviews/site visits alternately between vendors and GTECH offices.

Customer Partnering Activities

GTECH partners with gaming companies throughout the world as needed to best service our customers. GTECH has successfully partnered with and integrated third-party vendors' products into our solutions. In other cases, GTECH has worked with our competitors under our Master Contracts to provide turnkey solutions and services. Some examples of this include full distribution and service agreements for vendors to the New York, Delaware, and Maryland Lotteries and the Rhode Island VLT market. Another example of partnering to better serve the Lottery is in Manitoba where we partnered with an existing local Lottery Bingo provider to bring its solution to our product. In addition we have offered third-party developers access to our Game Development Kit (GDK) and Terminal Development Kit (TDK) allowing for the provision of diversified content.

GTECH has the expertise and experience to execute every detail of a successful deployment and the ongoing operation of multiple vendors. These relationships have provided increased revenue and cost-saving measures to our customers as proven by our lasting business relationships. By leveraging GTECH's experience and knowledge, we minimize the risks to the Lottery, LVL and RVL Operators, and the State.

Vendor must be in good standing with its customers and the business community. The vendor shall disclose the following occurrences in its response:

A. *Any contract terminated for cause or due to Vendor's default in the last five (5) years. Disclosure shall include the other party's name, address, telephone number, and specific details of termination.*

GTECH Response:

GTECH has never had a contract terminated for cause or due to default.

B. *Any video lottery fine, penalty, order, judgment or decree of any federal, provincial, tribal, or state authority barring, suspending or otherwise limiting the right of the Vendor or its subsidiaries to engage in any business practice or activity in the last two (2) years. Disclosure shall include date of occurrence and detailed explanation of circumstances.*

GTECH Response:

GTECH has never had any video lottery fine, penalty, order, judgment, or decree of any federal, provincial, tribal, or state authority barring, suspending, or otherwise limiting the right of GTECH or its subsidiaries to engage in any business practice or activity.

3.2.5

TECHNICAL CAPABILITIES AND RESOURCES: *Vendor is to demonstrate the capacity to provide the software applications and system support critical to this project. Vendor's response shall include descriptions of its (1) software engineering and system integration capabilities and (2) configuration management tools and procedures.*

GTECH Response:

GTECH is committed to deploying systems and software of the highest quality possible and has adopted Capability Maturity Model Integration (CMMI) as the process to drive the software development lifecycle and configuration management activities.

CMMI is a process-improvement training and appraisal program and service that is administered and marketed by Carnegie Mellon University and required by many Department of Defense and U.S. Government contracts, especially regarding software development. CMMI is used to guide process improvement across a project, division, or an entire organization. In 2007, GTECH's Software Engineering Organization earned the prestigious CMMI Level 4 rating, a rating obtained by less than five percent of software organizations.

Confidential information begins here.

CMMI's processes and recommendations drive the GTECH Software Development Lifecycle and ensure that appropriate measures are taken to allow for the highest-quality software possible. GTECH utilizes processMax (pMax) as the software development lifecycle management tool. pMax utilizes CMMI's best practices to drive a series of steps that must be taken for all product deliveries, system deliveries, and service projects. pMax integrates policies, procedures, guidelines, criteria, templates, and forms in role-based, step-by-step instructions and provides an active, online, easily accessible document-management system with version control, change control, and process history for organizational and project work products. pMax activity for each project is regularly reviewed and graded for compliance by an impartial Process Compliance Specialist, the results of which are reviewed by GTECH's senior management to assure that pMax/CMMI compliance is met on an ongoing basis.

GTECH's software development team is required to follow GTECH software coding standards and practices, including compliance with both international gaming and technology industry security standards (ISO 27001, WLA Security Control Standard, MUSL Member Rule 2, SSAE 16, PCI Security Standard). Design/coding standards are enforced via peer reviews to assure compliance. Peer reviews for software coding, testing, and delivery documentation will be performed. All releases and software updates will go through a unit and QA test phase prior to delivery to the Lottery. GTECH's guidelines for the Software Development Life Cycle are included in the **Software Development Lifecycle Guidelines** Exhibit, located behind the Exhibits tab.

Integration with third-party products is a common deliverable, and GTECH's approach allows for adaptability to new integration points, as well as the re-use of strategy or code utilized in previous deliveries of similar scope. During the requirements phase of the project, GTECH will work with the Lottery to define the scope and integration requirements and propose a solution that best fits the Lottery's specifications. Section 4, 4.5, Interfaces (Databases), contains detailed responses to some of the specific integration points proposed by the Lottery.

GTECH's configuration management policy incorporates tools to automate configurations at build, validate existing configurations, and align configurations among deliveries when a change benefit is noted. GTECH's initial delivery of a baseline system will incorporate those configuration parameters identified as ideal for the specific delivery. As changes are made to customize a system for a particular jurisdiction, corresponding configuration changes may be recommended to assure optimal performance. These changes will be documented, saved, and distributed among all environments for the jurisdiction. Configuration settings for each server will be monitored by a custom-built configuration management tool that is ideally suited for GTECH's infrastructure and software. Configuration settings for network devices will be monitored through the use of SolarWinds Cattools. Should the monitoring tool note an unexpected change to a configuration, the event will be sent to the Tivoli monitoring application, and an alert will be forwarded to the appropriate audience. Tivoli supports a console display for operations monitoring, as well as a means to forward alerts via Simple Mail Transfer Protocol (SMTP)/email.

Confidential information ends here.

3.2.6

PROJECT PLAN: *Vendor is responsible for the various components of implementation required by the Contract. Its response must include a basic project plan for conversion and initial installation ("Project Plan"). Vendor shall establish an on-site presence in West Virginia for the duration of the project. Vendor shall make arrangements to complete conversion and implementation by the scheduled deadlines and the Lottery will participate in this process to facilitate an efficient transition into production.*

The Project Plan must include: (1) one or more charts (work breakdown structure, Gantt, PERT, or similar) identifying the major tasks and milestones for equipment deliverables, software programming, installation, testing, and other major project tasks; and (2) clearly identify Vendor's staff assigned to the Lottery to provide support at the primary and back-up data centers, casinos, and LVL venues during the implementation.

GTECH Response:

During key project evolutions, GTECH will provide on-site technical support through a focused team that will include, among others, an Infrastructure PM and Network Specialist. GTECH will maintain a presence in West Virginia at 1700 MacCorkle Ave. SE, Charleston, WV 25314.

The team will focus on conversion and installation, ensuring systems are properly installed and connected. The team will conduct testing and failover procedures to ensure no issues exist, and the Infrastructure PM will ensure all agreed-upon requirements have been met. A Project Gantt Chart, including the requested information regarding the initial installation and subsequent conversion, has been provided in the **Project Gantt Chart** Exhibit, located behind the Exhibits tab.

For a list of key GTECH staff assigned to support the Lottery during the implementation, please refer to the proposed staffing plan section of this response.

3.2.7

PROJECT MANAGEMENT: *This section has been included to define the relationship between the West Virginia Office of Technology (OT) and the Lottery with regard to project management. The Lottery Project Manager will keep the OT assigned Project Manager informed of project accomplishments and schedules so that they can provide oversight to the process. The OT assigned Project Manager will not be directly involved in all project related meetings.*

WVOT Project Management Oversight

Pursuant to West Virginia Code §5A-6-4b, the WV Office of Technology Enterprise Project Management Office (EPMO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK). EPMO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management.

The West Virginia Lottery is not part of the state infrastructure but is independent from other state agencies due to the need to preserve the integrity of its gaming environment.

Project oversight is an independent review and analysis of project artifacts and processes to determine if the project is on track, to be completed within the estimated schedule and cost, and will provide the functionality required by the sponsoring organization. The successful bidder ***will*** *be required to utilize a formalized approach to project management, which is compliant with the Project Management Body of Knowledge (PMBOK) and WV Office of Technology (WVOT) Enterprise Project Management Office (EPMO) and includes the following:*

- *The successful vendor* ***must*** *assign an experienced and skilled project manager to the project. This Project Manager* ***will*** *be responsible for the successful completion of all work tasks and deliverables as defined within the project work plan and* ***will*** *work under the direction of Lottery's Project Manager and under oversight direction from the WVOT Project Manager to ensure that all work is performed in accordance with the terms and conditions of the contract.*
- *The successful vendor's Project Manager* ***will*** *be required to maintain a detailed project work plan through the full term of the implementation process. The vendor's Project Manager* ***will*** *be required to submit an updated work plan to Lottery's Project Manager and WVOT Oversight Project Manager on a date and time that* ***will*** *be determined during contract negotiations.*

- *The successful vendor's Project Manager **will** be required to track and report on via status reports the following: schedule, scope, budget, issues, risks, specified performance indicators, and other metrics determine appropriate when establishing the project Charter. The successful vendor **will** work with Lottery's Project Manager and the WVOT Oversight Project Manager to establish, publish and follow a formal communications plan.*

GTECH Response:

GTECH has read, understands, and will comply with all of the above requirements.

GTECH's PMO follows the guidelines of the Project Management Institute (PMI), using industry-standard practices. All Senior PMs within GTECH's technical teams are PMP-certified or working toward certification. In addition, GTECH places a heavy emphasis on continuing education and encourages all technical staff to maintain their skill levels with current technology. GTECH conducts numerous training programs for staff by recruiting industry experts across multiple disciplines. This commitment to PMP-certification demonstrates that our PMs will have the knowledge and extensive field experience to competently implement project management quality practices and ensure a successful delivery.

John Goncalves, a PMP-certified Senior PM with vast experience, has deployed multiple systems and will be assigned to manage this project.

SECTION 4, 4.1

System Design

INTELLIGEN System Designed Specifically for Video Lottery Operations

The INTELLIGEN system design will equip the West Virginia Lottery with the technology required to strategically manage the video lottery network while providing its players with an optimal gaming experience.

GTECH Strengths

- The system is designed to support the volume, complexity, and security needed to monitor and control every gaming machine in the video lottery network with unsurpassed integrity.
- The INTELLIGEN system has demonstrated that it reliably supports large gaming networks and can accommodate both Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) traffic simultaneously without the need for logical separation of processing tasks.
- The INTELLIGEN solution is modular and scalable, with the capability to grow with the Lottery, currently supporting more than 133,000 gaming machines worldwide ranging in size up to 26,000 VLTs in a single installation.
- The INTELLIGEN system delivers redundancy throughout the design, with no single point of failure, ensuring that data integrity and performance are maintained at all times.

GTECH's system design is the most trusted platform available serving the video market, providing the Lottery the peace of mind that comes from delivering proven technology that has been successfully deployed all the world over.

Attachment A

Vendor Response Sheet
Section 4, 4.1 System Design

Please describe your plans to achieve the goals related to System Design.

GTECH Response:

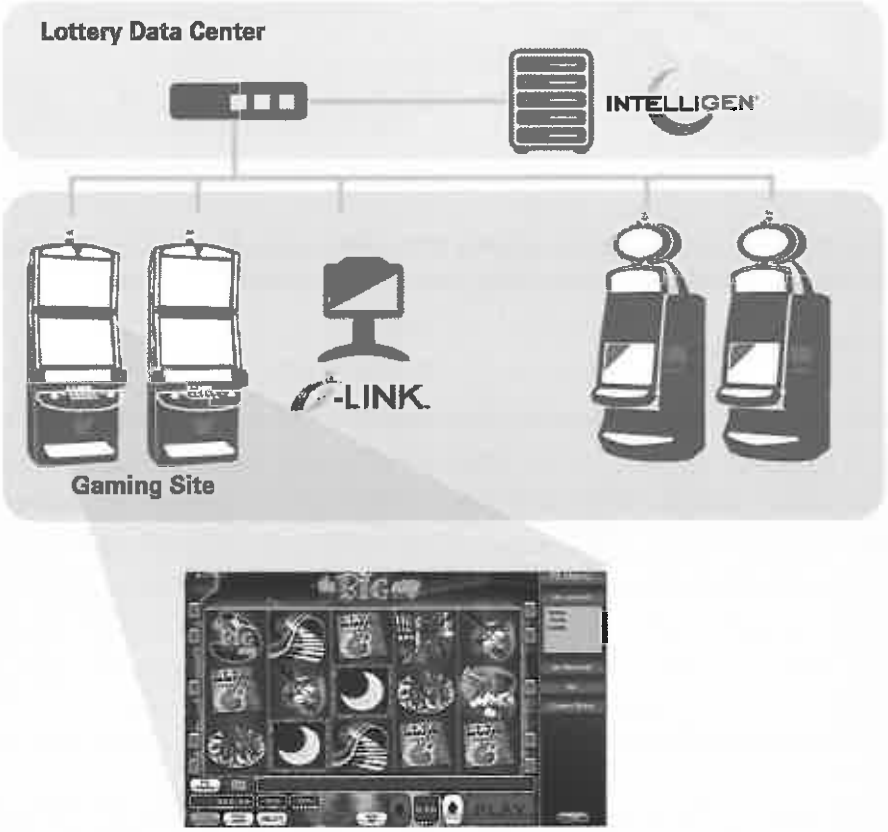
GTECH's system design is based on more than 30 years of lottery system implementation experience around the world. No other lottery system provider can match the proven experience and reliability of the GTECH system design. The latest INTELLIGEN™ Central Management System (CMS) is derived from the culmination of industry-driven requirements implemented throughout our unsurpassed experience and history. Not content to rely on past successes, GTECH continues to innovate and remain on the cutting edge of technology and trends in the gaming market. GTECH is an end-to-end video lottery solutions vendor, as illustrated in the following figure, and is an industry leader in providing systems, Video Lottery Terminals (VLTs), and game content.

Figure 4, 4.1 – 1:

GTECH's Video Lottery End-to-End Solution

GTECH™ was the first to provide an end-to-end business solution to the public gaming market:

- Central System with proven reliability, operational performance, and security
- Industry-leading, value-added features
- Choice of Site Controllers
- Enhanced VLT cabinets
- Catalog of the highest performing games in the industry



For the West Virginia Lottery solution, GTECH will feature the proven and established INTELLIGEN CMS as the foundation for the delivery. INTELLIGEN is the latest generation GTECH CMS, specifically designed to service the wide-area, government-sponsored public gaming market and has become the standard in the industry. INTELLIGEN is proven with 24 installations throughout the world currently servicing more than 133,000 gaming machines.

As described in the RFP responses that follow, the GTECH INTELLIGEN CMS will accommodate the vast majority of the Lottery's needs without modification and is easily adaptable to suit any customizations resulting from the specifications noted in the RFP and subsequent requirement phases.

GTECH Differentiator

GTECH has extensive experience in CMS deliveries of similar scope to that which we are proposing to the Lottery and has a three-decade track record of successful implementations and conversions around the world that exceed customer expectations. Simply put, the Lottery can rely on GTECH to make the system implementation and conversion a seamless one.

GTECH further describes its plans to achieve the goals related to System Design in the following responses to the RFP.

4.1
System Design

4.1.1
System Design Considerations (Systems Design)

4.1.1.1

Central Configuration: The CMS is to be a state of the art, fault tolerant, paired duplex, triplex or multi-redundant configuration, high availability solution that includes a primary system, a backup system, and two or more acceptance testing systems (one for Lottery testing and one for each approved independent testing laboratory). The current environment is described as a quadplex system with essentially two redundant systems at the PDC and the BDC. The Lottery system includes the ability to process host transactions on separate servers for LVL and RVL at their option.

GTECH Response:

Confidential information begins here.

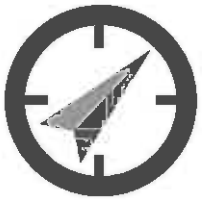
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Confidential information ends here.

The CMS's storage management solution is to provide fault tolerance and scalability. The remaining system(s) immediately assume the load in case of a failure in one system without loss or corruption of any data and transactions received prior to the time of the failure, with NO service disruption and NO loss of processing continuity. All CMS components and peripheral equipment, including front-end communications processor(s), system printers, and tape drives are to be similarly fault-tolerant and redundant and maintain high availability. No performance degradation or loss of system functionality can occur with the failure of a single system component.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

The transfer of operations from the PDC to the BDC is to be executed in an expedient and accurate manner that ensures continued operations without loss of data.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

The Vendor response is to depict the CMS configuration in detail, including configuration diagrams in response. Hardware and software items are to be identified by manufacturer, product name, and model number as applicable. Version numbers are to be provided for software.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

All costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of a turnkey CMS solution and all equipment at VLT Venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are the responsibility of the Vendor.

GTECH Response:

GTECH understands and agrees that all costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of a turnkey CMS solution and all equipment at VLT Venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are the responsibility of the Vendor.

The Vendor has the responsibility to provide, install, and support all site controller hardware and software at the PDC and BDC, and each VLT Venue. At both the PDC and BDC, the Lottery will ensure space, physical security, and environmental support (HVAC, power, and UPS) for the Vendor-supplied equipment as well as any Lottery-supplied equipment related to the CMS.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Support for all CMS software, including setup, configuration, management, and maintenance for the life of the contract is to be provided by the Vendor. This includes the software manufacturer's maintenance and support agreements. The Vendor shall provide a schedule for all software license renewals after contract award.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will provide a schedule for all software license renewals after contract award in a mutually agreeable format.

All PDC, BDC, remote CMS computer system components, peripheral equipment, mainframes/servers, network communications devices, printers, and tape drives will be provided by the Vendor.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Failure to meet performance requirements may result in the assessment of Liquidated Damages by the State in accordance with section 3B 9 - Liquidated Damages of this Contract or in damages to other entities.

GTECH Response:

GTECH has read, understands, and complies with this requirement.

Identify software engineering support services for the CMS, error correction procedures, and the process for handling CMS revisions required due to amendments to the Lottery's rules and statutory requirements. Provide engineering support for CMS changes, including application enhancements, operating system upgrades, vulnerability patches, updates, and upgrades. Describe the process for monitoring application enhancements, operating system upgrades, vulnerability patches and updates and upgrades.

GTECH Response:

GTECH will provide a team of experienced software resources to maintain and revise the INTELLIGEN gaming system software as well as develop future software upon request. Requests will be analyzed and requirements produced by a technical team assigned to support the Lottery and by GTECH's internal Change Control Board (CCB) to determine cost impacts and delivery timelines.

GTECH, in cooperation with the Lottery, will schedule regular maintenance batches to deliver fixes to errors and smaller enhancements. For urgent fixes, an emergency release can be delivered in addition to regular batches.

The Lottery will also benefit from GTECHs' standard processes of publishing issues affecting other jurisdictions in the form of a Global Issue (Global Request for Software Services [RFSS]). GTECH reviews all issues reported by any customer for applicability to other systems and raises global alarms in order to propagate respective fixes to all affected systems. Depending on severity, such fixes may be included in a scheduled batch or applied as an emergency release.

GTECH will also include the Lottery in the patch management program. As part of this program, all third-party software, including operating systems, application servers, and any other third-party software, will be periodically reviewed and necessary patches will be applied in a structured manner.

The GTECH Infrastructure team tracks all vulnerability alarms, performs analysis of applicability, and provides recommendations for possible related patches to all customers.

For a detailed description of related processes, see Section 4.1.1.2.

4.1.1.2

Include documentation that describes how the CMS will ensure the required availability of hardware and system maintenance. Define how upgrades will be performed throughout the term of the Contract, including any renewals, updates and Contract extensions. At a minimum, semi-annual releases of software maintenance are to be provided. Describe the process, timeline, and approach for installation of the semi-annual batches including notification of changes to the Lottery. The Vendor is to support emergency software releases and describe the process and approach for installation of emergency software releases, including notification of those changes to the Lottery.

GTECH Response:

Throughout the term of the Contract and its extensions, GTECH will assure system availability by providing semi-annual batch releases for GTECH applications and ensuring that all third-party software versions deployed at the Lottery are supported by the supplier. GTECH will support hardware upgrades as needed. GTECH monitors and maintains key performance indicators based on industry standards.

The batch release will include software improvements and all bug fixes available in higher versions of the CMS applications as well as fixes to issues reported by the Lottery or other customers. Fixes are included in subsequent versions based on severity. For urgent fixes, a separate release can be provided if required. CMS upgrades will be coordinated with the GTECH patch management program and other system updates. All releases will be fully documented in Release Notes and other technical documents as needed.

GTECH will provide service batch releases, as required, to the Lottery. Each batch release will include security updates, global software patches, and possible custom application changes. GTECH will provide the Lottery with a semi-annual release schedule, which will be developed in cooperation with the Lottery's resources. GTECHs' standard process is flexible, and it will accommodate alternate schedules depending on the Lottery's needs. This could mean more or fewer releases based on the requirements. All changes will follow the GTECH change request process.

The need for a maintenance batch will be planned based on requested change requests and enhancements. Schedules will be negotiated as they arise. Although the recommended approach is to always release within a planned batch, standard processes exist to deploy fixes needed for urgent defects.

GTECH and the Lottery will work together to manage the scope of the changes and the content of each batch release. During the software development process, the Lottery will approve any changes in scope. Once the Change Request is approved, the development will follow GTECHs' Standard Service Delivery process.

Confidential information begins here.

Standard Service Delivery Process	• The Standard Service Delivery process will apply to all components affected by Lottery requirements. • Prior to beginning a software delivery, the GTECH delivery model requires that a Project Statement of Work be completed between GTECH and the Lottery. This document will include a summary of all of the fixes, upgrades, or enhancements. The Statement of Work will also provide the business value of the changes and define the scope of the effort. • Prior to executing the Statement of Work, the GTECH delivery model requires that a Software Requirements Specification be agreed upon between GTECH and the Lottery. This document should describe all enhancements, new functionality, and functionality changes to be delivered.
Version Control	• GTECH has a rigid application software version control process. All potential changes are stored within a ticket-tracking tool called JIRA. This tool allows all aspects of the change ticket to be tracked. The software is under version control using the Perforce tool. Perforce provides the ability to package releases and label and manage the integration processes. Branching features provide the ability to work on more than one planned release at a time. There is a constraint within the configuration management system that forces all changes to the code stored in Perforce to be mapped to a JIRA ticket. This provides a comprehensive audit trail for all releases.
Release Notes and Deployment Plan	• Detailed release notes and a deployment plan will accompany all released packages. The release notes will provide details about the different components. The deployment plan will document the steps needed to implement the changes within the current implementation. GTECH will assign an Integration Engineer to support all aspects of the deployment. GTECH provides release notes for all deliveries without exception.
Emergency Release Process	• GTECH supports emergency releases for urgent fixes and patches. The emergency release delivery process is simplified, but includes all key elements of the standard process. Version control and JIRA tracking applies to emergency releases in the same manner as regular batches. Release Notes for an emergency release may be delivered outside the standard processes if required and may include a delay or elimination of a Statement of Work or formal requirements document. Quality Assurance (QA) testing and CAT are mandatory. QA testing will be performed according to the same standards as for regular deliveries. CAT may be omitted, but customer formal approval will be sought for production installation of emergency releases regardless of whether the CAT was executed or not. Detailed procedures for emergency releases will be agreed upon with the Lottery.

Confidential information ends here.

4.1.1.3

Define methodology for determining whether to install or not install an enhancement, upgrade or update. Define procedures for promoting new changes to production status and procedures for restoring the system to a prior status in the event of an error caused by the new changes.

GTECH Response:

The Lottery will determine and confirm the scope of every delivery prior to the start of development as outlined in Section 4.1.1.2. The Lottery will have the option to approve or refuse enhancements, upgrades, or updates that GTECH proposes.

Once a release is ready for production, it will be submitted for a CAT. Acceptance criteria for a release should be agreed upon between GTECH and the Lottery prior to the start of development. Only releases that passed CAT successfully and meet acceptance criteria will be eligible for deployment.

For each release destined to production, GTECH will develop an Installation Plan and respective deployment procedures, checklists, and installation scripts as appropriate. If required, GTECH will submit all or part of those documents to the Lottery for review. As a standard practice, GTECH will test the deployment process prior to the actual installation on production.

For each software delivery, GTECH will assess the feasibility of backing-out from a new installation and preparing an appropriate Back-out Plan including procedures, checklists, and scripts. As a standard practice, the back-out procedures will be tested prior to new release deployment.

In cases when backing-out from a new installation is not feasible, or not recommended for other reasons, GTECH will prepare a risk analysis with a contingency plan for identified risks. GTECH will monitor production systems after the new installation during a defined post-installation period and react to issues by releasing fixes in emergency mode, if required.

4.1.1.4

The CMS is to include a back office environment with a single point of entry for all back office functions with a user friendly interface (web, GUI, or both) for all reporting, monitoring, and management functions. The back office system includes access to real-time data. This capability provides functionality for the Lottery to restrict access to information necessary for specific job functions. The Vendor is to describe how custom menus can be created in the response.

GTECH Response:

The INTELLIGEN Graphical User Interface (GUI) provides a user-friendly interface for operators to perform functions related to the management of the system and the generation of reports. Users can operate on real-time data when performing monitoring and management functions. Certain reports also use real-time data, while the Advanced Business Intelligence (ABI) data warehouse provides reports that are less time-dependent.

The INTELLIGEN GUI has comprehensive user security configuration settings that allow administrators to create groups specific to job functions. Individual users can belong to one or more user groups, and they inherit all of the privileges of each group to which they belong. Functions at the menu level can be completely hidden from users who do not require access to them. Privilege settings at more granular levels enable administrators to allow users to view but not modify data; open a screen and perform some functions but not others; view certain data on a screen while not having access to other data on that screen; and, in some cases, allow users to edit certain data fields while not allowing them to edit others. In this way, users can be presented with a menu customized to their job function and also have certain restrictions applied at more granular levels to allow partial interaction with the available functionality.

The reporting module will be designed so that it is housed on a separate database/warehouse to ensure it does not interfere with the production environment. A data warehouse (DW) or an enterprise data warehouse (EDW), is a central repository of current and historical data collected from disparate sources. Data received in the production database is passed to the warehouse where it is used for reporting and data analysis. Describe any differences in data elements available only on the production database(s) versus the DW which may store less detail, as the DW is intended for historical reporting in your response. Current or future changes to data elements cannot affect historical data.

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

All reports are to be able to be processed on the production system and the DW Reports consisting of a single business day's data are to be designed to take less than two minutes to generate, save, and print. All other reports are to be designed to take less than fifteen (15) minutes to generate, print, and save.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.1.5

The CMS is to provide the ability to search in real time and view all transaction data. The CMS provides the Lottery users with the ability to research transaction historical files. A historical view of device level information by Unique Identification Number (UID) will be provided and include, at a minimum, accounting meters received, net meter calculations, enables, disables, configurations and software changes, and physical location changes in chronological order, beginning with the most recent event for the lifetime of the machine so that all transactions can be reviewed via a menu option at the licensee and device level.

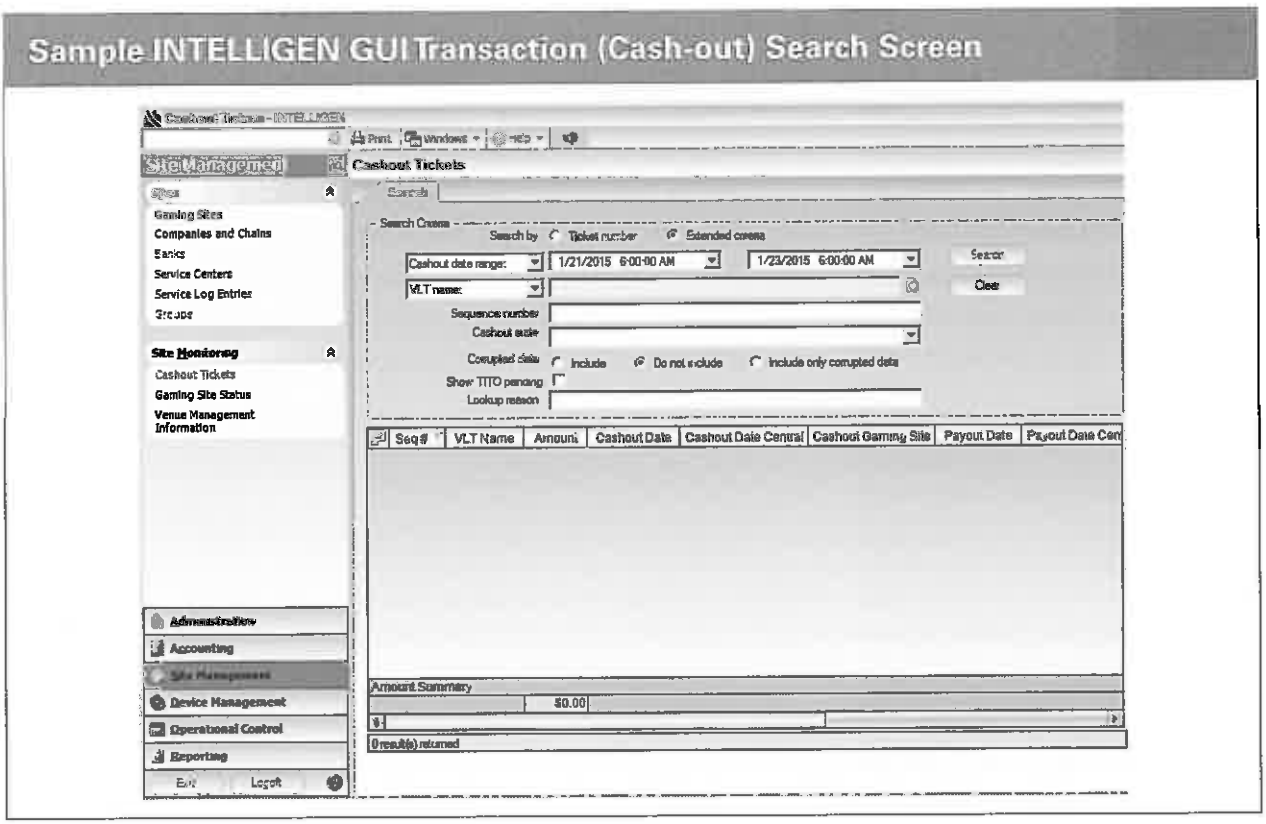
GTECH Response:

Confidential information begins here.

The INTELLIGEN solution provides real-time transactional data search capabilities through the use of reports and the INTELLIGEN GUI application.

The following figure displays a sample INTELLIGEN search screen, showing the search criteria available for querying the system for cash-out ticket information.

Figure 4, 4.1 – 5:



Transaction data is logged to a database in real time and is immediately available for query from the various reports and user interfaces provided with INTELLIGEN. Current-day data is available immediately, and the duration of historical data will be dependent on the configurable data purge parameters defined within the system.

A method of transactional data inquiries is through the use of reports. A wide variety of reports are available to meet the needs of the Lottery. The reports are developed based on the requirements of lotteries throughout the world and will suit the majority of the Lottery's needs without further modification. To view a catalog of reports please see the **ABI Report Catalog** and **On-Demand Report Catalog** Exhibits located behind the Exhibits tab. GTECH understands that each lottery is different, and it has a team of professionals dedicated to the enhancement and development of reports to suit the specific needs of the Lottery.

The INTELLIGEN GUI Application Interface provides a set of screens that allow for the easy retrieval of common data inquiry needs. Examples include VLT meter information, VLT command history, and cash-out information. Customization of the user interface is possible through mutual agreement during the requirements phase of the project.

The following figures display a sample VLT status screen showing the period meters for the selected VLT, a sample Command History screen, and a sample Cash-out Ticket Detail screen.

Figure 4, 4.1 – 6:

Sample VLT Meter/Financials Screen

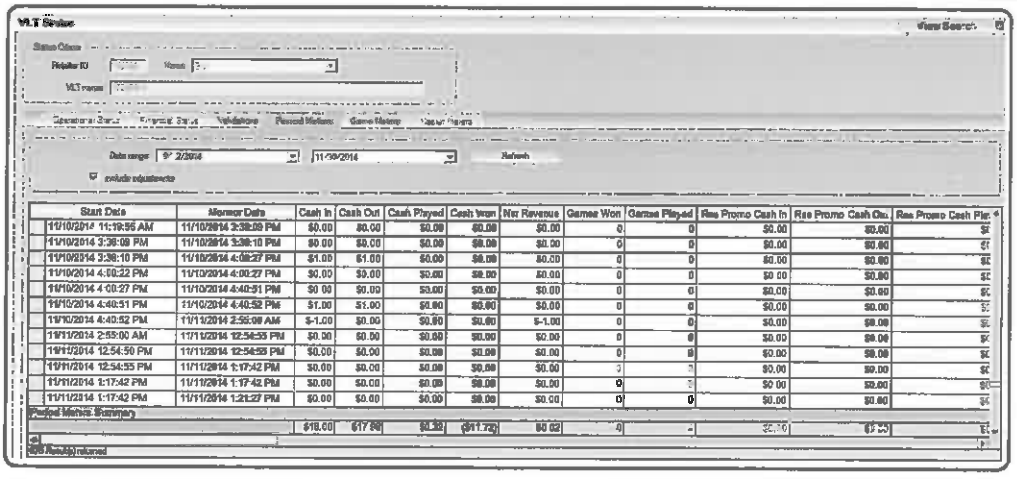


Figure 4, 4.1 – 7:

Sample Command History Screen

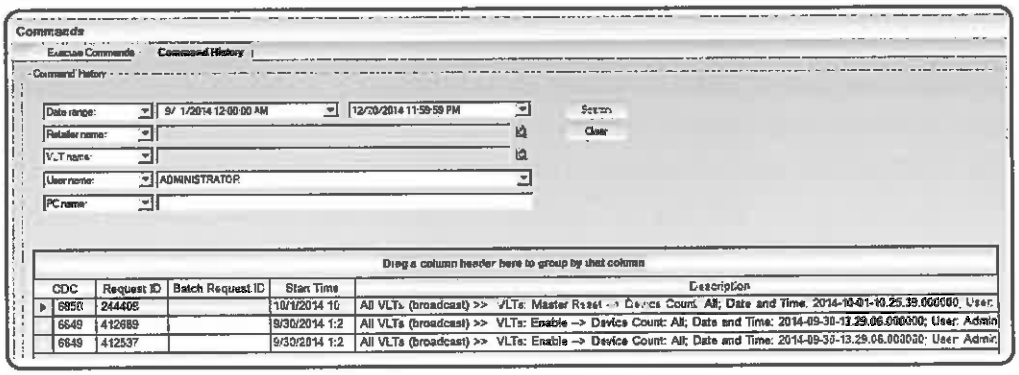
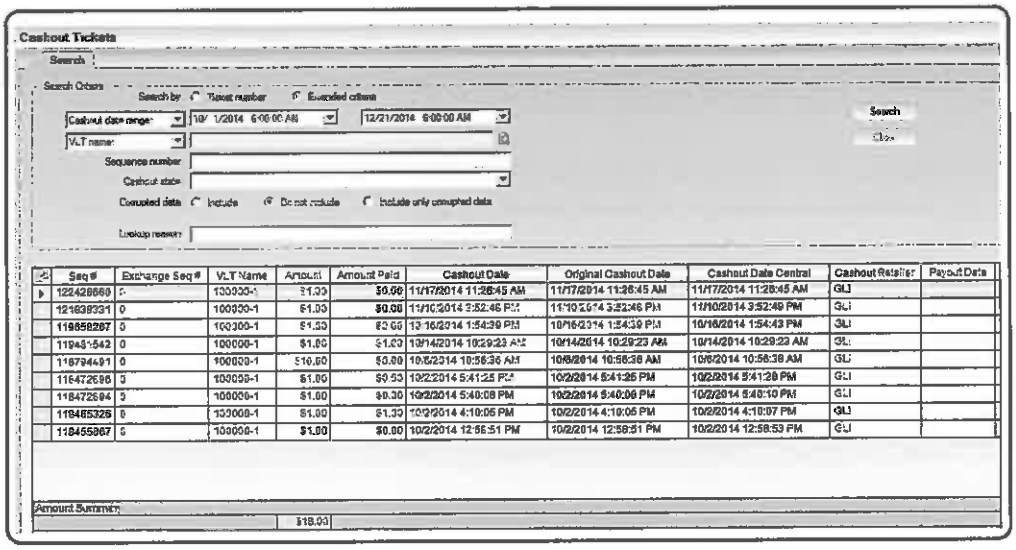


Figure 4, 4.1 – 8:

Sample Cash-out Ticket Detail Screen



Both the reports and GUI Application Interface allow for multiple methods of data selection, including entity identifier (Unique Identification Number), date range, and various traits applicable to the specific search criteria.

Confidential information ends here.

4.1.1.6

The Vendor is required to provide the following to the Lottery for the duration of the Contract:

4.1.1.6.1

All changes necessary to comply with statutory or judicial changes affecting casino and limited video lottery after initial installations are complete. The date such changes are required shall be the effective date of the law change or court order.

GTECH Response:

GTECH understands that it is required to provide all changes necessary to comply with statutory or judicial changes affecting casino and LVL after initial installations are complete. GTECH's standard Service Batch process, described in Section 4.1.1.2, allows for implementation of Lottery requests in an orderly and structured way following industry best practices and assuring the highest quality. Statutory and judicial changes submitted as Change Requests will be processed in the same way as any other requirement with an assigned priority agreed upon with the Lottery. The Service Batch process and emergency release process will be applied through the life of the contract to assure all statutory and judicial changes are implemented on time to comply with legally required effective dates.

4.1.1.6.2

Immediate action to bring the CMS into compliance according to a timetable that has been approved by the Lottery in the event an issue of non compliance is discovered.

GTECH Response:

GTECH will provide immediate action to bring the CMS into compliance according to the Lottery-approved timetable in the event non-compliance is discovered.

4.1.1.6.3

Changes and enhancements to the CMS as requested by the Lottery.

GTECH Response:

As described in Section 4.1.1.2, all changes and enhancements requested by the Lottery will be analyzed by the Services team and a proposed technical solution with cost estimates will be presented to the Lottery for acceptance. Changes and enhancements specific to the Lottery will be delivered according to GTECH's change control process.

4.1.1.6.4

A toll-free hotline for telephone response and trouble-shooting regarding any hardware or software issues related to the CMS and its peripherals at any hour of any day. The CMS design includes supporting remote dial-in access by the Vendor and provides monitoring of the remote dial-in activity.

GTECH Response:

GTECH will provide a toll-free hotline for telephone response and trouble-shooting regarding any hardware or software issues related to the CMS and its peripherals at any hour of any day.

GTECH will provide technical support according to the Service Level Agreement (SLA) with the Lottery that will include hotline support, remote access to the system, monitoring, and system maintenance activities. The Lottery will benefit from existing GTECH organization and processes around the hotline support, which assures 24/7 availability of technical experts from all disciplines involved in maintaining the CMS availability and operability.

The INTELLIGEN system allows remote access to the system and monitoring of activities when approved by the Lottery. Industry standard access restrictions and control will be implemented depending on legal limitations and Lottery requirements.

4.1.1.7

The Lottery and Vendor shall create a support level agreement on the response times, incident reporting, and problem resolution subsequent to contract award. In case of an emergency that the Lottery operations staff is unable to resolve, contact will be made via hotline for immediate contact with a Vendor technical operations support specialist who will coordinate resolution of the issue. The operations support specialist will have immediate access to on-call staff from all technical disciplines relating to the video lottery systems product in order to efficiently address the issue.

GTECH Response:

GTECH has extensive experience in defining and executing SLAs following best practices and industry standards. GTECH will work with the Lottery during the requirements phase of the contract to define particular SLAs for the Lottery. The SLAs will define types of issues, severity and urgency levels, expected response and resolution times, technical support availability, and escalation processes. SLA execution will be supported by the Service team assigned to the Lottery and by GTECH's existing hotline organization and processes, which assure 24/7 immediate access to technical staff from all disciplines related to video lottery systems.

4.1.1.8

All CMS hardware and software to be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

GTECH Response:

GTECH's licensing agreements with our vendors prohibit the ability to assign licensed software to the lotteries we contract with, invalidating the ability for GTECH to support and maintain the software for the Lottery. During the requirements phase of the project, GTECH will work with the Lottery to assure that benefits that would be achieved by the Lottery's ownership of the licenses will be met under GTECH ownership. GTECH will install, support, and maintain the hardware and software licenses as required for each deliverable in the solution. The details of the roles and responsibilities for the third-party servicing of equipment located at a Lottery-managed data center will be defined during the requirements phase of the project.

4.1.1.9

The CMS design is to include a time synchronizing mechanism to ensure consistent time recording and reporting for events and transactions. Time is to be synchronized on the primary, secondary, test and back-up systems to ensure all systems have all transaction data. Synchronization will be with an external time standard and be configured for Eastern Standard Time (EST) and Daylight Savings Time (DST). Changes from EST to DST are to be automatic without the loss of transaction data.

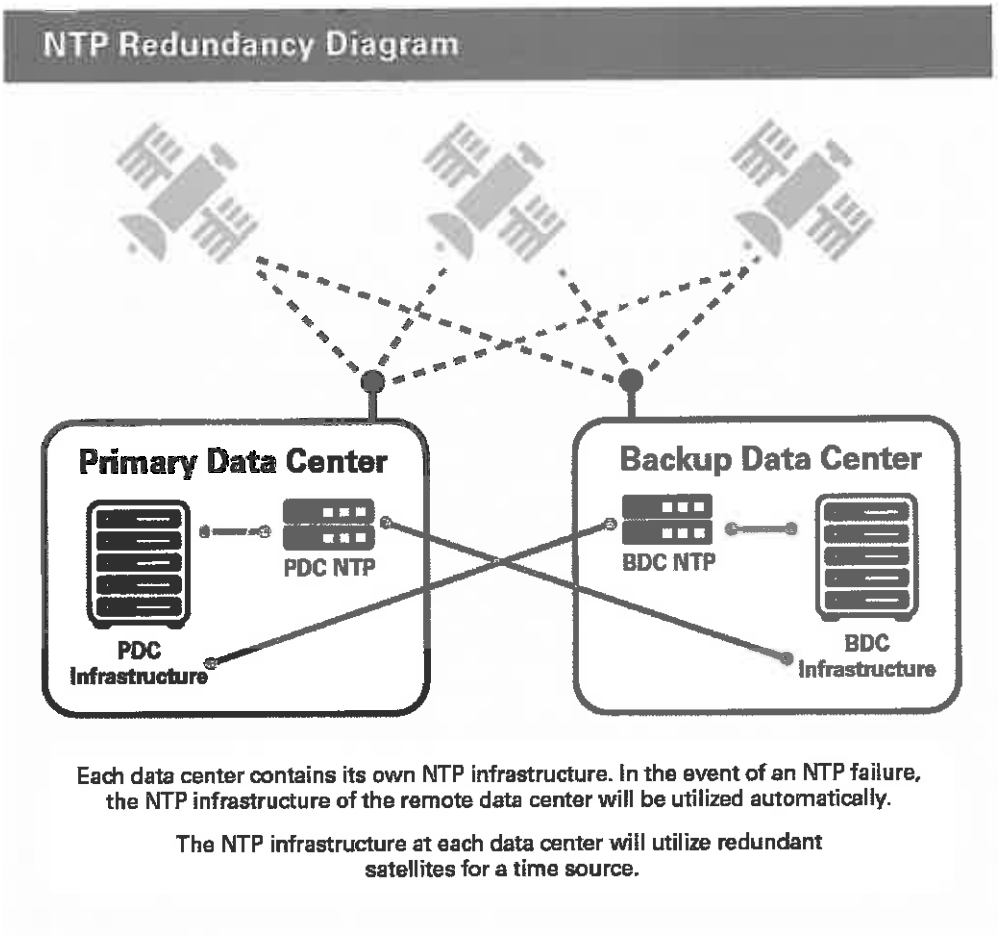
GTECH Response:

Confidential information begins here.

The INTELLIGEN solution will utilize Network Time Protocol (NTP) time servers for time synchronization among the various servers and devices in each environment. In the Production environment, a time server will be installed at each data center and both will be accessible by either site to assure redundancy. Each NTP time server will source the time from a Global Positioning System (GPS) antenna mounted on the roof of the facility. The GPS antenna will receive data from multiple satellites to assure redundancy of the external time source.

The following diagram displays the INTELLIGEN NTP redundancy strategy.

Figure 4, 4.1 – 9:



The INTELLIGEN servers will be configured for the local time zone, Eastern Standard Time, and will follow Daylight Savings automatically. Depending on the Lottery's processing schedule and business requirements, the time switch may be deferred to a maintenance window if desired via the establishment of a custom time-zone configuration.

The time-change process will not impact the integrity of transaction data nor impact the terminals in the field beyond the update of the time on each device.

During the requirements gathering phase of the project, GTECH will work with the Lottery to determine the business rules of the RVLs and LVLs to assure that the hour of the time change meets the Lottery's needs and avoids any conflicts with required hours of operation.

Confidential information ends here.

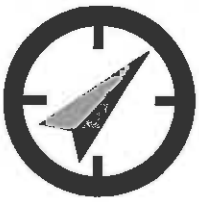
4.1.1.10

Capacity: The CMS design is to include the capability to support and monitor the operation of a network of 20,000 VLTs and associated controllers during peak transaction activity. The CMS configuration is to be scalable to support 30,000 machines without major redesign or replacement if future need requires increased capacity.

GTECH Response:

The GTECH INTELLIGEN CMS will be configured to support the initial requirement of 20,000 VLTs distributed across 2,000 LVL sites and five RVL locations. INTELLIGEN will support this capacity for both the Slot Accounting System (SAS) and Game to System (G2S) protocols proposed.

The INTELLIGEN system is horizontally scalable by adding additional disk space and front-end processors and is capable of the future defined needs of 30,000 VLTs distributed across 2,500 LVL sites and 10 RVL locations.



GTECH Differentiator

The INTELLIGEN CMS has a proven track record of reliably supporting large gaming networks in a distributed environment. For example, the GTECH CMS currently supports more than 26,000 gaming machines in Pennsylvania and more than 12,000 in each of Oregon, Louisiana, and Quebec distributed over thousands of locations. Overall, our INTELLIGEN solution currently supports more than 133,000 gaming machines in multiple jurisdictions worldwide.

Confidential information begins here.

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Confidential information ends here.

4.1.1.11

The CMS design is to include the capability to support and monitor the operation of a network of approximately 2,000 Venues and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 2,500 Venues and 10 casinos without major redesign or replacement if future need requires increased capacity.

GTECH Response:

GTECH will configure the INTELLIGEN CMS to support and monitor the initial requirement of 2,000 Venues and five casinos during peak transaction activity.

The INTELLIGEN CMS is horizontally scalable by adding additional disk space and front-end processors and is capable of the future defined need to support 2,500 Venues and 10 casino locations.

As described in Section 4.1.1.10, the INTELLIGEN CMS has a proven track record of reliably supporting large gaming networks in a distributed environment similar to the footprint envisioned by the Lottery and will undergo a series of performance lab tests to assure that the performance capabilities exceed the initial capacity requirements. These tests will be repeated as infrastructure is added to accommodate future defined capacity needs.

4.1.1.12

The CMS design is to have the capability to support, monitor and invoice the operation of a network of approximately 350 owner/operators (permit holders) with 9,000 permits and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 700 owner/operators (permit holders) and 10 casinos without major redesign or replacement if future need requires increased capacity.

GTECH Response:

The INTELLIGEN CSM will be delivered with ample capacity to support, monitor, and invoice the retailer network in the quantities defined. INTELLIGEN is horizontally scalable to meet and exceed the anticipated growth defined. The responses provided in Sections 4.1.1.10 and 4.1.1.11 are inclusive of the fundamental support, monitoring, and reporting needs of the CMS.

4.1.1.13

Acceptance Testing: Any modification of configuration, process, or device is required to be submitted for certification to the Lottery's primary independent testing laboratory, pass the Lottery's user acceptance testing on the Lottery's acceptance testing system, and be approved by the Lottery. Errors found during testing are to be corrected by the Vendor and the testing process repeated until approval is granted by the Lottery.

GTECH Response:

GTECH regularly works with independent testing laboratories for lottery certification and testing of the CMS, Site Controllers, VLTs, and protocol compliance. Depending on the terms of the contract and the proficiency of the testing lab selected, GTECH may provide varying levels of support to train and assist the certification resources. Updates and revisions to the INTELLIGEN deployment will be tested in accordance with the Lottery's requirements, and Lottery approval will be required prior to implementing any updates to the Production environment.

Errors noted during the testing phase will be assigned levels of severity and priority and will be corrected and resubmitted for subsequent testing until each component is successfully tested and approved by the Lottery. Further details regarding the Acceptance Test approach can be found in Section 4, 4.9.

4.1.1.14

The Vendor is to provide 24/7 access and support to test systems at independent testing laboratories and also at the Lottery test lab for the duration of the contract or according to their hours of operation. Costs related to the independent testing laboratories, other than initial acceptance testing at the primary testing laboratory are to be excluded from the costs provided in this RFP response.

GTECH Response:

GTECH will provide 24/7 access and support for the test systems provided for the INTELLIGEN CMS delivery, whether located at Lottery facilities or the independent testing laboratory. The method of remote access varies by jurisdictional requirements and will be determined during the requirements phase of the project.

For the life of the contract, the Lottery will have access to a dedicated team of experienced software and infrastructure professionals familiar with the specifications and features of the system delivered to the Lottery. A Software Project Manager will be assigned, have visibility into each service request, and manage it accordingly. GTECH has policies and procedures in place to escalate issues where necessary to assure a prompt and efficient resolution to each support service request.

GTECH acknowledges that costs related to the independent testing laboratories, other than initial acceptance testing at the primary testing laboratory, will be excluded from the costs provided in the costing section of the RFP response.

4.1.1.15

All CMS hardware, software and configurations, including any changes and updates, has to be certified by the primary independent testing lab approved by the Lottery at the Vendor's expense.

GTECH Response:

As described in Section 4.1.1.13, GTECH has worked with independent testing laboratories on many occasions to test and certify the various components of the INTELLIGEN solution. Depending on the terms of the contract and the proficiency of the testing lab selected, GTECH will provide varying levels of support to train and assist the certification resources as required.

The independent testing laboratory may contract with either GTECH or the Lottery, with GTECH incurring the expenses.

4.1.1.16

Acceptance Test Systems: The acceptance test systems will be at least two separate identical test systems: The first located at the PDC for testing in the Lottery test lab and the second dedicated for testing by an independent testing lab at a non-Lottery site. As the Lottery approves additional testing laboratories, each new test laboratory will be responsible for acquiring a system that can be used for acceptance testing of software for the Lottery at its own expense.

GTECH Response:

GTECH will provide two CAT environments, each representing a single data center for Lottery and third-party testing efforts. Each test environment will be a logical representation of the PDC environment. The two test environments will be physically independent, with one installed at the Lottery PDC and one installed at the Lottery's selected independent testing facility. Additional systems may be acquired at additional cost, as future testing needs dictate.

Each test system will be of an identical configuration and capable of supporting the Lottery's functional testing needs.

The proposed test environments will utilize a simplex configuration CMS consisting of each functional component of the Production CMS server architecture, as well as the terminal equipment necessary to represent a Casino and LVL Venue. The CMS and terminal equipment will support both the SAS and G2S VLT protocols.

Each INTELLIGEN test environment may be integrated with other non-GTECH test environments as required to allow for the testing of all functionality end-to-end.

Each proposed system will take advantage of server virtualization to improve efficiency, availability, and flexibility.

Should the Lottery's test system requirements change in the future, GTECH may enhance the test systems to accommodate the Lottery based on mutual agreement.

4.1.1.17

The acceptance test systems are to have identical components, processing capacity, architecture, and configuration, except protective redundancy is not required nor will the testing system have the same disk capacity. The test system may have less processor speed than the production system but it is required to have the capacity to complete testing in an efficient manner. The acceptance test systems will mirror any modifications made to operational configurations, processes, or devices at the PDC and BDC. The Vendor is required to make these systems available to any Lottery approved test laboratory and the Vendor will be responsible for ensuring they remain synchronized with any changes implemented in the Lottery CMS.

GTECH Response:

As described in Section 4.1.1.16, the CAT systems will utilize identical components and architecture to that of the Production environment, with reduced redundancy and disk capacity.

The CAT systems will mirror any modifications made to the operational configuration, processes, or devices of the Production environment, with the possible exception of Lottery-approved emergency hot fixes that will be made on the test systems first as part of the validation process for the changes prior to reaching Production.

Each server will have a set of automated tools to validate that the system configurations and software match expected values and are not modified without approval. This tool may be used to ensure that each environment is kept in synchronization; however, during testing phases the customer acceptance system software and configurations may differ as new system modifications are validated.

GTECH will ensure that each system remains synchronized and will utilize a series of automated checks and balances to ensure that the systems are using Lottery-accepted software and configurations.

4.1.2
Communication Protocols (Systems Design)

4.1.2.1

VLT Communication Protocols: The CMS design is to support and utilize G2S, "SAS 6.02" and all prior versions, as well as all future SAS or other approved protocol upgrades to facilitate communication and control all VLTs approved in WV. The CMS is to be configured to communicate with, control, and enroll all VLTs approved for use in WV and be able to communicate with, control, and enroll all new VLTs approved during the term of the Contract.

Note: The majority of LVL machines are currently operating on the ICIS protocol which has an end-of-life date of December 31, 2017. Some ICIS protocol machines may be in use at the beginning of the CMS conversion project but shall not be accommodated on the new CMS.

There are no G2S machines on the existing CMS.

GTECH Response:

The INTELLIGEN CMS supports a variety of VLT protocols, including the native support of both SAS and G2S. As the INTELLIGEN solution is capable of communicating via the SAS and G2S protocols natively, there is no need for the purchase and installation of a Slot Machine Interface Board (SMIB) for each VLT for the purpose of translating protocols. INTELLIGEN supports SAS 5.10 and higher and may be modified to support earlier versions if specified by the Lottery. If required, GTECH will work with the Lottery during the requirements phase to discuss the terms of implementing protocol support for SAS versions prior to 5.10. Although not required for the anticipated delivery, the INTELLIGEN CMS has the capability to support the legacy ICIS protocol if delays in the SAS conversion expose the need.

The INTELLIGEN CMS is the clear choice for the Lottery to benefit from G2S open standards. As a Platinum member of the Gaming Standards Association (GSA), GTECH holds a seat on the Board of Directors, and is an active participant and leading contributor in the Standard's evolution.

The GTECH G2S Advantage Industry Firsts	• GTECH is the leader in G2S protocol support as the first Video Lottery CMS to be certified by the GSA. • GTECH was first to commercially deploy a G2S-compatible CMS. • GTECH supports the largest number of G2S-compatible systems operating multiple-supplier machines in the market today. • GTECH is the first to offer enhanced G2S features, including game download, responsible gaming, player loyalty and rewards, account-based cashless play, and mystery progressives operating in the player user interface.

GTECH has established itself as a leader in G2S deployments by being the first Video Lottery CMS to be certified by the GSA, the first to implement G2S in a distributed gaming market, and the company with the largest deployment of G2S-compliant CMS systems (17 G2S-compliant systems have been deployed and four more currently in various stages of the being implemented) supporting multiple supplier machines in the market today. Currently the INTELLIGEN CMS supports and monitors more than 70,000 G2S terminals worldwide. Additionally, GTECH has secured contracts to deploy additional G2S-compliant systems in the coming years.

GTECH regularly works with the GSA to incorporate new functionality into the protocol. GTECH is an industry leader in the support of the GSA G2S protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of all jurisdictions. We have worked with our customers to develop extensions to the G2S protocol that address gaps within G2S for wide-area VLT programs, specifically to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA and included into the G2S standard.

The INTELLIGEN CMS monitors and tracks all SAS events (SAS 5.10 and higher) as defined by the SAS protocol. The INTELLIGEN system polls the VLTs for events, assigning an accurate timestamp to any event, and transmitting and storing it in the host database. The INTELLIGEN CMS generates event reports by event(s), by terminal(s), by location(s), by time and date range, or any combination thereof. The SAS event will either be stored at the local Site Controller to be sent to the INTELLIGEN CMS in a batch, or forwarded, based on the priority and configuration parameters applied. The SAS protocol has reached end-of-life and is not expected to be modified beyond version 6.02; however, GTECH will accommodate any unanticipated updates in order to assure future compliance.



GTECH Advantage

Regardless of the protocol utilized, the INTELLIGEN CMS will have the capability to log transactions, communicate with, control, and enroll all VLTs approved for use in West Virginia through the life of the contract.

4.1.2.2

Describe how the CMS will communicate with and control the current network of VLTs through the concurrent use of SAS and G2S protocols.

GTECH Response:

The GTECH INTELLIGEN solution can support both the SAS and G2S protocols simultaneously.

In LVL establishments, GTECH will provide our newest i-LINK Site Controller, and at RVL establishments, GTECH will provide the Multi-Terminal Site Controller (MTSC), which has a larger VLT capacity. Both Site Controllers are capable of supporting both the SAS and G2S protocols on a single device.

All SAS transactions are forwarded to the CMS via the Site Controller. SAS VLTs typically utilize a fiber-optic connection that will terminate at the Site Controller via a fiber converter to an RS232 port on the device.

Confidential information begins here.

[redacted]

[redacted]



Confidential information ends here.

4.1.3
Redundancy (Systems Design)

The intent of this RFP is to have systems with no single point of failure; an entire system shall be designed to be able to failover to an alternate data center (the BDC) within 20 minutes. Both the PDC and the BDC are to be designed to have independent communication circuits so that neither site is dependent on the other for hardware/software and communications. The Vendor's response describes its capability to provide alternative failover hardware within a given data center whereby alternative servers could be on active or passive standby.

GTECH Response:

Confidential information begins here.



[redacted]



[redacted]

[redacted]

[redacted]



[redacted]

Confidential information ends here.

4.1.4
Backup/Restores (Systems Design)

4.1.4.1

Primary and Backup Data Center: The primary system and the backup system are intended to be production systems configured with no shared peripherals and used exclusively to support the CMS. Vendor will provide the same security, hardware, and software for the backup system as the primary system so that the backup system is capable of performing all functions associated with VLTs required by this RFP with no single point of failure.

GTECH Response:

The INTELLIGEN infrastructure provided to the PDC and BDC production environments will be exact copies of each other and utilize the same hardware, software, and security. There will be no shared components or peripherals and no single point of failure.

Each environment will be exclusively dedicated to the purpose of logging transactions and providing functionality for the Lottery's VLT network.

Each data center will be capable of functioning in the Primary role, and neither system will have a processing advantage or disadvantage over the other. Either data center may assume the Primary role for as long as the Lottery deems necessary.

4.1.4.2

The location of the primary system (the PDC) will be 900 Pennsylvania Avenue, Room 215, Charleston, WV 25302.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will install the primary INTELLIGEN system at the location required by the Lottery. Prior to system delivery, GTECH will perform a site assessment to ensure that the Lottery's computer room provides the appropriate footprint, power, and environmental conditions required to host the INTELLIGEN CMS and related infrastructure.

4.1.4.3

Local (within PDC) recovery from any system application failure at the PDC occurs immediately while still maintaining current transactions. As indicated in other sections if the failover is to an alternate site, this should take less than 20 minutes. This requirement includes the ability to fully service the communications network supporting the VLTs and management terminals. The Vendor should document staffing and support requirements to transfer control from the PDC to the BDC and vice versa.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.4.4

Remote recovery from a failure at the PDC occurs immediately without loss of any transactions. This includes the ability to fully service the communications network supporting the VLTs and supplying management terminal functions.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

The GTECH INTELLIGEN CMS redundancy architecture and the ability to recover from application and component failure are presented in detail in Section 4.1.3.

4.1.4.5

The backup system is currently located 135 miles north of the PDC at the Lottery's BDC, 9337 Middletown Mall Road, White Hall, WV 26554. That location may change based on the Lottery's needs.

GTECH Response:

GTECH has read, understands, and complies with this requirement. GTECH will install the backup INTELLIGEN system at the location required by the Lottery.

4.1.4.6

The backup system mirrors the primary system in real-time with a configuration that can take over for the primary system in the event of a failure at the PDC. Data transferred to and recorded at the BDC contains the most recent transactions and transactions within twenty minutes of the point of failover. Note that the current CMS provides this functionality by log shipping with manual intervention required in the event of a failover to ensure that all interim logs since the last synchronization point can be applied to result in a current recovery point.

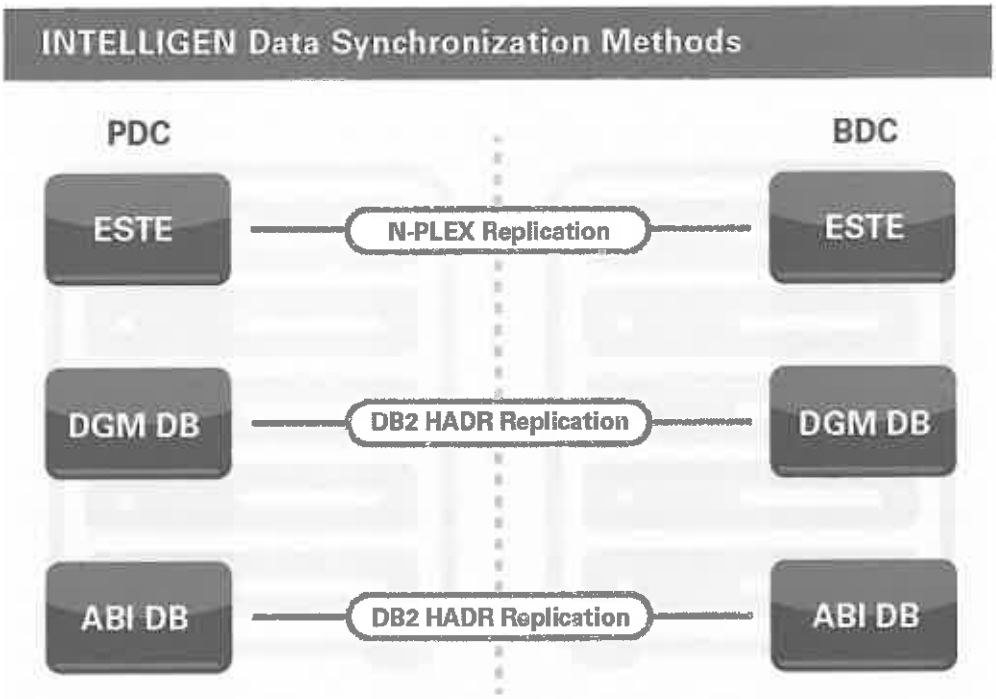
GTECH Response:

Confidential information begins here.

The INTELLIGEN CMS located at the BDC will mirror that of the PDC. The systems of the remote data center will be kept synchronized through a combination of GTECH's N-PLEX replication for OLTP transactions, and IBM's HADR for DB2 transactions outside of the OLTP systems. Both methods use a real-time synchronization method and validation mechanism to ensure that the data logged to the BDC matches that logged to the PDC.

The following diagram displays the INTELLIGEN synchronization methods between the PDC and BDC.

Figure 4, 4.1 – 11:



Transaction data is replicated to redundant servers in real-time. All data transfers have mechanisms in place to assure efficient, accurate, and secure transmission of data.

A high-speed circuit between the two data centers will ensure that the BDC remains in constant synchronization with the PDC. Transaction data will be prioritized over the inter-site network to ensure that non-critical data, such as backup replication, does not impact the transaction synchronization. Operations will be provided with monitoring tools to ensure that synchronization never falls behind, and GTECH support personnel will be available to assist and troubleshoot should any anomalous conditions arise that prohibit the efficiency of the synchronization.

Confidential information ends here.

4.1.4.7

All Lottery and gaming Venue networks and communications systems are to be routed so that all operations required by this RFP can occur at the BDC. The BDC is designed to have a routing mechanism independent of the PDC so that the BDC can be reached without the PDC in service.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

[redacted]

Confidential information ends here.

4.1.4.8

Document the procedures for failure situations as part of its RFP response and the Vendor is to support two controlled failover tests per year. The Lottery will execute the failover based on a test plan submitted by Vendor. All remote access to the CMS shall be logged and accessible by the Lottery for auditing. Vendor submits its test plan to the Lottery for approval at least thirty (30) days prior to each failover test.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.1.4.9

A technical requirement is that the backup system is fully functional by operating in production from the backup system for a minimum of 24 hours per day at least twice a year six months apart. The primary system is to function temporarily as the backup system in this scenario.

GTECH Response:

The BDC will be able to perform all functionality and processing tasks available to the PDC without restriction. Scheduled failovers to exercise each data center's capabilities in either the primary or backup role are standard industry practice, and the INTELLIGEN CMS can easily accommodate. The BDC may assume the primary transaction processing role at least twice a year, six months apart, for a 24-hour period, or as long as the Lottery desires.

As part of the system implementation, GTECH will deliver a set of operational procedures that provide step-by-step instructions on the failover process.

4.1.4.10

All results of any test exercises are to be reviewed by the Lottery and the Vendor within two (2) business days of completion date. Vendor is required to correct any deficiencies discovered by audit findings or operational recovery testing within five (5) business days of receiving written notification to do so from the Lottery.

GTECH Response:

GTECH will work with the Lottery and the Lottery's selected independent testing laboratory to establish a process by which the results of each Backup/Recovery test phase will be analyzed within two business days of the completion date and to provide correction for any deficiencies discovered in an efficient manner. GTECH will allocate support resources to correct issues related to Backup/Recovery within the required five business days of receiving written notification to perform the correction.

4.1.4.11

Data Backup: A technical requirement is for data backup via secure and reliable methods with all backup data to be encrypted and protected from unauthorized access. The backup solution includes a requirement to be fully automated with no daily user intervention. Backup to disk (hard drive array) and tape on a daily basis is required. The system shall retain backup files on disk for one week with a rotation of tape backups to maintain a full 30 days of system backups. This backup solution is to be scalable, secure, provide data integrity, support disaster recovery, and replicate from the PDC to the BDC and vice versa.

GTECH Response:

Confidential information begins here.

The proposed INTELLIGEN delivery will utilize Symantec's NetBackup solution for server backups. Netbackup is a comprehensive storage solution that will accommodate one week of disk backups and a 30-day rotation of tape backups as required. Netbackup's extensive storage capacity will accommodate additional disk retention if desired, and the solution is scalable to accommodate further storage needs as business needs change. During the requirements phase of the project, GTECH will work with the Lottery to assure that the backup retention requirements take full advantage of the Netbackup capabilities.

Data files and databases will be backed up daily to a NetBackup appliance at each data center. VM images will be backed up to the NetBackup appliance on a weekly basis, or as updates are made to the Operating System (OS), configuration, or residing application. File, database, and VM image backups are automatic and require no operator intervention.

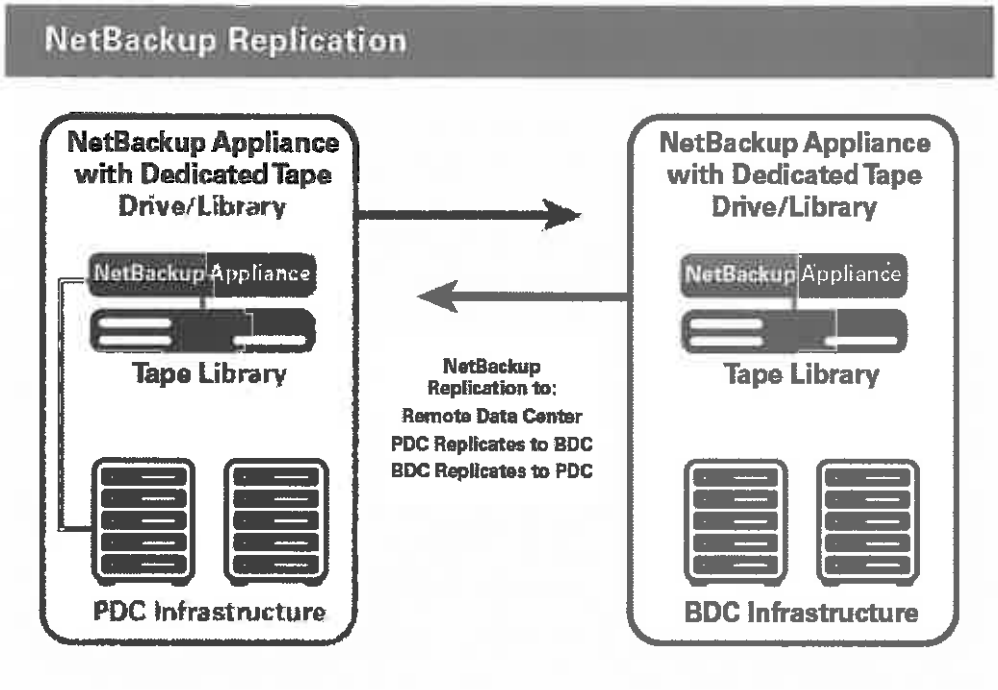
The NetBackup appliance and associated Tape Library will accommodate long-term storage needs. The Tape Library tapes will be utilized as long-term storage, and under normal circumstances, the tapes will not be removed. Should ad-hoc tape backups be necessary, the Tape Library will allow for single-tape backups that may be removed.

Specific retention periods for the various data types will be determined during the requirements phase of the project.

Offsite data storage will be accommodated via replication of backup information between the PDC and BDC NetBackup appliances. Only that data deemed unique for each data center will be replicated (i.e., backups will not be replicated that have an identical equivalent at the remote data center).

The following diagram displays the INTELLIGEN NetBackup data storage and replication strategy:

Figure 4, 4.1 – 13:



The Netbackup solution supports encryption, and data may be encrypted during both rest and replication to the remote site.

The recovery process will depend on the scenario that justifies the need. A complete restoration of a server will generally require the following restoration steps in the following order:

- Restore VM.
- Restore data/files.
- Reprocess or synchronize transactions from a non-failed server to the current point in time.

Recovery may not require each step, and depends on the scenario. In most cases, reprocessing from the point of failure is sufficient to recover a server.

Confidential information ends here.

The Data backup solution provides the following:

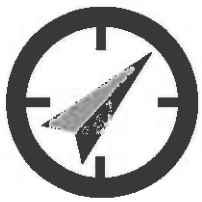
4.1.4.11.1

Automated monitoring with alert notifications: Alert notifications sent via visual display and SMTP;

GTECH Response:

Confidential information begins here.

[redacted]



[redacted]

[redacted]

Confidential information ends here.

4.1.4.11.2

Fast and reliable restorations: The software includes rapid and reliable recovery of data lost because of user error or server hardware failure;

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.11.3

Verification of backups; and,

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.4.11.4

Storage-based data deduplication.

GTECH Response:

The NetBackup solution utilizes advanced storage-based data duplication to ensure efficient storage on the NetBackup appliance without computationally intensive processing.

4.1.4.12

Data Security Requirements: The system is designed to provide encryption techniques. The network is designed to be secure and designed to protect against disruption of service and corruption of data.

GTECH Response:

Confidential information begins here.

[redacted]







[redacted]

Confidential information ends here.

4.1.4.12.1

*Comply with all of the Lottery and State Security and Access Policies for Data Security. (See **Appendix 2- IT Policies**)*

GTECH Response:

GTECH has read, understands, and will comply with the Lottery's IT Policies defined Appendix 2 of the RFP.

4.1.4.12.2

Secure Connections: Capability to connect into the CMS from a non-lottery controlled terminal without Lottery approval cannot be accomplished. Any remote access is to employ stringent security mechanisms. Connections to other remote systems and terminals are to be protected by firewalls, encryption, or other equivalent means. The acceptability of any such security approach will be subject to Lottery approval.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]



Confidential information ends here.

4.1.4.12.3

The Lottery will contract with an independent firm to conduct a network security assessment subsequent to implementation of the CMS. An information technology infrastructure that meets or exceeds generally accepted industry standards is required. Vendor is to specify the certifications and standards that will be followed for this project such as specific ISO standards (for example ISO 27002, or NIST 800-53). Alternatives can be used if the Vendor can demonstrate that it has formally adopted and is following such standards.

GTECH Response:

The GTECH INTELLIGEN solution is aligned with industry standards for all aspects of security and data integrity. GTECH's infrastructure adheres to ISO 27001, WLA-SCS, and National Institute of Standards and Technology (NIST) standards. GTECH's system development and delivery solutions are ISO 27001-certified in addition to WLA-SCS as it relates to ISO 27001. GTECH's INTELLIGEN system implementation will ensure full data confidentiality, integrity, and overall data availability.

GTECH's Information Security division regularly monitors changes to industry standards and enforces compliance as revisions occur. Should the Lottery require additional certifications, GTECH will accommodate and is confident in acquiring industry-standard certification needs and/or attestation of compliance.

4.1.4.12.4

All computer systems provided by the Vendor shall meet or exceed the National Computer Security Center's security standard at the time of implementation.

GTECH Response:

GTECH confirms that all computer systems provided with the INTELLIGEN solution will meet or exceed the National Computer Security Center's security standards. GTECH employs a team of Information Technology (IT) Information Security professionals (InfoSec), whose role is to ensure that GTECH complies with the most up-to-date standards for system security. The INTELLIGEN delivery will deploy GTECH's most up-to-date architecture solution and will contain the latest standards recommended by InfoSec.

4.1.4.12.5

Data that is determined by the Lottery to be sensitive is to be encrypted using an encryption level no less than 256 bit AES or other comparable method.

GTECH Response:

Data determined to be sensitive to the Lottery will be encrypted as required. INTELLIGEN supports a variety of encryption techniques, including 256-bit AES.

During the requirements phase of the project, GTECH will work with the Lottery to determine complete data-encryption requirements and whether additional encryption needs beyond the deployed baseline are required. Once the full requirements are analyzed, GTECH will propose the most appropriate solution based on the mutually agreed-upon scope.

4.1.4.12.6

The CMS has the capability to produce system checksums and/or comparable system file audit reports to ensure against inadvertent or unauthorized changes.

GTECH Response:

The INTELLIGEN solution utilizes checksumming to ensure against inadvertent or unauthorized changes.

Confidential information begins here.



Confidential information ends here.

4.1.4.12.7

The Vendor is not permitted to modify the software design or databases of the CMS after the CMS has been certified by the independent testing lab without the independent testing lab's recertification of all modifications.

GTECH Response:

GTECH will not modify the software, configuration, design, or databases of the INTELLIGEN CMS without prior certification of the independent testing lab and acceptance of the changes by the Lottery.

Under emergency circumstances, GTECH may suggest that a hot fix be applied directly to a Production system in order to obtain a required resolution to a live issue, but will not do so without prior discussion of the risk and authorization from the Lottery.

4.1.4.12.8

User account data is not permitted to be in plain text format but is to be encrypted. The CMS writes to a log file and reports all successful and unsuccessful sign-on and log-off attempts made on the CMS. The CMS design is to have the following security features:

GTECH Response:

The GTECH INTELLIGEN CMS utilizes secure methods for system access. User account credentials will be stored and transmitted in encrypted format. Login attempts will be logged and available for review via log analysis or audit reports. GTECH will accommodate each of the Lottery's security requirements as described in the responses that follow.

4.1.4.12.8.1

Capture the user ID, user name, sign-on date, time, and an indicator that signifies a successful or unsuccessful sign-on;

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.4.12.8.2

Log and report all changes to the CMS by all users (including administrators);

GTECH Response:

Confidential information begins here.

The INTELLIGEN solution will track all user updates to the system by user identifier.

Updates to the database for non-privileged users can only be made through the INTELLIGEN GUI Application Interface. Each update to the database made through the GUI will apply modification information that will contain the user ID, update time, and source PC. All GUI user updates will be logged, regardless of role or privilege.

Updates to the Linux servers hosting the application, including database updates for privileged users, are logged in user-session log files. All user-session activity on each Linux server will be logged to a user-session log for auditing purposes, whether menu-based or command line. All user updates will be logged, regardless of role or privilege, and will be assigned a named login for initial access to the systems, and any subsequent user switches will be tracked in the log associated with the initial login.

Confidential information ends here.

4.1.4.12.8.3

All security log files are to be directly accessible by the Lottery on a daily basis;

GTECH Response:

GTECH will permit all security log files to be directly accessible to the Lottery on a daily basis. The access method will be dependent on the needs of the Lottery. The Lottery may be provided access to view the logs in their original locations on the servers, or GTECH may consolidate the logs via Syslog forwarding and send them to a server on the Lottery network or a server within the GTECH network.

4.1.4.12.8.4

The CMS is to have the ability to assign users to groups and assign privileges at the menu level to each user or group. The operating system of the CMS is to have multiple security access levels to control and restrict different classes of access. The CMS operating system is to have a password sign on with two level codes comprised of a personal identification code and a special password;

GTECH Response:

Confidential information begins here.

[redacted]





[redacted]

[redacted]

Confidential information ends here.

4.1.4.12.8.5

CMS access accounts are to be unique when assigned to the authorized user; and,

GTECH Response:

Each user account assigned to the INTELLIGEN system will be unique. User accounts will be assigned to specific individuals, and only accounts authorized for access by the Lottery will be created.

4.1.4.12.8.6

The storage of passwords is to be accomplished in an encrypted, non-reversible form.

GTECH Response:

All INTELLIGEN passwords are stored in encrypted, non-reversible form.

4.1.4.12.8.6.1

Each individual user will be assigned one unique password which will allow authorized access to the CMS; users may manually change their own CMS passwords; only persons authorized by the Lottery may access:

- *Sensitive or confidential data;*
- *software programs and CMS documentation;*
- *disk, tape, and other media (DVD, CD), libraries and vaults; and*
- *any other area deemed by the Lottery to warrant such authorization.*

GTECH Response:

Each user of the INTELLIGEN system will be assigned a unique password for authentication to the application and servers. Users may manually change their own passwords, or users with administrative roles may override a user's password. Users will be forced to change their passwords upon expiry, and a password history will restrict password reuse. Only users authorized by the Lottery to obtain an account will be provided access to the INTELLIGEN environment and corresponding software and data. Individual user access will be terminated upon notification from the Lottery to do so.

As the system operator and provider of the server location, the Lottery will be responsible for physical access to the environment and information stored within the Lottery's infrastructure, such as user documentation. GTECH will restrict login access to the infrastructure provided, in accordance with the Lottery's authorization rules.

4.1.4.13

System Security Administration: The Vendor design includes a system in place to monitor access to the CMS system and a mechanism in place to report any security breaches to the Lottery with timeframes and escalation levels appropriate for the type of incident.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.1.4.14

Remote Backup Data Center: Vendor is invited (Invited Option) to propose an option, including additional costs or savings, that will result from being able to provide, outfit, and operate a remote back-up data center where transactions related to VLT gaming are logged and processed.

GTECH Response:

GTECH offers multiple options with regard to system and operational management where the customer may choose to install and operate the systems itself or outsource the operations to GTECH. For the Lottery, as an option, GTECH can manage the facility and perform the operational role of the BDC.

GTECH's Data Center of Americas (DCA), located in Austin, Texas, currently supports systems for some of the largest lotteries in the U.S. The DCA utilizes a highly trained Operations staff that is knowledgeable in all areas of the GTECH system. GTECHs' Operations staff will monitor the INTELLIGEN CMS and network 24 hours per day, 365 days per year. The Operations staff will consist of trained resources who may take immediate action to investigate and troubleshoot issues as they arise. They will have access to an additional support team of specialists for each area of the system (hardware, application, network, etc.) that are also available to support system issues 24 hours a day, 365 days per year. Seasoned hardware, network, and system administration staff trained specifically for GTECH deployments reside on-site and offer an immediate response for each issue as it arises.

Lottery equipment is retained in isolated cages in a secure computer room. Each cage requires privileged access, granted to only those resources authorized to access each individual lottery environment.

As with the proposed in-state solution, the BDC solution will utilize infrastructure that matches the PDC. All responses provided for a Lottery-managed BDC will equally apply to a GTECH-managed BDC.

Should a co-managed CMS solution be selected, GTECH will work with the Lottery during the requirements phase to comprehensively define the roles and responsibilities of each organization for the operation and monitoring of the overall system.

The back-up data center shall be located within the forty-eight (48) contiguous States, but not located within fifty (50) miles of the primary data center, unless an alternate site is approved by the Lottery in writing. All other functionality defined for the BDC, as defined in this RFP, shall be required for an alternate location that is not under the direct control of the Lottery. With prior approval by the Lottery, the BDC may be located at a shared site with other venues supported by the Vendor subject to it being a separate secured video monitored area with live signal feed to the Lottery headquarters.

GTECH Response:

The optional BDC proposed will be located in Austin, Texas, approximately 1,250 miles from the Lottery's PDC in Charleston, West Virginia. The BDC will be located at GTECHs' DCA, which is a shared location with other lottery systems.

As previously described, the Lottery equipment will be retained in isolated cages in a secure computer room. Each cage requires privileged access, granted to only those resources authorized to access each individual lottery environment. A live video feed of the computer cage will be available for monitoring at the Lottery headquarters.

The Lottery will make arrangements for a hardware refresh in years six (6) and eleven (11) of the contract, such costs are to be excluded from this cost proposal and will be the responsibility of the Lottery when the option is exercised. The Vendor is to provide any necessary software upgrades, including the CMS application and operating system software, and will provide the required hardware specifications for each refresh period. The Lottery currently has three discrete systems at its BDC- traditional games that include instant and online, video operations, and in-house systems. In the event the Lottery exercises the Invited Option proposed by the Vendor, to utilize an alternate location, the Vendor design provides for communications between that site and the BDC housing the in-house systems, primarily related to batch file transfers. Costs related to communications between the outsourced BDC and remaining Lottery systems will be defined in this option.

GTECH Response:

At the Lottery's cost, GTECH will refresh the infrastructure of the proposed BDC in addition to the refresh activities of the other environments provided with INTELLIGEN. The Production systems of the two data centers will exist as mirrored equivalents for the life of the contract. Upon notification from the Lottery, GTECH will propose the most current solution and technology stack applicable to the Lottery's INTELLIGEN delivery. This may include updates to the CMS application, operating system, and physical components, as well as new architecture strategies applicable to the Lottery's solution. The installation of the revised equipment at both the PDC and BDC will be conducted as a single, synchronized activity.

As a mirror of the PDC, the GTECH-hosted BDC will accommodate all required communications to the Lottery's in-house systems located at the PDC. All functionality available to the PDC will be available to the BDC.

4.1.5
Security (Systems Design)

4.1.5.1

VLT software image files and VLT authentication: Describe how the software on each VLT connected to the CMS will be authenticated when compared to the VLT software image file.

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.1.5.1.1

The CMS will be designed to use the VLT software authentication method defined in the SAS protocol specifications and any other methods chosen by the Lottery. It cannot be possible to enable any VLT into normal gaming mode that fails the software authentication until the VLT satisfies the software authentication.

GTECH Response:

The INTELLIGEN CMS will utilize the software authentication method defined in the SAS protocol and described in Section 4.1.5.1. Additional methods chosen by the Lottery may be accommodated based on mutual agreement and will be defined during the requirements phase of the project.

Once a VLT is placed in a disabled state due to a program signature failure, it will not be possible to re-enable the VLT until it has cleared the program signature fault by passing the software validation checks.

4.1.5.1.2

The software image files provided by the VLT manufacturers are to be utilized for authentication of all VLTs connected to the CMS. The files used in the authentication of the VLT software may be comprised of multiple image files which are concatenated into a single image file (i.e., the concatenated VLT image may contain an image file for each jurisdiction, main, personality and any other software program that controls communication and affects game outcome in each VLT).

GTECH Response:

The INTELLIGEN CMS will utilize the image files provided by the VLT manufacturers for use in the VLT program validation process. GTECH components will store a hash value of the manufacturer's image files that will be used for comparison. Whether a single image file or a concatenated image file, INTELLIGEN will utilize the specific file provided to each individual VLT for software verification.

4.1.5.1.3

The CMS design includes the ability to initiate a VLT software authentication on any VLT connected to the CMS at times determined by the Lottery. The CMS is to autonomously perform a software authentication on a VLT upon detection as follows:

1. *VLT logic door open event;*
2. *VLT logic door closed event;*
3. *VLT offline event or communication loss with Site Controller; and,*
4. *enrollment or enabling of a VLT.*

GTECH Response:

Confidential information begins here.

The INTELLIGEN CMS will accommodate the VLT software authentication process by specific event, time period, or on-demand.

INTELLIGEN can trigger the VLT software authentication process by any event reported by the VLT, and will be configured for the Lottery's solution to initiate the process upon the required events:

- VLT logic door open/close event.
- VLT offline event/communications loss.
- Enrolling/enabling a VLT.

The INTELLIGEN solution will also trigger the software validation process upon VLT response from a non-responding condition, periodically based upon a frequency configured at the CMS or upon command from the CMS. GTECH may suppress the baseline VLT software validation triggers if they are inconsistent with Lottery needs.

During the requirements phase, GTECH will work with the Lottery to determine the frequency of scheduled VLT software authentication, as well as the specific events required to trigger the process.

Confidential information ends here.

4.1.5.1.4

The CMS design allows for manual entry of the seed value used to calculate the signature result of each VLT software image file. Manual entry of the software authentication seed value is to be available to the Lottery through the use of a GUI or other user interface.

The frequency (i.e. static, per request, daily, monthly, and yearly) at which the software authentication seed value is changed is to be a configurable parameter on the CMS.

GTECH Response:

The INTELLIGEN CMS will allow for the manual entry of the seed value used to calculate the signature of each VLT software image file through a field in the INTELLIGEN GUI application interface. The details of interface and operational use will be further refined during the requirements phase of the project.

The frequency of the scheduled VLT software authentication is configurable and can be triggered on demand via INTELLIGEN's command and control functionality.

4.1.5.1.5

The CMS design includes the ability to generate a daily report to users determined by the Lottery that details VLTs that passed and failed the VLT image file authentication, including the seed and the signature value of the ROM binary image, and the result returned by the VLT.

GTECH Response:

The INTELLIGEN CMS will provide a daily report that provides the ability to generate a list of VLTs that have gone through the VLT image-file authentication process. The report will provide selection criteria, such as selected VLTs and date range. The report output will include:

- VLT identification information.
- VLT image file authentication timestamp.
- Pass/fail results.
- Seed and signature value (expected and actual).

During the requirements phase of the project, GTECH will work with the Lottery to ensure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.1.6

The CMS design includes a requirement for a means of identifying and reporting on revoked software images.

GTECH Response:

The INTELLIGEN CMS will provide a report that provides a means of identifying and reporting on revoked software images.

During the requirements phase of the project, GTECH will work with the Lottery to assure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.2

Site Controller Software Authentication: The Vendor Response is to document the methodology used to authenticate the Site Controller software. The CMS communicates with and authenticates the software of each Site Controller connected to the CMS. It cannot be possible to enroll any Site Controller that fails software authentication into operation until the device satisfies the authentication process.

GTECH Response:

Confidential information begins here.

[redacted]

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Confidential information ends here.

4.1.5.2.1

The CMS is to be configured to perform a software authentication on any Site Controller at any time upon Lottery request. The CMS design provides for functions to autonomously trigger software authentication on a Site Controller upon detection as follows:

1. *Control device offline event;*
2. *Communication loss with the CMS; and,*
3. *Control device enrollment.*

GTECH Response:

Confidential information begins here.

Confidential information ends here.

4.1.5.2.2

The CMS is to generate a daily report for Site Controllers that passed and failed the software authentication including the seed and the signature value of the software image and the result returned by the device.

GTECH Response:

The INTELLIGEN CMS will provide a report that will generate a list of Site Controllers that have gone through the software authentication process. The report will provide selection criteria, such as selected Site Controllers and date range. The report output will include:

- Site Controller identification information.
- Site Controller authentication timestamp.
- Pass/fail results.
- Seed and signature value (expected and actual).

During the requirements phase of the project, GTECH will work with the Lottery to ensure that each baseline INTELLIGEN report meets the specified needs. Modifications to the reports may be accommodated based on mutual agreement.

4.1.5.3

VLT Image File Storage: The CMS design includes storing all VLT image files on the PDC and provide no less than two (2) terabytes of hard disk space for image files. The hard disk containing the VLT image files is to be located within the same hardware enclosure of the PDC and scalable to increase storage capacity as needed at no additional cost. The VLT image files are to be accessible through a remote network connection to the CMS via the Lottery's administrative LAN.

GTECH Response:

Confidential information begins here.

The INTELLIGEN solution will allocate two terabytes of storage to both the PDC and BDC for the purpose of housing VLT image files. The space will be scalable to support additional image files at no additional cost to the Lottery if required in the future. Space requirements for the test systems will be defined during the requirements phase of the project.

The INTELLIGEN design will allocate the VLT image file storage to accommodate both SAS and G2S binaries. The storage location will be accessible from the Lottery's administrative LAN through approved channels. During the requirements phase of the project, network access details will be mutually agreed-upon to ensure secured access to the storage location.

Note that for G2S, the INTELLIGEN application uploads VLT image files to the storage location through the user interface, rather than as an independent remote copy procedure.

Confidential information ends here.

4.1.5.3.1

The VLT image files are to be backed up on a daily basis consistent with the requirements previously provided in "Data Backup Requirements", section 4.1.4.11 of this RFP.

GTECH Response:

The VLT image files will be backed up daily as required. The NetBackup solution will utilize an incremental backup policy, which will only back up changes to the files located in the VLT image-file repository.

Files will also be synchronized between the PDC and BDC, ensuring that a copy of each file exists at both data centers.

NetBackup will back up VLT image files independently at each data center.

4.1.5.3.2

The VLT image files are data files that have appropriate security as defined in "Data Security Requirements", section 4.1.4.12 of this RFP. Access to such data requires prior authentication of an individual user by password and privilege level.

GTECH Response:

The INTELLIGEN VLT image-file repository will be a secured location that complies with the Lottery's data security requirements. As described in Section 4.1.4.12, INTELLIGEN utilizes a combination of user, network, and file system security measures to ensure that only authorized resources may access the files required for their role within the organization.

During the requirements phase of the project, GTECH will work with the Lottery to define the user group and access policies that apply to the VLT image-file repository.

4.1.6
Archiving (Systems Design)

4.1.6.1

Archiving and Purging of Data: It is a technical requirement to include archiving as a process that runs every business day on the production system to move data from the production database(s) to an archival schema on the Data Warehouse (DW).

GTECH Response:

The INTELLIGEN solution will use GTECH's ABI Data Warehouse (DW) solution for archiving data for long-term reporting and analysis needs. ABI is further described in Section 4, 4.6, Reporting.

Confidential information begins here.

The ABI solution uses an enterprise-class ETL process to populate the ABI database from a variety of sources within the INTELLIGEN environment. The ETL is scheduled to run at a minimum of once per day but can be scheduled to run more frequently for subsets of data that require more immediate reporting.

The purging process is independent of the ETL; however, purging will not occur for ETL data until after the process has transferred data to the ABI DW. During the requirements phase of the project, GTECH will work with the Lottery to further define purging requirements and ETL frequency.

Confidential information ends here.

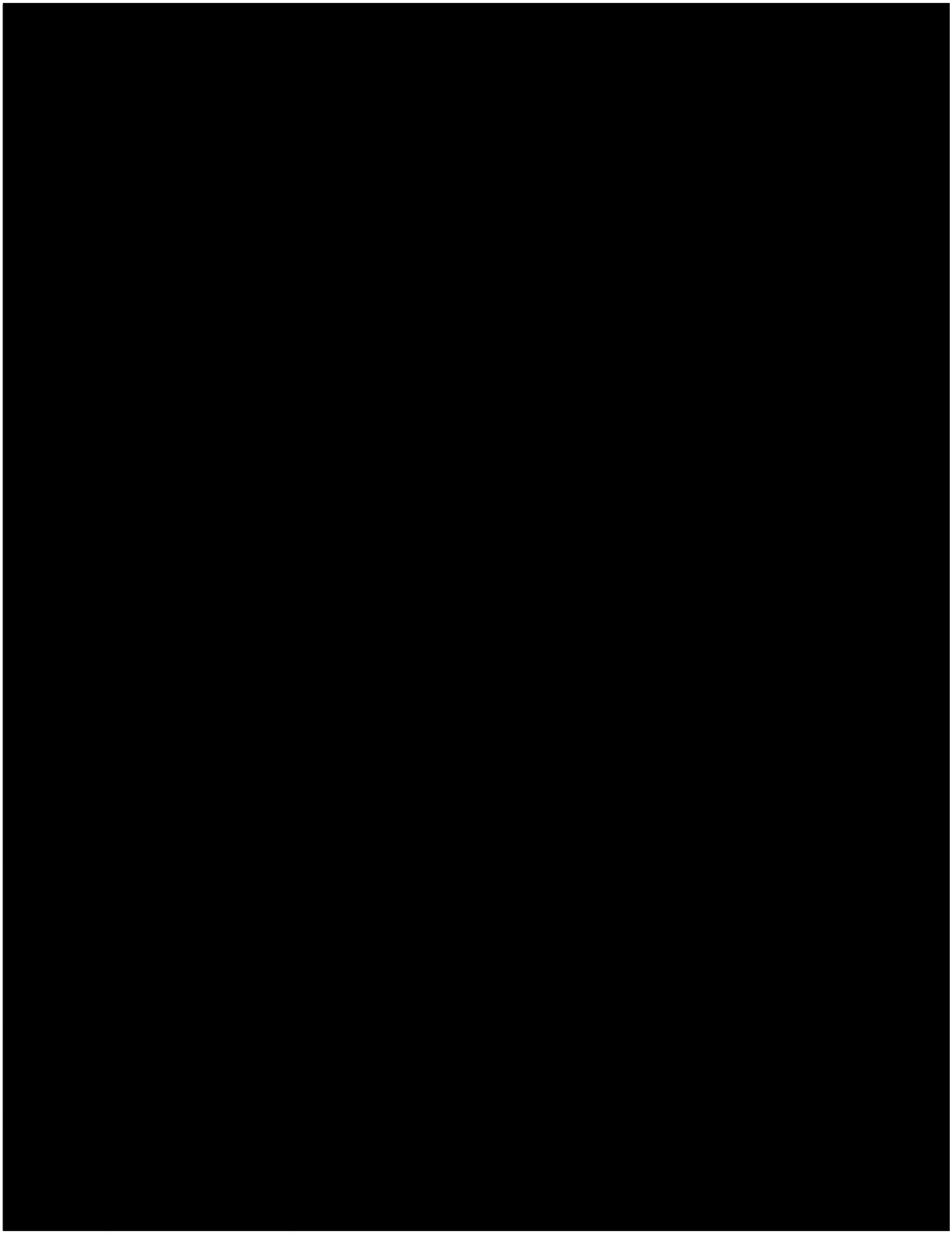
4.1.6.2

Purging of data is to be a function performed on the production database according to retention schedules set by the Lottery. As an example, financial data related to data meters will be retained for ninety (90) days while event logs and other log files will be retained for thirty (30) days. Purging shall be a function processed daily on the DW with a retention schedule of thirty six (36) months. Detailed retention schedules will be developed subsequent to Contract award.

GTECH Response:

The INTELLIGEN delivery will provide a flexible, automated purge routine for database, file system, and backup archive information.

Confidential information begins here.



[redacted]

Confidential information ends here.

4.1.7
Hardware and Software Specifications (Systems Design)

4.1.7.1

All CMS hardware and software components include the following features:

4.1.7.1.1

Standardized fault tolerant and redundant with no single point of failure. All components to be configured/setup by the Vendor;

GTECH Response:

As described in Section 4.1.1.1, GTECH designed the INTELLIGEN solution to be fault tolerant and redundant with no single point of failure.

Confidential information begins here.

[redacted]

Confidential information ends here.

GTECH will install, set up, and configure each INTELLIGEN component of the CMS.

4.1.7.1.2

Tested by the independent testing lab before installed. Vendor will configure, support, and maintain CMS for the life of the contract;

GTECH Response:

GTECH will work with the independent testing laboratory selected by the Lottery to support the needs of testing the INTELLIGEN solution prior to initial Production implementation and any subsequent release or modification after the Production system is live. GTECH regularly works with independent testing laboratories in this capacity and can ensure a smooth coordination of related testing processes and activities.

GTECH will install, configure, support, and maintain the INTELLIGEN CMS for the life of the contract.

4.1.7.1.3

CMS hardware will be replaced by new equipment of then-current model or version every five (5) years, or as specified during the business requirements process with those costs being the responsibility of the Lottery; and,

GTECH Response:

GTECH will refresh the infrastructure of each INTELLIGEN environment every five years, or as specified during the business requirements process.

Upon notification from the Lottery, GTECH will propose the most current solution and technology stack applicable to the Lottery's INTELLIGEN delivery. This may include updates to the CMS application, OS, and physical components, as well as new architecture strategies applicable to the Lottery's solution. The infrastructure refresh will apply to all systems provided by GTECH, and the PDC and BDC environments will remain mirrors of each other.

Note that GTECH will routinely propose updates to each environment of the initial infrastructure, as a part of our Patch Management policy, to keep the operating systems and software current, without risk of going to end-of-life. GTECH's Patch Management process is further defined in Section 4.1.7.1.4.

4.1.7.1.4

Fully supported by respective manufacturer or supplier at all times during the contract through maintenance agreements acquired and maintained by the Vendor subject to Lottery approval. All maintenance agreements require a twenty-four hour on-site response time from all manufacturers.

GTECH Response:

GTECH's team of infrastructure professionals works closely with its suppliers to keep apprised of the current lifecycle status of each hardware and software component delivered. GTECH will contract with each provider to obtain 24-hour support, seven days a week for Production equipment. Test systems are typically provided with a service contract that covers standard business hours, 9-5 support, five days a week; however, this may be modified pending testing expectations of the Lottery and the independent testing laboratory.

GTECH will acquire and maintain the vendor support maintenance contracts for the INTELLIGEN equipment.

GTECH maintains a Patch Management process for all infrastructure components, which will ensure that OS, Software, and Firmware patch levels remain current, and that vendor service requests are not deferred due to lack of compliance.

4.1.7.1.4.1

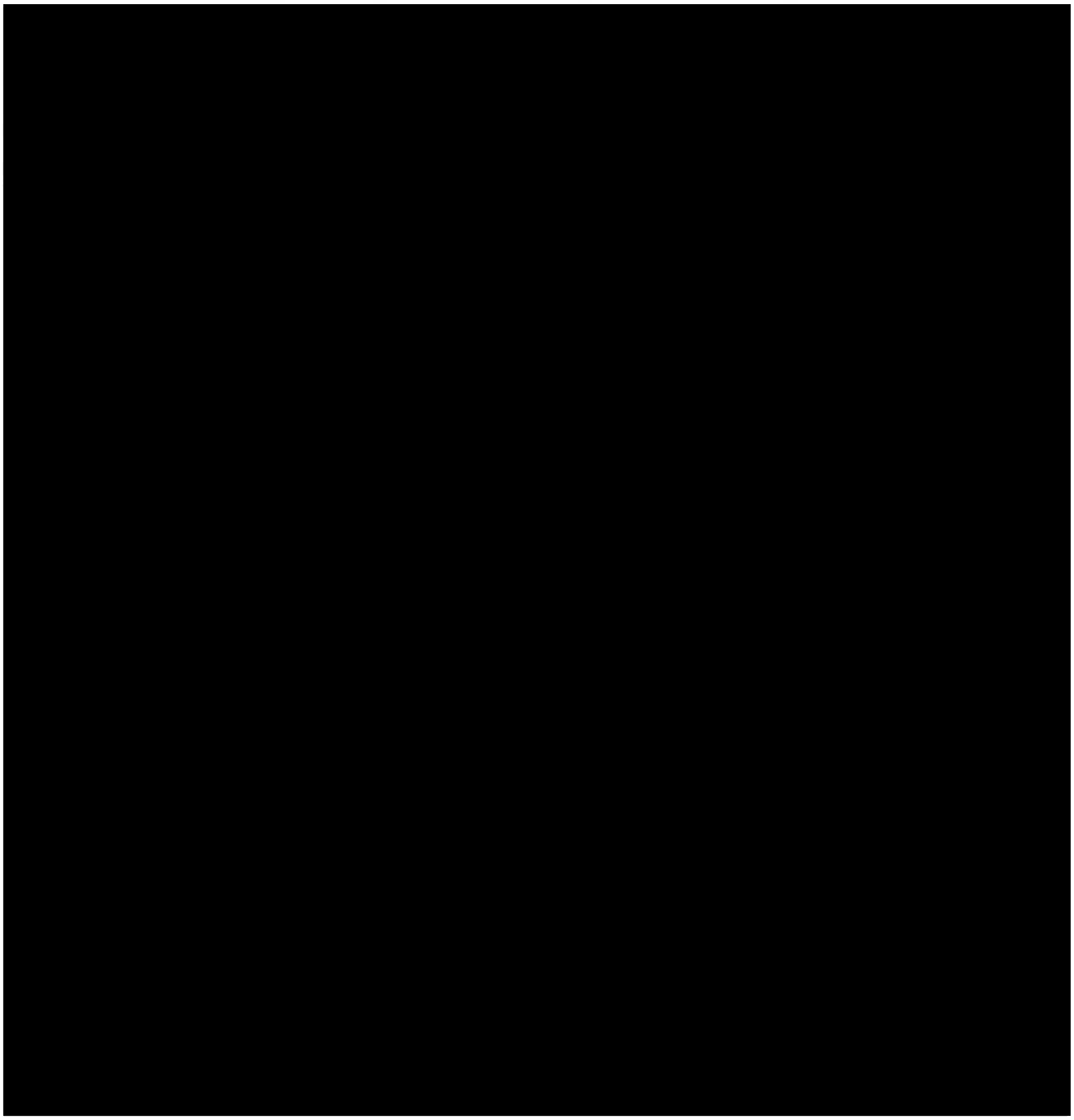
If support for any hardware module, component, or software is discontinued by the manufacturer or supplier then the Vendor is to replace the respective hardware modules, component, or software modules at its own cost prior to the support being discontinued. Vendor is to immediately inform the Lottery of any support discontinuation.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]



[redacted]

Confidential information ends here.

4.1.7.1.4.2

If any hardware module, component or software is declared 'end of life' by the manufacturer the Vendor is to immediately inform the Lottery and a mutually agreeable schedule for replacement will be developed.

GTECH Response:

Upon notification that a component of the INTELLIGEN solution is declared end-of-life by the manufacturer, GTECH will immediately inform the Lottery and propose a schedule for replacement.

As described in Section 4.1.7.1.4.1, GTECH takes a proactive approach to infrastructure obsolescence and will prepare for end-of-life scenarios through advanced notice and planning.

4.1.7.1.4.3

The Lottery expects the Vendor to be the sole contact and responsible party for any third party hardware/software solution utilized by the Vendor during problem determination and remediation.

GTECH Response:

As described in Section 4.1.1.8, GTECH will maintain and support all hardware and software provided with the INTELLIGEN solution. As such, GTECH will assume the role of the point-of-contact for vendor-support relations for the life of the contract.

Upon notification of an event, GTECH will utilize first-tier IT resources within the company to assess and troubleshoot the issue. If necessary, GTECH will escalate to third-party hardware/software support. During the period of investigation, up to and including the resolution, GTECH will work with the Lottery to keep it apprised of the situation and to ensure that the issue is not impacting the remaining infrastructure.

As the GTECH infrastructure will be maintained at a Lottery-managed facility, representatives of the Lottery may be required to support on-site access needs should a site visit be required; however, GTECH will maintain the role of coordinator for all activities related to the support request. GTECH will work with the Lottery during the requirements phase of the project to further define the roles and expectations for on-site access.

4.1.7.2

The Vendor shall obtain prior written approval from the Lottery before making any enhancement or modification to the hardware or software configuration and procedures.

GTECH Response:

GTECH will work with the Lottery to coordinate all enhancements and modifications to the INTELLIGEN solution. Lottery approval for proposed system modifications will be obtained in writing prior to change implementation.

4.1.8 Management Terminals

Vendor is not required to furnish the casino management terminals but is required to provide any special application software required for their operation. Vendor is responsible for providing software and hardware specifications for optimum performance at casinos utilizing management terminals.

GTECH Response:

GTECH will provide all application software required for use with the INTELLIGEN system.

Management Terminal specifications required to support the GTECH-supplied applications are provided in the **Recommended Workstation Specifications** Exhibit, located behind the Exhibits tab.

4.1.8.1

Web Portals: The Vendor design includes providing a web portal to be able to access the functionality provided by a management terminal at the casinos as well as LVL locations, including the same operational functions, printing capabilities, and security requirements. The Web Portal shall operate under industry standard web browsers, including Internet Explorer Version 8 and higher, Firefox, and Safari among others. The Vendor is to identify any functions known to cause compatibility issues with specific versions.

GTECH Response:

Confidential information begins here.

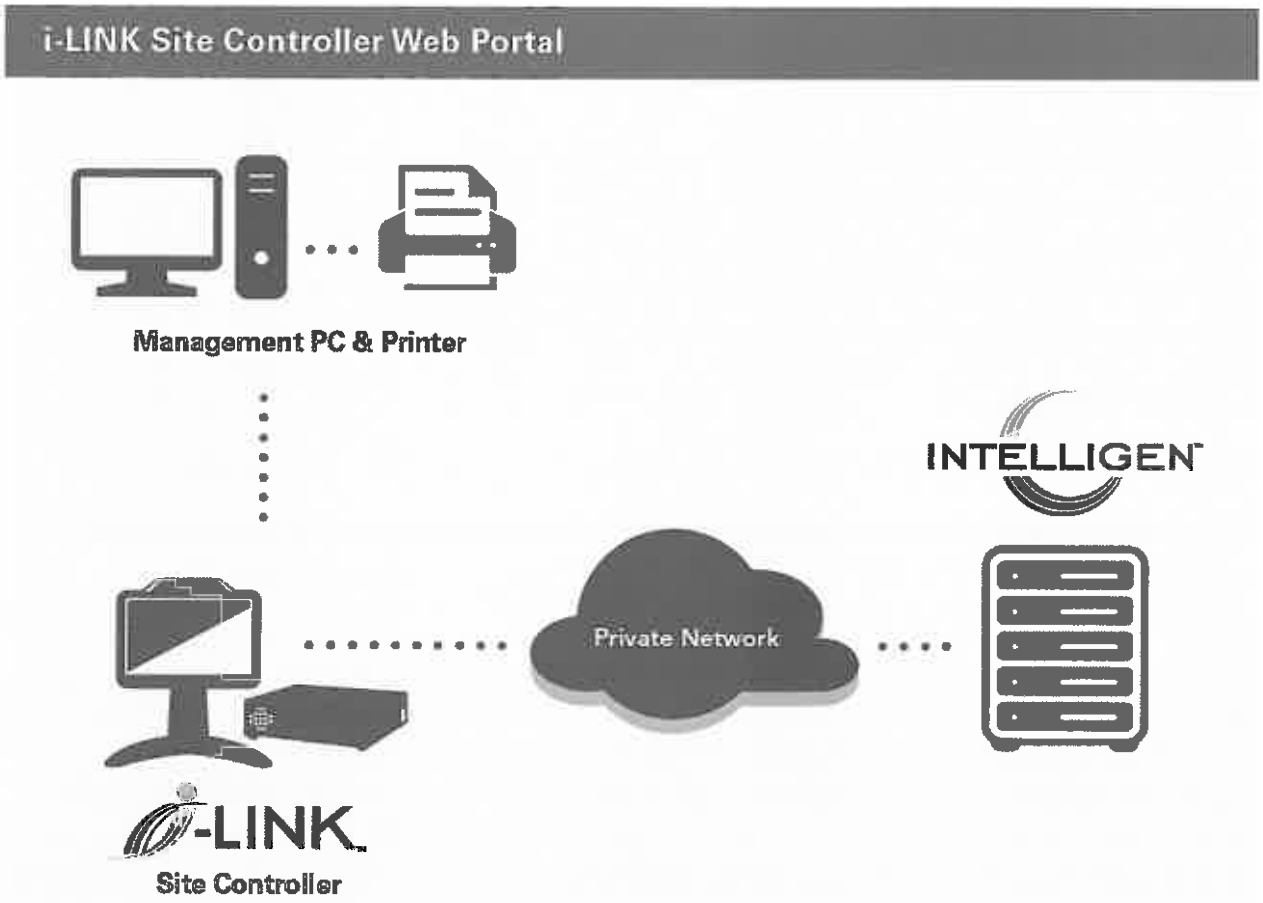
GTECH will provide a web portal accessible to both the LVL and RVL locations, which will enable the end user to access enhanced functionality directly from the Site Controller's web portal interface or Site Controller functionality from a management PC located on the same network. The web portal will allow users to view a set of pre-defined reports displaying information relevant to their location or chain via a web interface.

GTECH Advantage

The web portal will utilize the site's existing private network and contain the same authentication and security mechanisms in use by the Site Controller. Access via a management PC will be obtained through the use of industry-standard web browsers as required.

A sample diagram of web portal connectivity follows:

Figure 4, 4.1 – 23:



Specific requirements for the Management web portal will be defined during the requirements phase of the project and accommodated based on mutual agreement.

Confidential information ends here.

4.1.8.2

Report Security: Users shall have the capability to access and print reports for the VLTs unique to each Venue but not have the capability to view reports for the VLTs in other Venues. Operators and Chains shall have the capability to access and print reports for the Venues unique to each operator, but cannot have the capability to view reports for the Venues with other operators.

GTECH Response:

The INTELLIGEN web portal solution will isolate available data to the specific location. Each LVL or RVL will have access to the VLT information for its location only and will not have visibility into the VLT information of other locations. Operators and chains that maintain multiple locations will have access only to the information generated for their respective locations.

4.1.8.3

Encryption: Each casino and LVL Venue are to have secure, encrypted, remote, read only access to the CMS so that financial information, VLT inventory, and Venue network status for the VLTs at each respective Venue is obtainable.

GTECH Response:

Confidential information begins here.

The INTELLIGEN web portal will utilize the Site Controller's private network for the secure and encrypted transmission of data.

The INTELLIGEN web portal will provide a set of predetermined functionality and be populated with data generated by the INTELLIGEN CMS for all information required. The LVL or RVL may select criteria for the generation of reports and queries but will not have access to update or modify any data. All data will be generated by predefined stored procedures that will return values based on end-user input. VLT inventory and connectivity status will be available as required.

During the requirements phase of the project, GTECH will work with the Lottery to define all functionality available to the retailer through the INTELLIGEN web portal.

Confidential information ends here.

4.1.8.4

Document that Web Portal access conforms to the "Data Security Requirements" as previously provided in section 4.1.4.12 of this RFP.

GTECH Response:

The INTELLIGEN web portal will conform to the Data Security Requirements described in Section 4.1.4.12.

SECTION 4, 4.2

Site Controllers

Connecting the Power of the INTELLIGEN System to the Gaming Site

GTECH's Site Controllers offer unparalleled value to the West Virginia Lottery program with a unique mix of technological innovations, including the flexibility to manage a mix of Video Lottery Terminals (VLTs) running various protocols and the support for new gaming features to increase the profitability of the Limited Video Lottery (LVL) and casino gaming environments.

GTECH Strengths

- As video lottery programs evolve and become more sophisticated, the demands placed on the Site Controller also increases. GTECH's latest generation Site Controllers provide secure, reliable network connectivity while supporting the latest player and game technologies.
- GTECH's Site Controllers store and forward all transactions ensuring continual communications to and monitoring of VLTs, increasing revenues through continuous game play and the peace of mind that all game play transactions are securely captured and recorded should there be an interruption in network connectivity.
- A modern Point-of-Access (POA) device allows LVL sites to service players, access reports and monitor local VLT status while concurrently supporting a mix of VLTs running Slot Accounting System (SAS) and Game-to-System (G2S) protocols at the same gaming site, allowing the Lottery flexibility in deploying new technologies.
- As a local G2S-compliant game download host, the Site Controller gives the Lottery the ability to control the selection, scheduling, distribution and auditing of downloadable software packages to VLTs, Site Controllers, and peripherals at gaming sites.

GTECH's family of Site Controllers is the optimal solution for supporting the Lottery's CMS modernization objectives.

Attachment A

Vendor Response Sheet
Section 4, 4.2 Site Controllers

Please describe your plans to achieve the goals related to Site Controllers.

GTECH Response:

In distributed video lottery gaming environments, the Site Controller is a critically important device located at each gaming site. The Site Controller continuously monitors the operational status of Video Lottery Terminals (VLTs) and transmits vital game play data to the lottery Central Management System (CMS). GTECH's family of Site Controllers has been specifically developed to address the needs of Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) type gaming sites in a distributed network that includes a large number of gaming sites over a vast geographic area, or in a venue-based operation with hundreds or even thousands of VLTs.

GTECH Differentiator

As Video Lottery VL programs become more sophisticated, the demands placed on the local Site Controller are also increasing, and GTECH is offering the West Virginia Lottery our latest generation Site Controller designed specifically to meet the growing needs of the Video Lottery market. What was once a passive "middleman" between the CMS and the VLT is now an interactive, intelligent, multi-purpose controller required to ensure the integrity, stability, and success of today's Video Lottery programs.

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Site Controllers in the following responses to the RFP.

4.2.
Site Controllers (Site Controllers)

Vendor is to provide Site Controllers to all casino and LVL Venues for the life of the Contract. The Lottery uses the term Site Controllers to refer to the hardware/software systems that interfaces between VLTs and the CMS.

At the LVL Venues these Site Controllers are a PC with four primary functions:

1. *a touch screen monitor;*
2. *the chassis (PC);*
3. *a scanner which is to be able to process winning tickets by scanning a barcode, displaying the results on the monitor and storing the data for ultimate processing by the CMS during the daily polling process which gathers information from all site controllers; and,*
4. *a printer.*

At the casinos, these are generally rack mounted network implemented components with controllers, modems, and related software supplied and installed by the Vendor and do not include monitors, scanners and printers.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

[redacted]

Confidential information ends here.

4.2.1

LVL Site Controllers (Site Controllers): For LVL sites, controllers are to be purchased or leased from the Vendor and are the responsibility of the LVL permit holder; all costs shall be directly billed to the respective LVL permit holder. Each LVL permit holder shall be responsible for entering into a sales or lease agreement with the Vendor for the installation, cost, and maintenance of Site Controllers. The cost of initial installation of Site Controllers should be calculated and included as part of the purchase cost or annual lease fee. Permit holders that elect to lease Site Controllers shall be directly billed on a quarterly basis so that the annual lease fee is paid in four (4) installments. The Vendor is to provide cost projections for communications, software and hardware in its response to this RFP as discussed below.

GTECH Response:

GTECH will offer the LVL Site Controller to permit holders on a purchase or lease basis. Pricing details are presented in Section 4.2.1.1. All costs for Site Controllers will be billed to the respective LVL permit holder that will be defined in purchase or lease contracts that GTECH will set up with each.

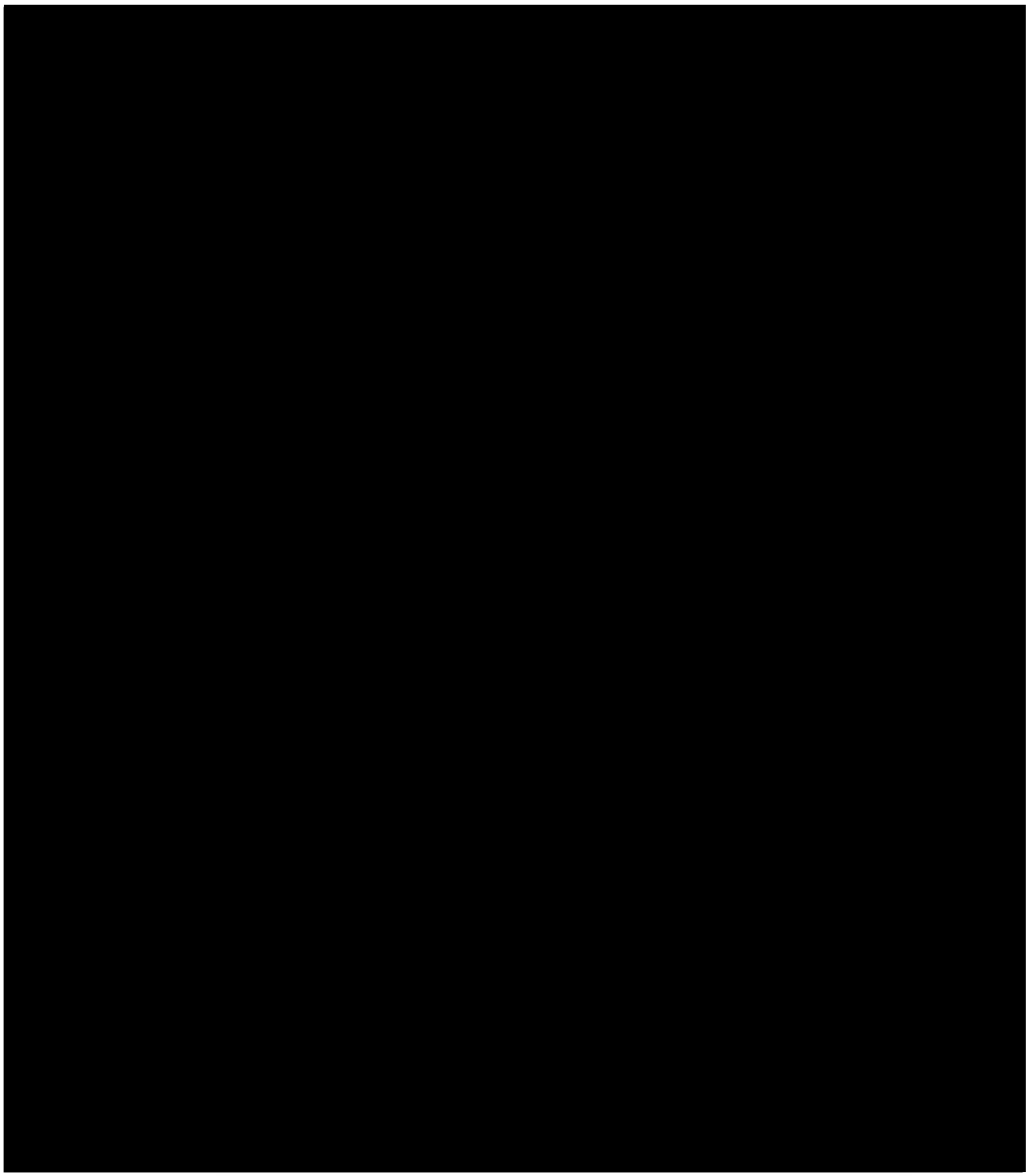
4.2.1.1

Although the LVL Site Controllers are not components of the CMS purchased by the Lottery, it is integral to the video lottery program for the Lottery to consider costs borne by licensees and ensure a certain level of maintenance is provided to Venues in order to protect video lottery revenues. Therefore, Vendor's response shall include an estimated annual lease cost and estimated purchase cost per LVL Site Controller for the life of the Contract (years 1-10 and optional renewal years). Additionally, Vendor is to provide a proposed maintenance plan with response times to handle service calls made by Venues as will be developed during business requirements. The Vendor is to document that costs related to LVL and RVL site controllers are not included in the Cost Section of the RFP including the costs discussed in this section.

GTECH Response:

Confidential information begins here.





Confidential information ends here.

4.2.1.2

Responses shall be evaluated based on initial estimated fees, margin of increase in estimated fees over the life of the Contract, and proposed response times for Site Controller maintenance requests. Note that costs related to Site Controllers and other communication costs are only included in the technical section of this RFP and are not to be part of the cost to the Lottery and will not be included in the cost proposal section. Vendors will be scored on their Site Controller and communications costs as part of the technical scoring.

GTECH Response:

GTECH has read and understands this requirement.

4.2.2

Casino Site Controllers (Site Controllers): The Vendor will be responsible for providing equipment or specifications to the casino and will be supporting casino Site Controllers. Casino Site Controllers may be acquired from other vendors at the casino's option, providing the other vendors meet specifications provided by the Vendor. That equipment will be the responsibility of the casino to acquire and implement.

GTECH Response:

Confidential information begins here.

[redacted]



[redacted]

Confidential information ends here.

4.2.2.1

Vendor response includes provisions for updating, maintenance, and necessary replacements of Site Controller hardware and software as necessary for seamless operation of remote monitoring of all video lottery gaming as specified in this RFP. Furthermore, the Vendor is to provide a proposed maintenance plan that includes response times for service calls at the Venues as will be developed during business requirements.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

4.2.2.2

Site Controllers are to be configured to have a daily report of in, out, validated, net income, and ticket validation with a forty-five (45) day available history and also be able to receive and display informational messages from the CMS.

GTECH Response:

GTECH Site Controllers produce the following reports on-demand. Additional reports required by the Lottery can also be provided.

- End-of-Day Validations.
- End-of-Day Cash Flow.
- Cash Flow Today.
- Site Controller Invoice.
- Commission.
- Validation Details.
- Validation Summary.
- Non-Validated Details.
- VLT Events.
- Retailer Terminal Events.

Historical data associated with these reports is retained so that 45 days of history will be available for the required reports.

Informational messages can be sent from the CMS to the Site Controller and displayed upon receipt if the message is critical, or stored in a mail box in the Site Controller if the message is non-critical. When a message is received in the mail box, an icon on the retailer display changes color to indicate that a new message has arrived and is ready to be read.

SECTION 4, 4.3
Network/Communications

Standard-setting Network Communications Solutions

GTECH's network communications strategy is based on its extensive experience in providing service for hundreds of lottery deliveries in diverse environments around the globe.

GTECH Strengths

- GTECH will utilize a field-tested method of network communications and monitoring, including high-bandwidth options to accommodate current Slot Accounting System (SAS) and future Game-to-System (G2S) protocol requirements which have larger messages and traffic frequency without sacrificing performance.
- GTECH has significant experience supporting distributed Video Lottery deployments and venue-based operations in such jurisdictions as Pennsylvania, Maryland, Rhode Island, Sweden, Italy, and several jurisdictions in Canada over a variety of communications networks.
- Maximizing uptime is a critical success factor for GTECH and its customers, currently exceeding 99.9% uptime and a platform availability rate of 100% across all our system deliveries.
- Each GTECH Site Controller is capable of supporting both SAS and G2S simultaneously, leveraging existing wiring without the need for extensive re-cabling.

GTECH's network communications experience is deep and diverse, demonstrated in lottery operations of all types around the world.

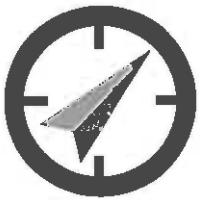
Attachment A

Vendor Response Sheet
Section 4, 4.3
Network/Communications

Please describe your plans to achieve the goals related to Network/Communications.

GTECH Response:

No lottery services provider has more network communications experience than GTECH. Leveraging its industry-leading global solutions, GTECH will employ a network communications strategy based on our extensive experience in providing service for hundreds of lottery deliveries in diverse environments around the globe. Moreover, as the provider of West Virginia's traditional lottery deployment, GTECH will offer the advantage of the experience gained in the jurisdiction to deploy the most appropriate communications method for each location.



GTECH Differentiator

As described in the RFP responses that follow, GTECH will utilize a field-proven method of network communications and monitoring, including high-bandwidth options to accommodate current Slot Account System (SAS) protocol needs, as well as future Game-to-System (G2S) protocol requirements. As the industry's most experienced provider of wide-area G2S system deployments, GTECH has the expertise required to accommodate the larger G2S messages and traffic frequency needs at a competitive cost without sacrificing performance.

We will meet network communications requirements as described and may add additional scope where mutually agreed upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive experience in network communications implementations of similar scope, including previous experience implementing lottery communications in West Virginia.

GTECH further describes its plans to achieve the goals related to Network Communications in the following responses to the RFP.

4.3
Overall Network and Communications:

4.3.1
Network & Communications (Network & Communications)

4.3.1.1

Communications Network and Network Monitoring: Vendor is responsible to install, operate, and monitor the Communications Network(s) for all VLTs for the life of the Contract.

GTECH Response:

GTECH proposes to install a diverse Multi-Protocol Label Switching (MPLS) network to each location in the network. Installation of the communications network will be coordinated by the Network Specialist identified in Section 4.3.1.2 of this proposal. We will install all networking hardware and software at both the Primary Data Center (PDC) and Backup Data Center (BDC) Central Management System (CMS) locations and implement customized configurations to best serve the daily operations of the entire infrastructure. This installation includes every item, including the remote site equipment, backbone, and head-end CMS locations. The Network Specialist will ensure the Network Installation Team has everything outlined with key milestones identified and resources assigned to each step necessary for a successful backbone to be put in place.

Communications maintenance technicians, trained in the use of test and monitoring equipment, will be available whenever the Lottery's gaming system is operational, or when testing support has been requested. The data center has a connection status display allowing a hotline operator to see if a retailer terminal is operational and signed on or not, and other relevant information. Our monitoring tools also provide information and reports on attempts at unauthorized access and manipulation of the system components. This information will be displayed in real time. We selected the best combination of network management tools to support your requirements and resolve complex network issues. The integrated Network Monitoring System (NMS) tools will perform network and protocol monitoring and analysis, as well as event recording. These tools will also show the status of the network, including data communications and the functioning of all network circuits used by the system. Complete network-monitoring tools will be located at both the PDC and the BDC.

Our proposed NMS tools include:

- **Enterprise Series Connect® Administration (ES Connect Admin):** A browser-based application that collects transaction statistics and provides terminal status and configuration capability. For example, the Terminal Down screen provides a list of terminals that are not communicating with the host and tracks the amount of time a terminal has been out of service.

- **Hewlett Packard OpenView Network Node Manager (HPOV NNM):** The most comprehensive network-management solution available. Third-party evaluators rate HPOV NNM as a leading network management system performer. It is currently the most widely deployed solution in the market. HPOV NNM displays for authorized operators the status of the entire network, end-to-end, from the retailer terminal to the network and from individual communications devices to the host communications server – using Simple Network Management Protocol (SNMP) open specifications. West Virginia will be provided with live fault and bandwidth management, including real-time alerts. These powerful tools can monitor thousands of interfaces and elements concurrently. At any given time, authorized operators will know the full status of the network, including automated audible and visual alarms from significant transmission failures or outages.

4.3.1.2

Communications Network Costs: Casinos and LVL operators or independent retailers are responsible for the equipment and communication costs from their locations to the PDC and BDC. Note that by WV Code (§29-22B-703), the permit holder is responsible for the purchase or lease of any site controllers and associated communications network costs at their end of the network.

GTECH Response:

GTECH understands that the Casino and Limited Video Lottery (LVL) operators are responsible for the equipment and communications costs from their locations to the PDC and BDC locations. GTECH will ensure the costs are included in the monthly charge created for each LVL location to include all items required to achieve this. The INTELLIGEN™ Site Controller and Multi-Terminal Site Controller (MTSC) are normally connected to the PDC and BDC through redundant MPLS circuits, terminating in size-dictated redundant Cisco or Juniper routers. A parts list will be provided to show exact part numbers and recommended models. Since each location may not have all technologies available, multiple options are considered from MPLS to cellular connections, customizable to each LVL operator's needs.

4.3.1.3

Site Controller Communication Loss: Communication loss between the CMS and the Site Controller cannot interrupt gaming or stop communication between the Site Controller and the VLTs. The Site Controller is designed to have the capability of operating VLTs for at least thirty six (36) hours without connection to the CMS. During loss of communications with the CMS, the Site Controller needs to buffer all VLT meter, event, and transaction data and be capable of relaying the buffered data back to the CMS upon restoration of communications. This aforementioned time span is to be configurable at the CMS by the Lottery.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.3.1.4

LVL (WAN) Communications Network Administration: Vendor is responsible to design, implement, manage, support, maintain and monitor the most efficient solution for the limited video lottery WAN. Vendor shall install all communications equipment and troubleshoot and repair communication outages. The Lottery will identify all new connections and any changes in the location of video lottery terminals.

GTECH Response:

A critical component of the West Virginia CMS is a communications network that is secure, reliable, and fully supports the rapid processing of gaming transactions. GTECH will comply with the responsibility to design, implement, manage, support, maintain, and monitor the most efficient solution for the video lottery Wide Area Network (WAN). Installation, repair, and troubleshooting of the communications equipment will be part of our delivery, and any communication outages will be treated as a priority. Any changes or new connections identified by the Lottery will be serviced in a timely manner. GTECH has successfully designed and implemented networks for multiple jurisdictions using the latest in communications technology. We do the research and analysis to design and install the most appropriate, cost-effective network for each customer and will bring that same benefit to the Lottery.

Based on our detailed review of location and performance requirements, we propose a comprehensive communications network solution for the Lottery. The proposed network will meet the needs of the Casinos and LVL operators, connecting all network devices to the PDC and the BDC. It will fully support data communications to all locations. Each venue will have separate communication lines from its demarcation points to each data center utilizing disparate paths where existing communications-provider infrastructure exists to deliver continuous operation in the event of a failure.

Supported communications networks include:

- Leased lines.
- Asynchronous Transfer Mode (ATM).
- Multiprotocol Label Switching (MPLS).
- 4G/LTE Cellular Communication.

4.3.1.5

Vendor provides the following communications network and administrative services for the life of the Contract:

GTECH Response:

GTECH will provide and support the entire communications network, including administrative services, for the life of the Contract. Dedicated personnel are assigned to support and report on the communications network.

SolarWinds Orion Network Performance Monitor

The powerful Orion Network Performance Monitor by SolarWinds.Net, Inc., provides live fault and bandwidth management, including real-time alerts. This potent NMS tool is capable of monitoring thousands of interfaces and elements concurrently.

Some of the features include:

- Fault management and availability tools.
- Central Processing Unit (CPU), memory, and disk-space monitoring.
- Network maps.
- Event and alert-management tools.
- Customizable views/menus/toolbars.
- Custom accounts by user.
- Report writer.
- Custom HyperText Markup Language (HTML) resources.

SolarWinds' Orion NPM uses a Structured Query Language (SQL) database that provides a measurable advantage in monitoring larger networks. Orion's powerful alert engine configures alerts for hundreds of different network scenarios and defines device dependencies. Its built-in alert actions include, but are not limited to, notification via e-mail, pager, SNMP trap, text-to-speech, system log (syslog) message, and the ability to launch an external application.

4.3.1.5.1

Configuration management: maintain an inventory of network resources and their operating parameters;

GTECH Response:

Utilizing SolarWinds' configuration management, GTECH will maintain an inventory of network resources and their operating parameters. Knowledgeable communications personnel will maintain this database so that reference can be made at any time.

4.3.1.5.2

Fault management: detection, isolation, and correction of faults in the network;

GTECH Response:

Disabled VLTs frustrate players and venue owners while causing a decrease in revenue. To maximize the uptime of VLTs, the INTELLIGEN CMS features advanced diagnostics tools designed to help the Lottery detect and better analyze events within the system and alerts operators to potential problems, oftentimes before they develop into serious issues. Through network management tools provided with the system and gaming machine event management, the INTELLIGEN CMS monitors the status of all major components of the gaming network and can notify the user when a component has failed or when it is potentially due to fail. This allows preventive maintenance during off-peak hours so there is no impact to the player or lost revenue for the Lottery.

In addition, GTECH offers an optional Proactive Diagnostics (PD) application that monitors the operational health of VLTs and Site Controllers within the distributed gaming network and provides fault prediction analysis to maximize the operational availability of all gaming devices throughout the operation. Geographical analytics on the status of all terminals in the network are provided to easily identify any equipment that has failed or is likely to fail. Early equipment-failure indicators streamline field service calls, reducing the cost to repair while increasing revenues by limiting game downtime and maximizing end-to-end system availability.

GTECH understands the possibility of decreased revenues and increased operational expenses due to manual diagnosis and repair of faulty equipment in the field. With the PD application, the Lottery will see the status of all gaming devices in the network and easily identify which locations and devices are not operating properly. There will be no need to wait for a retailer to notify the Help Desk, thereby reducing the downtime of faulty terminals in the field.

With its predictive fault engine, the PD application can identify imminent failures before they happen and notify the venue or operator field service personnel to respond with preventive maintenance actions. When actual and potential failures are identified, they are categorized as "situations" and displayed on the Situation Management screen where they are monitored. The Geographic Information System (GIS) capability in PD provides the Lottery operations staff with a visual display of current and imminent failures at gaming sites on a geographic map, with drill-down capability for more detailed investigation. This is especially important when dealing with thousands of VLTs distributed across hundreds of retail locations over a large geographical area. PD helps operators safeguard gaming-device performance to optimize revenues while reducing operational costs.

4.3.1.5.3

Performance management: monitor utilization and manage resources to maximize capacity and assist the Lottery with performance management of the CMS;

GTECH Response:

The INTELLIGEN solution will utilize a suite of monitoring tools to assure maximum network availability. GTECH will work with the Lottery to accommodate performance management needs throughout the life of the Contract to optimize the INTELLIGEN solution as network demographics change. HPOV is the primary tool for monitoring network devices and circuits, providing a graphical topology for visual monitoring, audio alarms for warning of problems, and event logging for historical analysis. Performance monitoring will be accommodated through the SolarWinds NPM utility. As described previously, SolarWinds NPM provides live fault and bandwidth management, including real-time alerts and the ability to monitor thousands of interfaces and elements simultaneously. The tools available to GTECH for network analysis will efficiently pinpoint each issue to reveal the correct path for resolution.

We will propose the following network monitoring tools:

- **HPOV NMS:** Monitors network devices and circuits, Front-End Processor (FEP) counts, use of backbone network services, and network diagnostic tools in real time.
- **ES Connect Dashboard:** Provides information on terminal status and builds.
- **SolarWinds NPM:** Provides network performance monitoring services.

4.3.1.5.4

Interface with the communication providers, LVL retailers, LVL operators, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

GTECH Response:

Confidential information begins here.





Confidential information ends here.

4.3.1.5.5

Placement of the necessary equipment as well as the inside wiring from the point of demarcation if cellular, satellite or other technology communications are utilized.

GTECH Response:

GTECH has significant experience supporting venue-based operations in Pennsylvania, Maryland, Kansas, Rhode Island, Sweden, Italy, and several jurisdictions in Canada.

Each venue will be sized and the appropriate number of MTSCs will be deployed. They will communicate directly with each VLT located at the venue and the INTELLIGEN CMS. Each MTSC supports up to 400 VLTs and provides storage and forward functionality for all VLT information, providing continuous operation even if there is communication loss with the INTELLIGEN CMS. GTECH has significant experience supporting venue-based operations in Pennsylvania, Maryland, Kansas, Rhode Island, Sweden, Italy, and several jurisdictions in Canada.

Depending on the location and need, GTECH will install all necessary inside wiring from the point of demarcation to the Site Controllers, regardless of technology deployed, including fiber, Ethernet, twisted pair, coax, or any wireless technology. Utilizing a Main Distribution Room (MDR) for centralizing Telco links, we will install redundant and diverse routers, switches, and patch panels. These are then wired to smaller distribution Wiring Closets (WC) located closer to the gaming floor where cabling and connections can be used efficiently to accommodate optimal VLT machine placement.

4.3.1.6

LVL Communications Network: Vendor to design a communications network that connects each LVL retail location to the CMS. Vendor response documents similar installations to show that this proposed connectivity solution is actually installed and works successfully in another jurisdiction and describe how its designed telecommunication network is economical, reliable, secure, and robust.

GTECH Response:

To ensure that the Lottery receives the best communications network for its gaming business, GTECH has designed a network that accommodates the multiple variables that can affect the availability, reliability, security, and performance of the network. Leveraging our vast experience installing similar installations throughout the world, GTECH has a comprehensive network design that is tailored to the needs of the Lottery. We designed all network elements to take into account factors such as:

- Bandwidth and performance requirements.
- Carrier availability and performance.
- Prevailing climate and weather conditions.
- Line-of-sight considerations.
- Facility locations.

GTECH has identified the most reliable solution available per location to ensure the recommended delivery meets both economical and robust scalability criteria.

Confidential information begins here.





Confidential information ends here.

4.3.1.7

Vendor calculates the periodic cost of telecommunications connectivity so that each location may be charged a standard periodic fee payable to the Vendor by each permit holder for each installed retail location that is sufficient to cover Vendor's expenses for design, installation and maintenance of the communications network. This cost will be the expense of each permit holder and will be billed directly by the Vendor.

GTECH Response:

Each location will have its monthly costs broken down, with a report showing usage. The telecommunications connectivity costs will be billed on a "per location" basis in one report, showing the amount owed by each permit holder. This is a "Cost per Drop" combination that is all-inclusive of expenses for design, installation, and monthly maintenance, excluding the line rental fees, regardless of the method utilized.

4.3.1.8

Casino Communications Network: All casinos are responsible for communication lines and cabling to ensure transaction activity with the Lottery CMS. Installation of all communications equipment, troubleshooting and repairing communication outages is to be performed by the relevant Telco Provider. CMS is to be designed to handle state of the art communications-wireless CDMA, GSM, broadband, TI, fiber optics. Preferred methods include SES inter-state communications and point to point connections.

GTECH Response:

GTECH is equipped, and has the experience and expertise, to handle any communications type available in the industry today including those mentioned in the RFP. All wireless Code-Division Multiple Access (CDMA) or Global System for Mobile (GSM) communications, broadband, T1, and fiber optics connections are serviceable through our standard routers and switches. Any type of connection required will be ready to plug in, including Simple Email Service (SES) inter-state and point-to-point connections. Although Ethernet and MPLS connections are preferred, any media or transmission type in the industry today can and will be supported. All communications equipment and infrastructure are fully tested and approved before being implemented. This is set up with redundant diversity to minimize or cancel any communications outages that may occur. Dedicated communications personnel are always available in the rare instance of an outage, ready to troubleshoot and repair or work with appropriate parties such as Telco providers to quickly resolve issues.

Although it is understood that the casinos will acquire their own network, different methods will be deployed depending on unique circumstances related directly to each venue. GTECH edge devices are equipped to handle any state-of-the-art termination method a Telco provider can deliver, and we understand the different options available due to varied locations. GTECH has experience with both CDMA and GSM cellular technologies, working with Sprint, Verizon, and AT&T, with more than 30,000 cellular points of presence currently in the field. Broadband is also used in the field; we currently work with Cox, Time Warner, Comcast, and Cablevision. T1 methods are deployed in multiple ways, straight point-to-point inter-state communications, MPLS, and bonded T1s used with both ATM and MPLS. Whatever option is required, GTECH is ready to deploy and support it.

4.3.1.9

Vendor is to provide the following communications network and administrative services to each casino for the life of the contract:

GTECH Response:

GTECH will supply all network components and administrative services required to connect the LVL and RVL locations to the CMS locations. Using the NMS tools described throughout this section, GTECH Network Professionals will be available to support and analyze any network issue and assist the Lottery with performance management as the need arises.

4.3.1.9.1

Configuration management, with an inventory of network resources and their operating parameters;

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.3.1.9.2

Fault management, consisting of actions toward detection, isolation, and correction of faults in the network;

GTECH Response:

GTECH network professionals will proactively analyze the entire infrastructure, looking for possible faults in the network. By constantly scanning the elements running daily operations, fault management can be proactive instead of reactive, minimizing or negating downtime.

4.3.1.9.3

Assist the Lottery with performance management, monitoring utilization and managing resources to maximize capacity;

GTECH Response:

GTECH professionals are ready to assist the Lottery with any management function necessary. Performance management, utilization monitoring, and resources managed to maximum capacity are part of the normal channel of services available. Assistance will be provided when needed, with dedicated resources assigned and Subject Matter Experts (SMEs) ready to help when necessary.

4.3.1.9.4

Interface with the communication providers, the casinos, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

GTECH Response:

GTECH has extensive worldwide experience with communications providers, and has linked multiple large casinos and thousands of distributed lottery locations to INTELLIGEN in numerous jurisdictions around the world. GTECH's communications solutions are proven in a broad spectrum of configurations around the globe.



GTECH Advantage
Maximizing uptime is a critical success factor for GTECH and our customers; as a result, we have exceeded 99.9% uptime across all our deliveries to date.

In addition to ensuring game availability, GTECH understands that access to business information in real time or near-real time is also dependent on reliable network availability. It is essential to provide access to financial and operation information so that the Lottery can make the best business decisions quickly, and action plans can be executed with the highest confidence.

4.3.1.9.5

Implementation, maintenance, and assistance with resolution of outages on the Communications infrastructure which links the VLTs and Venues to the CMS.

GTECH Response:

GTECH communications professionals will be involved in every step of the contract, starting with implementation, regular as well as unscheduled maintenance, and any necessary assistance required will be available on an as-needed basis. GTECH is ready to assist the Lottery with any troubleshooting or configuration management necessary. The scope of GTECH's support starts at the VLT in any venue through to the CMS, including every system component in between. Assistance will be provided when needed, with dedicated resources who are industry veterans and backed up by SMEs with in-depth, specialized knowledge of each communications component.

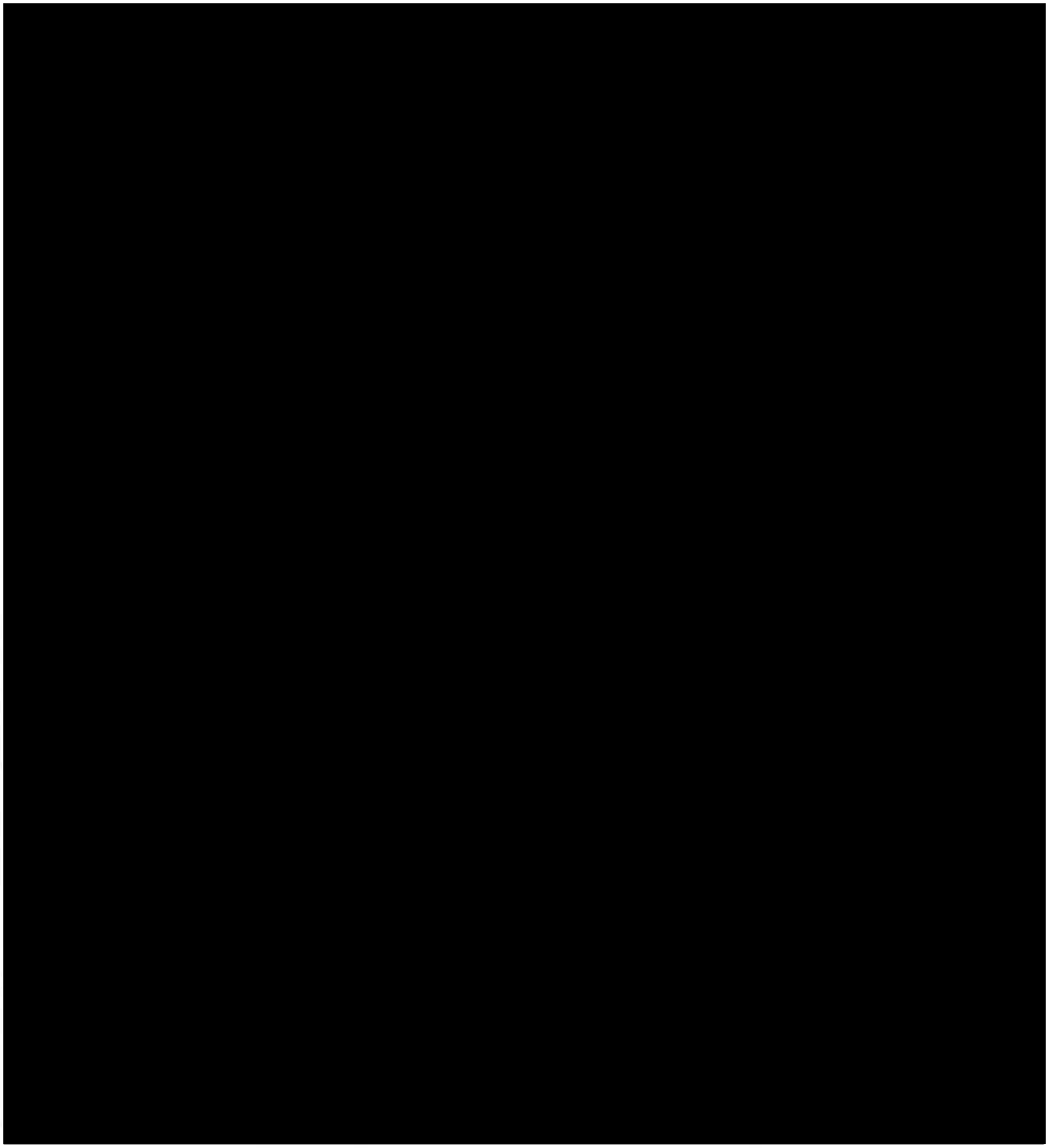
4.3.1.10

Advanced Communications Technologies: Vendor is invited (Invited Option) to identify advanced telecommunications options that may further improve the reliability and/or performance of the network, beyond the baseline design. This option could be relative to retailer last mile connections, backbone communications, and/or gaming network to Agency communications. Each Vendor is encouraged to propose a range of technologies that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to retailers. Any proposed advanced technology will address key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance and cost.

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

4.3.2
Monitoring (Network & Communications)

4.3.2.1

WAN AND LAN Network Monitoring: Vendor is to provide a separate industry standard network monitoring system which can be directly accessible in real time by the Lottery that monitors connection with all Venues. The network management component of this CMS provides a single pane display of the status of all WAN and LAN equipment on the network. Communications testing and monitoring capability are to be available at both the PDC and BDC. Network monitoring tools are be able to interface and analyze all communication protocols used to communicate with all VLTs or system data to the CMS, view transaction data for performance and capacity analysis, and create visual and/or audible alarms to provide notification of problems. The monitoring software is to be capable of alerts, visual, and audible notifications. The alerts are to be reported via the application GUI (Graphical User Interface) and Simple Mail Transport Protocol (SMTP-email).The following are examples of alerts: hardware, software, network, database, resources, virus alerts, intrusion alerts, and any alerts as deemed necessary by the Lottery.

GTECH Response:

To support the Lottery's communications network, we have selected the best combination of network management tools to resolve complex network issues. The integrated NMS tools will perform network and protocol monitoring and analysis, as well as event recording. These tools will also show the status of the network, including data communications, and the functioning of all network circuits used by the system. Complete communications test and network-monitoring tools will be located at both the PDC and the BDC.

Our proposed NMS tools include:

Hewlett Packard OpenView Network Node Manager (HPOV NNM)	• The most-comprehensive network-management solution available. Third-party evaluators rate HPOV as a leading network-management-system performer and currently the most widely deployed solution in the market. • HPOV NNM displays, for authorized operators, the status of the entire network, end-to-end – from the retailer terminal to the network and from individual communications devices to the host communications server using SNMP open specifications. The Lottery will be provided with live fault and bandwidth management, including real-time alerts. These powerful tools can monitor thousands of interfaces and elements concurrently. At any given time, authorized operators will know the full status of the network, including automated audible and visual alarms from significant transmission failures or outages.
Hewlett Packard OpenView Operations (HPOVO)	• A market-leading, proven solution for integrating information from multiple systems and networks. It enables integration and correlation across multiple silos of traditional Information Technology (IT) information, providing a central console and point of control. International Data Corporation (IDC) has ranked HP as the worldwide market share leader in distributed system management software for the past nine years in a row. Using a service-driven approach to provide correlated root-cause analyses of IT affecting business, HPOVO is a "single-pane-of-glass" view for efficient network monitoring.

Lottery personnel will also have access to the HPOV suite of tools to view the full status of the network. All of these tools provide the diagnostic capability to accurately and quickly pinpoint network problems, resulting in faster resolution. These tools also interface and analyze protocols, allow for viewing of transaction data for analysis, and create visual and/or audible alarms to warn of problems.

This OpenView suite will provide the primary NMS management console for GTECH network operations. HPOV will gather SNMP data directly from terminals and network devices, including the subsystem managers, and provide the following capabilities and data:

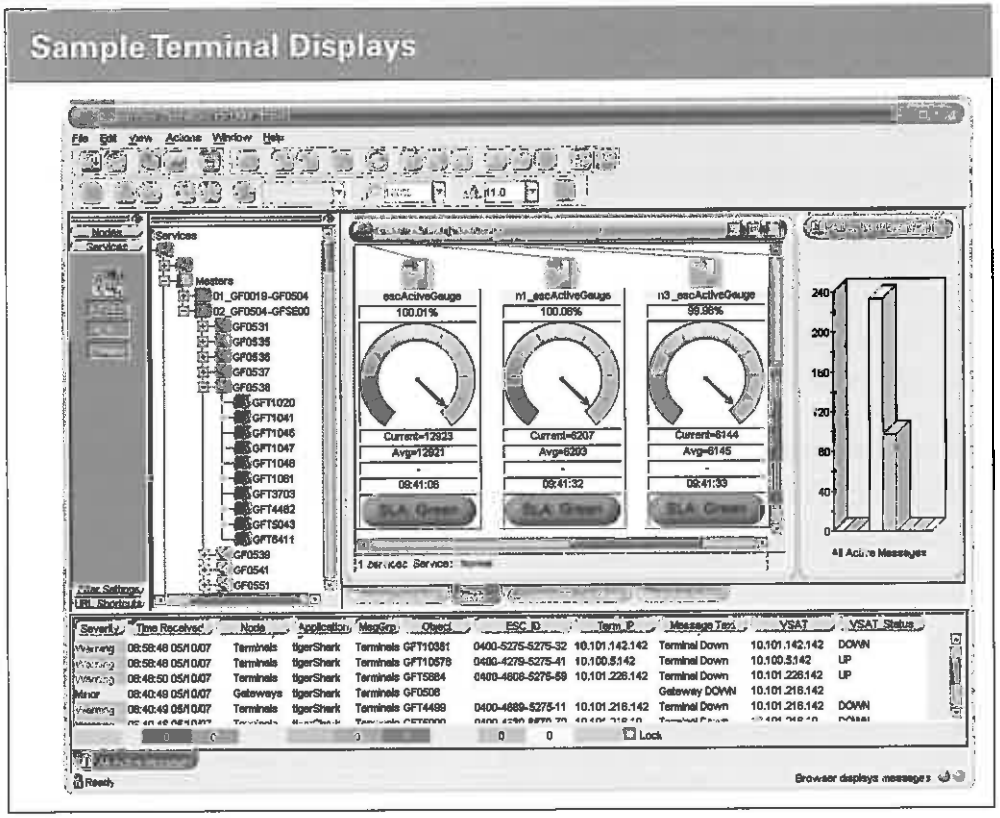
- Monitoring.
- Control.
- Statistics.
- Alarms and events.
- Network configuration.
- Report generation.

From the Management screen, network operators will have full visibility into the entire network. HPOV applications will:

- Automatically discover and map network devices, including VLTs and host gaming systems, to show the status of the entire network.
- Collect and display key information on all devices to identify problems and enable proactive troubleshooting.
- Support customized event handling to trigger alarms and sort them by priority condition and service-driven impact to ensure the most effective and efficient problem resolution.
- Correlate multiple alarms to quickly and accurately pinpoint the source of the network issue, minimizing the time required for problem resolution.
- Capture network and terminal-device information for use with inventory management.
- Compile historical information from network devices to enable trend analysis of performance and availability, thereby allowing the identification of unique and/or chronic problems.
- Export historical information into a database to enable access and customized reporting.

The following figure depicts actual terminal displays that are available to network operators and technicians.

Figure 4, 4.3 – 1:



HPOV will monitor the entire network and drill down to great detail to identify and resolve any problem. In addition, alarm conditions can be set for network performance thresholds so that incidents of performance degradation are detected, and operations and network personnel are notified for early intervention. This approach is truly proactive, resulting in effective use of FSTs, scheduling upcoming maintenance visits before an outage occurs, scheduling visits according to retailer convenience, and avoiding disrupting retailers during peak sales periods.

SolarWinds Orion Network Performance Monitor

As described previously, the powerful Orion NPM by SolarWinds.Net, Inc., provides live fault and bandwidth management, including real-time alerts. This potent NMS tool is capable of monitoring thousands of interfaces and elements concurrently.

Some of the features include:

- Fault management and availability tools.
- CPU, memory, and disk-space monitoring.
- Network maps.
- Event and alert-management tools.
- Customizable views/menus/toolbars.
- Custom accounts by user.
- Report writer.
- Custom HTML resources.

Automated Alarm Notification

The NMS tools can provide email or pager notification.

Network Event Recording

The proposed NMS tools have comprehensive recording and recall/reporting capabilities and can be configured to meet the specific needs and requirements of the Lottery. Parameters, such as types of events, sensitivity levels, and period of retention, can be individually set to provide a highly customized NMS for the Lottery.

Network Monitoring Protocols

To facilitate monitoring of the entire communications path, the proposed network-monitoring tools, and the network devices we provide, employ the standardized SNMP. SNMP is the standard network management protocol used almost exclusively in Transmission Control Protocol/ Internet Protocol (TCP/IP) networks. SNMP facilitates monitoring of performance data from terminals and network devices. All communications devices and terminals within the proposed network support SNMP. Should new network devices be introduced, by using SNMP, the NMS has the capability to readily identify and monitor the new devices.

4.3.2.2

The capability to determine whether failure has occurred in the equipment at the PDC or BDC, within the wide area communications network or at the Venues down to the VLT bank level is to be included in the CMS design. Network monitoring equipment is to display connection status of each VLT Venue in real-time that indicates when VLT Venues experience communication problems and when VLT Venues lose connectivity.

GTECH Response:

GTECH's INTELLIGEN system has multiple tools in place to support the monitoring of VLTs, Site Controllers, and communication equipment:

Confidential information begins here.



Confidential information ends here.

4.3.2.3

The Vendor is to provide a real time display of network and equipment status to the Lottery which will include viewing and reporting capabilities. The monitoring system alerts the Lottery of any Venue where service has been disrupted and assists in determining whether the equipment is at fault or the communication network, or both, is responsible for the service disruption. Vendor is to supply an application that displays the down time of any and all equipment and/or communications circuit in the network over a period of time definable by the Lottery.

GTECH Response:

The CMS HPOV, SolarWinds, Network Monitor and Device Fault Monitor applications referenced above provide real-time displays of network and equipment status, respectively.

Confidential information begins here.





Confidential information ends here.

4.3.2.4

The Vendor is to provide network monitoring tools for all of the networked devices. The networked devices are to employ a standard protocol such as Simple Network Management Protocol (SNMP) to facilitate monitoring from end to end of the communication path and to immediately extend this capability to new network devices.

GTECH Response:

The HPOV and SolarWinds products referenced above are the network monitoring tools provided with the CMS. Both of these tools support SNMP to allow monitoring from end to end of the network.

4.3.2.5

The Vendor's communications maintenance technicians trained in the use of testing and monitoring equipment are to be present at the active (terminal-serving) system site whenever the Agency requests such support for test purposes.

GTECH Response:

GTECH has read, understands, and will comply with the requirements stated above.

4.3.2.6

The Vendor is responsible for developing Venue trouble reporting procedures and have appropriate mechanisms for working communications problems to resolution through the common carriers. Vendor's proposal is to describe the process, including escalation procedures, as well as a time line to resolution.

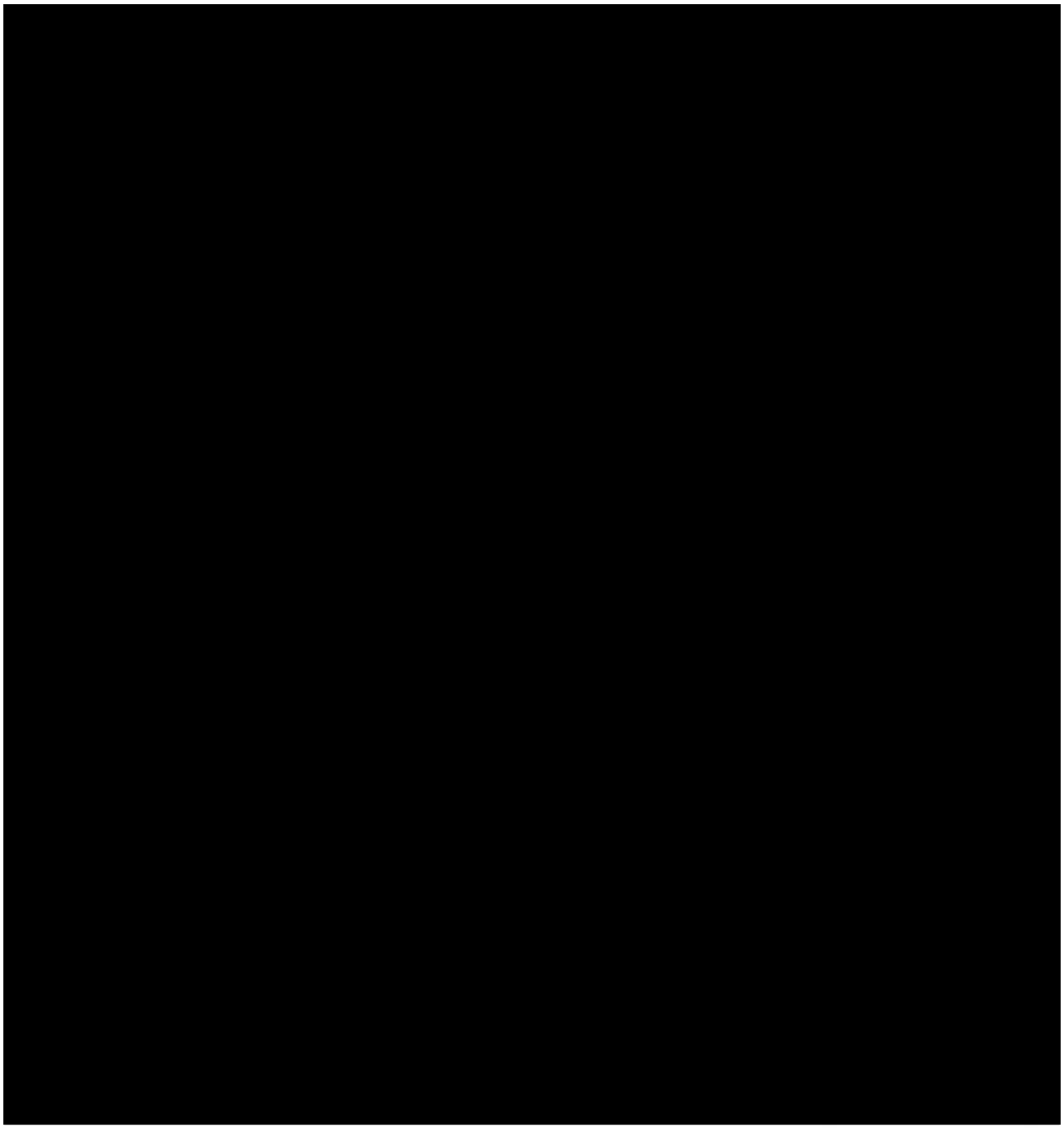
GTECH Response:

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Confidential information ends here.

4.3.3
VLT Wiring (Network & Communications)

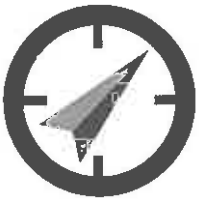
4.3.3.1

VLT Wiring: Wiring within each Venue connecting the VLTs to the Site Controller is to be a minimum of the currently used fiber optic cabling.

GTECH Response:

The GTECH INTELLIGEN solution will use the existing fiber optic cabling currently utilized for each LVL and RVL location for SAS connectivity. GTECH's Site Controllers conform to the SAS protocol specifications and will be capable of physical communication with the VLT string by merely switching the terminating cables from the existing Site Controller to the GTECH i-LINK Site Controller or MTSC.

G2S VLTs will use CAT5/CAT6 Ethernet cabling to comply with the protocol's requirements. The Ethernet cables are typically wired to a network hub, with transactions routed to the Site Controller or INTELLIGEN CMS by IP address.



GTECH Differentiator

Each GTECH Site Controller is capable of supporting both SAS/Fiber and G2S/ Ethernet simultaneously.

4.3.3.2

The Vendor may propose other cabling methods, in addition to the current fiber optic cabling, of connecting the VLTs to the CMS (i.e. serial 232, serial 485, cat 5, cat 6, etc.). Costs related to alternate cabling are to be excluded from this RFP response.

GTECH Response:

As described in Section 4.3.3.1, GTECH will utilize the existing fiber optic cabling for connectivity to SAS VLTs. CAT5/CAT6 Ethernet cabling will be utilized for G2S, as required by the protocol.

4.3.3.3

Any method used to connect the VLTs to the CMS, other than the specified fiber optic cable, shall be reviewed and approved by the external testing lab and the Lottery before implementation at a Venue.

GTECH Response:

GTECH will utilize CAT5/CAT6 Ethernet cabling for G2S VLTs only, as required by the protocol. Cabling will be reviewed and approved by the Lottery and tested by the Lottery's selected independent testing lab and Lottery testing team prior to implementation at a venue.

4.3.3.4

The Vendor is to provide a software-driven diagnostic utility that can detect deficiencies in the fiber optic loops or other communication cabling connecting the VLTs to the Site Controller at a Venue. A diagnostic utility is to be accessible at the Site Controller and be available to the Venue operator to utilize at their convenience. The diagnostic utility design includes providing a simple user interface that will report the condition of the communication line to the Venue operator. The diagnostic utility is to be capable of testing all types of communication cabling used to connect the VLTs to the Site Controller.

GTECH Response:

The Site Controller will provide a diagnostic utility to determine the communications status between the Site Controller and each VLT. The VLT status on the Site Controller or manager portal display will be color-coded and allow for the analysis of network connectivity at a glance. GTECH will work with the Lottery during the requirements phase of the project to define the full expectations and requirements of the diagnostics tool and propose a detailed solution accordingly. GTECH's proposal will accommodate the agreed upon needs defined in the requirements phase and will be capable of testing both fiber and Ethernet connectivity to the extent feasible by the protocol.

SECTION 4, 4.4

Operations

World-class Operations, Made Evident by GTECH's Successful 24 Video Lottery System Deployments

GTECH's comprehensive experience delivering video lottery systems, its record of successful implementations, and operations exceeding customer expectations will make a seamless, on-time delivery certain for the West Virginia Lottery.

GTECH Strengths

- The INTELLIGEN system supports the Lottery's needs related to operations without modification and is easily customizable to suit any unique Lottery requirements.
- In 2010, the installation in Italy became the world's first Game-to-System (G2S) deployment in a distributed gaming market, and now GTECH supports 17 systems installed around the globe, with four more currently in various stages of being implemented, and will deliver a G2S-ready system to the Lottery.
- GTECH has an extensive catalog of network solutions, flexible asset tracking, a variety of invoice parameters, and license types.
- The INTELLIGEN Progressive Engine is designed to be scalable from a single progressive on a single Video Lottery Terminal (VLT) to multiple progressives across more than 10,000 VLTs.

GTECH is the largest lottery services provider resulting in unmatched expertise managing video lottery operations of various sizes.

Attachment A

Vendor Response Sheet
Section 4, 4.4 Operations

Please describe your plans to achieve the goals related to Operations.

GTECH Response:

GTECH will utilize the proven and established INTELLIGEN™ Central Management System (CMS) as the foundation for the delivery of the West Virginia Lottery CMS solution. INTELLIGEN is the latest generation of GTECH's Video Lottery Terminal (VLT) CMS and successfully operates in 24 jurisdictions around the world. It is a proven, reliable solution the Lottery can rely upon for a seamless, on-time delivery. At the end of the process, our goal is to provide a seamless, effective system integration that will allow the Lottery to meet or exceed its goals.



GTECH Advantage

As described in the RFP responses that follow, GTECH's INTELLIGEN CMS will accommodate the vast majority of the Lottery's needs related to Operations without modification and is easily adaptable to suit any customizations resulting from the specifications noted in this RFP and subsequent requirement phases. GTECH has extensive experience in system deliveries of similar scope, and has a proven track record of successful implementations that exceed customer expectations.

We will meet all operational expectations defined in this RFP, in addition to those added to the scope and mutually agreed upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive experience in system implementations and day-to-day operational support needs.

GTECH further describes its plans to achieve the goals related to Operations in the following responses to the RFP.

4.4
Operations

4.4.1
Progressives [CMS Controlled] (Operations)

4.4.1.1

Vendor to describe in its response how the CMS will communicate with and control the current network of CMS controlled SAS progressive VLTs and how the CMS will manage any additional local and wide area progressive VLTs as required by this RFP.

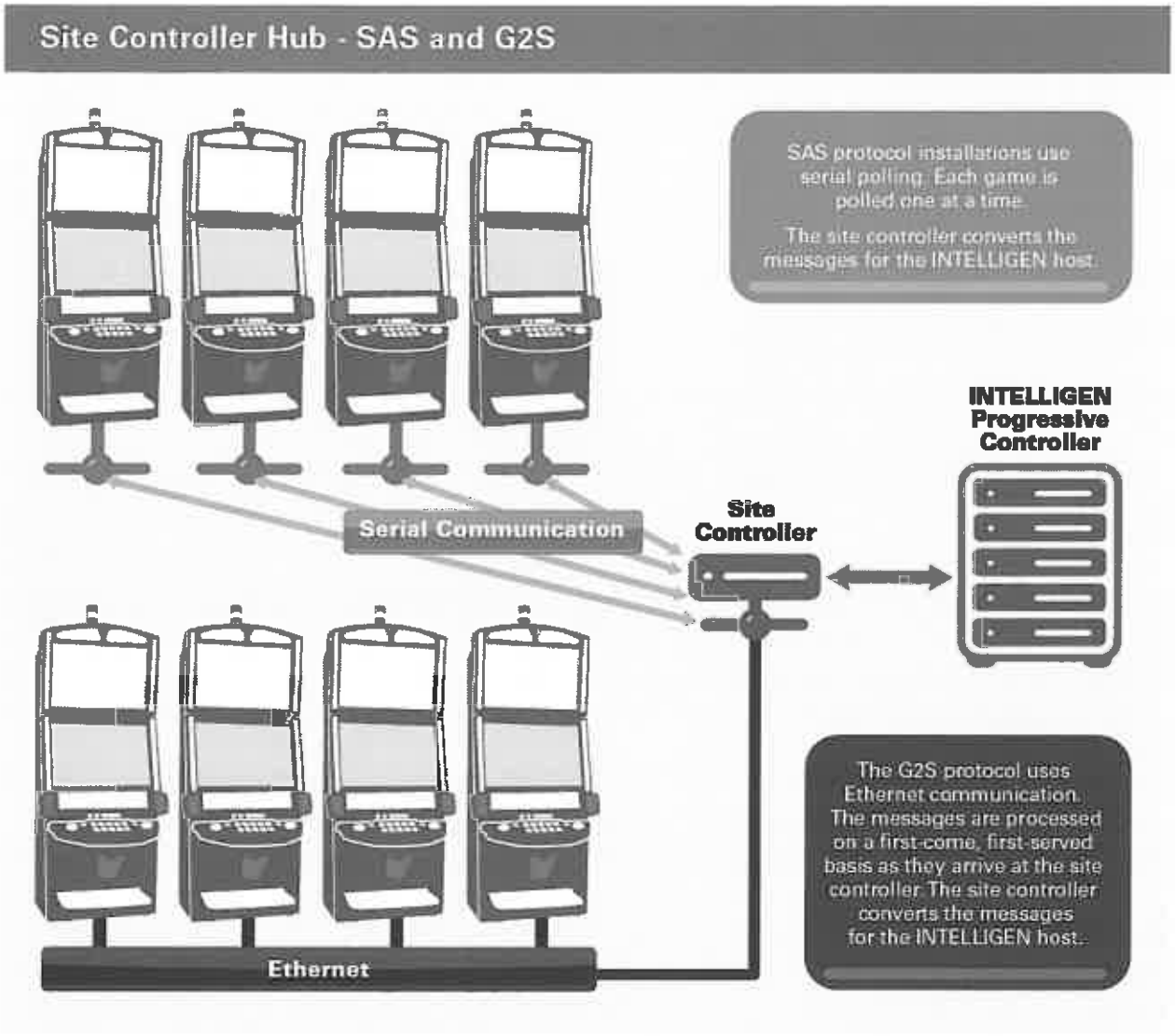
GTECH Response:

GTECH's INTELLIGEN system communicates with the Site Controller via an encrypted proprietary network. The Site Controller is responsible for converting the messages to the appropriate protocol for the VLTs, i.e., SAS or G2S, should the Lottery need it in the future.

With the protocol conversion managed at the Site Controller level, the system's progressive controller manages the jackpot levels, logic, and messages, providing progressive capability to any compatible VLT.

As illustrated in the following figure, the Site Controller acts as a hub for progressive functionality, providing caching and data storage should a communication interruption occur. It allows the host to support both SAS and G2S protocol progressives within the same venue.

Figure 4, 4.4 – 1:



INTELLIGEN supports wide-area progressives and offers a centralized jackpot engine that controls the Game-to-System (G2S) mystery progressive parameters, along with an optional celebration game. The jackpot engine can be configured for multiple levels and allows the Lottery to create shared jackpots across the entire jurisdiction, multiple venues, or machines within a single venue all at the same time. INTELLIGEN will provide the Lottery peace of mind in terms of operating jackpots across its entire jurisdiction by leveraging the security and redundancy of the CMS. The storage and forward capabilities of the Site Controllers ensure the integrity of the progressive, even if system communications anywhere throughout the network are interrupted.

4.4.1.2

The CMS is to function according to the guidelines defined in GLI-12 progressive standards and all other criteria specified in this RFP.

GTECH Response:

GTECH's INTELLIGEN progressive controller complies with the guidelines defined in the Gaming Laboratories, Inc. (GLI)-12 progressive standards and all progressive jackpot criteria specified in this RFP.

4.4.1.3

The CMS design is to support at least one hundred fifty (150) progressive VLTs contributing to the same progressive jackpot pool(s) in a single Venue or multiple Venues.

GTECH Response:

GTECH designed the INTELLIGEN Progressive Engine to be scalable from a single progressive on a single VLT to multiple progressives across more than 10,000 VLTs. INTELLIGEN supports a standard symbol-driven progressive for any base games offering progressive functionality. Game-triggered progressives can operate on either SAS or G2S protocols.

As a future Lottery consideration, the INTELLIGEN CMS also supports Mystery Progressives that operate in the Player User Interface (PUI) using the G2S protocol. INTELLIGEN's Player Services Manager (PSM) application is required to host all vendors' PUI applications and games. With an optional PUI game, such as GTECH's Vault Breaker, players experience an anticipation award that blends seamlessly with the base games across all G2S-compatible vendor machines.

4.4.1.4

The CMS design is to support and utilize "SAS 6.02" and all prior versions currently used, as well as all future upgrades of SAS, including other protocols like G2S, to facilitate communication and control of all currently active progressive VLTs approved for use in West Virginia.

GTECH Response:

GTECH's INTELLIGEN solution can support progressives utilizing SAS protocol 5.10 and higher, as well as the G2S protocol. Earlier versions may be accommodated where required and mutually agreed-upon.

4.4.1.5

The CMS design includes the capability to link multiple progressive VLTs at one or more Venues to contribute to a common jackpot pool and support multi-level progressive jackpots with a minimum of, but not limited to, five jackpot levels per VLT.

GTECH Response:

The GTECH INTELLIGEN Progressive Engine links multiple progressive VLTs and one or more Venues. We designed it to be scalable from a single progressive on a single VLT to multiple progressives across more than 10,000 VLTs. All VLTs contribute to a common jackpot pool.

The number of levels is configurable within the system up to 10 per VLT.

4.4.1.6

The CMS design is to support current Lottery approved third party progressive odometers or other paced method meter display as defined in GLI-12 progressive standards.

GTECH Response:

GTECH currently supports industry-standard progressive odometers and can implement support for most meter display protocols, provided specifications are available. GTECH will provide a quote upon request for any third-party progressive interface required by the Lottery.

4.4.1.7

The CMS is to provide real time monitoring of all progressive jackpots controlled by the system to users determined by the Lottery Commission and update the progressive displays with real-time jackpot amounts and jackpot award data. The progressive meter is required to display the winning jackpot value within 15 seconds of the jackpot being recognized by the CMS. In the case of the use of "paced" updating displays, the progressive jackpot meter is designed to display the winning value after the jackpot broadcast is received by the CMS.

GTECH Response:

The GTECH INTELLIGEN CMS monitors all of the progressive controller jackpots in real-time and updates the meter display via the Site Controller.

When a jackpot is triggered, the Site Controllers and winning VLT are notified within 15 seconds of the winning jackpot value.

4.4.1.8

The CMS is to include a feature that will cease all incrementing of a progressive jackpot and retire the active progressive jackpot levels after the win and reset the jackpot levels back to the base amount immediately after the win.

GTECH Response:

The INTELLIGEN Jackpot System provides an updated jackpot, value upon receiving a trigger and immediately starts a new instance of the jackpot, including any contributions from VLTs that have accrued since the previous award triggered.

4.4.1.9

Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software is to also pass user acceptance testing by the Lottery, and be approved by the Lottery.

GTECH Response:

GTECH has read, understands, and will comply with the requirements.

4.4.1.10

The CMS is to produce reports that clearly demonstrate the method used to arrive at the jackpot amount. Such reports include the documentation of credits contributed from the beginning of the polling cycle (including those from the time period immediately following the previous jackpot) and all credits contributed up to and including the polling cycle that includes the jackpot signal. Credits are contributed to the system after the jackpot win occurs in real-time but during the same polling cycle, shall be considered to have been contributed to the progressive jackpot amount prior to the win.

GTECH Response:

The GTECH INTELLIGEN CMS provides a full range of reports to manage progressive jackpots, including reconciliation, auditing, and performance reports. The reconciliation reports are used to track credits from all participating VLTs. They report on the progressive jackpots from the beginning of the polling cycle indicating the methodology used to determine each jackpot. The CMS reports when a jackpot level is initialized or reset and the credits are received by the CMS during that polling cycle. The credits are then recorded and contributed to the current progressive level. When a jackpot is triggered, the system collects all wagers from the current polling cycle and includes them with the jackpot being awarded. The report shows all wagers collected from each VLT for each jackpot instance.

4.4.1.11

Vendor is to also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.

GTECH Response:

The GTECH INTELLIGEN CMS is capable of providing progressive jackpot functionality to multiple VLTs compatible with the approved protocols in an online environment.

4.4.2 Downloadable Games (Operations)

4.4.2.1

Server Based Downloadable Gaming: All CMS equipment, hardware, and software necessary for server based downloadable gaming monitoring, authentication and reporting is to be provided by the Vendor when notified by the Lottery that this option (G2S) is available for Venues.

GTECH Response:

The initial delivery of the GTECH INTELLIGEN solution will come equipped with all infrastructure and software required for G2S functionality, including downloadable gaming monitoring, authentication, and reporting. The G2S and related download features will be activated upon notification from the Lottery that the G2S option is available for Venues, or when the testing phase of G2S functionality is ready to commence. GTECH will work with the Lottery during the requirements phase of the project to determine the appropriate timeframe for activating G2S functionality.

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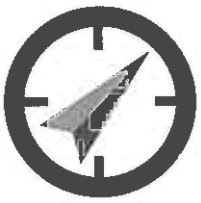
Confidential information ends here.

4.4.2.2

All VLTs and servers are to communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia.

GTECH Response:

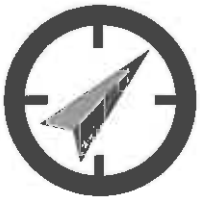
As described in Section 4.1.2.1, the GTECH INTELLIGEN CMS supports a variety of VLT protocols, including those defined by the Gaming Standards Association (GSA). Portions of the previous response are repeated below.



GTECH Differentiator

GTECH is a Platinum member of the Gaming Standards Association (GSA) and holds a seat on the board. In addition, we have representatives on the Game to System (G2S), System-to-System (S2S), Gaming Device Standards (GDS), and Transport committees. As such, GTECH is an industry leader in the support of the GSA G2S protocol.

The INTELLIGEN CMS is capable of monitoring and tracking required events as defined by the G2S protocol. GTECH regularly works with the GSA to incorporate new functionality into the protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of a given jurisdiction. We have worked with our customers to author extensions to the G2S protocol and shepherd them through the GSA for approval to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA for inclusion into the G2S standard.



GTECH Differentiator

GTECH has contracted 21 G2S-ready implementations with 17 currently deployed and four in various stages of deployment. Our implementation in Italy was the world's first implementation of G2S in a distributed gaming market.

Although the requirements of this RFP do not specify conditions to which S2S support applies, such as a compatible third-party system or interface, the GTECH INTELLIGEN solution is capable of supporting the protocol. S2S support requires additional infrastructure to manage the service. Should the Lottery define the need for functionality requiring S2S support, GTECH will work with the Lottery to define the specific requirements and additional pricing required to accommodate this need.

The GTECH INTELLIGEN solution will support additional protocols as approved by the Lottery. During the requirements phase of the project, or at any time during the life of the Contract, GTECH can accommodate additional protocol requirements as the needs of the Lottery grow.

4.4.3
Promotional Credits (Operations)

The CMS is to provide a separate accounting of promotional credits by VLT and Venue which includes both cashable and non-cashable promotional credits on financial reports. In addition, the Lottery establishes a threshold of non-taxable promotional credits on a quarterly basis. The CMS is to be designed to report on the status of promotional credits within the threshold established by the Lottery on a quarterly basis (authorized-issued-redeemed).

GTECH Response:

INTELLIGEN supports the tracking of promotional credits that are electronically downloaded or transferred to a VLT from any third-party Player Tracking or Rewards system (i.e., Bally ACSC). INTELLIGEN can be configured to retrieve the promotional credit meters at the end of the business day.

INTELLIGEN provides standard promotional credit reporting by traits such as VLT, VLT vendor, property location, VLT bank, or other descriptive traits present in the system. Promotional credits can either be restricted or unrestricted. Restricted credits must be played and can never be cashed out. This credit cash-out restriction is a VLT configuration not controlled by INTELLIGEN. However, both restricted and unrestricted promotional credit meters are supported within INTELLIGEN.

Reporting promotional credits on a quarterly basis with checks and balances around Lottery-established thresholds is supported through INTELLIGEN's on-demand or Advanced Business Intelligence (ABI) warehouse reporting facilities. One of GTECH's existing customers monitors promotional credit thresholds, and this promotional credit reporting helps determine how much credit has been distributed by casinos to players based on established regulatory thresholds.

4.4.4
Taxable Winnings (Operations)

Single event winnings of $1,200 or more require an IRS Form W-2G for tax withholdings. VLTs in West Virginia are required to lock-up at the time of a win triggering a Form W-2G and are reactivated by an attendant key. CMS design is to report these taxable winnings by county, by Venue, by machine, by win amount, and with a date and timestamp.

GTECH Response:

The GTECH INTELLIGEN solution will provide a custom report to meet the needs of the Lottery's requirement for single-event winnings of $1,200 or more.

The report will display information on taxable winnings by county, by venue, by machine, and by win amount and provide an associated date and timestamp as required.

During the requirements phase of the project, GTECH will work with the Lottery to further define the specific needs of the report and any CMS requirements that may be necessary to support the VLT lock-up upon a high-tier win.

4.4.5
TITO [Ticket-In Ticket-Out] (Operations)

Currently, the casinos operate their own casino management system and cashless technology (ticket in/ticket-out). The CMS is to be totally independent of any such casino management system and cashless technology and the Vendor will not have any responsibility for the installation, management or support of these casino management systems. If the Lottery determines there is a need for TITO at a later date, the CMS design will be required to be able to support TITO processes, and to handle regular ticket out validations (cash tickets).

GTECH Response:

GTECH acknowledges that TITO support will not be required upon system implementation.

The INTELLIGEN CMS contains an optional TITO module that will be disabled for the implementation of the Lottery's CMS solution. If required by the Lottery, full TITO support and reporting capabilities may be configured within INTELLIGEN. GTECH will provide the Lottery with a quote for this feature upon request and will work with the Lottery to plan, test, and implement the functionality.

4.4.6
Data Fields (Operations)

The CMS is intended to maintain accurate records utilizing extended format meters from the VLTs. Additionally, all data field sizes and data field view size are to be consistent across all modules and reports (i.e. if a data field is 20 character spaces, it shall contain 20 character spaces throughout the system and on all reports).

GTECH Response:

The INTELLIGEN solution will maintain accurate records for all meter types collected from the VLTs, including extended format meters.

The INTELLIGEN deployment will utilize consistent data field sizes and formatting for all reports and screens for common data types. During the requirements phase of the project, GTECH will work with the Lottery to determine current data field lengths for the existing system and deploy INTELLIGEN to match where applicable. GTECH will ensure that any screens or reports within INTELLIGEN that use these fields are modified accordingly.

4.4.7
Data Collection (Operations)

4.4.7.1

The CMS design utilizes a data collection method that reports events from the VLT level by time and date of occurrence and ensures all events and transactions are recorded and accurate.

GTECH Response:

The GTECH INTELLIGEN CMS will accurately monitor and track any and all SAS 5.10 and greater events as defined by the SAS protocol, as well as G2S events, once the protocol is deployed. Earlier SAS versions may be accommodated where required and mutually agreed-upon.

The VLT will assign each event a local timestamp, which will be collected by the associated Site Controller and forwarded to the INTELLIGEN CMS in either a collective batch or immediately upon receipt, depending on the priority levels defined for the particular event. The CMS will then assign a central timestamp to note when each event was logged. Hence, each event will contain both a local timestamp and a central timestamp.

Each VLT event will be accurately and securely stored and available for reports and queries. GTECH will work with the Lottery during the requirements phase of the project to define event priority and data retention needs, each of which is configurable within the INTELLIGEN GUI Application Interface.

4.4.7.2

The CMS provides real-time information retrieval, and the logging and reporting of events at the VLT level. The system is required to support all events; however the lottery needs the ability to filter by event types for display or reporting. The CMS is to maintain event data for a minimum of 18 months. Detailed retention schedules will be developed subsequent to Contract award.

GTECH Response:

The INTELLIGEN CMS will log VLT events as they are received and will provide functionality for real-time reporting via the INTELLIGEN GUI Application Interface, alerts from the Tivoli monitoring application, or VLT event reports. All events configured to be sent by the VLT will be recorded by the CMS. VLT events may be flushed in batches at the Site Controller or sent immediately, depending upon user-configurable parameters set for each individual event type.

Reporting functionality allows for events to be filtered by date range, Limited Video Lottery/Racetrack Video Lottery (LVL/RVL) location, VLT, and/or event type.

VLT events will be maintained on the INTELLIGEN CMS for the period defined by the Lottery (18 months). Different retention periods may be established for On-Line Transaction Processing (OLTP) and ABI Data Warehouse storage. During the requirements phase of the project, GTECH will work with the Lottery to define the required data retention schedules.

4.4.7.3

The CMS design will process all VLT meter sizes and record lengths with scalability for future growth or enhancement. The CMS design will receive all meter data in real time in an online, automated fashion. Manual reading of meter values may not be substituted for automated requirements.

GTECH Response:

The GTECH INTELLIGEN CMS will process and store each VLT meter automatically in real-time as it is received. The INTELLIGEN CMS will support each meter type available to the Lottery's LVL and RVL establishments.

Each VLT will forward meters to the CMS on a scheduled basis, or may be collected on demand through the use of INTELLIGEN's Command and Control functionality. In either case, INTELLIGEN will securely and accurately log each individual meter as it is received. Retry logic at both the VLT and Site Controller levels ensures that meters sent are continually retried until securely logged by the CMS, thus ensuring protection from data loss. Manual reading of hard meter values at the VLT is not required.

The INTELLIGEN CMS is scalable to accommodate future growth of either the types of meters available or the number of VLTs providing meters (or both). INTELLIGEN will initially be scaled to support an inventory of 20,000 VLTs and related data and may easily accommodate future growth by the allocation of spare disk space or acquisition of additional space.

4.4.7.4

The CMS is designed to utilize Site Controllers for the collection of VLT data with transfer of data to the CMS at scheduled periods. At a minimum, the CMS is to receive metered data from the Site Controllers at the end of every business day. In addition, the CMS is to have the capability of on-demand data collection.

GTECH Response:

The INTELLIGEN CMS will utilize i-LINKs at the LVL establishments and Multi-Terminal Site Controllers (MTSCs) at RVL Casino establishments. Each Site Controller will collect data from the VLTs on its associated string and forward the information to the CMS.

Depending on the data type and priority settings configured, data may either be held at the Site Controller and sent in batches or forwarded immediately. Meter data will be configured to be sent immediately upon receipt from the VLT.

The VLTs will send meters daily according to a predefined schedule and may also be directed to send meters on-demand at any time of day through INTELLIGEN's Command and Control functionality. In either case, meters will be sent over a secure, encrypted network and immediately stored in the CMS database.

4.4.7.5

The CMS is to maintain recorded meter readings based on a unique identification number and those meter readings shall be available for transaction history viewing and printing. The designation shall be the same as used for asset tracking as described in ***Asset Tracking section 4.4.10.***

GTECH Response:

The INTELLIGEN CMS will allow for the query and display of VLT meter readings by a unique identification number defined by the Lottery as the Asset Tracking Number. All INTELLIGEN GUI Application Interface screens and report generation screens that query VLT information will utilize the Lottery's Asset Tracking number as a source of both input and output.

The INTELLIGEN CMS will map the Lottery Asset Tracking number to its equivalent VLT in the INTELLIGEN relational database, where it can easily be associated with all INTELLIGEN application functionality.

4.4.7.6

The CMS is to provide a report for each VLT when polled meters and events are outside of Lottery configurable parameters. The CMS design provides user configurable settings and monitoring of thresholds that provide a system report to the Lottery for each machine in the event any meter, including game level meters, falls outside of the established threshold values, and the report is designed to have options provided for user selected time and date, single VLT, all VLTs, site controllers, and single event selectable parameters.

GTECH Response:

The GTECH INTELLIGEN CMS will provide a report that displays VLT meters with values that fall outside of configurable parameters defined by the Lottery end user.

The INTELLIGEN GUI Application Interface will provide a screen for modifying acceptable meter criteria such as cash-in or cash-out values. The parameters configured will allow for the generation of a report that compares actual meter values for each VLT against the acceptable range defined and provides output to display any meter that does not fall within permitted tolerance levels. The report will allow for selection criteria based on date and time, VLT, Site Controller, and meter event type.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the desired functionality.

4.4.8
Adjustments (Operations)

The CMS must be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.

GTECH Response:

Confidential information begins here.

The INTELLIGEN CMS provides functionality for adjusting VLT financial information. In order to ensure the integrity of the original financial transaction, adjustments are maintained as a separate transaction and mathematically applied to the original value during the reporting or data query process. All reports and screens displaying adjustment information will clearly define the original value, adjustment applied, and adjusted value.

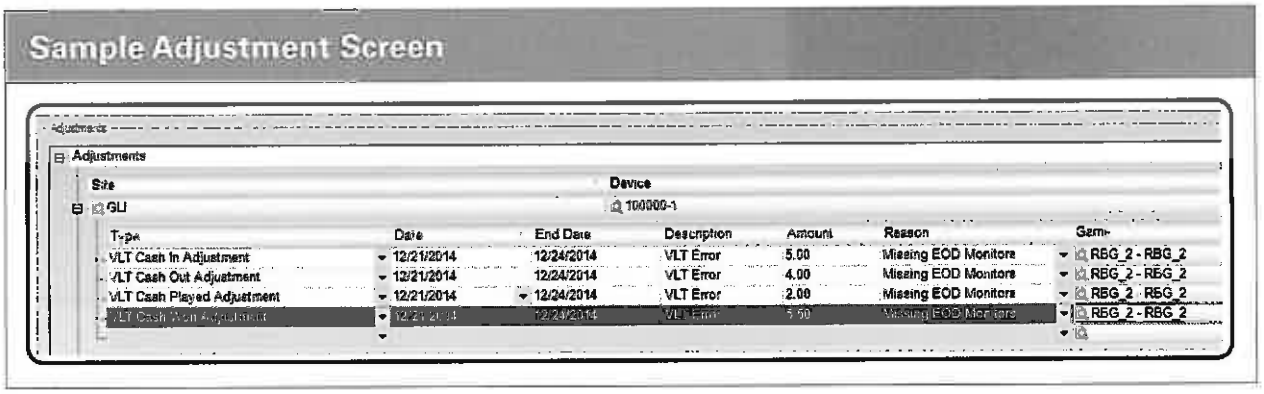
Adjustment information will be applied to any report or screen designed to take the information into account. During the requirements phase of the project, GTECH will work with the Lottery to ensure that each expectation for adjustment tracking and reporting is met.

INTELLIGEN will accommodate adjustments performed either within the INTELLIGEN GUI Application Interface or via Lottery-supplied adjustment files. During the requirements phase of the project, GTECH will work with the Lottery to define the format and process of applying the Lottery's adjustment files to the INTELLIGEN financials.

Adjustments will be applied through a single screen within the INTELLIGEN GUI Application Interface and be restricted by group membership.

A sample INTELLIGEN Adjustment screen is provided below:

Figure 4, 4.4 – 3:



Adjustment criteria may vary by adjustment type, and includes:

- Adjustment Amount (cash in/out, cash played/won).
- Retailer.
- VLT.
- Game.
- Date to Apply.
- Transaction Reason.

Confidential information ends here.

4.4.9
Daily Tasks (Operations)

4.4.9.1

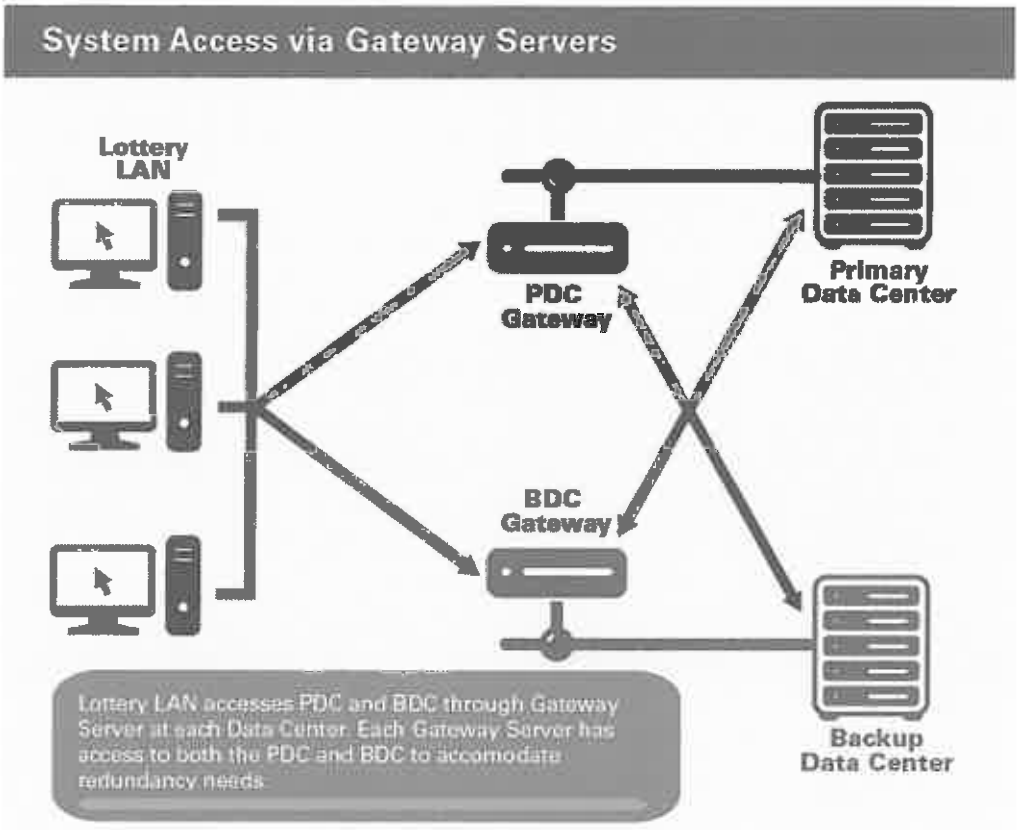
The CMS design provides a single point of entry for all management functions from management terminals on the Lottery's Local Area Network (LAN).

GTECH Response:

The GTECH INTELLIGEN solution will utilize a Gateway server as the single point of entry for all management terminals accessing the system from the Lottery's Local Area Network (LAN). The Gateway server will provide the only means of access to each environment from the Lottery's LAN, and direct access to other servers within the INTELLIGEN solution will be restricted by network access controls. Each environment (Primary Data Center [PDC], Backup Data Center [BDC], Test-1, and Test-2) will be provided with its own Gateway server.

The following diagram displays the INTELLIGEN server access method, utilizes Gateway servers on the environment perimeter.

Figure 4, 4.4 – 4:



4.4.9.2

The CMS is designed to have a single menu application that provides automatic updates to all records and control units at the time the operator exits the screen without further intervention by the operator. No degradation shall occur at the time of these routine daily tasks. Transactions are to be committed to the database without any user intervention. If the Vendor does not provide such functionality, detailed narrative is to be included to illustrate how the system will function and how this commitment of data aids in the integrity of the system. Each major functional process is managed on a single screen, such as software assignment and device location and review of data.

GTECH Response:

Confidential information begins here.

The INTELLIGEN GUI Application is the user interface for updating records within the INTELLIGEN solution. Data entries and modifications will be tracked by user name and PC identifier. Updates to each screen may be saved at any time through the use of a SAVE button, or the user will be prompted to save all data modified upon exiting the screen. Upon saving, each field updated will be validated to ensure that the data input meets predefined criteria, such as data type. By design, data updates are not committed to the database until saved by the user. Saving the updates as a separate step is standard software practice and allows for the user to verify the data while helping to protect the solution from data entry errors.

The INTELLIGEN GUI Application utilizes a series of logically organized screens, each containing the elements required for their specific functional process.

Confidential information ends here.

4.4.9.3

The vendor is to describe in detail the complete steps involved and time to do the following tasks based on a representative 20 machine scenario, which is a typical casino based project. (Lottery's required time specifications are in parentheses):

- *Machine moves (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Machine software changes (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

- *Enable and disable a machine (2 minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Enable and disable section of a casino or individual LVL location (2 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Enable and disable Venue (casino or LVL location) (two minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Enable and disable of all machines on system (two minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Global disable game (25 minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Global disable software (25 minutes or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Global disable binary files (25 minutes or less)*

GTECH Response:

Confidential information begins here.





Confidential information ends here.

- *Setup software for games (10 minutes or less)*

GTECH Response:

Confidential information begins here.





Confidential information ends here.

- *Setup of software for Site Controllers (10 minutes or less)*

GTECH Response:

Confidential information begins here.



[redacted]

Confidential information ends here.

- *Downloading of software to Site Controllers*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

- *Setup of Venue start to finish (10 minutes or less)*

GTECH Response:

Confidential information begins here.

[redacted]



Confidential information ends here.

- *Make accounting adjustments (one minute or less)*

GTECH Response:

Confidential information begins here.





Confidential information ends here.

- *Make adjustments for billing (debit and credits) on invoices (one minute or less)*

GTECH Response:

Confidential information begins here.



Confidential information ends here.

- *Adding a device (VLT, Site Controller) (two minutes or less)*

GTECH Response:

Confidential information begins here.





Confidential information ends here.

(See Appendix 3-Video Lottery Terminal Projects)

(This appendix provides a summary of annual maintenance volumes for both LVL and RVL.)

4.4.9.4

Disable/Enable: The CMS design provides a process for executing both scheduled and manual shutdowns where VLTs cease to function and executing both scheduled and manual startups to start gaming functions. The CMS has the functionality to disable and enable VLTs at a Venue level or system wide with a single command. When a machine with a RAM failure has been disabled by an operator, the machine is prohibited from coming into play after a RAM clear. A Site Controller's last command (enable/disable) controls a machine when it resumes communication.

GTECH Response:

The GTECH INTELLIGEN CMS allows for various methods of controlling VLT playability.

The primary method of enabling and disabling the VLT is through the configuration of operating hours. INTELLIGEN maintains operating hours system-wide and by hourly profiles assigned to each LVL or RVL location. Functionality is also available to override operating hours as conditions require, such as special hours for holidays. VLTs will only be enabled for gameplay during the operating hours defined by the INTELLIGEN CMS, and it is not possible to locally override the configuration for hours.

The INTELLIGEN CMS also allows for enabling and disabling VLTs on demand through INTELLIGEN's Command and Control functionality. Enable and Disable commands may be sent by VLT, by group of VLTs, by Site Controller, by trait type, and by entire jurisdiction.

A VLT disabled by the INTELLIGEN CMS for any reason, such as a Random Access Memory (RAM) failure, will remain disabled until the CMS re-enables it. It is not possible to locally override the enabled/disabled status set by the CMS. Should a VLT be sent a series of commands, either by the CMS or locally within the machine, the last status defined by the CMS will be retained at the VLT.

4.4.9.5

The CMS design includes the feature to be able to immediately start or cease gaming functions by disabling or enabling VLTs by any individual VLT, or all VLTs, any group of VLTs, at a minimum, by: manufacturer, or by Venue, or by operator, or by software version, or software image and/or software image game slot, or by license expiration date. The CMS prevents previously disabled software from becoming enabled; lottery computer operator intervention is required to enable the software.

GTECH Response:

The GTECH INTELLIGEN CMS provides the ability to disable VLTs by VLT, group of VLTs, Site Controller, and Trait. Traits may be assigned to group subsets of VLT information for use by various functions within INTELLIGEN, such as reporting and the Commands and Controls used to enable and disable VLTs. Traits can be defined to group manufacturer, venue, operator, software version, software image, software image game slot, and license expiration date, as required.

A VLT disabled by the INTELLIGEN CMS will not be playable until re-enabled by the CMS. It is not possible to locally override the enabled/disabled status set by the CMS.

4.4.9.6

The Vendor is intended to provide documentation procedures and processes for activating, de-activating and re--activating by any individual VLT, or all VLTs, any group of VLTs, by manufacturer, by Venue, by operator, by software version, or software image and/or software image game slot, or by license expiration.

GTECH Response:

GTECH will provide a library of user documentation for the processes and procedures required to run the INTELLIGEN CMS. User documentation will include procedures for enabling and disabling VLTs by the criteria defined in this section.

4.4.9.7

An enabled VLT cannot be disabled by the central system when non-critical VLT configuration options are changed by the Venue, such as game volume, date and time, game play options and any other parameters as specified by the Lottery. The central system is designed to always disable a VLT if critical VLT configuration options are changed such as: pay table percentage, game denomination, SAS poll address, and any other parameters as specified by the Lottery.

GTECH Response:

The INTELLIGEN CMS will disable VLTs based on VLT events defined by the Lottery, provided that the VLT protocol supports a corresponding event that will allow the CMS to be notified. Only those events specified by the Lottery will trigger the disable command. Once disabled, the VLT will remain unplayable until a re-enable command has been sent from the CMS. It will not be possible to locally override the disabled status set by the CMS.

GTECH will work with the Lottery during the requirements phase of the project to identify all events required and supported in order to implement this functionality.

4.4.10 Asset Tracking (Operations)

RESPONSE NOTE: Vendor responses are to describe the asset tracking capabilities of the proposed CMS and how it meets the needs of the Lottery as required in this RFP.

4.4.10.1

The Vendor provides and configures asset management software for all VLTs, Site Controllers/ management terminals, and other equipment.

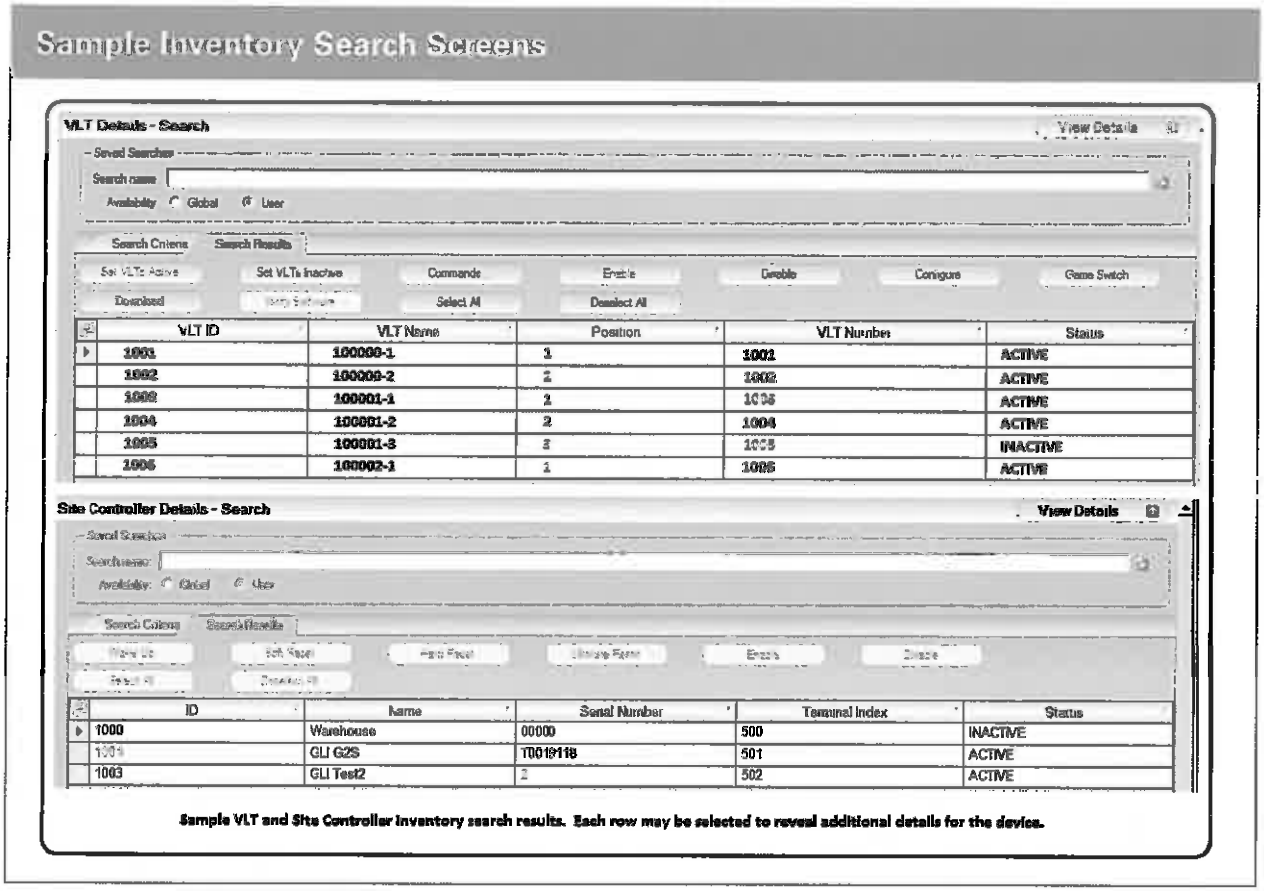
GTECH Response:

Confidential information begins here.

The GTECH INTELLIGEN CMS tracks the assets clearly defined in Section 4.4.10.1. VLTs and Site Controllers are managed and tracked for the lifetime of the system. As an asset is moved from one location to another, a new entry is created in the INTELLIGEN relational database. The historical rows are never deleted, thus ensuring that the Lottery can generate a comprehensive history of each device installed for the duration of the contract.

The following image displays a sample VLT Inventory Search screen and resulting list:

Figure 4, 4.4 – 5:



Inventory installed at a particular LVL or RVL location may be viewed at a glance from within the INTELLIGEN GUI Application Interface. Each location will contain a display within the GUI of devices by connection: Site Controllers belonging to a location and VLTs belonging to a Site Controller. The display is presented in a collapsible tree form for ease of view.

INTELLIGEN also tracks additional inventory components, such as terminal peripherals and network devices, and associates them with a retailer, Site Controller, or VLT. The framework allows for the flexibility to add a wide variety of devices to the inventory system. GTECH will work with the Lottery to define the comprehensive needs of asset tracking during the requirements phase of the project to ensure that the INTELLIGEN solution meets the needs defined.

Confidential information ends here.

4.4.10.2

The CMS, as designed by the Vendor, maintains the following fields for the life of the machine: device type, unique identification number, serial number, state decal number, permit number, seal number, track number, manufacturer name, model number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

GTECH Response:

The GTECH INTELLIGEN solution will retain the RFP-specified fields required for the life of each device as specified by the Lottery. Device information added to the INTELLIGEN CMS relational database will not be deleted and may be tracked for the duration of the contract.

Confidential information begins here.

The following fields will be maintained by the INTELLIGEN CMS for each device:

- Device Type.
- Unique Identification Number.
- Serial Number.
- State Decal Number.
- Permit Number.
- Seal Number.
- Track Number.
- Manufacturer Name.
- Model Number.
- Installation Date.
- Physical Location.
- Ownership.

Confidential information ends here.

4.4.10.3

The Lottery is to be able to access the history of the following for the life of the machine: the hardware status (meaning active/inactive/decommissioned), location, maintenance history, software change history, enable history, disable history, inventory status, permit number, seal number, track number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

GTECH Response:

The GTECH INTELLIGEN solution will provide a reporting solution to allow for tracking the history of each device maintained in inventory. The report will track the defined criteria as required, and include:

- Hardware status.
- Location.
- Maintenance history.
- Software change history.
- Enable history.
- Disable history.
- Inventory status.
- Permit number.
- Seal number.
- Track number.
- Installation date.
- Physical location.
- Ownership.

During the requirements phase of the project, GTECH will work with the Lottery to further define the reporting requirements and criteria to ensure that the proposed solution meets the Lottery's needs.

4.4.10.4

The Vendor provides and configures the asset management software so that the Lottery can track VLTs that are operational on a VLT Venue floor and VLTs that are not currently active but remain in the State. VLTs in warehouses are to be tracked by owner/permit holder or manufacturer-owned VLTs stored within the state.

GTECH Response:

The VLT asset tracking solution is an integral component of the INTELLIGEN solution and requires no additional configuration to utilize.

The GTECH INTELLIGEN solution will track VLTs for the life of the contract and maintain information on active and inactive VLTs, as well as VLTs residing in the warehouse. Each VLT will retain its associated traits and ownership details.

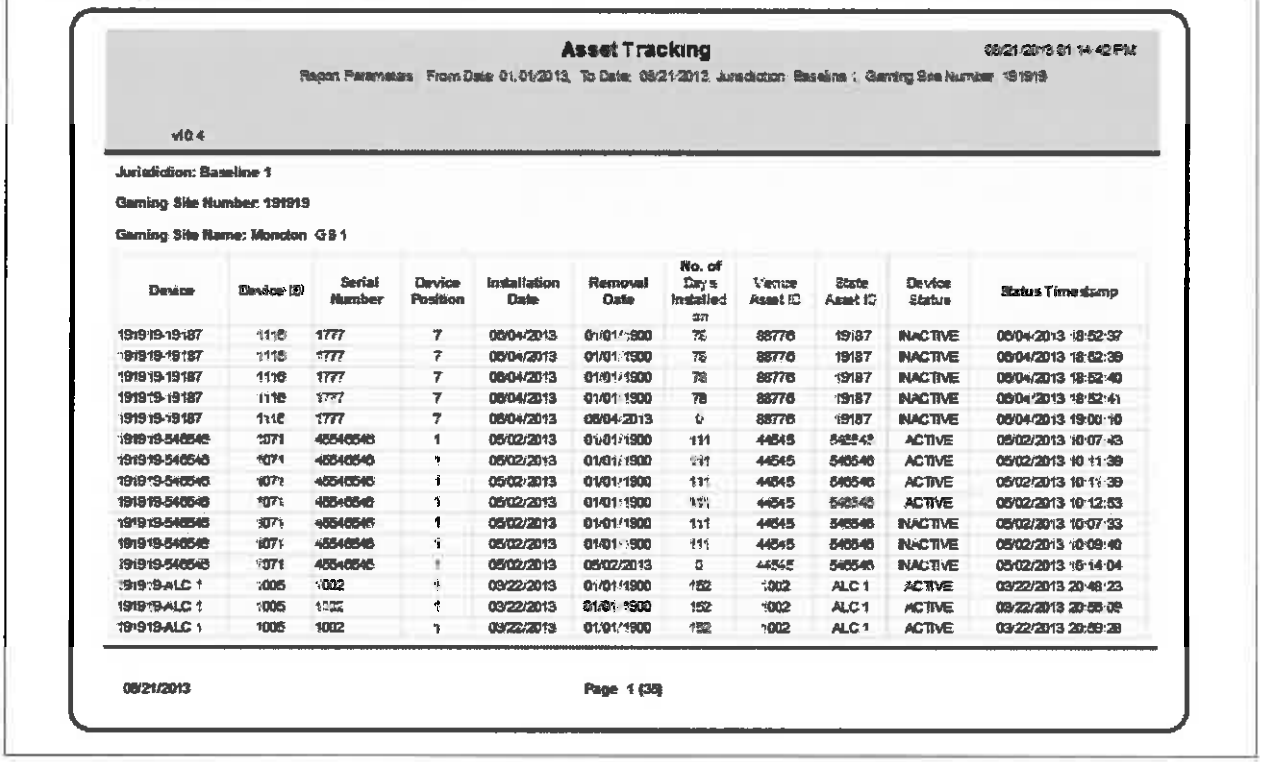
Confidential information begins here.

GTECH will provide an Asset Tracking Report with the Advanced Business Intelligence data warehouse solution. The Asset Tracking report provides a history of device installation and removal, device-specific information, and the current status of each device. The report can be run with multiple parameters to further refine the device information.

The following figure depicts a sample Asset Tracking Report:

Figure 4, 4.4 – 6:

Sample Asset Tracking Report



Asset Tracking

08/21/2013 01:14:42 PM

Report Parameters: From Date: 01/01/2013, To Date: 08/21/2013, Jurisdiction: Baseline 1, Gaming Site Number: 191919

v10.4

Jurisdiction: Baseline 1

Gaming Site Number: 191919

Gaming Site Name: Moncton GS 1

Device	Device ID	Serial Number	Device Position	Installation Date	Removal Date	No. of Days Installed	Venue Asset ID	State Asset ID	Device Status	Status Timestamp
191919-19187	1116	1777	7	08/04/2013	01/01/1900	78	88776	19187	INACTIVE	08/04/2013 18:52:37
191919-19187	1116	1777	7	08/04/2013	01/01/1900	78	88776	19187	INACTIVE	08/04/2013 18:52:39
191919-19187	1116	1777	7	08/04/2013	01/01/1900	78	88776	19187	INACTIVE	08/04/2013 18:52:40
191919-19187	1116	1777	7	08/04/2013	01/01/1900	78	88776	19187	INACTIVE	08/04/2013 18:52:41
191919-19187	1116	1777	7	08/04/2013	08/04/2013	0	88776	19187	INACTIVE	08/04/2013 19:00:10
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	ACTIVE	05/02/2013 10:07:43
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	ACTIVE	05/02/2013 10:11:39
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	ACTIVE	05/02/2013 10:11:39
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	ACTIVE	05/02/2013 10:12:53
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	INACTIVE	05/02/2013 10:07:33
191919-546546	1071	45546546	1	05/02/2013	01/01/1900	111	44545	546546	INACTIVE	05/02/2013 10:09:40
191919-546546	1071	45546546	1	05/02/2013	05/02/2013	0	44545	546546	INACTIVE	05/02/2013 16:14:04
191919-ALC 1	1005	1002	1	03/22/2013	01/01/1900	152	1002	ALC 1	ACTIVE	03/22/2013 20:48:23
191919-ALC 1	1005	1002	1	03/22/2013	01/01/1900	152	1002	ALC 1	ACTIVE	03/22/2013 20:58:08
191919-ALC 1	1005	1002	1	03/22/2013	01/01/1900	152	1002	ALC 1	ACTIVE	03/22/2013 20:59:28

08/21/2013 Page 1 (35)

Confidential information ends here.

4.4.10.5

The Vendor response is intended to describe how the CMS will track the following VLT activities:

- *VLT moves;*

GTECH Response:

Central operations will use INTELLIGEN's Gaming Site: Terminal Tracking tab/functionality to move VLTs between locations, including Warehouses. INTELLIGEN tracks VLT moves using VLT serial numbers. INTELLIGEN's Device History and Assets Tracking reports provide information on VLT statuses at any given location. INTELLIGEN's ad-hoc reporting shows VLT movements between locations.

- *gaming floor expansions;*

GTECH Response:

INTELLIGEN tracks both VLT creation in and movement between gaming locations via the Terminal Tracking functionality. The relevant data stored on INTELLIGEN allows ad-hoc reporting on gaming-site expansions. Moreover, INTELLIGEN allows using license functionality to specify the maximum number of VLTs allowed in a given gaming site and tracks the history of license updates. Finally, INTELLIGEN's Device History and Assets Tracking reports provide information on VLT statuses at any given location.

- *VLTs out of service;*

GTECH Response:

INTELLIGEN allows marking a VLT as In Service using the VLT Detail screen. It also allows for reporting on status changes.

- *decommissioned VLTs;*

GTECH Response:

INTELLIGEN allows marking a VLT as Excluded from Invoice using the VLT Detail screen. It also allows for reporting on status changes.

- *VLTs located at more than one location in a single business day;*

GTECH Response:

INTELLIGEN utilizes the Terminal Tracking functionality to track VLT movements. INTELLIGEN's ad-hoc reporting allows for showing VLT movements between locations.

- *warehoused VLTs;*

GTECH Response:

INTELLIGEN allows for placing a VLT in both logical (e.g., VLT purchased, but not received yet) or physical warehouses.

- *VLTs active for testing/not active for accounting or invoicing purposes; and,*

GTECH Response:

INTELLIGEN allows for marking a VLT as Active and/or Invoiceable and/or Pilot and/or In-Test. An In-Test flag means the VLT is active and in testing mode; hence, it is excluded from accounting.

- *VLT software changes.*

GTECH Response:

For SAS, INTELLIGEN utilizes ROM SET functionality to assign software to VLTs and tracks the history of such assignments. A VLT cannot operate if actual software running on the VLT does not match the assigned ROM SET.

For G2S, INTELLIGEN maintains the inventory of all software packages distributed and installed on each and every VLT. Any changes of software will be tracked through INTELLIGEN's software inventory functionality.

4.4.10.6

Asset management software used for required asset tracking interfaces with external Lottery databases and is capable of utilizing the current slot asset tracking schema for historical reporting. (See Appendix 4- Slot Schema)

GTECH Response:

The GTECH INTELLIGEN solution will accommodate all criteria defined in RFP Appendix 4 for tracking and retrieving Lottery assets. The INTELLIGEN relational database provides a flexible solution for adding inventory criteria that is not a pre-existing component of the solution. INTELLIGEN GUI Application Interfaces and reports will be modified accordingly, to ensure that each of the Lottery's asset detail and search criteria needs is accommodated as desired.

4.4.10.7

VLTs are to be searchable and retrievable by UID, serial number, decal number, seal number, permit number and/or casino number, and location.

GTECH Response:

The GTECH INTELLIGEN solution will accommodate all VLT search criteria defined in the requirements, including:

- UID.
- Serial Number.
- Decal Number.
- Seal Number.
- Permit Number.
- Casino Number.
- Location.

4.4.10.8

For each major data collection or logical data segment maintained (i.e., retailer versus machine detail), the Vendor is to document having the capability to include User Defined Fields (UDF) which can be configured by the Lottery and populated with batch interfaces to store data that is significant to Lottery operations and which currently does not exist in the CMS design. The Vendor response describes how this data will be configured and any limits on functionality, such as maximum field lengths, data types and number of UDF's per logical data segment.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]

Confidential information ends here.

During the requirements phase of the project, GTECH will work with the Lottery to further refine the Attribute functionality to meet the Lottery's needs, including the ability to populate attributes via a batch interface if required.

4.4.10.9

Advanced Asset Tracking Functionality: Vendor is invited ***(Invited Option)*** *to propose an option that may further improve the reliability and/or performance of our external Asset Tracking database beyond the baseline design in this section of the RFP. This option would include additional functionality to provide system generated "work orders" to field staff for installation of new VLTs, removal of VLTs, moves of VLTs, destruction of VLTs, software changes on VLTs, and other common field functions. These work orders could be generated both by the permit holder and internally.*

GTECH Response:

The INTELLIGEN Asset Tracking solution may be enhanced to meet the current or future business needs of the Lottery that are not defined in this RFP. The GTECH INTELLIGEN solution is continually adapting to meet emerging client needs. GTECH regularly works with its customers to tailor solutions to meet needs specific to their business rules and has established processes in place to accommodate change requests after initial requirements have been mutually agreed-upon.

As the specific needs and features of asset-tracking enhancements will be driven by the Lottery, GTECH recommends a requirements phase dedicated to the Asset Tracking solution that will enable GTECH to analyze concrete requirements. The work session will clearly define the expectations and allow GTECH to accurately develop a solution and propose terms that directly reflect the effort.

4.4.10.10

Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed asset tracking functionality addresses key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

GTECH Response:

GTECH's proposed network infrastructure solution, described in Section 4, 4.3, Network/ Communications, is the result of a comprehensive analysis of the available requirements. The GTECH INTELLIGEN solution supports a variety of network solutions simultaneously, including:

- Leased lines.
- Asynchronous Transfer Mode (ATM).
- Multiprotocol Label Switching (MPLS).
- 4G/LTE Cellular Communication.

As location information is analyzed for each individual retailer, the most appropriate and cost effective network solution will be deployed to suit the need.

GTECH's team of network architects constantly monitors industry trends in order to analyze and adopt appropriate emerging technologies as they become available and will work with the Lottery to integrate new network solutions approved for use with the CMS where mutually agreed-upon.

GTECH's asset-tracking solution is integrated into the core INTELLIGEN CMS, and provides the same security, data integrity, and availability as all data maintained by the solution as described throughout this response. The asset-tracking solution will meet the needs defined, and GTECH will work with the Lottery throughout the contract to ensure that the associated functionality continues to meet the demands as business requirements change.

4.4.11 Licensing (Operations)

4.4.11.1

The successful Vendor provides software to allow for data entry of licensing information into the CMS. For regulatory control, before enrolling a machine, all required licensing information is to be available on the system. In the LVL program, a licensed operator owns most machines, but the law also allows for a retailer to obtain permits to own machines. Licensing data varies depending on whether it relates to the owner of the machines or the retail Venue where the machines are placed, but in all cases, the CMS database design includes the capability of managing information for both the owner and the retailer.

GTECH Response:

The GTECH INTELLIGEN solution provides a flexible means of licensing each LVL and RVL location as required. As each location is defined in the system, the Lottery may select from multiple preconfigured license types to apply to the owner or retailer.

INTELLIGEN has fully integrated operator and retailer licensing into the solution. For each operator and retailer, the system tracks all of the location and operator information, including the date the license was issued and is scheduled to expire (expiry date), and type of license issued. The INTELLIGEN system will disable any VLT connected to an operator or retailer whose license has expired. As advance warning, GTECH can provide a report identifying retailers expiring over a period of days, for example, in the next 30 days. This allows the Lottery users to follow-up appropriately. INTELLIGEN also has the capability to revoke licenses on demand.

4.4.11.2

The following are examples of the type of licensing data elements that are designed to reside in the CMS and there may be others as specified by the Lottery. Attributes may be reported on, and linked to financial data and statistical data as appropriate.

GTECH Response:

GTECH will accommodate the Lottery's licensing requirements as specified in the responses that follow. Licensing functionality may be further refined during the requirements phase of the project based on mutual agreement of functionality and terms.

4.4.11.2.1

License type (operator/owner, retailer/venue) and retailer group (casino, LVL, chain, other) and license number are the key fields that drive many requirements in the current CMS and it is envisioned that this RFP will produce the same capabilities.

GTECH Response:

The GTECH INTELLIGEN solution will meet the requirements defined in this RFP requirement regarding license functionality, in order to ensure that the Lottery's business practices remain consistent when moving to the replacement solution. The specifications may be further discussed and refined during the requirements phase of the project.

4.4.11.2.2

Additional demographic requirements are: Business organization legal structure type, business organization name, DBA name, chain name, physical location address, physical location county, physical location region, mailing address, email address, phone number, alternate phone number, fax number, contact name with mailing address, email address, and phone number. In the event the CMS only allows venue lookups by name, it would be advantageous to provide for a CMS name field which would be different than location name.

GTECH Response:

The GTECH INTELLIGEN solution utilizes a relational database to manage system data. As such, data may be selected and sorted by any criteria stored. All of the demographic requirements, defined in RFP Section 4.4.11.2, may be stored in the database and associated with each LVL and RVL location.

During the requirements phase of the project, GTECH will work with the Lottery to comprehensively define each data element to be tracked, to ensure that the INTELLIGEN solution meets the need. Any data elements not already accommodated may be added. GTECH will also work with the Lottery to define the user interface screens, reports, and functionality to which each of the various data elements will apply.

4.4.11.2.3

Additional fields required for LVL licensees: License number, control number, chain number, IP address, Fraternal or Non-Fraternal, operator name for Retailer only Venues, Alcohol Beverage Control Administration (ABCA) license number, date licensed, license expiration date, active or inactive status, site survey date, date of last compliance check, date last meters received, date Venue disabled, date of last invoice, machine removal date, and a comment field.

GTECH Response:

As described in Section 4.4.11.2.2, the GTECH INTELLIGEN solution utilizes a relational database to manage system data, and data may be selected and sorted by any criteria stored. All of the demographic requirements defined in RFP Section 4.4.11.2 may be stored in the database and associated with each LVL location. GTECH will work with the Lottery during the requirements phase of the project to further refine and scope the data fields required.

4.4.11.2.4

Additional user defined fields (UDF) are recommended for all license types as described in section 4.4.10.8 in this RFP.

GTECH Response:

GTECH will work with the Lottery during the requirements phase of the project to define the desired location and use of User Defined Fields as they relate to license types and will accommodate accordingly.

4.4.11.3

*Advanced Venue Licensing Functionality: Vendor is invited **(Invited Option)** to propose an option that may further improve the reliability and/or performance of our external licensing database beyond the baseline design in this section of the RFP. This option would include additional tracking fields for pre-licensing and re-licensing requirements, license renewal tracking and printing, permit processing (including tracking bid fees), award of or loss of permits every ten (10) years, managing limits on permits, forfeiture or surrender of permits, permit renewal fees, and permit VLT associations as well as reporting capabilities on these fields.*

GTECH Response:

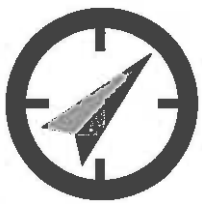
The GTECH INTELLIGEN solution enhances the proposed design through a Change Control process, which allows for the flexibility to provide modifications to the solution throughout the contract at mutually agreed-upon terms. The current INTELLIGEN retailer licensing solution is derived from the culmination of customer requirements throughout our extensive experience in system deliveries. For Advanced License functionality, GTECH proposes a work session during the requirements phase of the contract to precisely define the business needs of the Lottery and to enhance the license functionality accordingly.

4.4.11.4

Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed licensing functionality includes addressing key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

GTECH Response:

GTECH's responses to Section 4, 4.3, Network/Communiations, propose a range of network infrastructure options that will be chosen to best suit the needs of the individual Venue. The GTECH network will provide a secure, reliable, field-proven solution with the bandwidth to accommodate existing SAS volume needs, as well as future G2S volume needs to accommodate the larger protocol messages, progressive updates, and game downloading. GTECH will incorporate the bandwidth needs of future functionality and growth into the initial delivery, which will be a cost-effective means of providing the Lottery with a fully secure and capable network solution.



GTECH Differentiator

GTECH has the advantage of being the largest lottery service provider in the world, with an extensive catalog of network solutions. As the current service provider of the West Virginia traditional lottery solution, GTECH will leverage its existing knowledge of the jurisdiction to best suit the unique needs of each individual location.

Detailed responses to the Lottery's Network and Communications requirements may be found in Section 4.4.3.

4.4.11.5

*Advanced Venue Compliance Functionality: Vendor is invited (**Invited Option**) to propose an option that may further improve the reliability and/or performance of our external Venue compliance database. Requirements include a system generated site survey checklist with approximately 10 items and a system generated Venue compliance report checklist with approximately 20 items that would be required for each retailer group. This option would include additional reporting functions for site surveys, compliance checks due, compliance checks overdue, and out of compliance Venues. Additionally, as part of this database an incident reporting function with approximately 20 incident types and multi-line comment section would be required.*

GTECH Response:

The INTELLIGEN solution may be enhanced to generate a predefined site survey and Venue compliance checklist. Depending on the specific requirements, INTELLIGEN may be modified to provide all functionality for the tracking and reporting of Venue compliance, or may interface with the external Venue compliance database as either the source or recipient of the data.

As there are many variables that require a clear understanding of the Lottery's goals and existing capabilities, GTECH proposes a work session during the requirements phase of the project to clearly define the expectations of the input and output of the checklists and how this information will be provided to the external Venue compliance database. The work session will clearly define the requirements and allow GTECH to accurately develop a solution and propose terms that directly reflect the effort.

4.4.12
Permits (Operations)

4.4.12.1

Every LVL machine in West Virginia is assigned a permit number, and no operator or owner operator may have more machines than permits. Permits are transferrable from VLT to VLT as disposals and acquisitions occur. The CMS design provides controls that prohibit a permit holder from enrolling more VLT's than the number of machines allowed by the Lottery.

GTECH Response:

The INTELLIGEN CMS solution will accommodate the association of permit numbers for each VLT as required by the Lottery. INTELLIGEN will enforce the relationship between LVL machines and permits to ensure that no owner operator is allowed the assignment of more VLTs than permits. Permits may be reassigned to different VLTs as inventory moves to and from a location, assuring that the total number of VLTs always equals the total number of permits belonging to the LVL location.

4.4.12.2

Each permit is directly assignable to a VLT and reconcilable to the number of active machines and machines in storage. CMS design provides controls that assure that at no time a permit holder can have more machines than allowed by the Lottery. In addition, an annual permit fee is to be invoiced by the CMS.

GTECH Response:

The INTELLIGEN CMS solution will enforce the relationship between LVL machines and permits to ensure that no owner operator is allowed the assignment of more VLTs than permits assigned by the Lottery. Each establishment's permit will be directly associated with a VLT at its location.

The INTELLIGEN CMS utilizes a configurable invoice profile for each retail location that may include a permit fee to be invoiced annually.

4.4.12.3

*Reporting requirements are listed in **Appendix 5 -Required Reports**.*

GTECH Response:

The GTECH INTELLIGEN solution will provide a suite of reports designed to meet the Lottery's needs. Each report described in RFP Appendix 5 will be included in the report deliverables.

During the requirements phase of the project, GTECH will work with the Lottery to further define the details of the report requirements and specifications.

To view GTECH's baseline report catalogs, please see the exhibits entitled **ABI Report Catalog** and **On-Demand Report Catalog**, located behind the Exhibits tab.

4.4.13
Finance & Administration (Operations)

4.4.13.1

The CMS design includes a monthly reporting feature that will be utilized for invoicing VLT gaming activity. The CMS accommodates invoicing requirements for LVL, limited gaming facility, and RVL. Invoices have options for sorting by operator/chain and include cover pages designed for mailing.

GTECH Response:

The GTECH INTELLIGEN CMS provides full functionality for the invoicing of each LVL, limited gaming facility, and RVL location within the jurisdiction.

Confidential information begins here.

[redacted]



Confidential information ends here.

During the requirements phase of the project, GTECH will work with the Lottery to define the details of the invoicing rules required.

4.4.13.2

Invoicing functionality is to be variable and customizable for a specific retailer group. The CMS has to accommodate for tax rate changes and be configurable in the event that a rate is changed during a specific tax period. In addition, there shall be user defined gaming date ranges for billing to accommodate the various governing Acts in the West Virginia Code.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.4.13.3

Billing is based on variable tax rates and will be custom for each retailer group. Tax rate changes are to be Lottery configurable and updates to the tax rate are to be identifiable to a tax period. A manual adjustment process at the Venue level is also be included.

GTECH Response:

As described in Section 4.4.13.1, the INTELLIGEN design accommodates multiple profiles that will allow the system to employ different calculations to different locations, depending on the profile assigned. Tax rates may be distinct for each profile and assigned to retailer groups as specified. INTELLIGEN poses no limits on the number of invoice profiles that may be created. Profiles may be modified by authorized users as tax rates and regulations change.

As described in Section 4.4.8, INTELLIGEN supports manual adjustments, including adjustments at the venue level.

4.4.13.4

The CMS design is to be configurable to download to tape, disk or other standard data storage devices of the information necessary to facilitate the Electronic Funds Transfer (EFT) sweeps of LVL permit holders including Excel, tab delimited, and .xml formats.

GTECH Response:

The INTELLIGEN CMS provides Electronic Funds Transfer (EFT) summaries for financial activity to and from locations and financial institutions. The INTELLIGEN CMS organizes EFT data in standard financial formats, including Excel, tab delimited, and .xml formats, allowing for easy integration with third-party interfaces and other service options, including billing and invoicing. In addition, the INTELLIGEN CMS can generate exception reports for EFT failures, including Non-Sufficient Funds (NSF) accounts. The system can create a balanced data file of general ledger journal entries to record all gaming activities and provide an export format for third-party general ledger software as needed.

The INTELLIGEN CMS will support the transfer of EFT information to tape, disk, or other format as required by the Lottery.

During the requirements phase of the project, GTECH will work with the Lottery to further define the EFT data and format requirements.

4.4.13.5

The CMS design includes options for delivery of invoices other than by US Mail. These could include email options or an operator portal whereby invoices could be retrieved and printed locally as desired. The CMS has options to define invoice recipients by LVL location so that each operator and their accounting staff could be included in addition to the retailer. The CMS has the ability to restrict access to only authorized individuals. An operator or chain could view all retailers under their control but no retailer could view another retailer's invoice. Some operators will delegate this function to their independent accountant.

GTECH Response:

The INTELLIGEN CMS will support flexible criteria for providing invoices to each location. The standard method proposed is accessed via the Retailer Services Portal, as detailed in Section 4.1.8.1. The Retailer Services Portal will allow users to view a set of pre-defined reports displaying the information relevant to their location via a web interface. Retailers will be authorized to view only that financial information pertaining to their locations. Additional methods of invoice distribution may also be accommodated, such as via email distribution or physical copy for delivery through the U.S. Mail. Distribution to retailer delegates may be accommodated.

GTECH will work with the Lottery during the requirements phase of the project to further define the specific needs regarding the invoice distribution strategy and requirements.

4.4.13.6

The CMS has the ability to calculate an aggregate daily average gross revenue based on the prior three months results, in order to determine a percentage of gross profits due the commission for LVL revenues in the next period.

GTECH Response:

The INTELLIGEN solution may be enhanced to support the calculation of aggregate daily average gross revenue based on the prior three months of individual retailer data. This may be accommodated via either a report or as a part of the invoice calculations, as the Lottery's needs dictate.

During the requirements phase of the project, GTECH will work with the Lottery to further define the details and scope of this requirement.

4.4.13.7

*The CMS has the ability to calculate and provide extract files related to revenue distributions to counties and municipalities by specific fund types as established by code (See **Appendix 1**). The CMS provides the data used to calculate these payouts on a periodic basis for LVL and RVL. The payout is distributed according to relative populations and the CMS design has the ability to carry forward a negative calculation in the event of a high payout impacting a specific county/municipality to a forward period. RVL distributions also include benchmark criteria which will impact the calculated distribution.*

GTECH Response:

The INTELLIGEN CMS will contain the capability to calculate and provide extract files that contain the results of calculations of revenue distributions for the various counties and municipalities in the jurisdiction. These calculations will be used to determine periodic payouts to the LVL and RVL locations based on the revenue generated during a defined period, and distributed according to the Lottery's specifications.

During the requirements phase of the project, GTECH will work with the Lottery to further define the specifications, processes, and distribution means desired by the Lottery.

GTECH will create a process based on detailed requirements to accommodate the functionality.

4.4.13.8

The intended CMS has the ability to calculate settlement reports between the retailer and operator for those LVL retailers who are not independent. The Lottery believes this will require an email routing system and e-signature process that will result in creation and retention of a settlement report according to revenue sweep cycles. Those settlement reports will require retention for two (2) complete fiscal (6/30 year end) cycles.

GTECH Response:

The INTELLIGEN CMS will include functionality to calculate settlement reports between the retailer and operator for those LVL retailers that are not independently operated.

During the requirements phase of the project, GTECH will work with the Lottery to fully define all requirements for the functionality desired. GTECH will develop the functionality based on the detailed requirements defined during this phase.

4.4.14
System Accounting Audit & Analysis (Operations)

The CMS design is to monitor the operation of each VLT and create reports using data received from SAS 6.02 or any later approved standard related to commands and meter code values.

GTECH Response:

The GTECH INTELLIGEN solution will track any and all data, including commands and meter-code values retrieved by VLTs supporting the SAS protocol through version 5.10 or higher, as well as G2S.

Regardless of the supported protocol, transaction data is logged to the INTELLIGEN relational database in real-time and be immediately available for query from the various reports and user interfaces provided with INTELLIGEN. The current day's data will be available immediately, and the duration of historical data will be dependent on the configurable data-purge parameters defined within the system.

SECTION 4, 4.5

Interfaces (Databases)

GTECH Offers a Wide Variety of System Interfaces

GTECH has extensive interfaces offering the flexibility to access a wide variety of Lottery back-office applications and third-party systems.

GTECH Strengths

- GTECH's system integration experience will ensure a seamless integration of the West Virginia Lottery's business systems.
- GTECH's INTELLIGEN CMS is currently interfaced to a multitude of third-party applications and back-end systems.
- Database interfaces provide real-time data updates for interfaced systems without compromising the system integrity with comprehensive security restricting data access to authorized users.

GTECH will leverage its extensive experience in accommodating customer interface needs to assure an efficient and successful implementation.

Attachment A

Vendor Response Sheet
Section 4, 4.5
Interfaces (Databases)

Please describe your plans to achieve the goals related to Interfaces (Databases).

GTECH Response:

GTECH has extensive experience interfacing with lottery back-office and third-party systems. The interface method may be driven by GTECH or the customer. For conversion implementations, the interface method is typically driven by the customer in order to accommodate the existing infrastructure and data schema.

All functionality proposed will benefit from GTECH's extensive, industry-leading experience in system integration and related processes.

As described in the RFP responses that follow, GTECH will work with the West Virginia Lottery to further define the scope of the interface requirements and the detailed specifications required for support. GTECH will propose a solution based on our extensive experience in supporting a multitude of customized interface requirements to ensure that the Lottery's goals are achieved.

All integration expectations defined in this RFP will be met, in addition to those added to scope and mutually agreed-upon during the requirements phase of the project. All functionality proposed will benefit from GTECH's extensive, industry-leading experience in system integration and related processes.

GTECH further describes its plans to achieve the goals related to Interfaces (Databases) in the following responses to the RFP.

4.5
Interfaces

4.5.1
Interfaces (Databases)

4.5.1.1

The Lottery maintains off-system databases containing various types of information related to financial, licensing and security aspects of the video lottery program. Therefore, the CMS is to provide a relational database management system that is OLE DB or ODBC compliant. The CMS is to transfer and receive "pipe delimited" (I) flat files of all required data elements for importation into the Lottery sub-system.

GTECH Response:

GTECH INTELLIGEN™ CMS deliveries regularly interface with third-party and lottery back-end systems, the requirements of which are typically dependent on the infrastructure requiring the integration. Varying methods of interface communications may be supported, such as pipe delimited flat-file transfers or System-to-System (S2S) messaging (optional infrastructure required). INTELLIGEN utilizes a DB2 relational database, which is OLE DB and ODBC compliant.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the interface requirements and the detailed specifications required for support, including the data to be transferred, the format for each data file and field, and the desired method of transfer, control, and security. GTECH will propose a solution based on our extensive experience supporting a multitude of customized interface requirements to ensure that the Lottery's goals are achieved.

4.5.1.2

All data is confidential and is the sole property of the West Virginia.

GTECH Response:

GTECH acknowledges that all system data will be confidential and the sole property of the Lottery.

4.5.1.3

The Vendor response is to provide a detailed, functional database schema for the data warehouse (DW) that can be utilized by the Lottery database administrator.

GTECH Response:

GTECH has provided a detailed functional database schema for the Advanced Business Intelligence (ABI) data warehouse (DW) for review by the Lottery database administrator in the **Baseline ABI DB Schema** Exhibit, located behind the Exhibits tab.

The database schema will be customized for the Lottery's solution and will be updated throughout the life of the contract as authorized changes require.

4.5.1.4

The Vendor is to provide a security model that will provide a wide range of Lottery employees varying levels of access to this data.

GTECH Response:

Section 4.1.4.12.8.4 describes GTECH's approach to user security and data access. Portions of the response are repeated in this section.

Confidential information begins here.

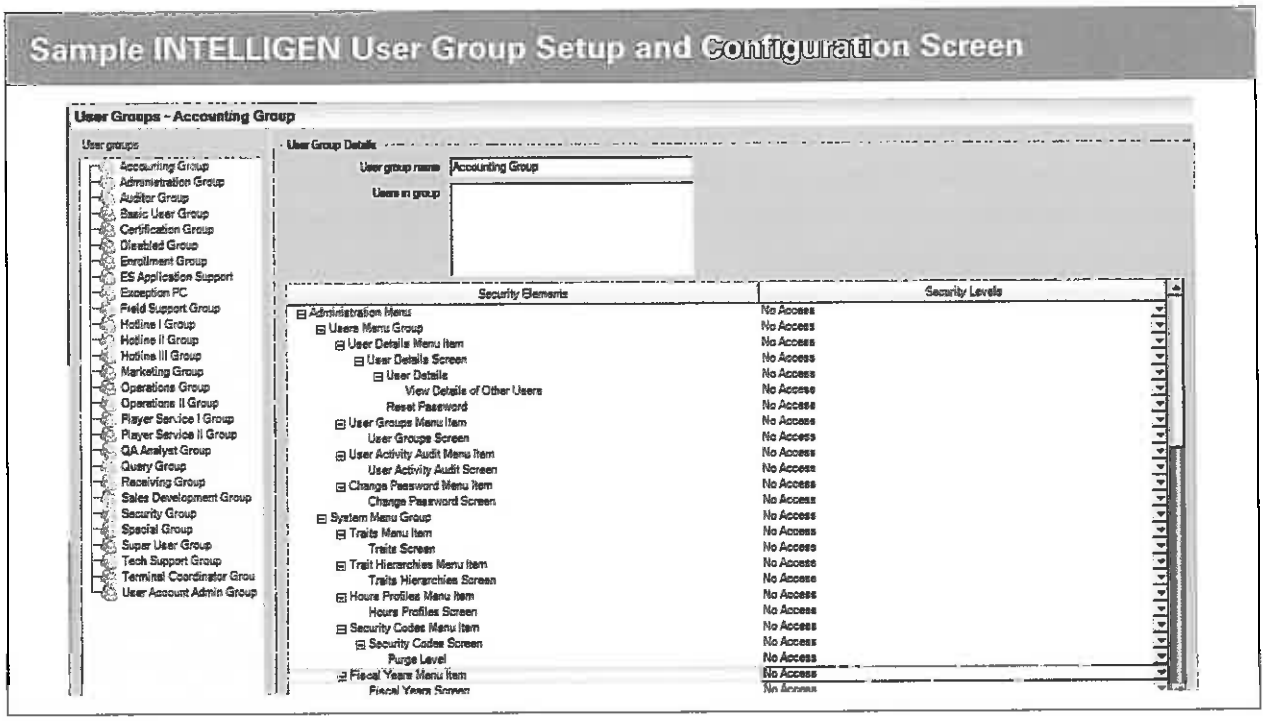
The INTELLIGEN CMS will provide a security model that will provide Lottery employees with varying levels of access to data and functionality through the use of security group assignments.

Users will be assigned membership to a group upon creation that will define their access and permission levels within the INTELLIGEN application. It is not possible to create a user without a corresponding group assignment.

Within the INTELLIGEN application, configurable groups may be created and assigned as functionally required according to the Lottery's business requirements. INTELLIGEN provides a user-friendly interface for creating and maintaining user groups that will establish permission levels for each screen available. For screens that require further control access within the screen, group permissions may be set at a more granular level. INTELLIGEN poses no restrictions on the number of groups that can be created.

A sample user group setup screen follows:

Figure 4, 4.5 – 1:



Confidential information ends here.

4.5.1.5

The CMS, as designed by the Vendor, is to be capable of interfacing with Microsoft SQL Server 2008 or higher in their implementation of the CMS and DW Relational Database Management System.

GTECH Response:

The GTECH INTELLIGEN solution is capable of interfacing with a multitude of third-party and Lottery back-end systems. The INTELLIGEN CMS and ABI DW databases are capable of interfacing with Microsoft's SQL Server 2008 and higher as required.

During the requirements phase of the project, GTECH will work with the Lottery to further define the scope of the interface requirements and the detailed specifications required for support to ensure that the Lottery's goals are achieved.

4.5.1.6

The Vendor design includes creating and maintaining a real time data warehouse (DW) at the PDC and near real time DW at the BDC for Lottery reporting purposes. The warehouse will be a SQL Server compatible database and maintained at the current version as the production environment.

GTECH Response:

GTECH's INTELLIGEN solution will provide for real-time reporting capabilities for both the Primary (PDC) and Backup Data Centers (BDC) through the use of a wide variety of on-demand reports.

INTELLIGEN's reporting solution provides comprehensive business intelligence and state-of-the-art reporting features. Our advanced reporting solution ensures that critical business performance metrics are reliably processed and quickly distributed to the appropriate stakeholders and decision-makers within the Lottery.

As detailed in Section 4.1.1.5, transaction data is logged to the CMS database in real-time and is immediately available for query from the various on-demand reports and user interfaces provided with INTELLIGEN. The current day's data will be available immediately, and the duration of historical data will be dependent on the configurable data purge parameters defined within the system.

The INTELLIGEN solution will utilize GTECH's ABI DW solution for archiving data for long-term reporting and analysis needs. The ABI solution will utilize an enterprise-class Extract, Transform, and Load (ETL) process to populate the ABI database from a variety of sources within the INTELLIGEN environment. The ETL is scheduled to run at a minimum of once per day but can be scheduled to run more frequently for subsets of data needed for more immediate reporting.

Both reporting solutions are capable of interfacing with a Structured Query Language (SQL) server database, based on detailed interface requirements.

The INTELLIGEN reporting solution is further described in Section 4, 4.6, Reporting.

A catalog of baseline on-demand and ABI reports is provided in the **On-Demand Report Catalog** and **ABI Report Catalog** Exhibits, located behind the Exhibits tab.

GTECH will work with the Lottery during the requirements phase of the project to ensure that all report data needs, including those listed in the required reports identified in the Lottery's RFP Appendix 5 are accommodated via either of INTELLIGEN's reporting applications, and that the data is available with a frequency desired by the Lottery.

4.5.1.7

The Vendor design includes designing and maintaining a metadata model and database diagram of the DW database system in order for the Lottery to understand the relationships between tables. This model is to be in an organized format so that the Lottery's DBA and related "super users" can easily identify data elements and their relationship.

GTECH Response:

GTECH will provide a detailed functional database metadata model and database diagram for the ABI DW for review by the Lottery database administrator.

The information is provided in the **Baseline ABI DB Schema** Exhibit, located behind the Exhibits tab.

The database schema will be customized for the Lottery's solution and will be updated throughout the life of the contract as authorized changes require.

4.5.1.8

The Vendor shall maintain a model (such as a relational database) specifically for the Lottery containing data elements and relationships to be agreed upon by the Lottery and the Vendor. Data items are to be made current in real time or as close to real time as possible. Database information includes all information collected by the system. Lottery system users need to be able to, using the relational database architecture, develop, modify, save and schedule individual reports. All information retrieved from the relational database architecture in user-developed reports is intended to be able to be indexed and sorted. This relational database is also referred to as the DW or EDW in other sections.

GTECH Response:

The GTECH INTELLIGEN solution utilizes a relational database to store all data logged by the system. Transaction data is logged to a relational database in real time and is immediately available for query from the various reports and user interfaces provided with INTELLIGEN. All data elements identified in the Lottery's RFP Appendix 6, as well as any data elements defined during the requirements phase of the project, will be accommodated or appended to the existing INTELLIGEN database schema. Both existing INTELLIGEN and Lottery-specific data elements will be updated in real time in the transaction processing system and at an agreed-upon frequency for the ABI DW system. Utilizing a relational database for both transaction engine and ABI storage, INTELLIGEN may easily accommodate additional data elements to existing database tables or map the existing data to rows in new tables.



GTECH Advantage

The INTELLIGEN solution provides a wide variety of reports that will run against the INTELLIGEN and ABI databases, which will utilize a variety of criteria for the data selection process. Reports may be scheduled, or run on demand. The GTECH ABI solution allows for the generation of personalized reports and folders to allow unique tabular reports and dashboards to be used for analysis by management functions, improving operating efficiencies. The ABI solution also supports ad-hoc reporting, which will allow the Lottery to create and modify reports that are specific to its needs.

4.5.1.9

The CMS design is to send machine update data (location/attribute changes, enables, disables) back to the Lottery maintained databases as they occur.

GTECH Response:

The INTELLIGEN solution will accommodate the real-time updates of Lottery-maintained databases as each specified transaction or update is logged to the system.

During the requirements phase of the project, GTECH will work with the Lottery to define the scope, method, and detailed requirements of the data synchronization process compatible with the Lottery architecture. Based on the requirements, GTECH will utilize its extensive experience supporting Lottery and third-party external interfaces to propose a solution best suited for the task.

4.5.1.10

The Vendor response documents how they can control the flow of data between the CMS and external databases. The Vendor is encouraged to document how they can maintain data integrity with certain data elements flowing forward from the external databases to the CMS. This would include items like object identity and demographics. At the same time, certain data elements from the CMS would flow back to the external database such as machine status changes. In both cases, the interfaces would consist of flat file formats to be developed during system configuration with appropriate controls.

*(See **Appendix 6 -Data Definitions Documentation**)*

GTECH Response:

The GTECH INTELLIGEN solution will control the flow of flat-file data between the CMS and external databases by the strict adherence to predefined data file formats.

During the requirements phase of the project, GTECH will work with the Lottery to clearly identify the data transfer needs and interface specifications, with the resulting output of a document of file-format specifications. Each file will contain mutually agreed-upon definitions of data order, data size and data type for each field. The processes developed that load the data into the respective databases will contain a data integrity check to ensure that the data meets the predefined specifications. Data that falls outside of the defined specifications will be rejected, and an associated error will be reported to the Operations staff.

Comprehensive testing will be performed to ensure that data transferred to and from the INTELLIGEN solution is reliably transmitted.

SECTION 4, 4.6
Reporting

Make More Informed Business Decisions with GTECH's Business Intelligence Tools

GTECH's Advanced Business Intelligence (ABI) suite offers comprehensive data management, a data warehouse, reporting, analytics, and a visualization tool set for lottery operators to meet regulatory requirements, monitor standard financial and operational processes, and provide insights into the effectiveness of their operations.

GTECH Strengths

- Ad hoc inquires, regularly scheduled reports, executive dashboards, and agile data discovery tools make up GTECH's ABI tool set to meet all the information needs of the West Virginia Lottery.
- Accurate and timely reporting provides information regarding the performance of each individual game, VLT, and gaming site in the network.
- Visual Analytics offers self-service data analysis to quickly identify trends and provide actionable insights to improve business performance.

GTECH's ABI suite is designed to be flexible and extensible to fit the Lottery's current and future information management, reporting, and analytics requirements.

Attachment A

Vendor Response Sheet
Section 4, 4.6 Reporting

Please describe your plans to achieve the goals related to Reporting.

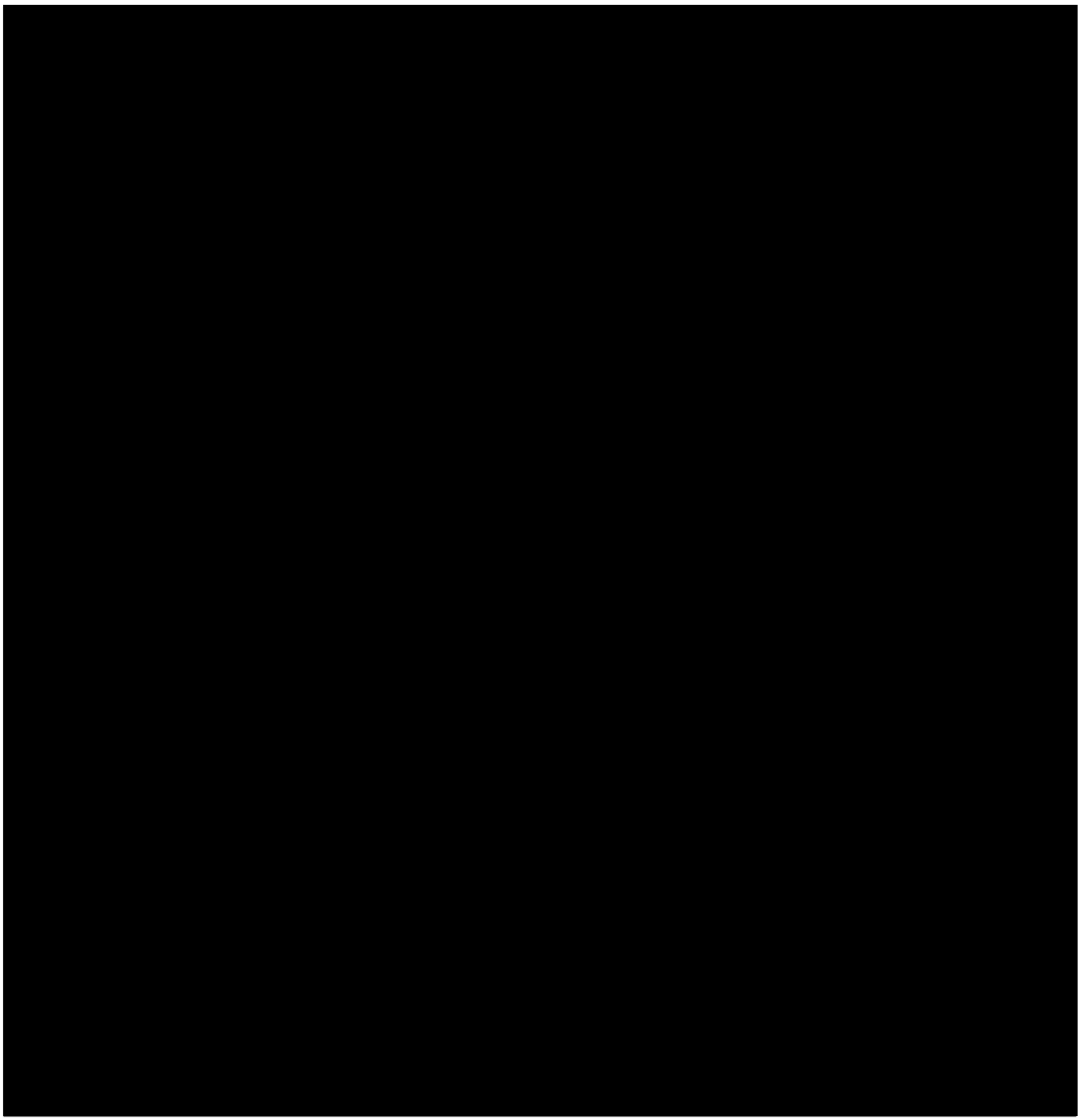
GTECH Response:

To help the West Virginia Lottery achieve its goal to increase the overall profitability of the Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) environments, GTECH offers its INTELLIGEN™ Advanced Business Intelligence (ABI) Suite that includes a wide range of data management, data warehouse, reporting, analysis, and visualization tools that address the need to meet regulatory requirements, monitor standard financial and operational processes, and provide insights into the effectiveness of the Lottery's operations. The GTECH INTELLIGEN ABI Suite is a powerful reporting engine that has met the needs of lottery jurisdictions around the world.

Confidential information begins here.







Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Reporting in the following responses to the RFP.

4.6
Reporting

4.6.1
Reporting Requirements (Reporting)

4.6.1.1

The CMS provides reports on a "business day" format, defined as 6:00:00 a.m. through 5:59:59 a.m. the following calendar date. The business date is defined as the calendar day that begins at 6:00:00 am.

GTECH Response:

GTECH has read, understands, and will comply with the requirements stated above.

4.6.1.2

Describe how the CMS provides the ability for all data to be capable of extracting/exporting to such tools as Excel, Access, text format, etc. Describe how all reports can be exportable with and without headings in CSV format, Excel data only format, printable in PDF format or as an XML file, and have date, time and user imbedded in the report.

GTECH Response:

The GTECH ABI Suite provides two ways of extracting/exporting to tools such as Excel and Access and exporting reports in Excel, CSV, and PDF formats:

Confidential information begins here.



Confidential information ends here.

4.6.1.3

The CMS is to be capable of generating all daily, weekly, monthly, and yearly reports and invoices as well as Ad Hoc reports as requested by the Lottery utilizing user defined date ranges.

GTECH Response:

Start date and end date prompts are built into every standard and Ad Hoc report generated from the CMS. Lottery users point and click on the date prompts to select the dates for which they wish to run reports. In addition, all reports can be scheduled to run automatically at user-defined periods, for example, every Monday or the last day of the month. Illustrated in the following figure is an example of a calendar widget in ABI for date selection.

Figure 4, 4.6 – 5:



Simply Point and Click: Intuitive calendar prompts in the ABI Suite make it easy to specify date and time ranges for query setups.

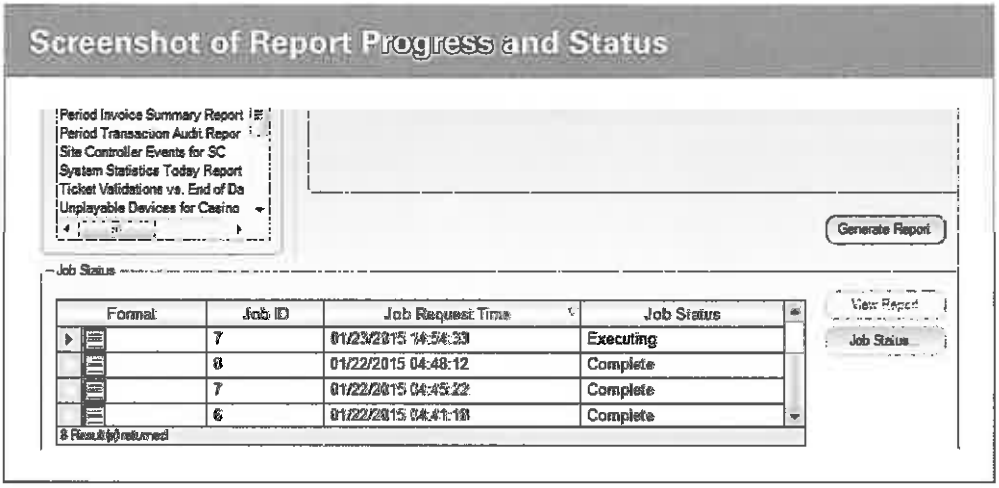
4.6.1.4

Describe how the CMS has the capability of processing reports so users are able to perform daily tasks while reports are processing in the background without locking the user's workstation. All reports are to be viewable with the report progress and status available.

GTECH Response:

All reports are executed in background mode in the CMS so that after submitting a request to run a report, users can continue the work on daily tasks without having to wait for the report to complete. The progress and status of each report is visible in the CMS user interface, as shown in the following figure.

Figure 4, 4.6 – 6:



Continue Working While Generating Reports: All reports generated in the CMS execute in the background and their progress and status is updated in the CMS Graphical User Interface (GUI).

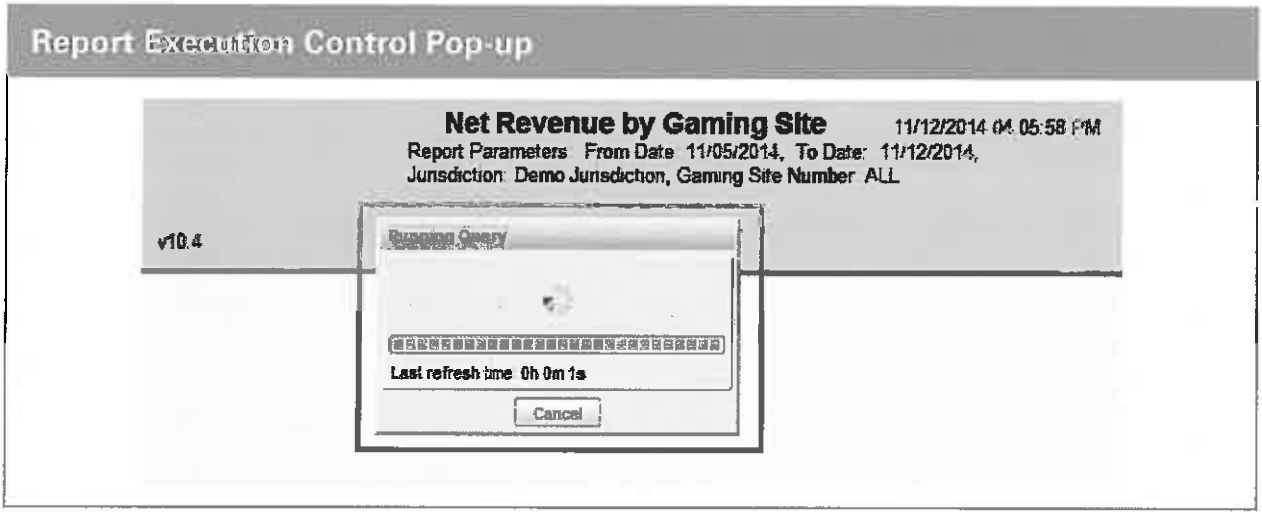
4.6.1.5

The CMS requires the capability of immediately cancelling a requested report or queued report without system degradation.

GTECH Response:

As illustrated in the following screenshot, users have the ability to cancel any requested report or query without system degradation.

Figure 4, 4.6 – 7:



Cancelling Is Never a Problem: Intuitive and easy-to-read pop-ups in the ABI Suite enable users to monitor and control report execution.

4.6.1.6

The Lottery requires maximum flexibility in utilizing the information that is contained on the System. The CMS design has the ability to execute reports based on various attributes, and is to support the selection of multiple attributes concurrently. Users are to have the ability to add or remove attributes as needed. At the minimum, attributes include: date, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and site controller.

GTECH Response:

The report execution tools in the GTECH ABI Suite provide extensive flexibility in the selection of attributes to include in a report. The User Prompt Input panel enables users to tailor queries from a wide range of prompts that are designed into the report, including date range, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and Site Controller. Users can select either a simplified view of query prompts or a more extensive set of attributes by using the Advanced Prompt feature as illustrated in the following figure. Attributes can be easily added or removed by modifying the report design.

Confidential information begins here.



Confidential information ends here.

4.6.1.7

The CMS provides at least two types of reporting sub systems: The first sub system is defined as ***"regularly scheduled reports/Ad Hoc reporting"****. The Ad Hoc reports will include the ability for filtering input data, defining sort fields and grouping fields as well as the ability to restrict the display of non-key field columns. The Vendor is to create new standard scheduled reports and Ad Hoc reports, within agreed upon schedules. CMS report modifications and new reports will be required during the life of the contract and are to be considered as routine requests to be completed according to mutually agreeable schedules. The reports and/or modifications are to be completed and submitted to the Lottery within 20 business days after functional specifications are approved. Ad Hoc report writing shall be available to the Lottery at a user group level assignment.*

GTECH Response:

Reports in the INTELLIGEN CMS offer two standard reporting sub-systems including Ad Hoc reporting, regularly scheduled reports, or dashboards. These reporting tools provide comprehensive Video Lottery operational and accounting reporting such as end-of-day financial results, accounting adjustments, gaming device events, device and gaming site management. Users can group reports into the following business and function categories:

Operations Reports	• Provide individual or overall system summaries, asset and software management reports, administration reports, gaming site and device status reports, download status, and history reports. The Lottery can automate system events and configure the INTELLIGEN CMS to report those system events at levels defined by the Lottery. The INTELLIGEN CMS reports system exceptions and events classified by a unique ID, description, event type (failure, repair, and system), time stamp, description, and output destination (printer name, etc.). • Operations reporting and monitoring tools track hourly system activity by day, processor utilization, memory usage (average, lows, and highs), users signed on by hour or day, and by network traffic (bytes in, bytes out).

Accounting Reports	• Cover all daily financial activity data, including invoicing, balancing, reconciliation, and adjustments. The accounting function of the INTELLIGEN CMS provides financial analysis reports grouped by gaming site, consolidated by company, or summarized by geographical jurisdiction. The INTELLIGEN CMS provides Electronic Funds Transfer (EFT) summaries for financial activity to and from gaming sites and financial institutions. The INTELLIGEN CMS organizes the EFT data in standard financial formats for easy integration with third-party interfaces and other service options, including billing and invoicing. In addition, the INTELLIGEN CMS can generate exception reports for EFT failures, including Non-Sufficient Funds (NSF) accounts. • The system can create a balanced data file of general ledger journal entries to record all gaming activities and provide an export format for third-party general ledger software as needed.
Management Reports	• Help system administrators configure and manage system security and availability. These reports, with examples listed below, include historical data such as audit logs of system user activities: – Device and System Events. – Device Communication. – Device Configuration History. – Gaming Device Audit. – Software Installation Audit. – Software Audit. – Job Execution. – User Audit.
Game Performance and Analysis Reports	• Compare game performance by VLT, vendor, etc.
Device Reporting	• Includes alarms, events, and unplayable devices.
Diagnostics Reporting	• Includes non-responding devices, gaming device monitor check, Site Controller, flush audit, and communications terminal history.

The INTELLIGEN CMS provides reporting on both real-time and historical data. All real-time transactional data is captured and stored in a production database where it is available as needed for reporting on real-time events. At regular intervals, data in the production database is transferred to the data warehouse where it is available for historical reporting and analysis.

Confidential information begins here.

[redacted]

Confidential information ends here.

4.6.1.8

*The second sub system will be an **integrated report writing tool**, which may be supplied by a third party, and integrated with the CMS, if desired by the Vendor. This report writing tool will have the ability to include different levels of detail segments, design report formats, and include sorting and grouping capabilities. Output formats will include paper, PDF, Excel, XML and/or CSV.*

GTECH Response:

Confidential information begins here.

[redacted]

Confidential information ends here.

4.6.1.9

*Pre-designed reports requested by the Lottery from the CMS are to be accurate and readily available to be generated by the Lottery on demand. (See **Appendix 5 - Required Reports**).*

GTECH Response:

Using the list of reports outlined in the Lottery's RFP Appendix 5, GTECH will work with the Lottery to clearly define the detailed data requirements of each report and deliver a pre-designed report for each that is accurate and readily available on demand or on a user-defined schedule.

4.6.1.10

The Vendor will describe how the proposed CMS will meet these requirements.

GTECH Response:

Please refer to the detailed responses in Sections 4.6.1.1 through 4.6.1.9 above.

SECTION 4, 4.7

Conversion

GTECH Leads the Gaming Industry in Video Lottery System Conversions

A new system conversion can present challenges, but with GTECH's extensive expertise obtained through a record of successful system conversions, the West Virginia Lottery can be confident in its program's success.

GTECH Strengths

- GTECH has completed more conversions reliably than any other lottery services company in the world, converting 11 systems to INTELLIGEN successfully since 2011.
- GTECH converted Quebec's Scientific Games Aegis Platform to GTECH's INTELLIGEN CMS, gaining unique insights which will be advantageous to the Lottery deployment.
- Since implementing its first video system in 1992, GTECH has deployed 24 systems and has never had a system replaced by another vendor.

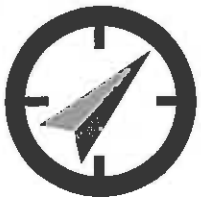
No one has more experience or enjoyed more success than GTECH in system conversions of all types. As a result, you can trust GTECH to successfully convert the West Virginia Video Lottery system reliably.

Attachment A

Vendor Response Sheet
Section 4, 4.7 Conversion

Please describe your plans to achieve the goals related to Conversion.

GTECH Response:



GTECH Differentiator

No lottery services vendor in the world has done more conversion work than GTECH. Whether converting video lottery or traditional lottery Central Management Systems (CMSs) from other vendor systems to the GTECH CMS solution or migrating existing GTECH customer systems to new versions of the system, GTECH has done more conversion work more reliably and successfully than any other lottery services company in the world.



The extraordinary success of GTECH's system conversion history is best summarized with this one fact: GTECH has never had a Video Lottery Gaming System replaced by another vendor once a GTECH system has been deployed in North America.

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In addition to outlining our conversion approach in this section, our primary goal is to reassure the West Virginia Lottery that successful CMS conversion is a fundamental competency of GTECH, having converted many systems in recent years to INTELLIGEN™. We are 100% committed to ensuring that the Lottery CMS conversion is seamless and successful, allowing the Lottery to meet its goals without disruption.

The GTECH System Conversion Record

GTECH currently has more deployed CMS solutions than any other vendor in the video lottery gaming industry. As the recognized leader, GTECH has extensive experience designing, developing, testing, and implementing the CMS solution for Video Lottery Terminals (VLTs), implementing the first such system in 1992.

GTECH Differentiator

Since 2005, GTECH has led the development and implementation of the CMS solution in Italy, Sweden, Atlantic Canada, Manitoba, Alberta, Quebec, Saskatchewan, Oregon, Pennsylvania, Louisiana, Kansas, Maryland, and the multi-state progressive system, linking machines in Delaware, West Virginia, and Rhode Island.

In 2012, GTECH converted Quebec's Scientific Games Aegis platform to GTECH's Site Controller solution and has the unique advantage of a previous history of converting the same platform utilized currently by the Lottery. The Lottery will be positioned to benefit from GTECH's past experience and development efforts to assure a seamless conversion of data utilizing a trusted and proven process.

Recently GTECH was awarded the contract for CMS deployment in Greece, which will be completed within 12 months of the award. GTECH prides itself on providing unequaled, technical support to all our CMS customers in North America and Europe.

Recently GTECH was awarded the contract for CMS deployment in Greece, which will be completed within 12 months of the award. GTECH prides itself on providing unequaled, technical support to all our CMS customers in North America and Europe.

GTECH's proven approach to project implementation is based on our extensive deployment experience. GTECH will dedicate industry veterans with years of experience to develop and test the CMS, telecommunications network, and associated hardware to ensure that each of the Lottery requirements is met.

As one of the oldest lottery service providers in the industry, with 35 years of system implementation experience, GTECH has performed a large number of conversions as an integral activity in the CMS delivery process. GTECH has a proven ability to develop conversion and delivery plans and will adhere to aggressive timelines, ensuring the ability to efficiently implement a new, state-of-the-art INTELLIGEN CMS with all required data transferred from the Lottery's legacy system. GTECH has extensive experience in data conversions, retailer conversions, and the parallel processing activities required to ensure a seamless transition with no downtime experienced by retailers or players. In a recent INTELLIGEN deployment in Italy in which multiple vendors were chosen to simultaneously develop a solution, GTECH was more efficient than all other VLT providers and beat the second-fastest provider by more than 30 days in delivering a fully integrated and certified solution comprised of a CMS, network, VLTs, and localized game content.

The following figure identifies those jurisdictions that have been converted to the GTECH INTELLIGEN solution from another platform in recent years, as well as two jurisdictions scheduled for conversion in the near future.

Figure 4, 4.7 – 1:
GTECH INTELLIGEN Conversions

Jurisdiction	Most Recent Installation	System	VLT Protocol	# of VLTs*	# of Retailers*	# of Vendors Supported*
Oregon State Lottery	2015	INTELLIGEN	DXS/G2S (2013)	12,120	2,312	4
Pennsylvania Department of Revenue	2015	INTELLIGEN	SAS	26,355	12	9
Atlantic Lottery Corporation	2013	INTELLIGEN	DXS/G2S (2013)	6,360	1,068	4
Rhode Island Lottery	2013	INTELLIGEN	DXS & SAS / SAS (2012)	5,650	2	10
Alberta Gaming and Liquor Commission	2012	INTELLIGEN	DXS/G2S (2012)	6,000	1,000	4
Manitoba Liquor & Lotteries	2012	INTELLIGEN	ICIS/G2S (2012)	5,900	608	3
Société des établissement de Jeux du Quebec	2012	INTELLIGEN	G2S	11,150	2,000	2
Western Canada Lottery Corporation (Saskatchewan)	2012	INTELLIGEN	DXS/G2S (2012)	4,000	616	4
Argentina (Cordoba)	2011	INTELLIGEN	SAS	3,500	19	7
Svenska Spel (Sweden)	2011	INTELLIGEN	DXS/G2S (2011)	6,150	2,200	1
Société de la Loterie de la Suisse Romande (Switzerland)	2011	INTELLIGEN	DXS/G2S (2011)	700	350	1

*Most recent information available.

GTECH will work with the Lottery to further define the scope of the conversion requirements and the detailed specifications required for implementation. GTECH will propose a solution based on our considerable conversion experience that will ensure that each step is reliably and efficiently performed with minimal room for error. Converted data will be validated and balanced to ensure integrity.

All conversion expectations defined in this RFP will be met, in addition to those added to scope and mutually agreed-upon during the requirements phase of the project. All proposed functionality will benefit from GTECH's extensive experience in the data and retailer conversion processes.

GTECH further describes its plans to achieve the goals related to Conversion in the following responses to the RFP.

4.7
Conversion

4.7.1
Conversion Requirements (Conversion)

4.7.1.1

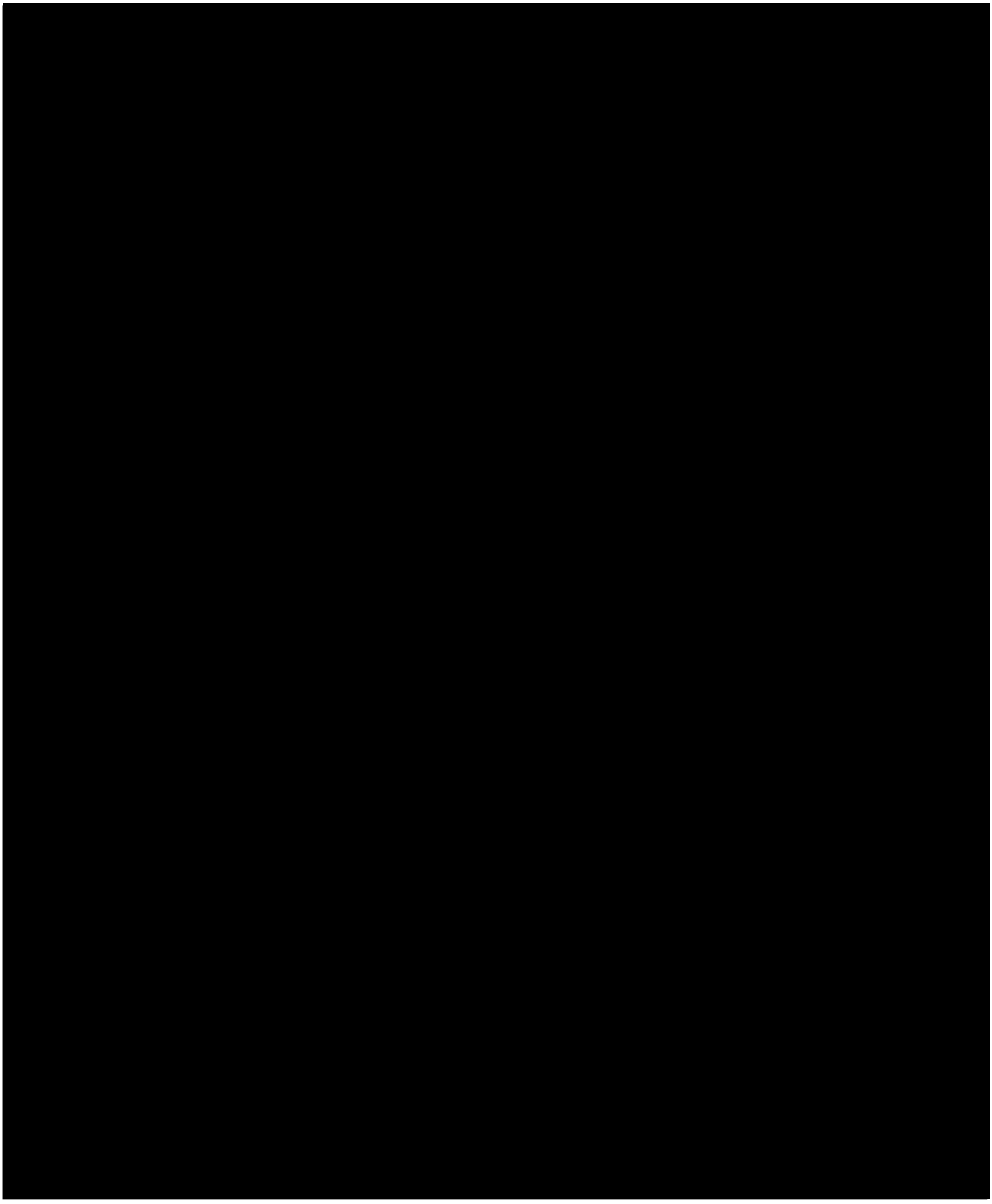
Conversion Plan: Describe and include a proposed Conversion Plan. The Vendor is to submit within sixty (60) days after the Notice to Proceed, a detailed and finalized version of this Conversion Plan which, when approved by the Lottery, is to become the basis for Conversion.

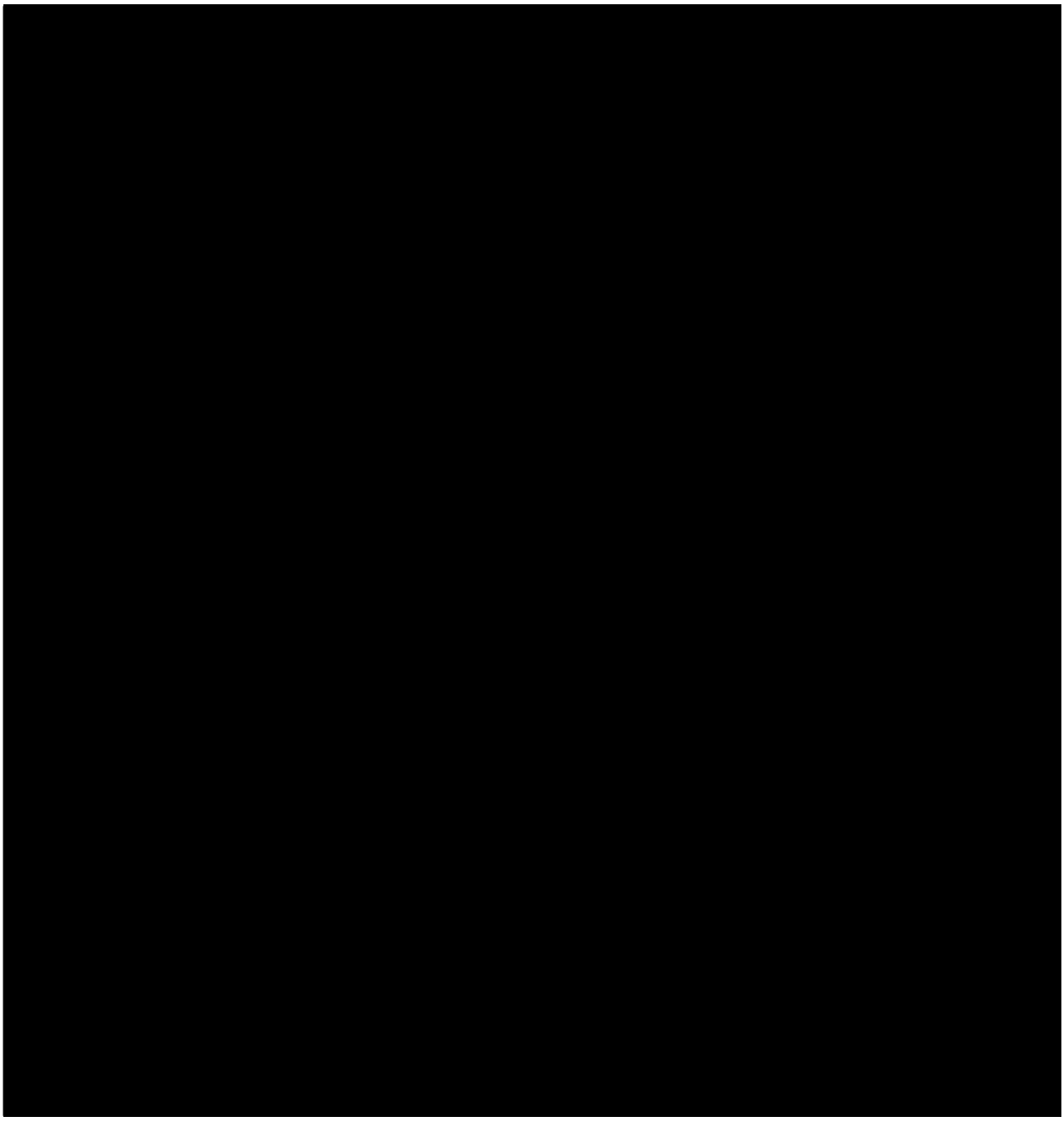
GTECH Response:

GTECH has provided a detailed conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits tab. Highlights of the details are provided below. The Conversion Plan will be finalized within 60 days of the notice to proceed. The proposed conversion method is subject to approval by the Lottery and may be modified if necessary to better align with the Lottery's needs.

Confidential information begins here.

[redacted]





Confidential information ends here.

4.7.1.2

This Conversion Plan includes, but is not limited to, the following:

4.7.1.2.1

Executive Summary: This Executive Summary provides the Lottery with a concise but functional summary of each phase of the Conversion Plan and includes a table of milestones for the Lottery to use in reviewing the Plan. Each phase is to be listed in chronological order in order to achieve a February 2018 cutover.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.7.1.2.2

High Level Conversion Plan: This includes a brief description, start and end dates, roles and responsibilities, dependencies, input and outputs and deliverables, and ensures a smooth start-up of the CMS. This Plan includes a timeline beginning with the Contract award date.

GTECH Response:

GTECH has provided a high-level conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits, which will include a brief description of each activity, start and end dates for each activity, roles and responsibilities, dependencies, inputs, outputs, and deliverables, as required.

Stated dates will be tentative until such time as GTECH has had the opportunity to work with the Lottery to establish the desired timelines that will be used to drive the conversion schedule. These activities will take place within 60-days of the notice to proceed, so that a finalized Conversion Plan may be delivered in accordance with the direction of Section 4.7.1.1.

4.7.1.2.3

Conversion: The CMS and components are to be delivered and operational by a date specified by the Lottery in which live operations will commence at that time. All CMS hardware, software, equipment, and all other required components are to be successfully tested by both the Vendor and the Lottery and are to be in place and operational by the specified date.

GTECH Response:

Confidential information begins here.

GTECH will work with the Lottery to define the milestone dates desired for each phase of the project. Project schedules will commence in three streams, which will require the successful delivery and implementation of prerequisite dependencies:

- Pre-Live System delivery and testing stream.
- Post-Live RVL terminal deployment and rollout stream.
- Post-Live LVL terminal deployment and rollout stream.

The RVL and LVL terminal deployment streams may be run concurrently and are dependent on the successful completion of the system delivery stream.

Dated milestones will include:

- Initial system delivery (hardware and software).
- CAT (start and end dates), including milestones for scheduled software drops.
- System Go Live.
- RVL pilot (start and end dates).
- LVL pilot (start and end dates).
- RVL terminal rollout completion.
- LVL terminal rollout completion.

Confidential information ends here.

4.7.1.2.4

Project Reporting and Monitoring Requirements: Describe how you will have weekly conversion reviews in person involving the Lottery and the Vendor. The Vendor is to prepare weekly reports detailing the progress made on accomplishing the goals by the deadlines stated in the conversion plan and shall electronically submit these to the Lottery in an agreed format.

GTECH Response:

GTECH will prepare weekly progress reports and submit them electronically. We will also meet with the Lottery weekly during the conversion to review progress, and discuss concerns and upcoming milestones to be completed. GTECH will be dedicated to delivering the full CMS and conversion in the time and manner required by the Lottery. The dedicated project team considers this delivery a top priority and will apply the appropriate focus on the deliverable.

4.7.1.2.5

Definition of Business Requirements: During the first sixty (60) calendar days after the Notice to Proceed date, the Vendor's business analysts are to thoroughly familiarize themselves with the Lottery's business processes, operations and the Venues' business operations related to VLTs. The Vendor's analysts are to observe the business processes and meet with end users as part of this process.

GTECH Response:

Within the first sixty (60) calendar days after the Notice to Proceed date, GTECH's Business Analysts (BAs) will familiarize themselves with the Lottery's business processes, operations, and Venue business operations related to the VLTs.

4.7.1.3

At the conclusion of this sixty (60) calendar day period, the Vendor is to deliver to the Lottery a separate business requirements specification document for each major functional area ("Business Requirements"). The purpose of the business requirements documents is for the Vendor to demonstrate its understanding of the Lottery's operational needs. The Lottery will review and approve these documents within thirty (30) days of receipt. The documents address each business process currently performed by the Lottery as it relates to the CMS. The documents identify any modifications to current processes. At a minimum, the Vendor is to produce a separate business requirements document for each of the following functional areas that apply to the system:

i. *System administration*
ii. *Daily operations*
iii. *Maintenance*
iv. *Accounting and billing*
v. *Licensing*
vi. *Security/compliance/asset tracking*

GTECH Response:

GTECH will deliver a Business Requirement Specification (BRS) document for each major functional area as listed above and submit them to the Lottery for review and approval. The BRS document will contain INTELLIGEN product requirements as well as gap requirements needed to satisfy the Lottery's business processes.

4.7.1.4

Software Requirements Specification ("SRS"): Upon receiving the Lottery approved business requirements, the Vendor develops corresponding Software Requirements Specification ("SRS") documents. The Vendor is to deliver these documents to the Lottery for approval no later than 45 business days after receipt of the Lottery approved business requirements.

GTECH Response:

GTECH will provide the corresponding Systems Requirement Specification (SRS) documents that satisfy the Lottery's approved business requirements within the agreed upon timeline of 45 business days following the receipt of the business requirements.

4.7.1.5

The SRS documents specify the functionality of the software applications that will be provided by the Vendor at start-up in support of the Lottery's business processes related to VLTs. The startup software functions as described in the SRS documents which include the following:

GTECH Response:

The SRS documents provided by GTECH will contain the detailed requirements associated to the functionality that will be required to support the Lottery's business processes related to VLTs.

4.7.1.5.1

Each SRS specification references the corresponding business requirement or process in the corresponding business specification document.

GTECH Response:

Each requirement within the SRS documents will have a reference to the corresponding business requirement or process provided by the Lottery.

4.7.1.5.2

For each SRS specification, the Vendor indicates if the functionality exists in the Vendor's base system. If it does not exist, or if modifications to the base system functionality are required, the Vendor provides an estimate of the time it will take to develop the new functionality or modify the existing functionality. The estimate, development and or modification is to be at no additional cost to the Lottery.

GTECH Response:

GTECH will identify the functionality that exists within the INTELLIGEN product. If INTELLIGEN does not have the functionality as requested in the Lottery's business requirements, GTECH will estimate the time it will take to develop the new functionality. The estimate, development, and/or modification will be at no additional cost to the Lottery.

4.7.1.5.3

Lottery approval is required for any subsequent changes to SRS documents. The Lottery may identify changes required during software development and acceptance testing.

GTECH Response:

GTECH will submit the SRS documents to the Lottery for approval. Once approved, all SRS documents will be managed via the agreed-upon change control process.

4.7.1.5.4

If modifications or enhancements are required, the following objectives apply:

GTECH Response:

Required modifications and enhancements will meet the following objectives:

4.7.1.5.4.1

Software Development: The startup software is to meet the Lottery's business requirements, and future changes to the software are to be accomplished in a timely manner while accurately meeting those business requirements.

GTECH Response:

GTECH will ensure that the start-up software and any future changes to the software will be completed per the agreed-upon schedule and meet the Lottery's business requirements.

4.7.1.5.4.2

The Vendor demonstrates its understanding of the Lottery's business requirements and processes before software applications for the CMS are written or modified. The Lottery is to be given the opportunity to thoroughly understand and agree to the functionality of the planned software applications. This goal applies to the development of any initial software applications as well as to subsequent software releases.

GTECH Response:

For the development of any initial INTELLIGEN software changes as well as future changes, GTECH will walk through all SRS documents with the Lottery to ensure that all of the Lottery's business requirements are accurately understood and met. GTECH will submit all SRS documents, including any changes to existing SRS documents, to the Lottery for approval.

4.7.1.6

Conversion Strategy/Conversion Plan: Vendor is to provide a conversion plan for implementing the CMS at each Venue. The Lottery will be operating two CMS systems until the Conversion is completed. The plan includes processes and procedures for conversion to the new CMS, including risks, resources, any downtime, CMS functionality, and estimated timeframe. Alternate conversion strategies may be proposed and the proposal should weigh the advantages and disadvantages of each. The proposal is to contain a detailed conversion plan and time chart detailing the transition from the current CMS to the Vendor's CMS. The Venue plan is to identify the major milestones to be accomplished for the business requirements definition, equipment delivery, software programming, installation, testing, and file conversions. The plan makes clear where items are on the critical path for timely Conversion. (See ***Appendix 7 - LVL Venue Location Map*** *which provides information related to the physical location of LVL sites, detailed information will be provided subsequent to Contract award).*

GTECH Response:

GTECH has provided a detailed conversion plan in the **Conversion Plan** Exhibit, located behind the Exhibits tab, which will provide the tentative details related to the implementation of the CMS at each venue. The Conversion Plan will be revised once the opportunity to meet with the Lottery to define detailed conversion, pilot, and rollout requirements is available and finalized within 60-days of contract award, per RFP Section 4.7.1.1.

The Conversion Plan accommodates all requirements of Section 4.7.1.6.

A summary strategy for the conversion has been provided in the response to Section 4.7.1.1.

4.7.1.7

Responsibilities of the Vendor's conversion team and the Lottery's conversion team are to be identified. Venue roles and responsibilities during conversion are also to be defined. The Vendor shall not proceed with the conversion plan until it is approved by the Lottery.

GTECH Response:

GTECH will schedule a series of meetings with the Lottery to finalize the requirements, timeline, and responsibilities of the conversion process immediately upon contract award. Resources will be identified within each organization to accommodate the needs regarding the conversion of data for the INTELLIGEN CMS and the venue roles required to redirect VLTs to INTELLIGEN and install new equipment and software.

The finalized Conversion Plan document will be approved by the Lottery before GTECH initiates activities related to the process.

Confidential information begins here.

An extract from the detailed Conversion Plan, defining the proposed dates, activities, roles, and responsibilities, is provided below:

Contract Award:

Date: April 1, 2015.

Responsibility: West Virginia Lottery/GTECH.

Dependencies: None.

Input/Output/Deliverables: None.

Specifications Gathering:

Dates: May 1, 2015 – September 1, 2015.

Responsibility: West Virginia Lottery/GTECH.

Dependencies: Contract Award, Contract Signing/Letter of Intent.

Input/Output/Deliverables: Legacy Database Schema, Detailed Conversion Requirements.

Conversion Development:

Dates: September 1, 2015 – May 1, 2016.

Responsibility: GTECH.

Dependencies: Legacy Database Schema, Detailed Conversion Requirements.

Input/Output/Deliverables: Database Conversion Scripts, Database Conversion Test Scripts.

Development of Itemized Retailer List and Schedule for Each Location to Be Converted:

Dates: May 1, 2016 – July 1, 2016.

Responsibility: West Virginia Lottery.

Dependencies: None.

Input/Output/Deliverables: Detailed Schedule for Retailer Rollout.

Conversion Testing (GTECH):

Dates: May 1, 2016 – June 1, 2016.

Responsibility: GTECH.

Dependencies: Database Conversion Scripts, Database Conversion Test Scripts.

Input/Output/Deliverables: Database Conversion Test Results.

Conversion Testing (Lottery):

Dates: June 1, 2016 – July 1, 2016.

Responsibility: West Virginia Lottery (or Testing Lab).

Dependencies: Database Conversion Scripts, Database Conversion Test Scripts.

Input/Output/Deliverables: Database Conversion Test Results, Acceptance of Conversion Process/Results.

INTELLIGEN Pilot (LVL):

Dates: July 1, 2016 – September 1, 2016.

Responsibility: West Virginia Lottery/GTECH/Retailer(s).

Dependencies: Acceptance of Conversion Process/Results, Acceptance of INTELLIGEN solution.

Input/Output/Deliverables: Pilot Site(s) Acceptance, Go/No Go Decision for Continued Rollout.

INTELLIGEN Pilot (RVL):

Dates: July 1, 2016 – September 1, 2016.

Responsibility: West Virginia Lottery/GTECH/Retailer(s).

Dependencies: Acceptance of Conversion Process/Results, Acceptance of INTELLIGEN solution.

Input/Output/Deliverables: Pilot Site(s) Acceptance, Go/No Go Decision for Continued Rollout.

Conversion of LVL Locations to Completion:

Dates: September 1, 2016 – December 31, 2017.

Responsibility: West Virginia Lottery/GTECH/Retailers.

Dependencies: Pilot Site(s) Acceptance.

Input/Output/Deliverables: N/A.

GTECH

Conversion of RVL Locations to Completion:

Dates: September 1, 2016 – December 31, 2017.

Responsibility: West Virginia Lottery/GTECH/Casinos.

Dependencies: Pilot Site(s) Acceptance.

Input/Output/Deliverables: N/A.

Confidential information ends here.

SECTION 4, 4.8

Training

Customized Training Programs Tailored to Fit the West Virginia Lottery Workflows

GTECH's customized training programs build bridges between the business users and the technology they will rely on.

GTECH Strengths

- The Lottery's specific business goals, policies, and process rules are used to bring real-world scenarios into the classroom to maximize the effectiveness of the learning.
- GTECH's tailored training program aligns with each functional group within the Lottery to ensure all personnel throughout the enterprise are equipped to operate the system efficiently.
- GTECH's robust seven-step training process ensures that the Lottery staff will be quickly operational and ultimately more productive by utilizing INTELLIGEN's advanced features.

GTECH's customized training approach and industry best practices will ensure that the Lottery staff fully masters the new system quickly, confidently, and with minimal disruption to normal work routines.

Attachment A

Vendor Response Sheet
Section 4, 4.8 Training

Please describe your plans to achieve the goals related to Training.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

GTECH further describes its plans to achieve the goals related to Training in the following responses to the RFP.

4.8
Training

4.8.1
Training Requirements (Training)

4.8.1.1

The CMS Vendor is to provide training on system operations and user interfaces for all applications. The Vendor provides the materials, equipment, training personnel, and temporary Venues for licensee training efforts. The Lottery will provide space for on-site training of Lottery employees.

GTECH Response:

GTECH provides a comprehensive training curriculum for the INTELLIGEN™ Central Management System (CMS) that addresses the needs of all audiences. GTECH will provide all training materials, equipment, training experts, the temporary venues for train-the-trainer of Limited Video Lottery (LVL) and Racetrack Video Lottery (RVL) operators and the GTECH staff identified to train licensees at their locations at time of install. GTECH also provides a dedicated Training Project Manager who oversees all aspects of the development and delivery of the training curriculum.

4.8.1.2

The Vendor response describes in detail the proposed training program for the Lottery, and any training that may be necessary for track or limited video Lottery site staff. (This is in addition to training supplied by the Vendor to its own staff, sub Vendors, consultants, and associated businesses.) The program description describes proposed materials, Venues, staff qualifications, sessions (including length and class size), and schedule.

GTECH Response:

Confidential information begins here.

[redacted]

[redacted]



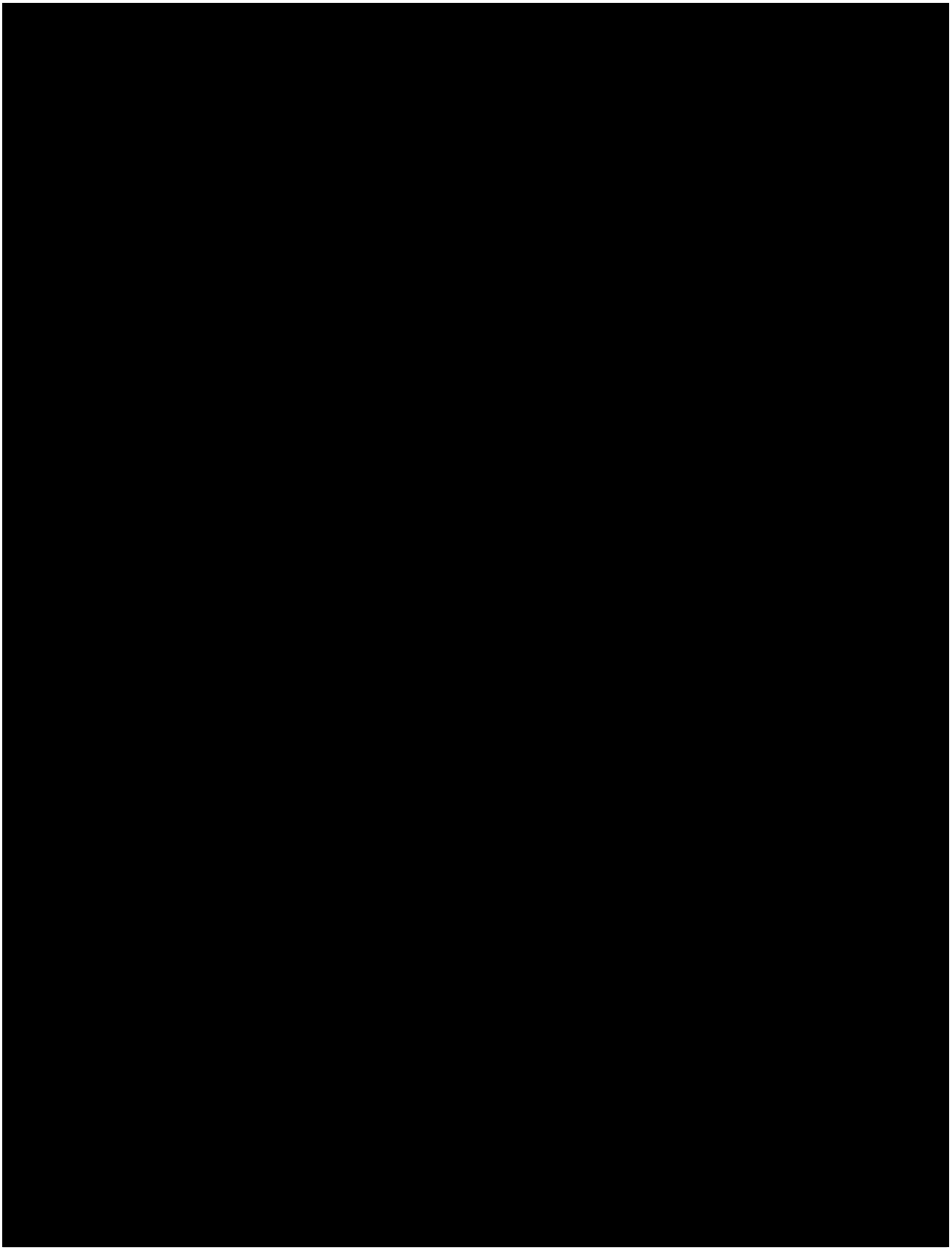
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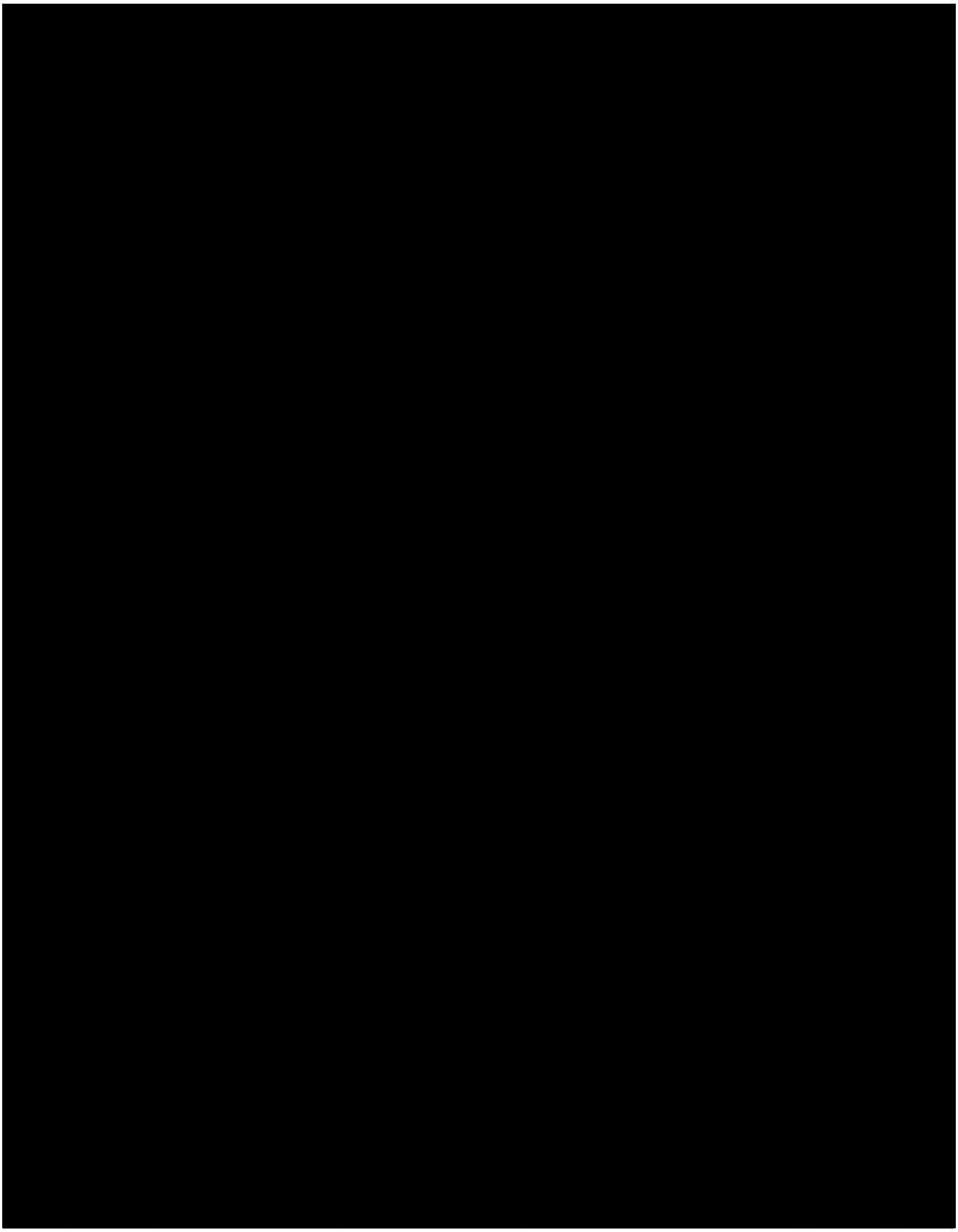
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Confidential information ends here.

4.8.1.3

Materials include, at a minimum, (a) training and operational manuals on the correct use and management of the system and (b) updates to these materials with any system changes.

GTECH Response:

Confidential information begins here.



Confidential information ends here.

4.8.1.4

The Vendor response includes plans for providing periodic training updates on an ongoing basis throughout the life of the contract and as necessary with upgrades or system modifications in addition to the provision of any training necessitated by upgrades or other system changes.

GTECH Response:

During the time period covered by the contract, additional training may be required to address staff turnover or changes in CMS functionality. GTECH will provide training at agreed-upon intervals to address these needs. Different training strategies (e.g., classroom, onsite, online, etc.) may be used to address these periodic training needs, as agreed to by both the Lottery and GTECH.

SECTION 4, 4.9

Acceptance Testing

GTECH Offers a Comprehensive Customer Acceptance Testing (CAT) Process Based on 35 Years of Experience

GTECH has successfully worked with various commissions, gaming regulators, and third-party certification labs around the world resulting in the industry's most comprehensive CAT process.

GTECH Strengths

- **The Lottery can deploy the new CMS with confidence by implementing a thoroughly tested system leveraging GTECH's extensive tests documented by a dedicated team of expert Quality Assurance (QA) Engineers who ensure that all of the Lottery's requirements are met.**
- **GTECH will support the Lottery throughout the CAT process with highly qualified test engineers both on-site and remotely, depending on the Lottery's needs.**

GTECH's experienced and dedicated team of QA Engineers will strive to ensure quality and provide the support required to meet the Lottery's CAT goals.

Attachment A

Vendor Response Sheet
Section 4, 4.9
Acceptance Testing

Please describe your plans to achieve the goals related to Acceptance Testing

GTECH Response:

GTECH understands the need for comprehensive Customer Acceptance Testing (CAT) and has executed acceptance testing processes with lottery jurisdictions worldwide over the past 35 years.

GTECH understands the need for comprehensive Customer Acceptance Testing (CAT) and has executed acceptance testing processes with lottery jurisdictions worldwide over the past 35 years. GTECH will provide the West Virginia Lottery with an opportunity to perform the testing itself or use a third-party test lab. The results of these tests will determine whether the Lottery accepts the Central Management System (CMS) based on the following guidelines:

- The Lottery will define the pass/fail criteria for each of the Acceptance Tests and test components. GTECH will present all new programs and changes to existing programs to the Lottery for testing prior to installation.
- GTECH will not install any software, including network applications and CMS applications, prior to receiving the Lottery's approval in writing. GTECH, as part of the CAT, will be responsible for the quality of the system and related software releases.
- GTECH understands that the Lottery's approval to implement the software based on CAT results does not diminish GTECH's responsibility for software quality.
- GTECH understands that CAT is a cooperative effort between the Lottery and any third-party suppliers. GTECH will work to accommodate other parties that have been awarded a place in the Lottery's overall solution.
- GTECH will ensure the availability of Quality Assurance (QA) resources to assist the Lottery in conducting and evaluating the Acceptance Testing.

GTECH further describes its plans to achieve the goals related to Acceptance Testing in the following responses to the RFP.

4.9
Acceptance Testing

4.9.1
Acceptance Requirements (Acceptance Testing)

4.9.1.1

Initial Acceptance of CMS: At the Vendor's sole cost, the CMS is to be tested and certified, at a minimum, by an independent test laboratory which the Lottery has selected to provide testing services associated with video lottery. The Vendor response provides an additional system, which is of the same architecture, but not necessarily the same size, at the independent testing laboratory for testing purposes. This system is intended to be used for acceptance testing of the new CMS, as well as system upgrades, and to conduct interoperability testing on VLTs designed to communicate with the CMS.

GTECH Response:

GTECH will provide two CAT environments, one of which will be designated for the independent testing laboratory.

Test system specifications were previously described in Section 4.1.1.16, and relevant information is repeated below.

Each test environment will be a logical representation of the Primary Data Center (PDC) environment, with an identical configuration that is fully capable of supporting all functional testing needs.

The proposed test environments will utilize a simplex configuration CMS consisting of each functional component of the production CMS server architecture, as well as the terminal equipment necessary to represent Casino and Limited Video Lottery (LVL) venues. The CMS and terminal equipment will support both the Slot Account System (SAS) and Game-to-System (G2S) VLT protocols.

Each proposed system will take advantage of server virtualization to improve efficiency, availability, and flexibility.

GTECH agrees to bear the costs associated with the initial independent test laboratory acceptance and certification testing, using the Lottery's selected testing laboratory.

4.9.1.2

The Lottery will conduct acceptance testing during the initial installation of the CMS.

GTECH Response:

GTECH has read, understands, and will work with the Lottery to successfully accomplish this requirement.



GTECH Advantage

GTECH has worked with various lotteries, commissions, gaming regulators, and third-party certification labs for CAT of its CMS and has completed this testing in a wide variety of ways. We are confident in our ability to work with the Lottery and any third-party test lab the Lottery selects to satisfy this important requirement.

4.9.1.3

The Lottery, or its designee, will conduct a series of acceptance tests, which the Vendor is to support. To support acceptance testing, the Vendor is intended to have the PDC computer hardware, communications hardware, software, as well as video lottery controllers, and test VLTs installed and operational at least sixty (60) days prior to the scheduled conversion date for the first VLT Venue to become operational. At that time, the BDC is also to be ready for testing. Acceptance testing completion and approval is to be achieved prior to initiation of the field machine installations.

GTECH Response:

GTECH will have the PDC and Backup Data Center (BDC) computer hardware and software, as well as necessary components, installed at least 60 days prior to the scheduled conversion date. As outlined in the Project Plan, provided as part of the response to Section 3.2.7, GTECH will work with the Lottery during the project's initial phase to schedule and support the installation and testing phases.

4.9.1.4

Acceptance testing will include processing through daily, weekly, and monthly tasks, failover to the BDC and file backup and restoration testing.

GTECH Response:

GTECH will work in partnership with the Lottery and any chosen third-party test lab to successfully accomplish this requirement. GTECH has worked with various lotteries, commissions, gaming regulators, and third-party certification labs while undergoing CAT of its CMS and has completed this testing in a wide range of ways.

The fully operational test system GTECH will provide in a configuration similar to the PDC will ensure that all system testing will be verified on hardware and software identical to the production systems. GTECH enters CAT of its CMS only after it has completed and passed several cycles of its own system test.

As a part of GTECH's global CAT experience, some common tests routinely performed during this period include, but are not limited to, daily operational (downloading, game switching, site creation, etc.) and supervisory tasks (event monitoring and VLT network overviews), weekly invoicing adjustment, proofing and processing, as well as monthly (or ad hoc) reporting. It also consists of rigorous failover testing to secondary or tertiary systems (as needed) and the validation of environments that have been backed up and restored from their primary systems.

4.9.1.5

Venue Acceptance: The Lottery takes a comprehensive approach to Casino Venue acceptance and retains the right to perform any acceptance test that it deems necessary at any Venue. The results of these tests will determine whether the Lottery approves the Venue to implement the CMS. The Lottery has the sole right to determine the pass or fail decision for each of the Venue acceptance and test components.

GTECH Response:

GTECH will work with the Lottery and any chosen third-party test lab to successfully accomplish this requirement, including but not limited to, load testing with terminal message traffic to verify that the system is properly processing transactions from the Venue.

GTECH understands that Venue acceptance is dependent on the successful outcome of CAT.

4.9.1.6

The Lottery's Venue acceptance test script includes, but is not limited to, the following:

- *Validate diverse points of entry into venue;*
- *Validate disparate backbone paths;*
- *Validate CMS IDF complete (cable racks);*
- *Monitoring systems installed and operational;*
- *All terminations clean and labeled;*
- *CMS racks installed, secured, and functioning;*
- *All wires neat using horizontal and vertical management;*
- *All cabling/terminations (certified);*
- *CMS communicating to primary site, BDC, and Venues;*
- *CMS communicating to VLT banks; and,*
- *CMS communicating to each VLT.*

GTECH Response:

GTECH will support Venue testing, including but not limited to, the acceptance test scripts listed above. If desired, GTECH, with its vast experience in this area, can assist in creating additional acceptance tests.

4.9.1.7

The Lottery takes a comprehensive approach to acceptance testing after conditional approval from the external testing lab for conversion of the CMS and for subsequent software releases. Lottery shall have the right to perform any acceptance test that it deems necessary.

GTECH Response:

GTECH has read, understands, and will work with the Lottery to successfully accomplish this requirement.

4.9.1.8

Acceptance testing at the Lottery test laboratory shall last through a complete monthly billing cycle after conditional approval. The results of these tests will determine whether the Lottery accepts the CMS. The Lottery has the sole right for determining the pass or fail decision for each of the acceptance tests and test components and will notify the independent testing lab to issue final certification.

GTECH Response:

GTECH has read and understands the Lottery's need to perform a complete monthly billing cycle during CAT. GTECH routinely tests the billing cycles through its own internal system tests before handoff to the Lottery's CAT. GTECH also understands that the Lottery has the sole right to determine whether it accepts the CMS and will work in co-operation with the Lottery and the Lottery's chosen third-party test lab throughout the monthly billing cycle test to ensure acceptance is achieved.

4.9.1.9

The Lottery requires that acceptance testing be a cooperative effort between the Vendor and the Lottery. The Vendor response describes how the on-site test system is available to the Lottery and that operational resources are available to assist the Lottery in conducting and evaluating the acceptance testing.

GTECH Response:

Upon successfully completing internal testing, the GTECH Project Team, independent test lab, and assigned Lottery personnel will begin CAT. In preparation for this testing, GTECH will hold a training session, if necessary, for the Lottery staff on any impacts to the new CMS, ensuring the Lottery is adequately prepared to test the system. The GTECH project team, inclusive of QA resources, will also be on site just prior to and during CAT to support the Lottery with its CAT. GTECH will also have remote personnel available as needed.

4.9.1.10

During acceptance testing the Vendor is to provide on-site personnel capable of modifying the support systems and the CMS. The on-site personnel are to be assigned to the Lottery on a full-time basis during acceptance testing and be experienced with the specific hardware and software that is being tested.

GTECH Response:

GTECH will have an experienced team on-site during the CAT phase of the project. This team will provide support for all activities throughout the duration of CAT.

4.9.1.11

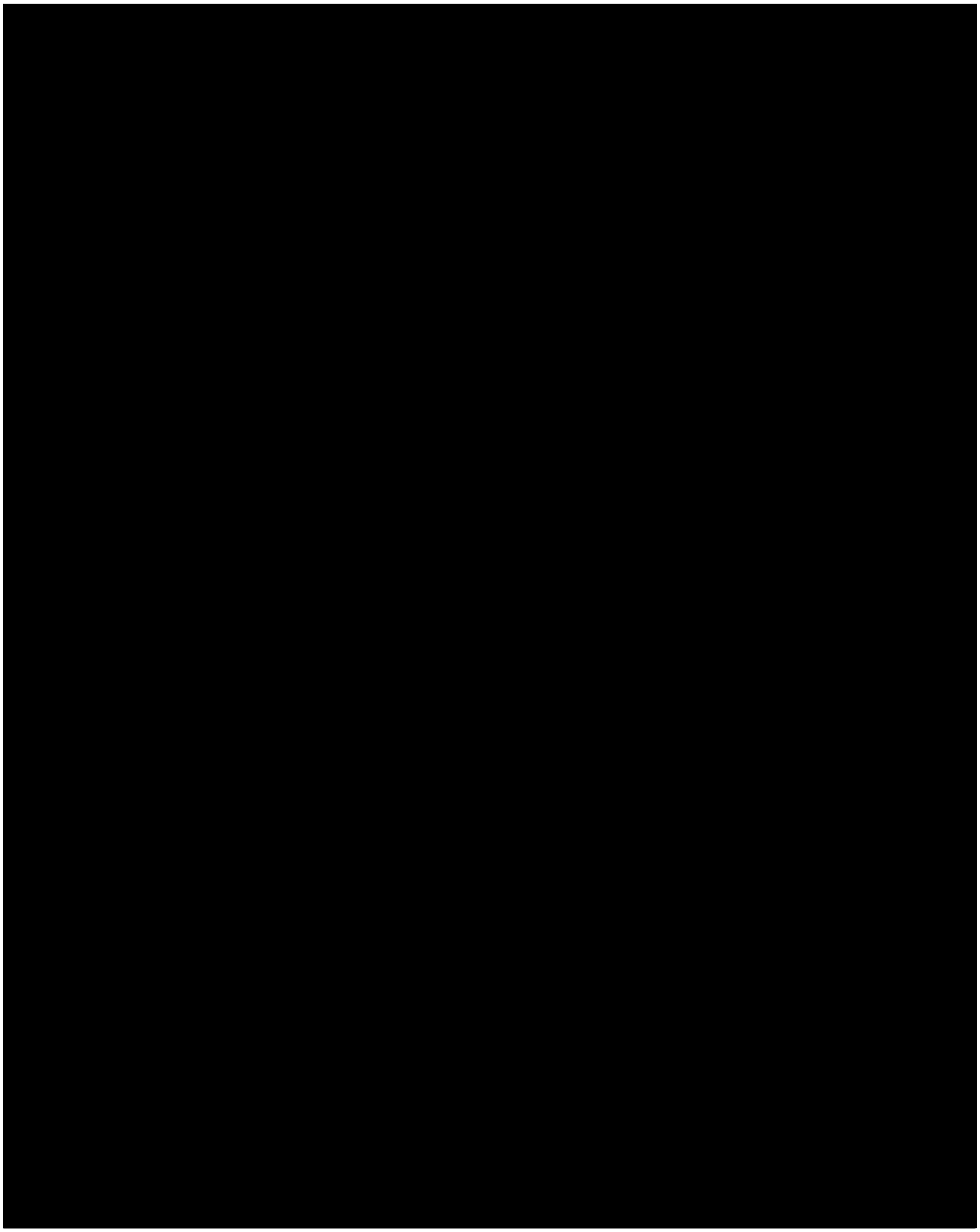
Performance Criteria: The Vendor response ensures that all CMS support, including any network, software, hardware, meets documented specifications and standards and is required to pass performance testing criteria and be approved by the Lottery in order to be in compliance with the Contract.

GTECH Response:

To ensure optimal performance, production specification systems will be subjected to a series of performance tests during the project implementation. GTECH will utilize the performance criteria defined by the Lottery to assure that the delivered solution meets or surpasses all performance requirements and is approved by the Lottery to be in compliance with the Contract.

Confidential information begins here.





Confidential information ends here.

4.9.1.12

Major central system tasks to be completed during the Lottery's acceptance testing of new CMS include, but are not limited to:

- *Install machines at a Venue;*
- *Machine moves;*
- *Machine software changes;*
- *Enable and disable a machine;*
- *Enable and disable of section of track or Venue;*
- *Enable and disable of Venue;*
- *Enable and disable of all machines on system;*
- *Enabling and disabling of VLTs based on full floor, zone, bank or individual VLT;*
- *Global disable of a game;*
- *Global disable of software;*
- *Global disable of binary files;*
- *Setup of software for games;*
- *Setup of software for site controllers;*
- *Downloading of software to site controllers;*
- *Setup of Venue start to finish;*
- *Make accounting adjustments;*
- *Make adjustments for billing (debit and credits) on invoices;*
- *Merging of files to create a binary image for software;*
- *Test format of EFT flat file;*
- *Verify TITO accuracy;*
- *Verify CMS and VLT general functionality and response time;*
- *Verify all CMS reporting and accounting is accurate and complete;*
- *Real-time polling of full set of VLT meters;*
- *Validating of full set of VLT meters;*
- *Perform validations and balancing accounting reports;*
- *Perform validations and balancing performance reports;*
- *Perform transaction look-ups;*
- *Test of distribution and response of monthly invoice;*
- *Validate and balance the results of a coin test during installation;*
- *Balance cash activity to machine financial data;*

- *Verify exporting of reports - all formats;*
- *Printing and validation of all security reports;*
- *Verify asset tracking software;*
- *Verify system venue circuit failover;*
- *Verify CMS failover;*
- *Verify Venue failure/site controller failure and data recovery when back online;*
- *Check for proper CMS response to thresholds by forcing the CMS to reach its failure levels (transactions, meters, etc.);*
- *Force VLT failures to verify proper system notification (including create print jams, disconnect power and communication cables, door opens, etc.);*
- *Force primary and backup system failures to verify proper CMS recovery (disconnect power and communication cables, improper CMS operation, etc.); and,*
- *Force VLT, network, and system failures by volume testing system performance in transaction rate and capacity.*

GTECH Response:

GTECH has read and understands that CAT will include, but not be limited to, the tests of major tasks of the CMS listed in the RFP.

ATTACHMENT B

Mandatory Specification Checklist

GTECH Meets and Exceeds All of the West Virginia Lottery's Mandatory Requirements

GTECH has completed the largest number of successful video lottery Central Management System (CMS) conversions in the gaming industry. The Lottery can be confident that GTECH has field-tested experts who will ensure that potential risks associated with a system conversion are minimal.

Attachment B

Mandatory Specifications Checklist
Section 4, 5
Mandatory Requirements

5.1

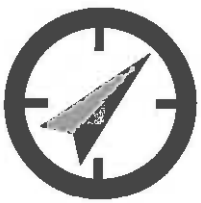
*The Vendor **MUST** have experience in the North American state regulated market with the installation, including conversion, of multiple video gaming networks in the past five years.*

GTECH Response:

We have more CMSs deployed than all other CMS suppliers combined. This requires an understanding of state-, province-, and country-specific regulations to ensure compliance.

GTECH understands the complexity associated with the implementation and ongoing support required for a gaming program as contemplated by the West Virginia Lottery. Many factors contribute to the overall success of this type of program. As the Lottery recognizes, one of the key success factors is the ability to monitor and control the program through an industry-proven Central Management System (CMS) provided by a company with the knowledge and experience to ensure success.

GTECH converted Quebec's Scientific Games Aegis platform to the GTECH INTELLIGEN™ solution and has the unique advantage of a previous history of converting the same platform utilized currently by the Lottery.



GTECH Differentiator

The Lottery will be positioned to benefit from GTECH's past experience and development efforts to assure a seamless conversion of data utilizing a trusted and proven process.

GTECH is a world leader in the development and deployment of the CMS solution. The following figure represents the extensive experience GTECH has with CMS implementation and support across all lines of the lottery industry throughout North America.

Figure 4, 5 – 1:
GTECH CMS Experience in North America

Jurisdiction	GTECH Contract Award Date	Implementation Type	Protocol
Pennsylvania Department of Revenue	2014	Venue-based	SAS
Rhode Island Lottery	2012	Venue-based	SAS
Western Canada Lottery Corporation (Saskatchewan)	2012	Distributed Wide Area	G2S
Alberta Gaming and Liquor Commission	2011	Distributed Wide Area	G2S
Atlantic Lottery Corporation	2011	Distributed Wide Area	G2S
Oregon State Lottery	2011	Distributed Wide Area	G2S
Manitoba Liquor & Lotteries	2011	Distributed Wide Area	G2S
Société des établissement de Jeux du Quebec	2010	Distributed Wide Area	G2S
Maryland State Lottery	2010	Venue-based	SAS
Kansas Lottery	2009	Venue-based	SAS
Louisiana State Police	2005	Venue-based	SAS

5.2

*The Vendor's Project Manager **MUST** have been involved in prior video gaming network conversions. In addition, that Project Manager **MUST** be assigned to the project through the final conversion process with significant on-site presence during major phases of the project.*

GTECH Response:

GTECH understands the need for a highly competent, certified Project Manager (PM) in this critical role. The PM assigned to this project, John Goncalves, is a Project Management Institute (PMI)-certified Senior PM who has successfully worked on multiple network conversions for GTECH. John will oversee the GTECH resources and the fulfillment of management activities and have a significant presence on site in West Virginia during major phases of the project. Project Management is a role which remains on the conversion project through its lifecycle and to the successful transition to the Services team upon project completion.

5.3

*The Vendor **MUST** propose alternatives to dial-up communications at the LVL locations. The Lottery believes that multiple technologies, including but not limited to limited dial-up, VSAT and cellular, will be required due to the locations of current LVL machines.*

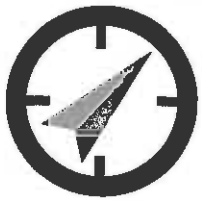
GTECH Response:

GTECH's communications systems support all industry-proven technologies available today, and we are always testing new technologies for the future. GTECH proposes using a combination of Multi-Protocol Label Switching (MPLS), Very Small Aperture Terminal (VSAT), and cellular technologies based on individual locations. As not all communications methods are available at all locations, having a suite of technologies permits the Lottery to have the best option available to connect a venue to the CMS, allowing for the greatest redundancy and diversity possible through the entire backbone to the Primary Data Center (PDC) and Backup Data Center (BDC) locations.

5.4

*The Vendor **MUST** support advanced communication protocols, at no additional cost to the Lottery, including G2S when the Lottery believes it is appropriate to start migration away from SAS. The Vendor does not have to support ICIS.*

GTECH Response:



GTECH Differentiator

The GTECH INTELLIGEN CMS supports G2S and SAS protocols. A Venue can have a mixture of G2S and SAS machines and be assured of dual protocol support.

While certain functions may be protocol-specific, or certain value-added features may be available only for a given protocol, the key functionalities, including venue management and monitoring, events, and financials storing and reporting, are implemented and provided to end users in a protocol-agnostic fashion. This includes the relevant database tables, Graphic User Interface (GUI) screens as well as on-demand and Advanced Business Intelligence (ABI) reports.

Our Site Controller functions in the same way; it supports both Game-to-System (G2S) and Slot Account System (SAS) protocols without any modifications to the software. These two protocols are controlled by the system configuration.

5.5

*Vendor **SHALL** schedule meetings relating to the Project Plan at dates and times approved by the Lottery upon Contract Award.*

GTECH Response:

GTECH has read, understands, and will comply with this requirement.

5.6

*Hardware and Software: The components of all hardware and software **MUST** be new and unused. Hardware and software **MUST** be compliant with current electronic technology standards (such as IEEE and ANSI) and be of then-current manufacturer model equivalent or better equipment in the event a proposed device is phased out or replaced.*

GTECH Response:

All infrastructure provided with the GTECH INTELLIGEN CMS will be new and unused. The equipment will comply with current electronic technology manufacturing frameworks and be of current manufacture by the supplier at the time of purchase.

GTECH utilizes an ongoing review process to assure that the technology used for each delivery or infrastructure update is current and not at risk of reaching end-of-life in the immediate future. The technology stack and related patch levels are reviewed regularly to assure that each component remains serviceable for the life of the contract.

Upon notification that a component must be upgraded or replaced in order to maintain service support, GTECH will alert the Lottery of the issue and propose a strategy and timeline for a compatible upgrade or replacement.

5.7

*All CMS hardware and software **MUST** be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.*

GTECH Response:

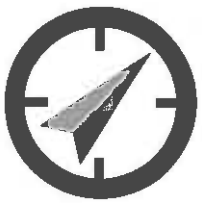
GTECH will license the delivered hardware infrastructure to the Lottery as required. GTECH's licensing agreements with our vendors prohibits the ability to assign licensed software to the lotteries we contract with and invalidates the ability for GTECH to support and maintain the software for the Lottery. During the requirements phase of the project, GTECH will work with the Lottery to assure that benefits achieved by the Lottery's ownership of the licenses are still met under GTECH ownership. GTECH will install, support, and maintain the hardware and software licenses as required for each deliverable in the solution.

5.8

*If a Vendor proposes the use of technologically-equivalent equipment in lieu of either controllers or modems, or both controllers and modems, the Vendor **MUST** provide live site demonstration of this equipment solution as it is actually installed in another jurisdiction or business application.*

GTECH Response:

GTECH does not propose an alternative to Site Controllers as the means for managing Video Lottery Terminals (VLTs). GTECH's i-LINK and Multiple Terminal Site Controllers (MTSCs) provide localized functionality that will assure that VLTs remain playable, while providing additional functionality for localized VLT monitoring and report generation. GTECH's Site Controllers allow for the local servicing of transactions should the Wide Area Network (WAN) become temporarily unavailable. In addition, Site Controllers are equipped with localized VLT management functionality that would not otherwise be available to the retail location. For locations with G2S VLTs, the GTECH Site Controller acts as a G2S host, as well as a staging area for downloadable games.



GTECH Differentiator

GTECH's network solution will utilize a higher bandwidth alternative to a low volume modem. The network solution will allow the Lottery and retailers to communicate with a more robust technology, while accommodating the greater bandwidth requirements of G2S and game downloading. GTECH agrees to provide a live-site demonstration of the proposed network equipment as a part of the evaluation process in a timeframe to be determined by the Lottery.

5.9

*Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software **MUST** also pass user acceptance testing by the Lottery, and be approved by the Lottery.*

GTECH Response:

GTECH has read, understands, and will comply with this requirement.

5.10

*Vendor **MUST** also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.*

GTECH Response:

The GTECH INTELLIGEN CMS is capable of providing progressive jackpot functionality to multiple manufacturers' VLTs compatible with the approved protocols in an online, wide-area environment. INTELLIGEN supports simple driven SAS progressives as well as mystery and stand-alone progressives for the G2S protocol.

GTECH has delivered a multi-level, wide-area, linked progressive jackpot in Italy which has been creating excitement at VLT Venues across the country since June 2010 with payouts as high as €500,000 ($621,450 USD). As of November 2014, the jackpot solution has been installed in Italy on 10 separate VLT networks, each with its own INTELLIGEN CMS. The progressive is currently being offered on more than 19,000 VLTs, including two of the largest VLT lotteries in Italy: Lottomatica and GameNet. The Lottomatica network currently includes close to 800 Venues with a total of more than 7,500 VLTs, and the GameNet network includes more than 600 Venues with more than 3,400 VLTs. The jackpot celebration ties in seamlessly with the base games, driven by multiple progressive levels that encompass both wide area and local groupings. This solution provides the flexibility of adjusting the frequency and award amounts for regional and local play levels, while maintaining a branded progressive product across the entire jurisdiction.



GTECH Advantage

GTECH is building upon the success of our initial mystery progressive and will be releasing the next generation Multi-player Mystery Jackpot (MMJ) application for Go Live in the distributed Video Lottery market in 2016.

MMJ is designed to increase revenues by attracting additional play by enhancing the player experience and offering the possibility of a life-changing jackpot and the excitement of awarding many local jackpots. The jackpot system is configurable to suit a variety of market and regulatory requirements. It utilizes the Player User Interface (PUI) making it vendor-agnostic and providing a game-like jackpot experience that blends seamlessly with any supported base game.

MMJ is an optional INTELLIGEN feature that is an evolution of the standard progressive solution, based on a centralized jackpot engine that controls all of the jackpot parameters. The jackpot engine can be configured for multiple levels and allows customers to create shared jackpots across the entire jurisdiction, within a group of Venues, or within a single Venue all at the same time. Leveraging the security and redundancy of the INTELLIGEN CMS, MMJ can provide Lottery operators peace of mind operating jackpots across an entire jurisdiction. The i-LINK Site Controller at each Venue stores and forwards all wagers and messages to ensure the integrity of the progressive even if system communications are interrupted.

MMJ can be deployed with GTECHs' first optional PUI-based progressive video lottery-based game, Vault Breaker, which provides a seamless game overlay that operates in conjunction with the base video lottery game with a jackpot communication pop-up designed to increase players' anticipation throughout their game play. A fraction of their wagers made on any base game supporting the progressive funds the jackpots automatically. MMJ will utilize the VLT main screen and top glass during an award, creating an enhanced player celebration experience.

MMJ offers a consistent player experience as the game theme operates in the PUI across all VLTs, helping to build jackpot brand equity throughout the network. It may be deployed across all VLTs independent of manufacturer, as long as the manufacturers support the Gaming Standards Association's (GSA's) PUI standard, HTML5 content, and use the G2S protocol. Additionally, the top screen of the VLT is used for branding the progressive, including displaying the progressive meter values. To add impact within the Venue, an overhead Liquid Crystal Display (LCD) can be connected to an i-LINK Site Controller to display current jackpot values and award celebrations within a Venue.

MMJ will be commercially available in several Canadian jurisdictions in 2016.

5.11

*Conversion Testing (Data Transfer/Conversion): The Vendor **MUST** import certain active data from the current CMS for use in the new system. This data may be exported from the current system in the form of a report, by file transfer, or other appropriate format. All data **MUST** be audited, reviewed, and approved by the Lottery prior to being imported and after importation.*

GTECH Response:

GTECH utilizes a standardized test methodology for validating data converted from our customer's legacy systems to the INTELLIGEN CMS. GTECH's standard approach to conversion is to identify the required data to convert and create routines to export that data from the legacy system, transform it to accommodate the data schema of the INTELLIGEN system, and then load the data to the INTELLIGEN database. The testing process will include an initial analysis phase to assure that data of each type is exported properly. Once analyzed, the data will be transformed and loaded to INTELLIGEN, where it will again be validated. Initial tests will utilize small sets of test data to validate the conversion process on a reduced scale, followed by a full-scale test of production data. Conversion results will be validated initially by summarized data provided by the scripts upon both the export and load phases, and then again by running equivalent reports on both the legacy and INTELLIGEN systems.

5.12

*The Lottery requires a rolling conversion, or phase-in, of the new CMS. Under this approach, the VLTs at the casinos and LVL Venues **MUST** be converted to operate under the new CMS on a group at-a-time basis with minimal downtime and no loss of revenue. The Lottery will be operating two CMS systems during this time period with converted Venues operating under the new CMS which is the objective of this RFP and those awaiting conversion operating under the existing CMS.*

GTECH Response:

Confidential information begins here.

GTECH has significant global and domestic experience in the conversion of both video lottery and traditional lottery systems. In fact, we have converted or implemented eight video systems in the past five years, one of which was converted from an AEGIS system to the INTELLIGEN system. (Please see Section 4, 4.7, Conversion, for a complete description of GTECH's extensive conversion experience.)

GTECH will leverage this experience in large-scale system conversions to ensure that the plan facilitates a seamless transition from the old CMS to INTELLIGEN.

The focal point of the conversion process will be to keep the transition to the new equipment transparent to the gaming venues and their patrons. GTECH will develop the necessary rolling conversion strategy in which retailer and VLT data will be converted as each entity is moved from the legacy system to the INTELLIGEN system. GTECH will ensure the information is migrated over to the new CMS, with no down time for the venues. Additional details regarding the conversion strategy may be found in the **Conversion Plan** Exhibit, located behind the Exhibits tab.

Confidential information ends here.

5.13

*Historical Data: The Vendor **MUST** convert at least 18 months of pre-existing data so that the Lottery will see a continuity of data in reports from before, during, and after the startup. The Vendor will develop a conversion process for historical data subject to the approval of the Lottery. Vendor's response **MUST** contain a description of this process detailing how and where this data will be stored and how it will be retrieved.*

GTECH Response:

GTECH has more experience in the conversion of data for existing and new clients than any other lottery services provider.

GTECH's expertise and experience in converting a variety of legacy solutions, including the Lottery's current Aegis platform, will assure a smooth transition to the INTELLIGEN solution as well as accurate data continuity for the required 18-months of data retention.

Confidential information begins here.

A set of conversion scripts will be created to ETL the desired legacy data to the INTELLIGEN CMS. Data will be migrated to the Enterprise Series Transaction Engine (ESTE) transaction processing database, where it will then be migrated to the ABI Warehouse Reporting solution utilizing the same ETL mechanism that is used when the system is live. Data passing through the ESTE will not be purged until all data has reached the ABI database and has been validated. In this way, each database in the INTELLIGEN solution will contain the desired data with the desired retention periods that will be used when the system is live.

As the Lottery desires a rolling conversion of retailers, the historical data will be converted on a retailer-by-retailer basis for LVL locations and on a VLT-by-VLT basis for RVL locations. The conversions will occur as each location or VLT is moved to the new system. This will eliminate the need for repeatedly converting the same data for locations that remain on the legacy system for an extended period of time. Once a retailer or VLT has been converted, a series of reports will be run to validate that data matches between the legacy and INTELLIGEN systems.

Additional information on the conversion process may be found in Section 4, 4.7, Conversion, as well as in the **Conversion Plan** Exhibit, located behind the Exhibits tab.

During the requirements phase of the project, GTECH will work with the Lottery to assure that all expectations are met for the conversion of legacy data to INTELLIGEN.

Confidential information ends here.

5.14

*VLTs and servers **MUST** communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia. At a minimum, the CMS is to meet GSA and SAS 6.02 Protocol Requirements.*

GTECH Response:

The INTELLIGEN CMS supports a variety of VLT protocols, including those defined by the GSA and SAS version 6.02. A portion of the response that follows contains information from similar requirement responses within this RFP.

The INTELLIGEN CMS is capable of monitoring and tracking required events as defined by the G2S protocol. GTECH regularly works with the GSA to incorporate new functionality into the protocol. GTECH is an industry leader in the support of the GSA G2S protocol. Through working with our clients, we have recognized that G2S, in its current state, does not always meet the needs of a given jurisdiction. We have worked with our customers to develop extensions to the G2S protocol that will address gaps within G2S, specifically to address lower-bandwidth environments and legislative requirements. Many of these extensions have been submitted by GTECH to the GSA for inclusion into the G2S standard.



GTECH Differentiator

GTECH is a Platinum member of GSA and currently holds a seat on the board. In addition, we also have representatives on the G2S, S2S, GDS, and Transport committees.



GTECH Differentiator

GTECH has contracted 21 G2S-ready implementations with 17 currently deployed and four in various stages of deployment. Our implementation in Italy was the world's first implementation of G2S in a distributed gaming market.

The INTELLIGEN CMS supports SAS versions 5.10 and higher. Earlier versions may be accommodated where required and mutually agreed-upon. The INTELLIGEN CSM is capable of polling the VLTs for events, assigning an accurate timestamp to events, and transmitting and storing them in the host database. The INTELLIGEN CMS generates event reports, by event(s), by terminal(s), by location(s), by time and date range, or any combination thereof. The SAS event will either be stored at the local Site Controller to be sent to the INTELLIGEN CMS in a batch, or forwarded, based on the priority and configuration parameters applied. The SAS protocol has reached end-of-life and is not expected to be modified beyond version 6.02; however, GTECH will accommodate any unanticipated updates in order to assure future compliance.

Although the requirements of this RFP do not specify conditions in which S2S support will apply, such as a compatible third-party system or interface, the GTECH INTELLIGEN solution is capable of supporting the protocol. S2S support will require additional infrastructure to manage the service. Should the Lottery define the need for functionality requiring S2S support, the INTELLIGEN CMS may be amended to support it.

The GTECH INTELLIGEN solution will support additional protocols as approved by the Lottery. During the requirements phase of the project, or at any time during the life of the contract, GTECH can accommodate additional protocol requirements as the needs of the Lottery grow.

5.15

*The CMS **MUST** be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.*

GTECH Response:

The GTECH INTELLIGEN CMS is capable of accepting and processing machine- and game-level financial (dollars and cents) adjustments as well as game-count adjustments, both at the VLT level. The system can also accept and process venue-level adjustments.

Financial adjustments will carry through relevant GUI screens and reports. Moreover, selected GUI screens and reports allow end users to view financials with or without adjustments. Financial adjustments are included in invoice processing and calculations.

The system supports various methods of posting and accepting or rejecting adjustments. The methods include the single GUI screen as well as batch-file processing. Both options allow for providing reasons for adjustments.

The adjustment functions can be limited based on user-group security rights.

Attachment B

Mandatory Specifications Checklist

Section 4, 6

Mandatory Deliverables

6.1
Project Deliverables

*The Vendor **MUST** comply with all requirements in this section related to report formats, timeframes and delivery. Each subsection **MUST** be addressed in the Vendor Response:*

6.1.1

Deliverable Submission and Acceptance Process: *For each written deliverable, draft and final, the Vendor **MUST** submit to the Lottery Project Manager one hard copy and one electronic copy.*

GTECH Response:

The GTECH Project Manager (PM) will submit one hard copy and one electronic copy of each written deliverable to the Lottery's PM and work hand-in-hand with this individual to ensure that all deliverables meet the Lottery's requirements.

6.1.2

Final Deliverable Drafts: *Drafts of all final deliverables are required at least two weeks in advance of all final deliverable due dates. Written deliverables defined as draft documents* ***MUST*** *demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors but* ***MUST:***

- *Be presented in a format appropriate for the subject matter and depth of discussion;*
- *Be organized in a manner that presents a logical flow of the deliverable's content;*
- *Represent factual information reasonably expected to have been known at the time of submittal;*
- *Present information that is relevant to the section of the deliverable being discussed;*
- *Represent a significant level of completeness towards the associated final written deliverable that supports a concise final deliverable acceptance process.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements, delivering all final drafts as early as possible and in as complete a form as is feasible.

6.1.3

Format of Final Deliverable: *Upon completion of a deliverable, the Vendor* ***MUST*** *document each deliverable in final form to the Lottery Project Manager for acceptance and memorialize such delivery in a receipt of deliverable form to be provided by the Lottery. The Lottery Project Manager* ***MUST*** *countersign the receipt of deliverable form indicating receipt of the contents described therein.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements, following a consistent and concise but complete format.

6.1.4

Acceptance Testing: *Upon receipt of a final deliverable, the Lottery Project Manager **MUST** commence acceptance testing or review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the Project Manager **MUST** issue to the Vendor notice of acceptance or rejection of the deliverables in a certified acceptance of deliverable form. In the event of rejection, the Vendor **MUST** correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the Lottery Project Manager who has specifically issued in writing a waiver for conditional continuance of project tasks. Once the Lottery's issues have been resolved and accepted by the Lottery Project Manager, the Vendor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

GTECH will also assist with this requirement as needed. GTECH supports a mutually agreed-upon customer acceptance test (CAT) period during which its development and operations support personnel will work together with the Lottery to complete testing.

During the CAT phases, GTECH will provide resources to address any issues that may arise out of these efforts. Post implementation, a Development Technical Lead will be assigned to coordinate all issues and activities related to the software. In addition, a Quality Assurance (QA) Analyst will coordinate efforts in conjunction with the Development Technical Lead assigned to the account.

6.1.5

Final Written Deliverables: *When presented for acceptance, a written deliverable defined as a final document **MUST** satisfy the scope and requirements of the RFP for that deliverable. Final written deliverables **MUST** not contain structural errors such as poor grammar, misspellings, or incorrect punctuation and **MUST**:*

- *Be presented in a format appropriate for the subject matter and depth of discussion;*
- *Be organized in a manner that presents a logical flow of the deliverable's content;*
- *Represent factual information reasonably expected to have been known at the time of submittal; and,*
- *Present information that is relevant to the section of the deliverable being discussed.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

6.2
Manuals

*The Vendor **MUST** provide manuals and schematics as discussed in this section, including timeframes for delivery. Each subsection **MUST** be addressed in the Vendor Response:*

6.2.1

***Electronic Documents:** The Vendor **MUST** provide, electronically to the extent possible, all associated operation manuals, service manuals, and relevant schematic diagrams, such as network circuit diagrams. Any customization of third party software **MUST** be documented. Operation manuals and service manuals **MUST** be expressed in terms that are directly relevant to the approved and installed CMS and searchable electronically.*

GTECH Response:

It is part of GTECH's strategy to provide most of the documentation in electronic form. To the extent possible, GTECH will provide the aforementioned materials in electronic form. This will include any third-party software that may need to be customized.

6.2.2

***Service Manuals:** All service manuals **MUST** accurately depict the CMS which the manual is intended to cover.*

GTECH Response:

All GTECH INTELLIGEN™ user manuals will accurately depict the CMS being deployed. User manuals will be developed throughout the project to reflect Lottery-specific requirements and customizations. Deliverable dates will be mutually agreed-upon on a per document basis during the requirements phase of the project, but are generally assumed to be available prior to Go Live.

6.2.3

Circuit Schematics: *All circuit schematic diagrams* ***MUST:***

6.2.3.1

Accurately depict the PDC and BDC communications network(s) and wiring at each Venue (when such diagram becomes available);

GTECH Response:

GTECH will provide circuit diagrams that are developed specifically for the equipment utilized by the Lottery and related Venues. Diagrams will accurately depict the PDC, BDC, and Test communications networks, as well as the wiring at each Venue. System diagrams will be available upon the completion of the requirements phase of the project. Diagrams for Venues will be developed as the Venue information becomes available.

6.2.3.2

Provide adequate detail with clear wording and visual images so that qualified technical staff may perform an evaluation on the design of the component; and,

GTECH Response:

GTECH will provide circuit diagrams that follow industry-standard formatting conventions. Diagrams will be complete with adequate detail, clear wording, and visual images to ensure ease of comprehension.

6.2.3.3

Be professionally drafted and kept up-to-date at all times.

GTECH Response:

GTECH will provide circuit diagrams that are professionally drafted and revised as changes occur throughout the life of the contract.

6.2.3.4

*Updates **MUST** be submitted simultaneously with any testing submission.*

GTECH Response:

GTECH will submit circuit diagram updates as changes occur. In each case, GTECH will deliver the updated diagrams prior to testing modifications.

6.2.4

***Preliminary Documents:** All preliminary documents **MUST** be delivered within thirty days of contract execution and Notice to Proceed so that the Lottery and Vendor may collaborate during the business analysis phase to ensure that the CMS is developed with a mutual understanding of the Lottery's business processes and practices.*

GTECH Response:

Baseline System Operability documentation will be delivered within 30 days of contract execution and Notice to Proceed. At this time, GTECH will also be ready to commence the business analysis phase of the delivery.

By signing and dating this attachment, GTECH acknowledges that it meets or exceeds each of these specifications as outlined in 4.5 of Section Four: Project Specifications.

Authorized Signature: Joseph S. Gendron

Joseph S. Gendron, Senior Vice President, United States

Date: 2/26/15

Attachment C

Cost Sheet

Please refer to the separately sealed Cost Proposal.

Section 4, 7

Oral Presentations

7
Oral Presentations (Agency Option)

*The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. The Vendor is encouraged to present any information, in writing, that supports their proposal and this information **MUST** be cross referenced back to specific sections in its RFP response.*

GTECH Response:

GTECH has read, understands, and will comply with the above requirements.

7.1

Subsequent to review of the technical portion of the RFP, questions will be generated relative to each bidder and a consolidated list will be generated and sent to all bidders with oral presentations scheduled as applicable.

GTECH Response:

GTECH has read and understands the above requirements.

Exhibits

ABI Report Catalog

Baseline ABI DB Schema

Conversion Plan

DGM Database Operations Guide

ESTE Force Host Takeover

Failover BDC to PDC

Failover PDC to BDC

GTECH Financial Statements

GTECH Hotline Escalation Process

GTECH Officers & Directors

Key Personnel Resumes and Certifications/Degrees

On-Demand Report Catalog

PKI Server Clustering – PKI – PDC Takeovers

Project Gantt Chart

Recommended Workstation Specifications

Software Development Lifecycle Guidelines

Software Inventory List

Video Systems Architecture

West Virginia CMS Technology Team Organizational Structure

Exhibit

ABI Report Catalog

Confidential Information

TECHNOLOGY TRAINING & SUPPORT SERVICES

INTELLIGEN ABI
Report Catalog
Verision 1.4

INTELLIGEN 3.3 & 3.4
September, 2014

GTECH S.p.A.
10 Memorial Boulevard
Providence, Rhode Island 02903

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GTECH

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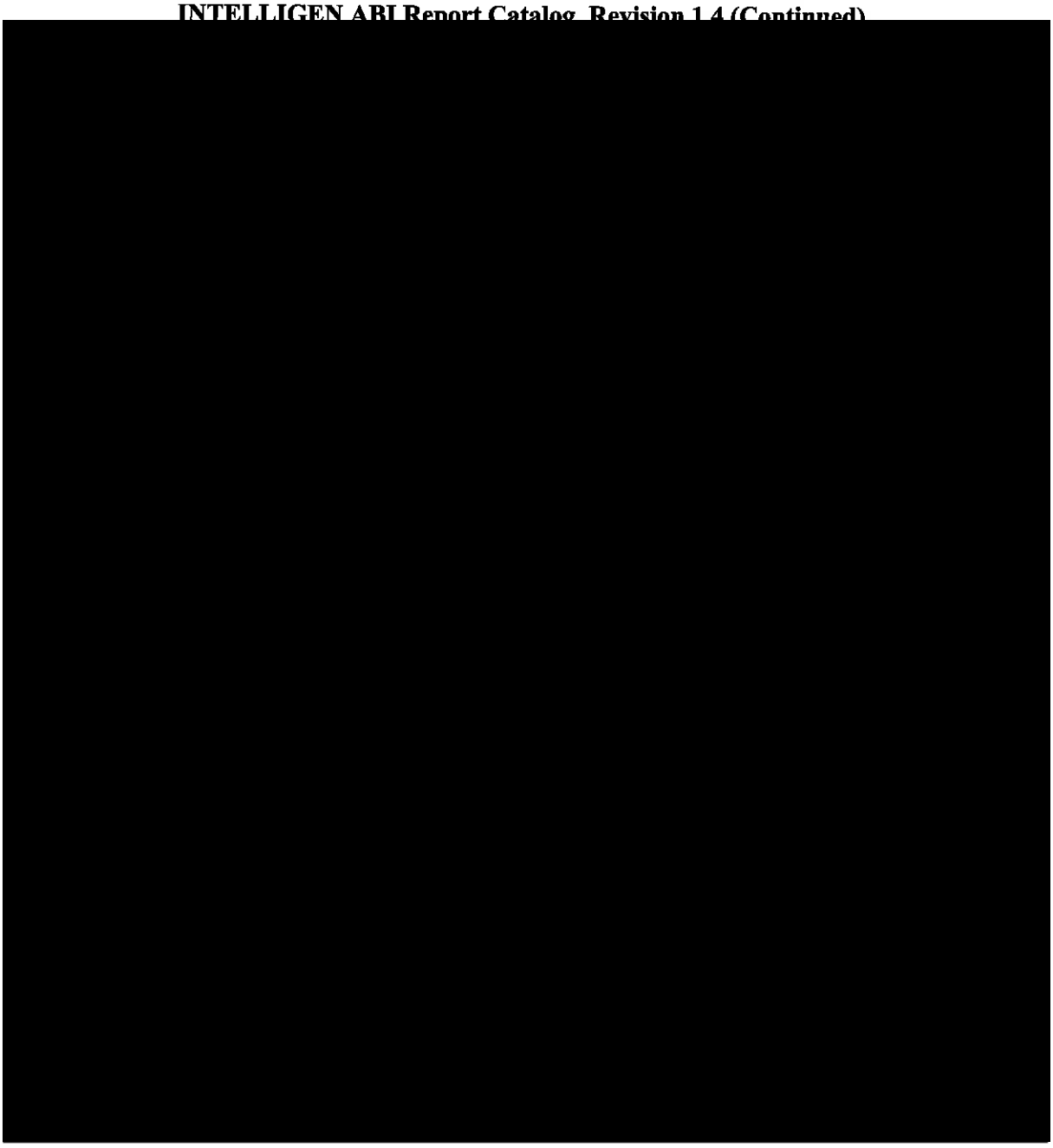


Revision History

[redacted]

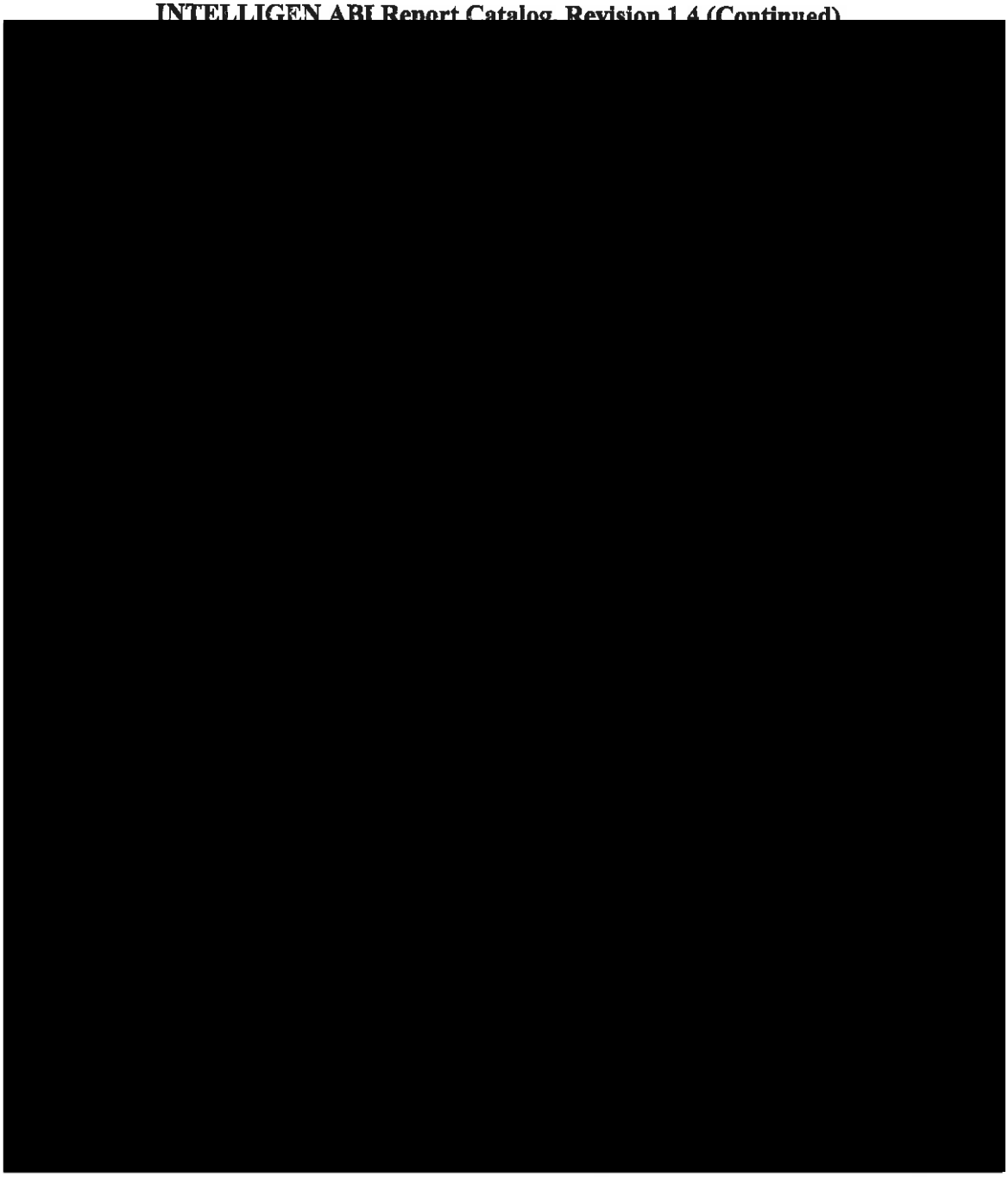
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INTELLIGEN ABI Report Catalog, Revision 1.4 (Continued)



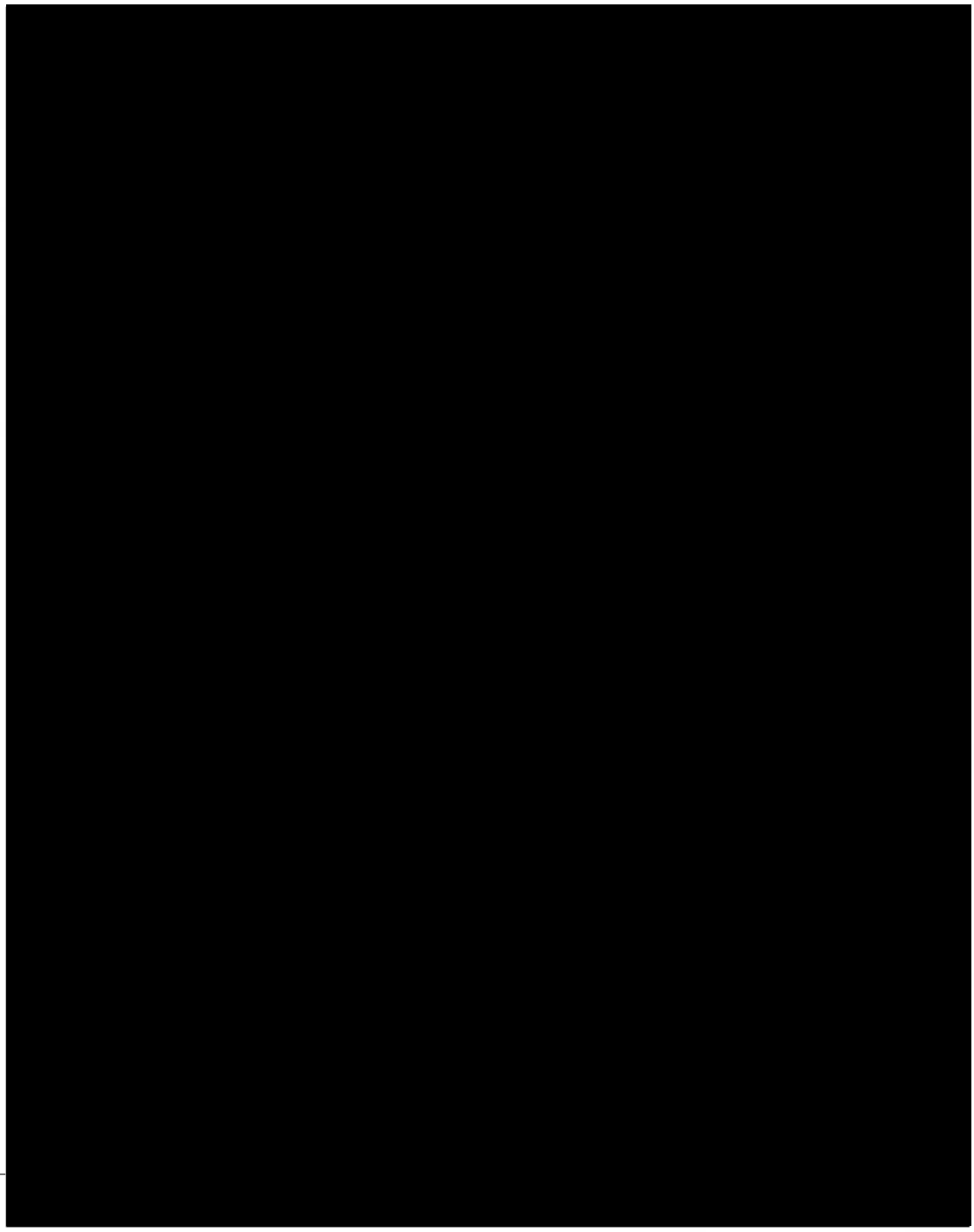
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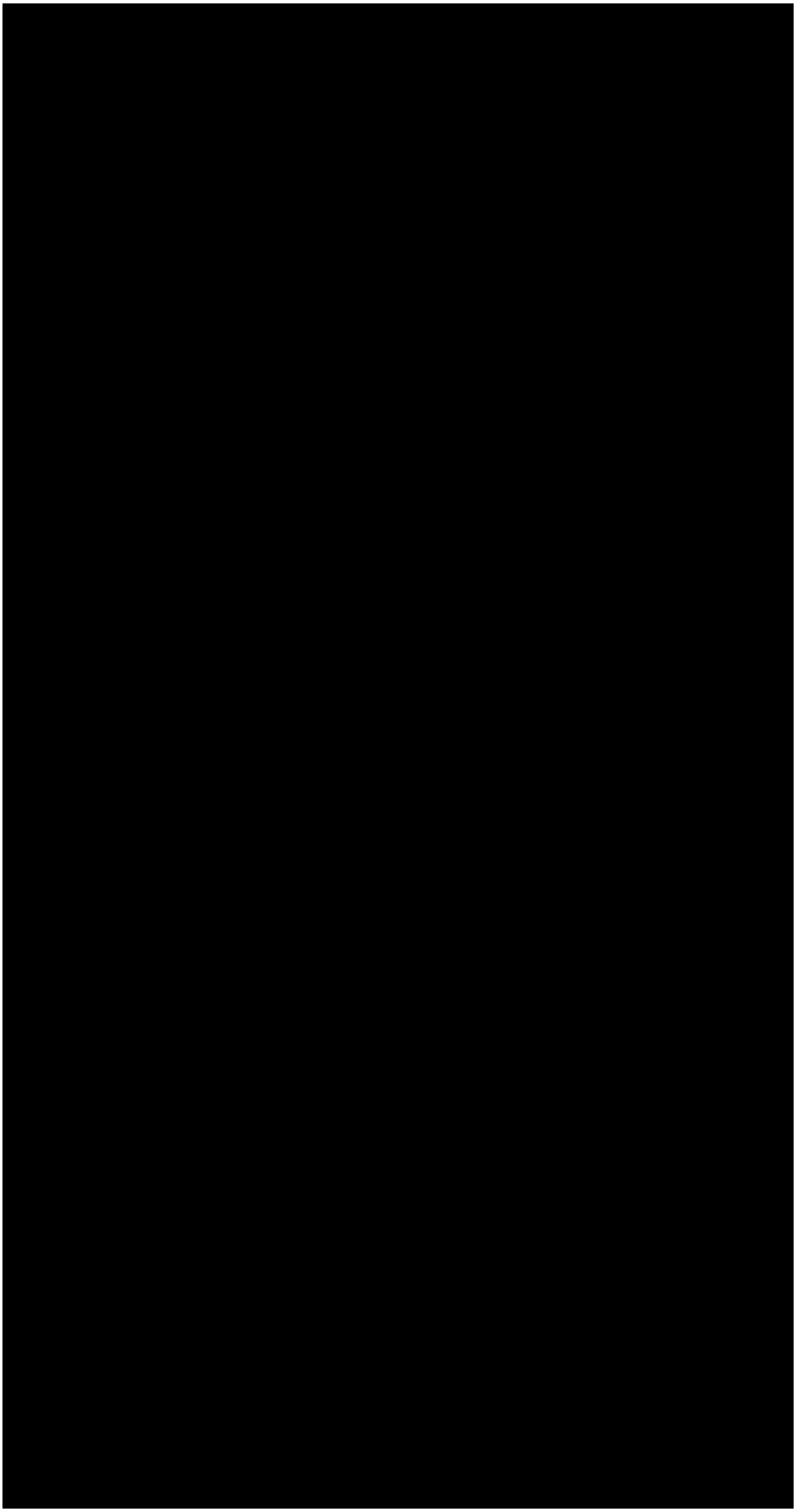
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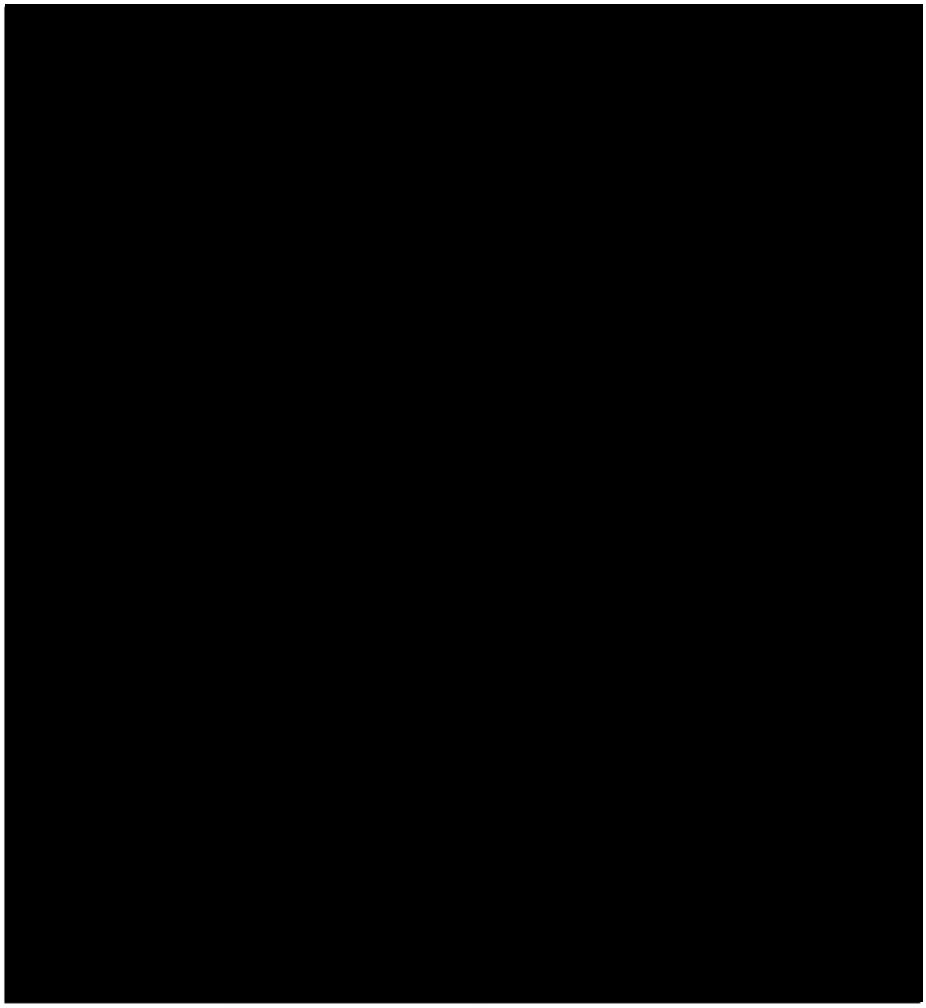
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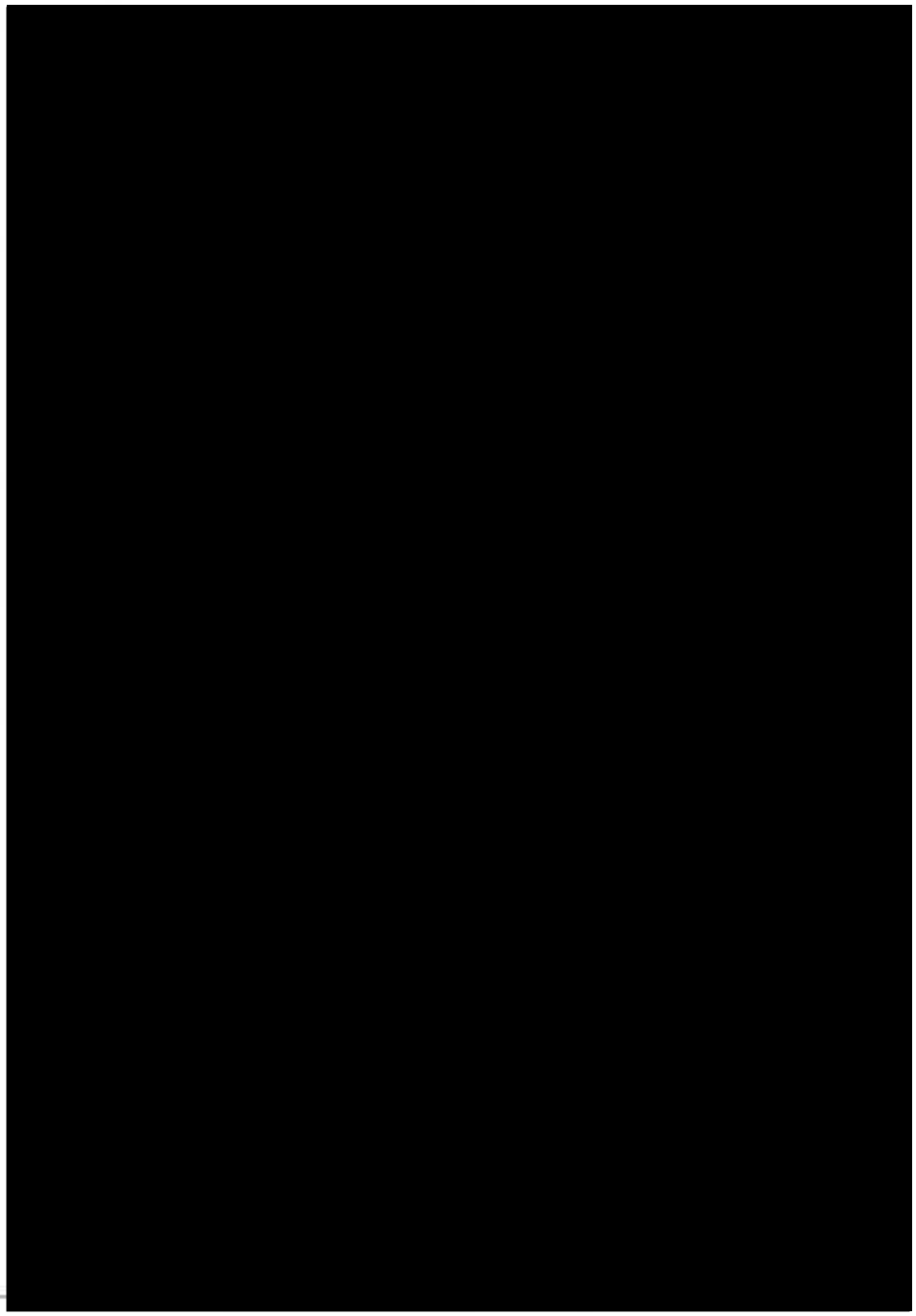


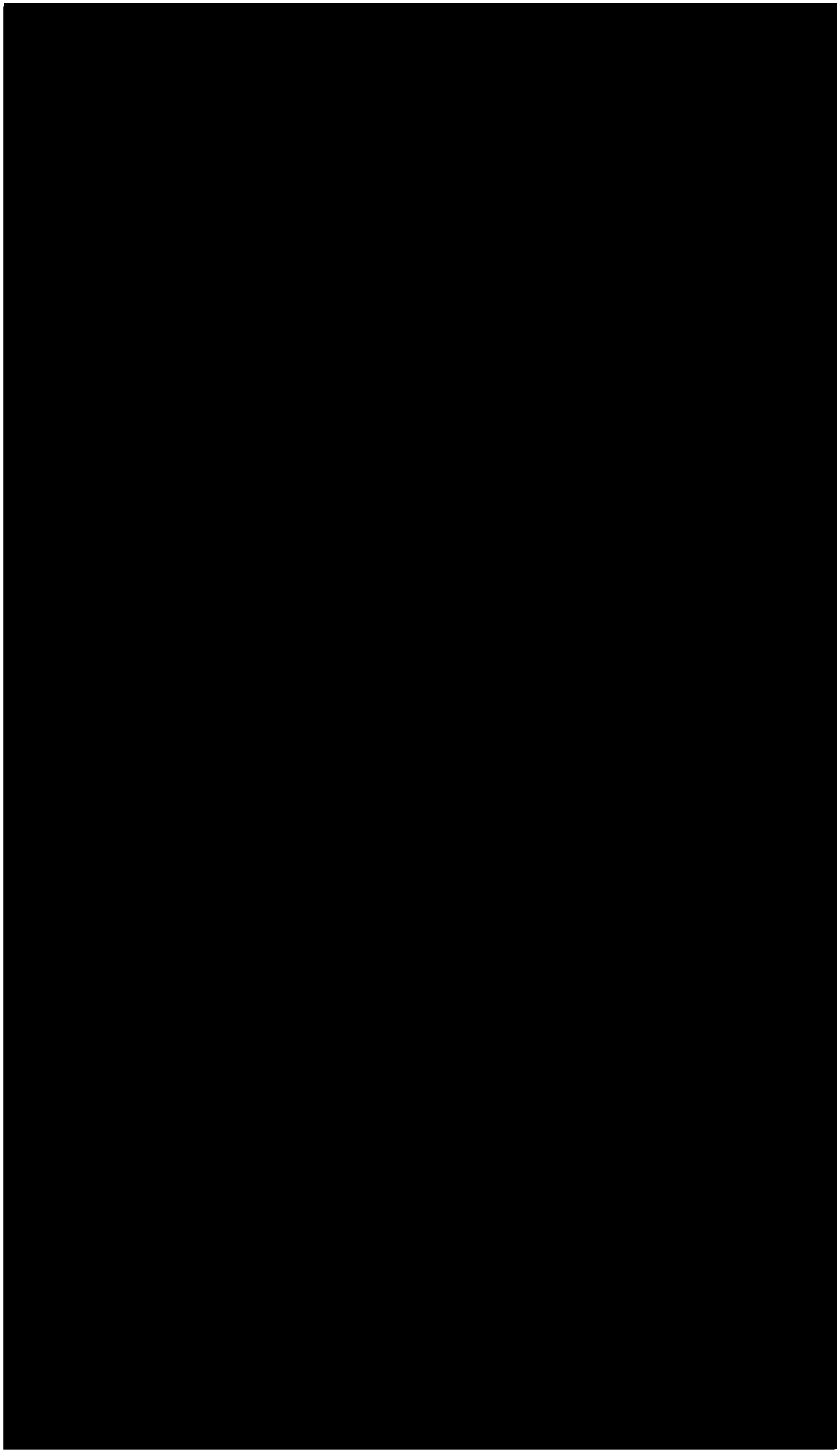
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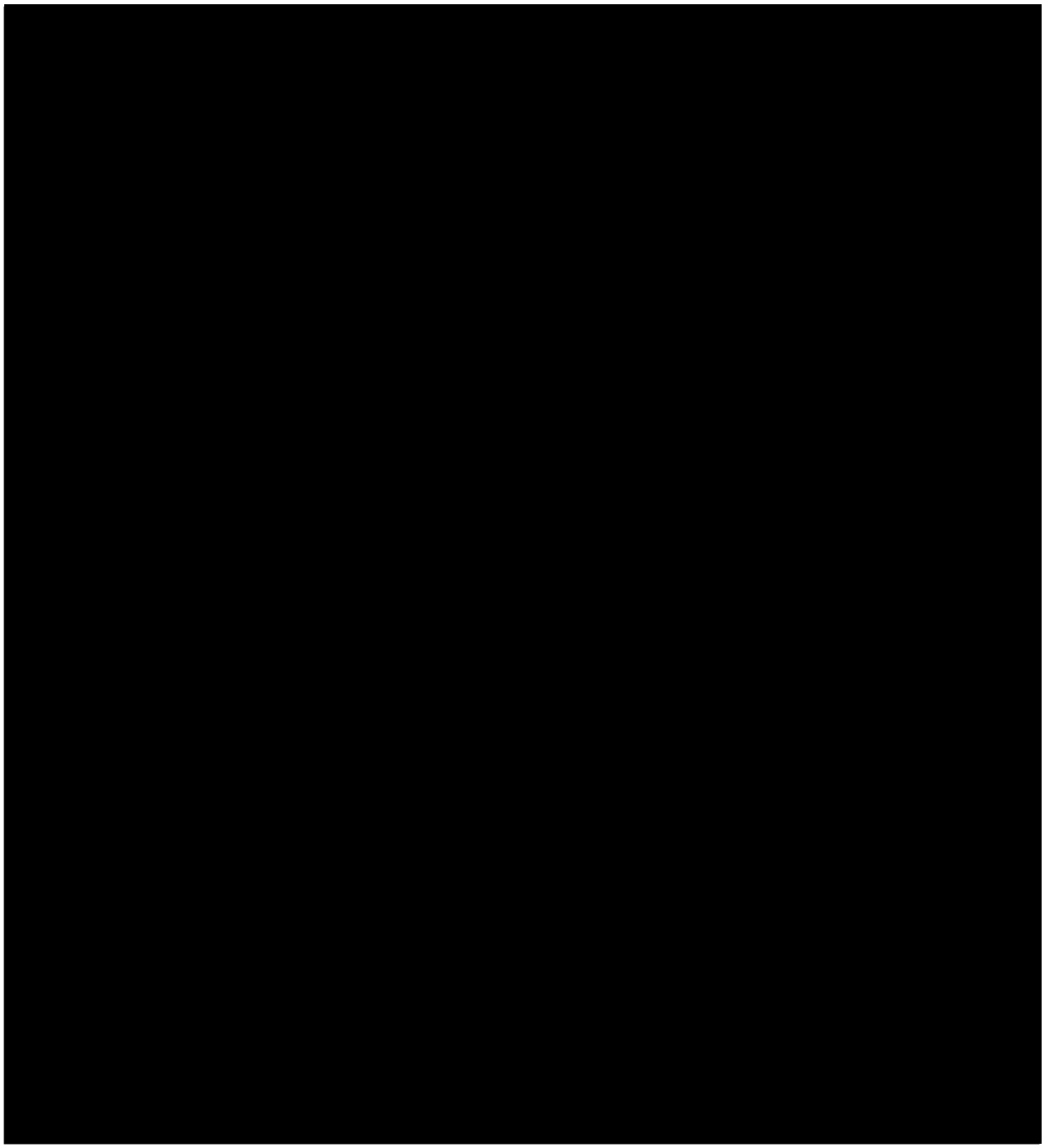
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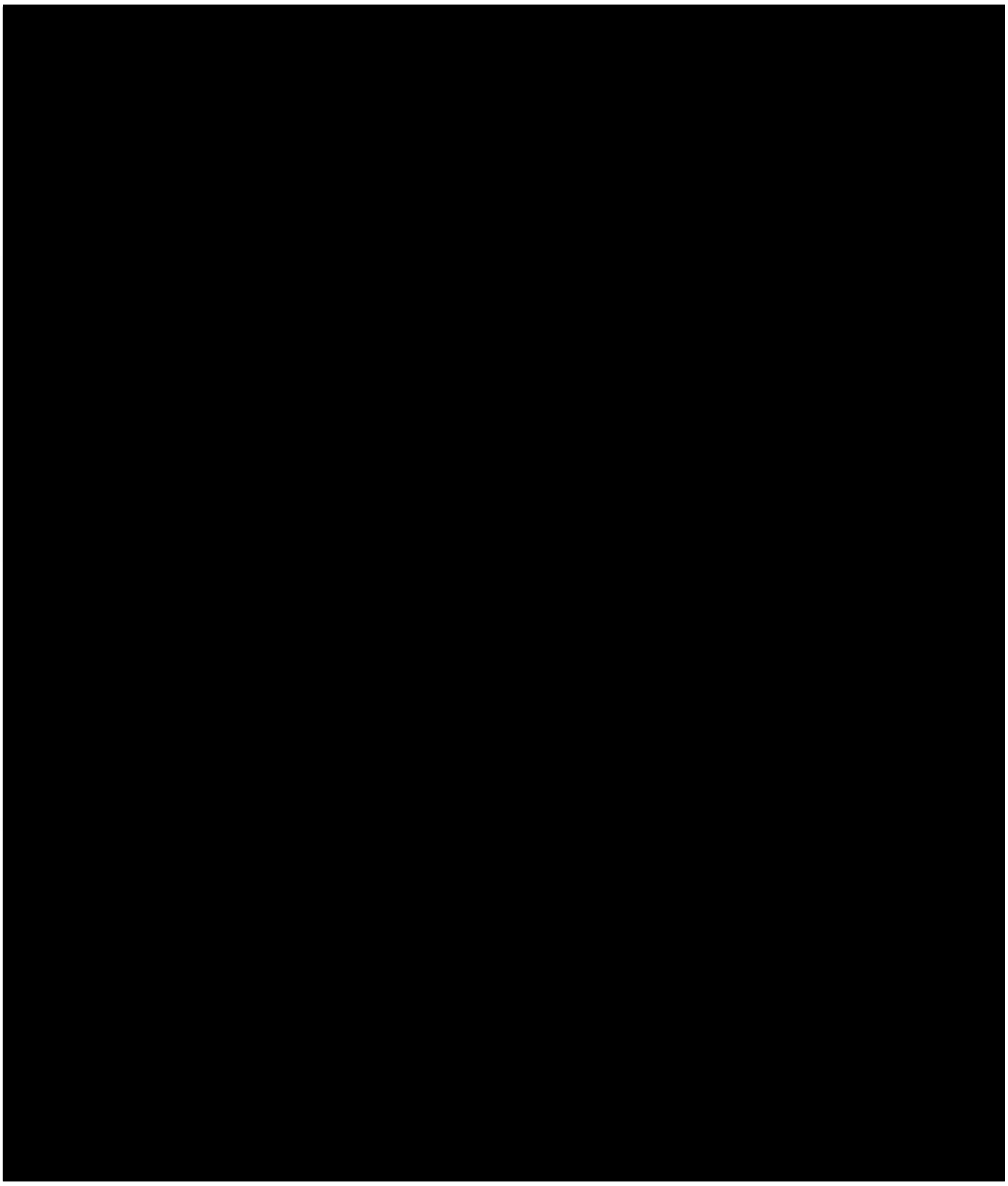
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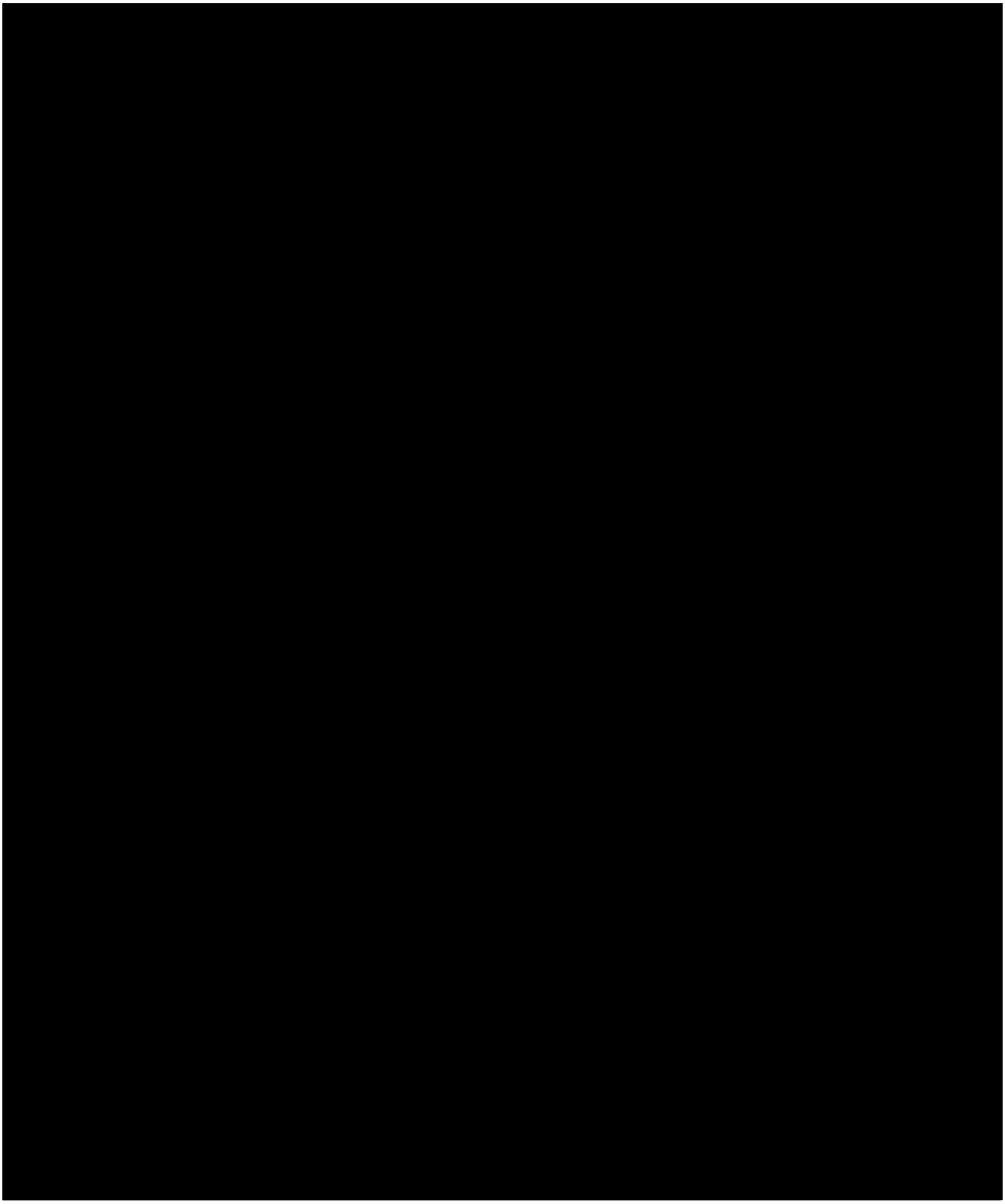
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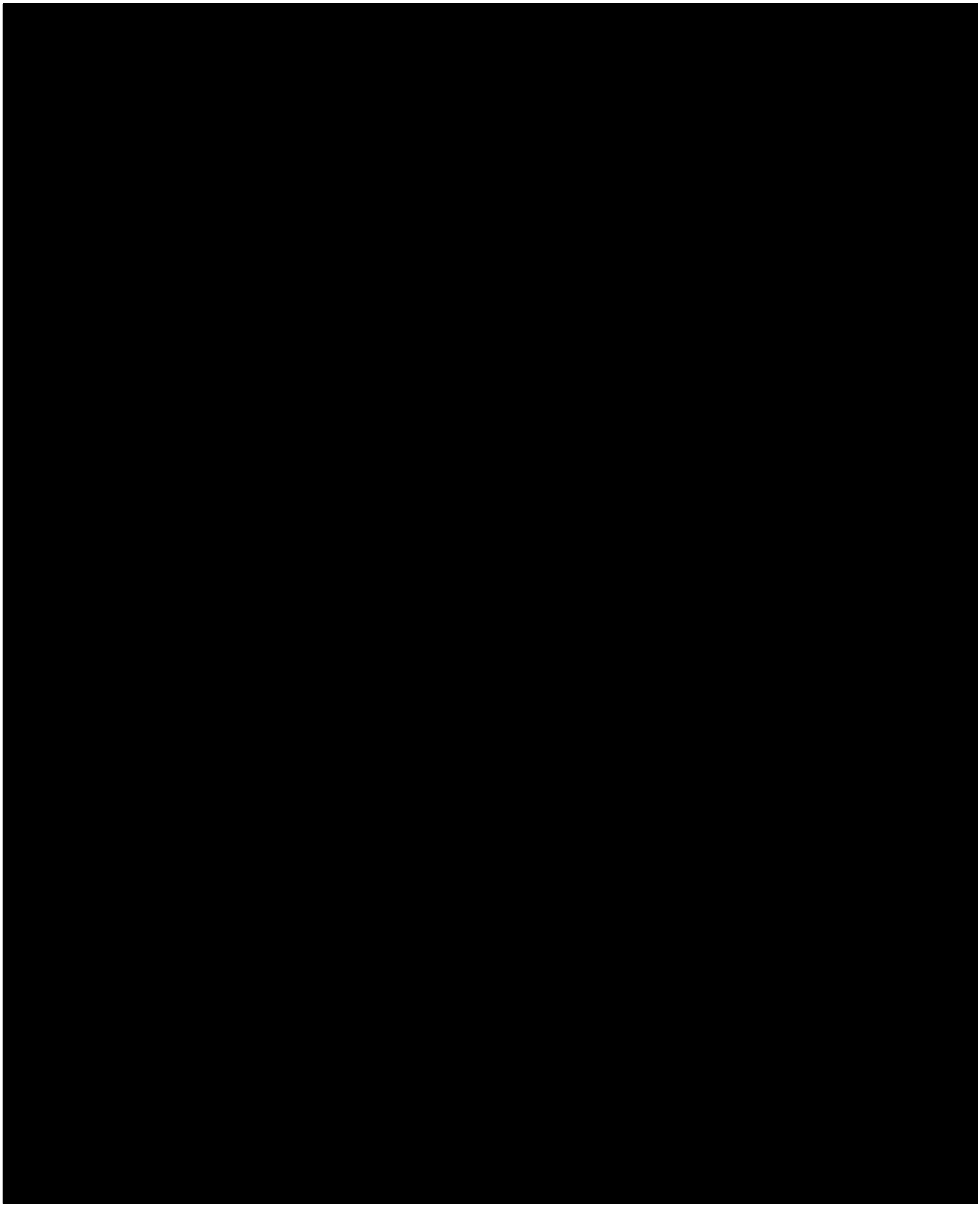
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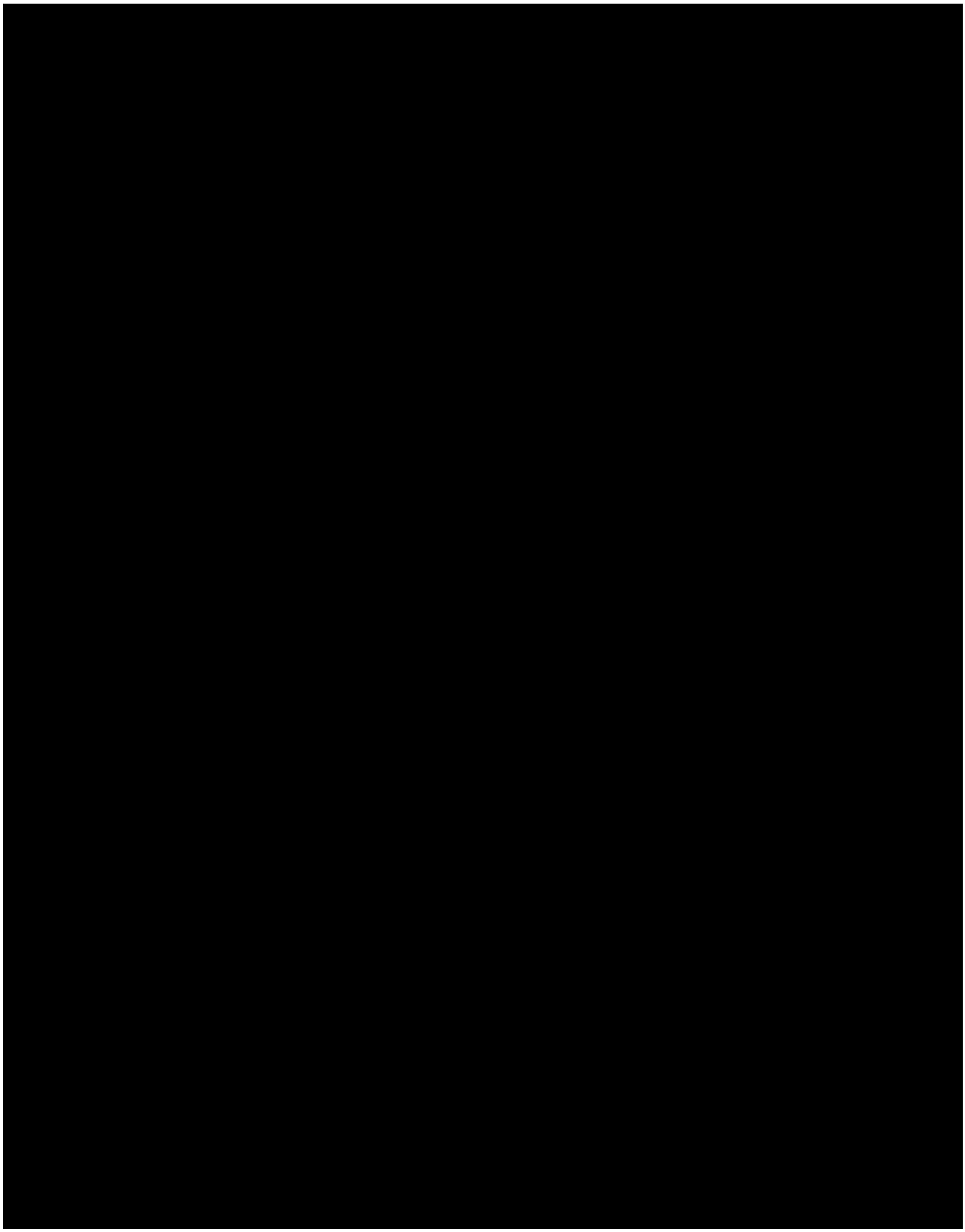
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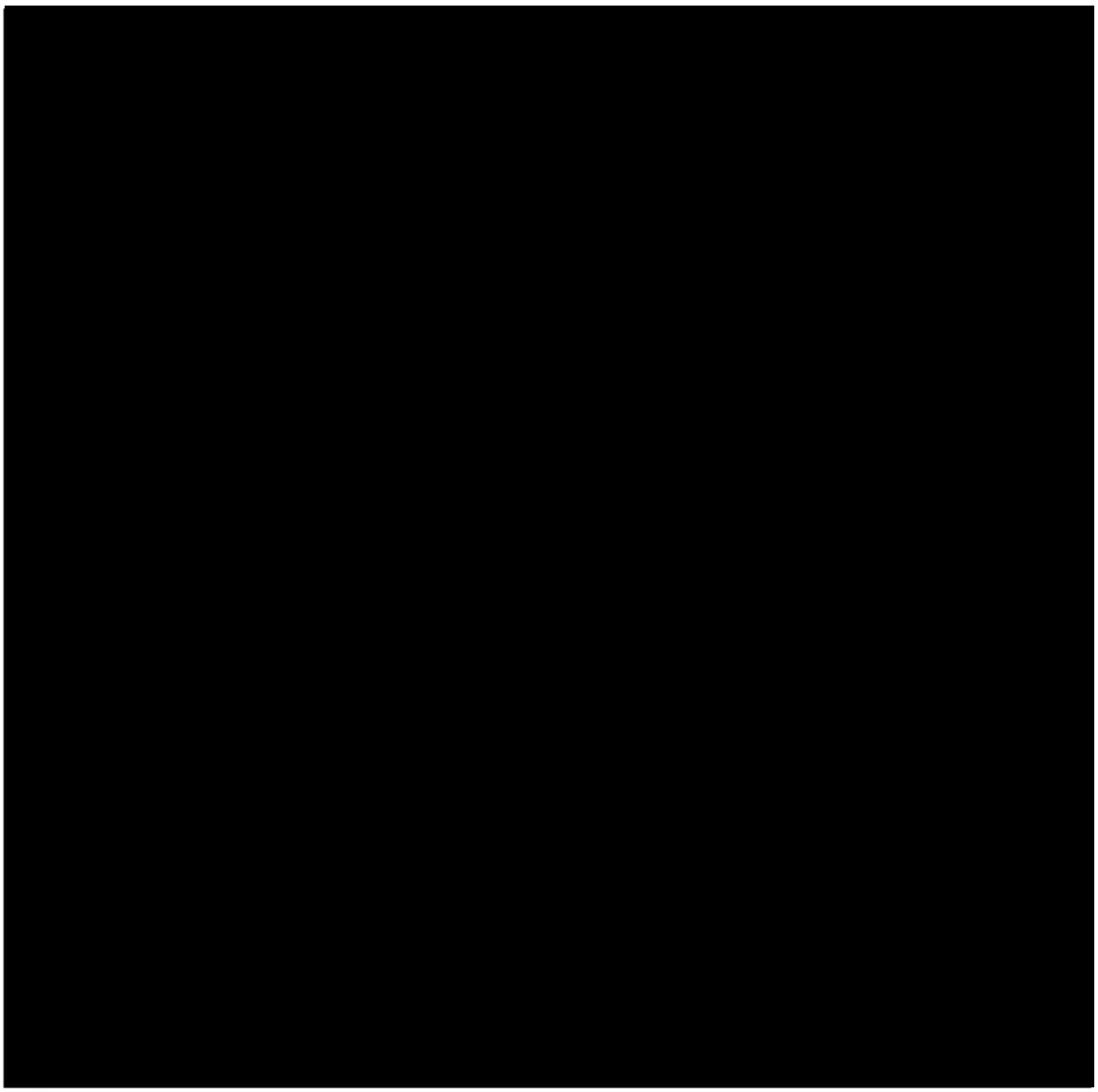


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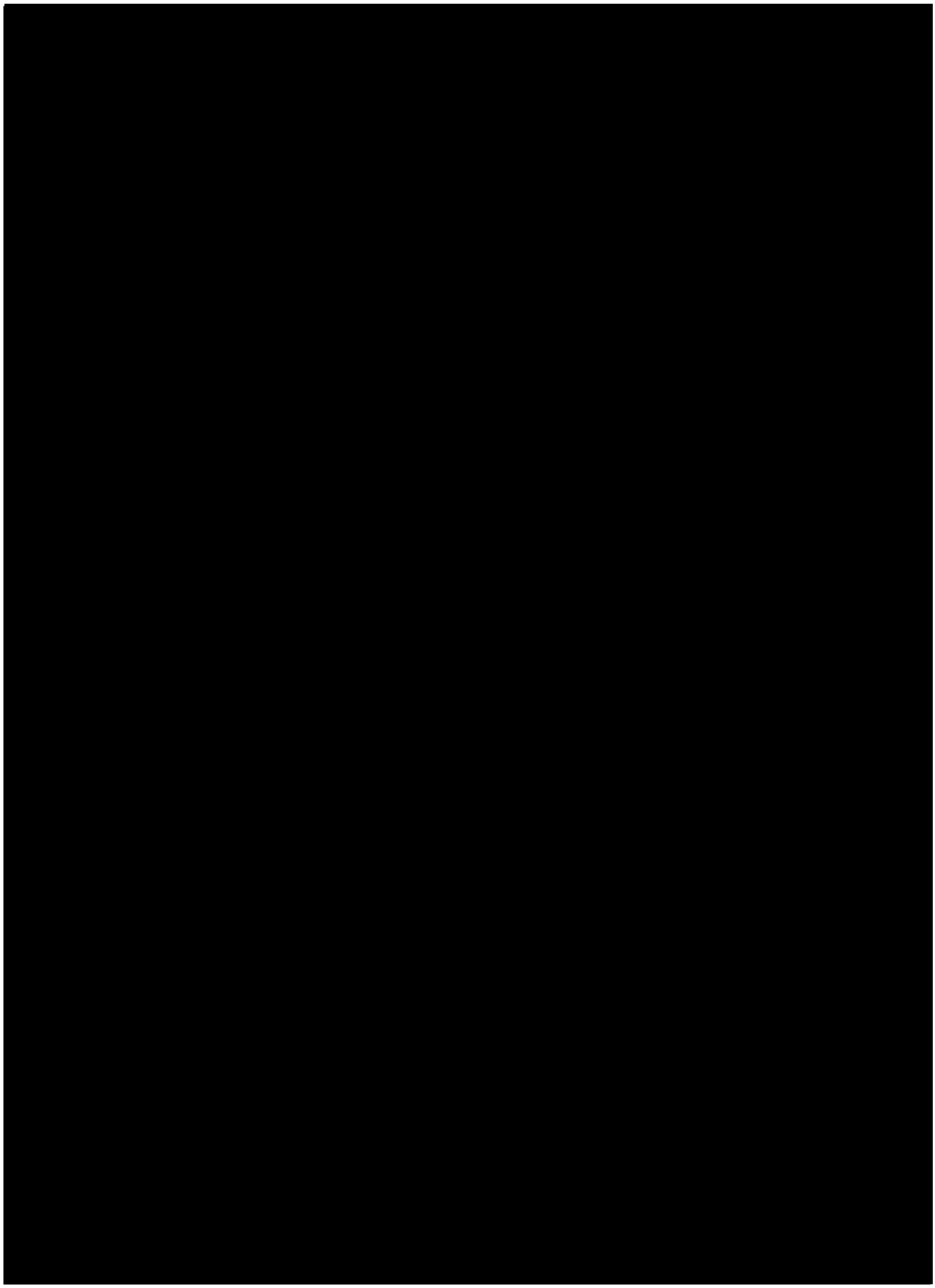
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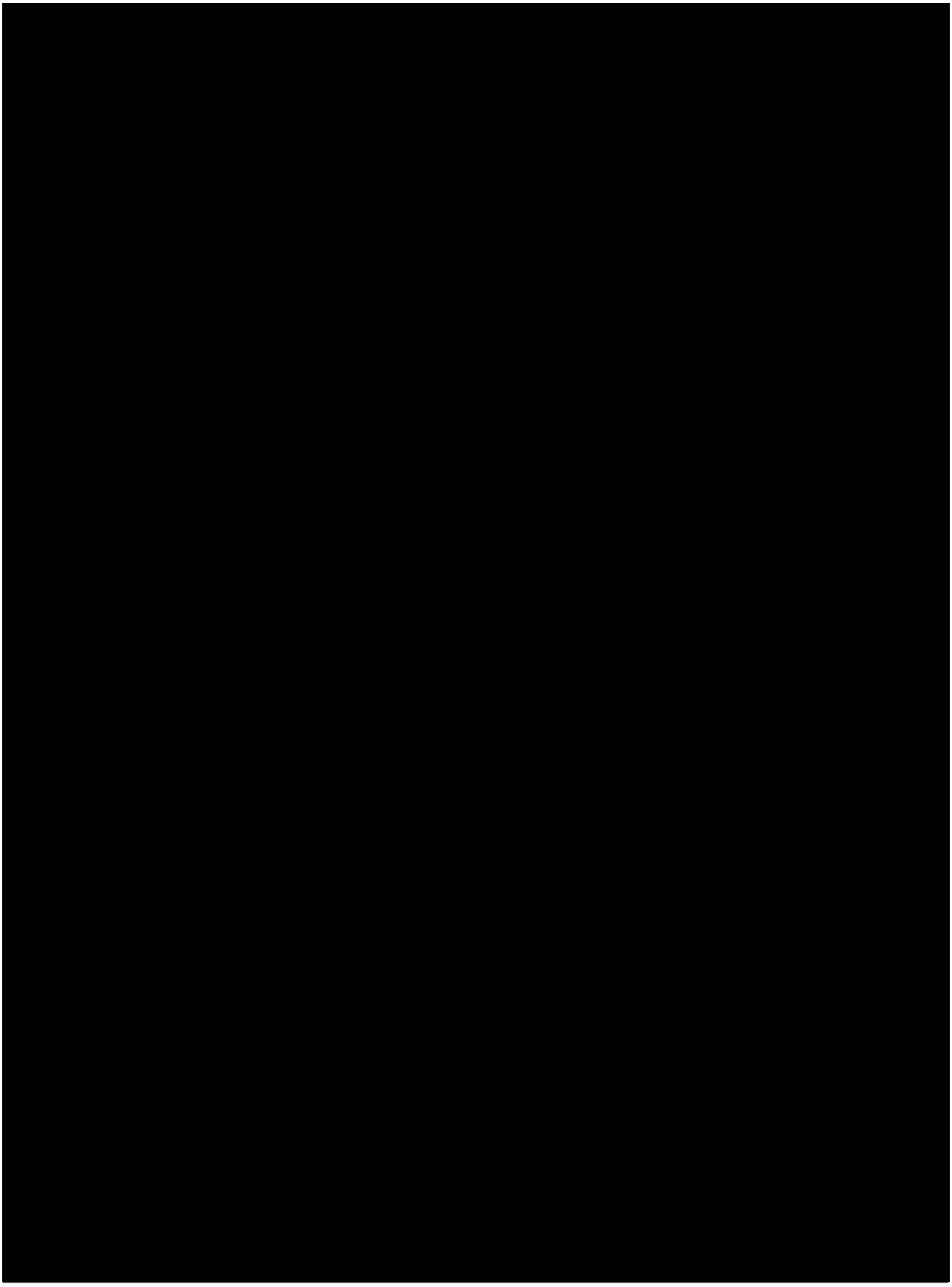
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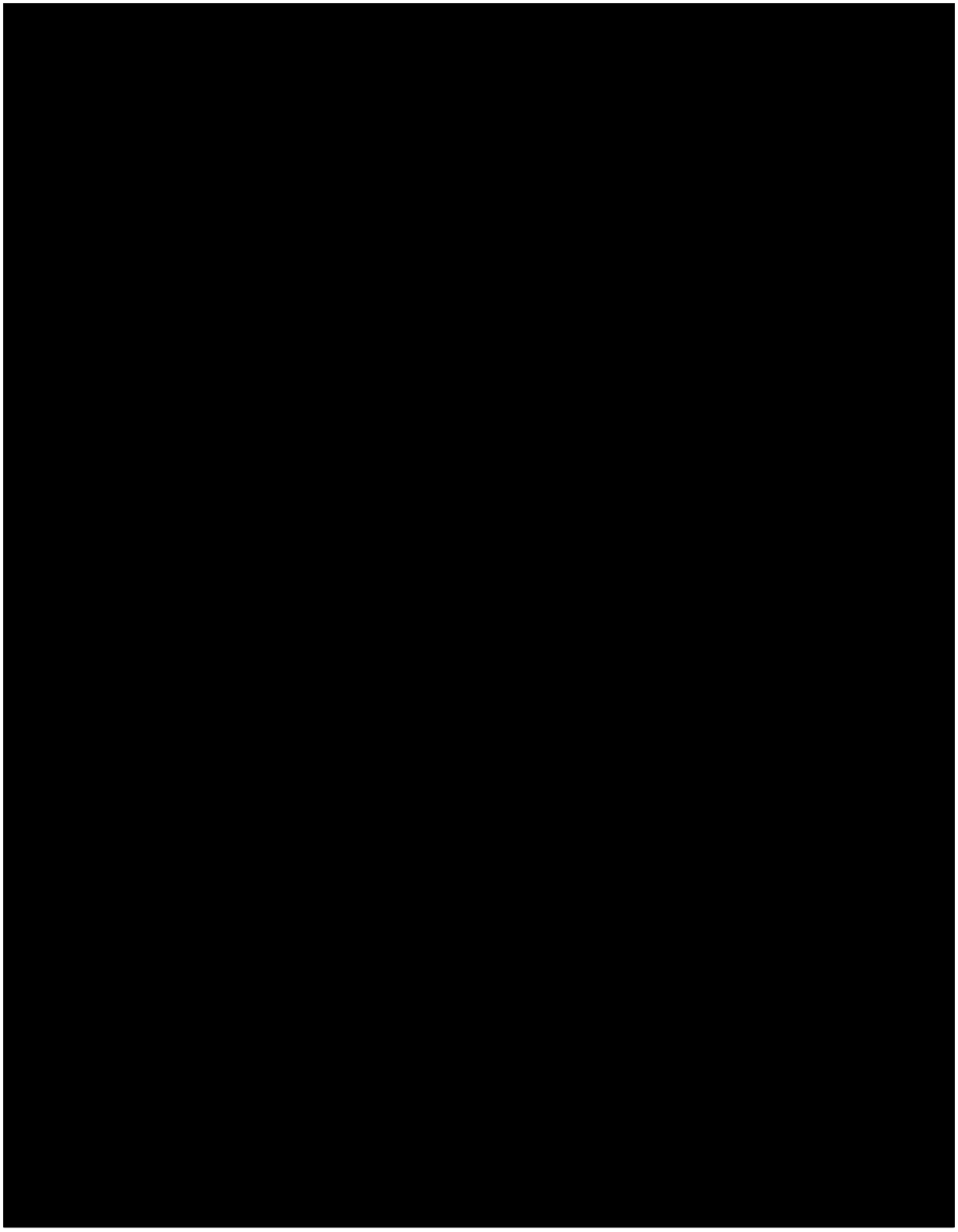
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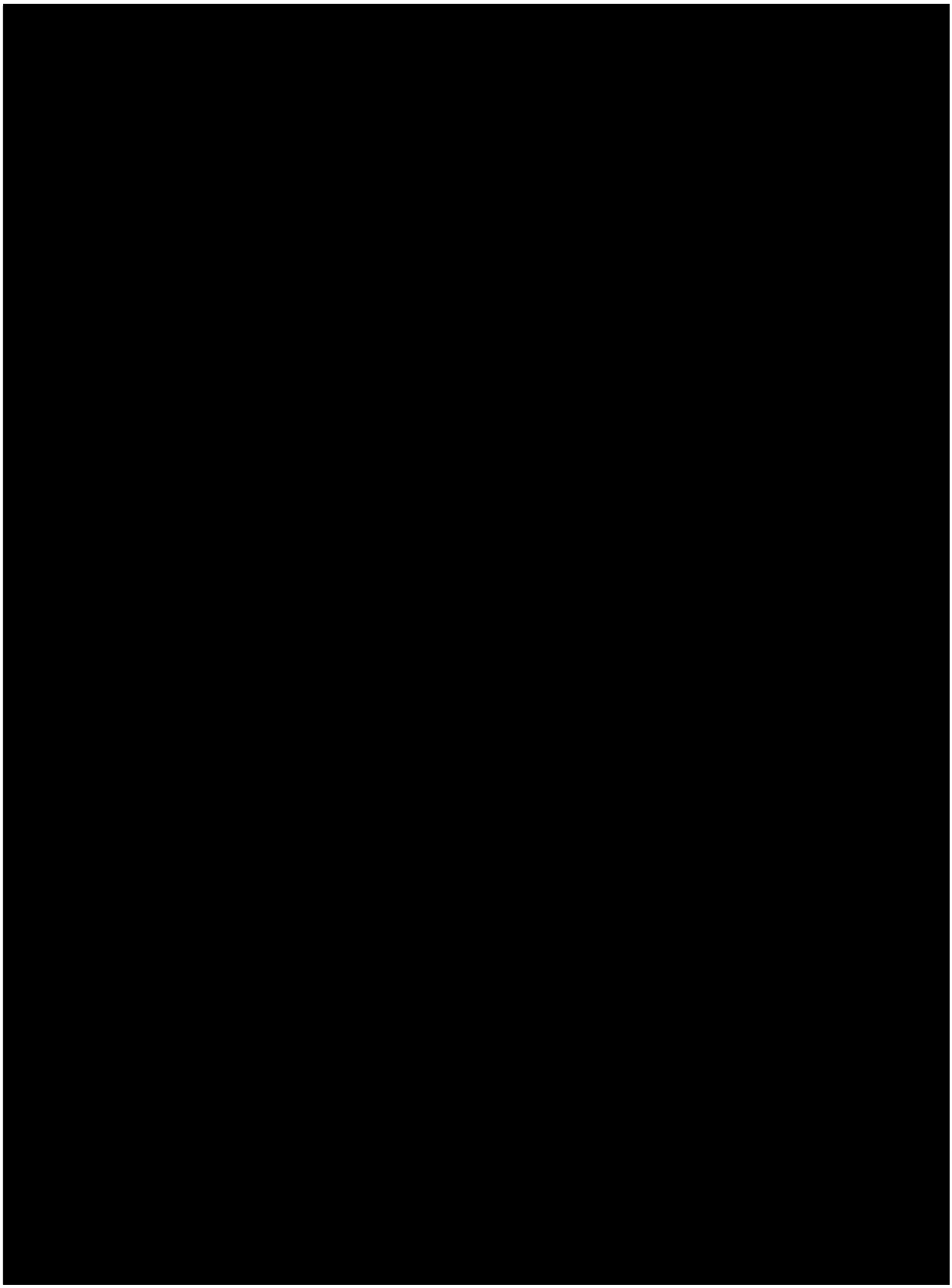
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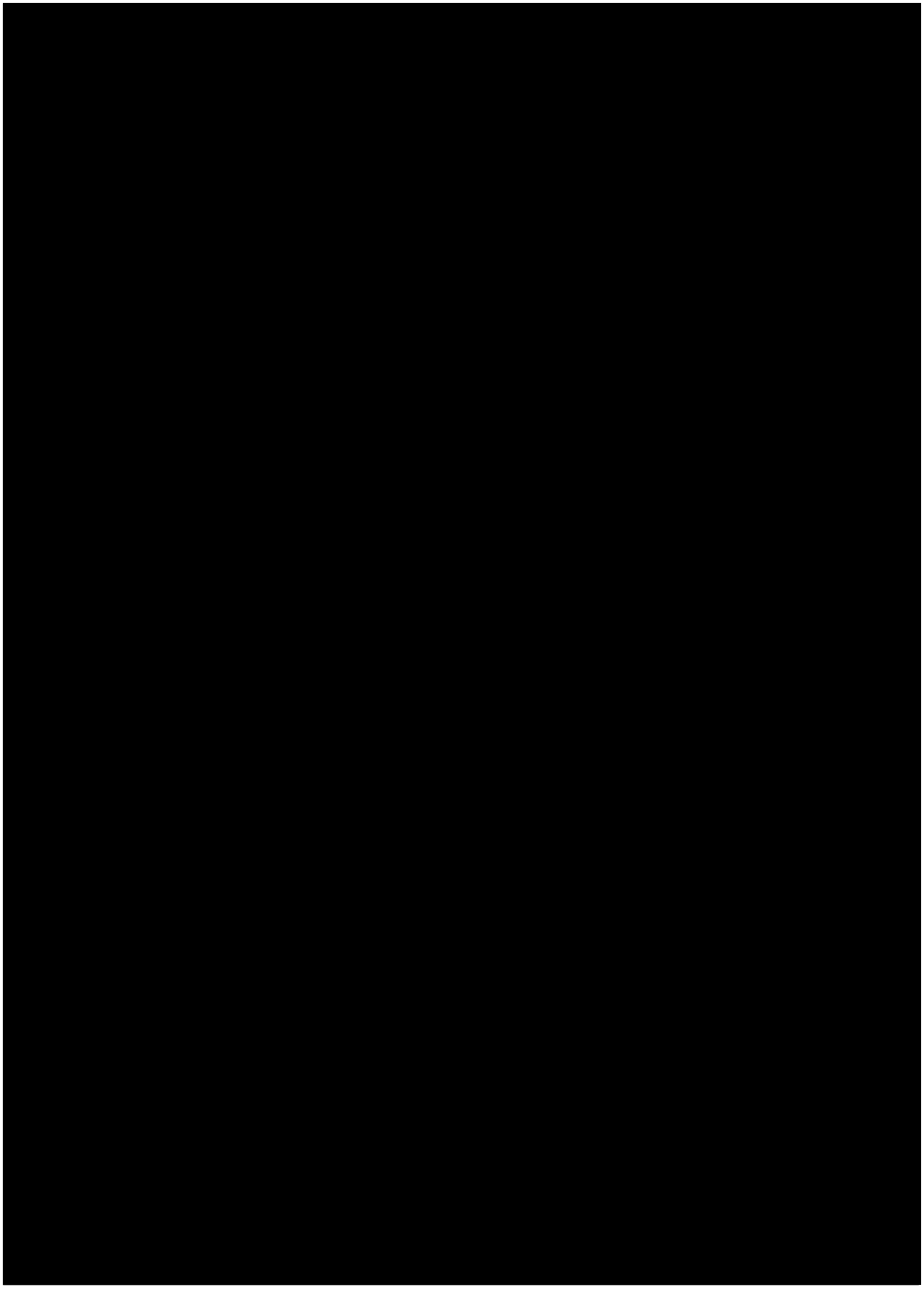
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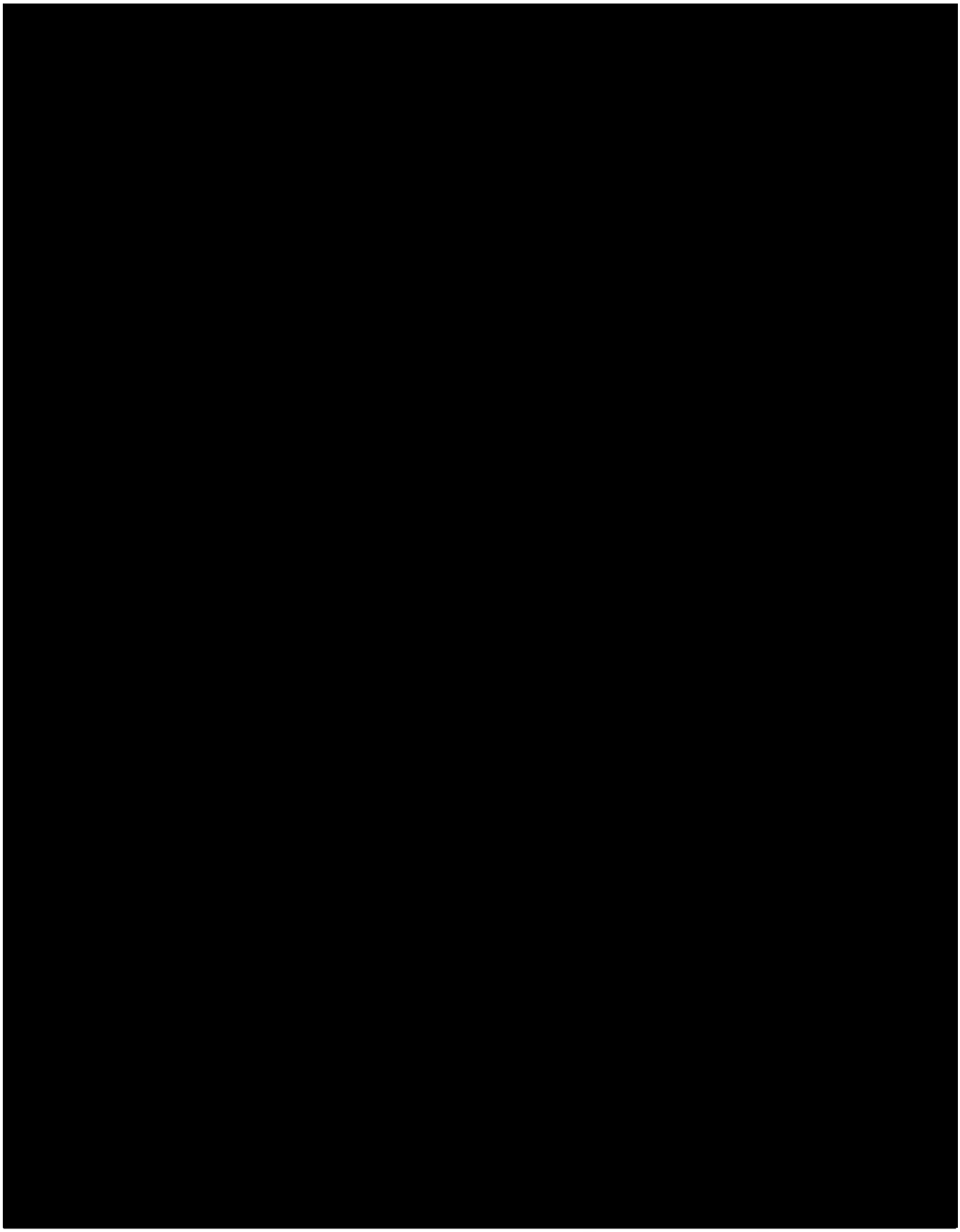


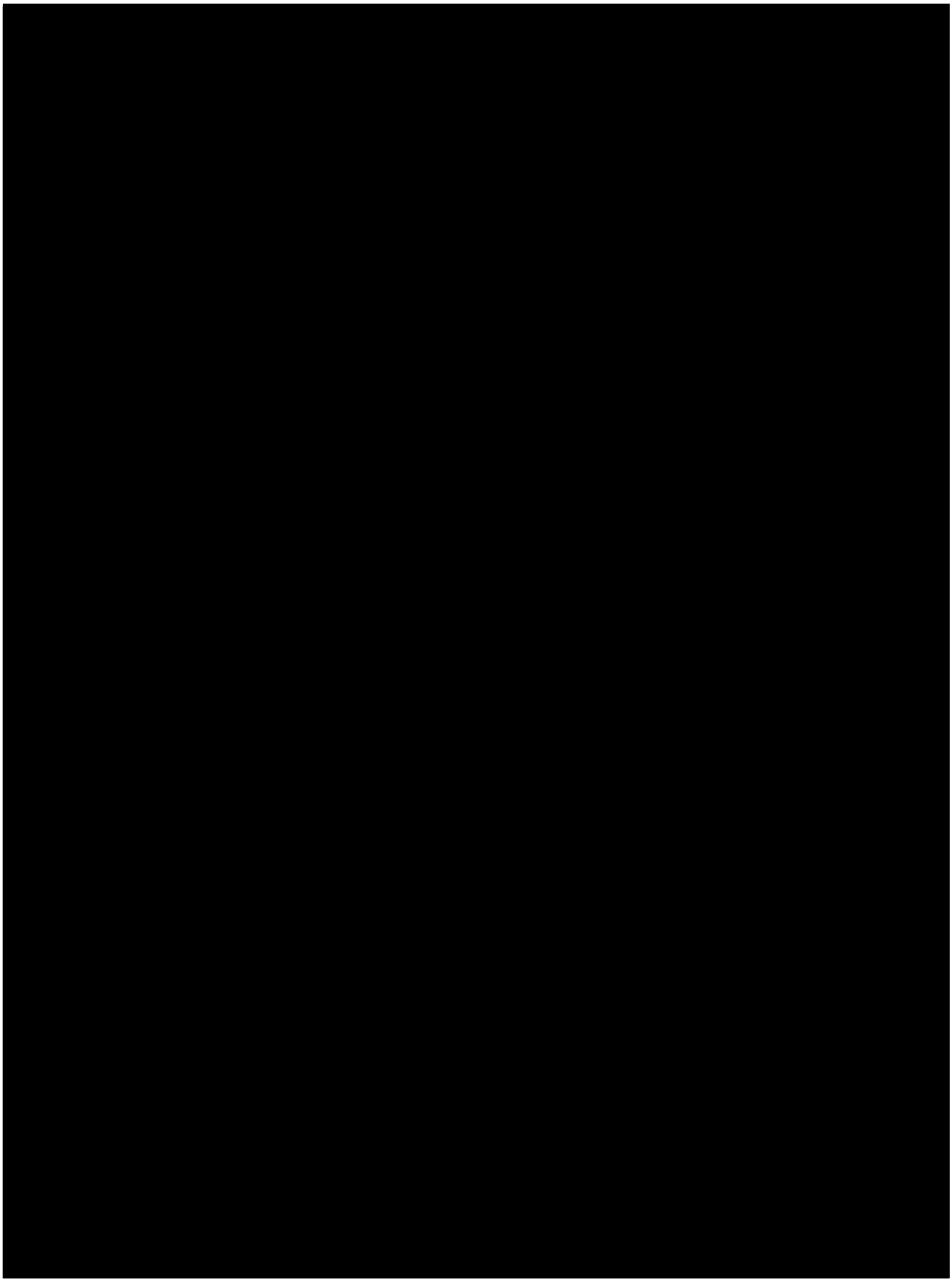
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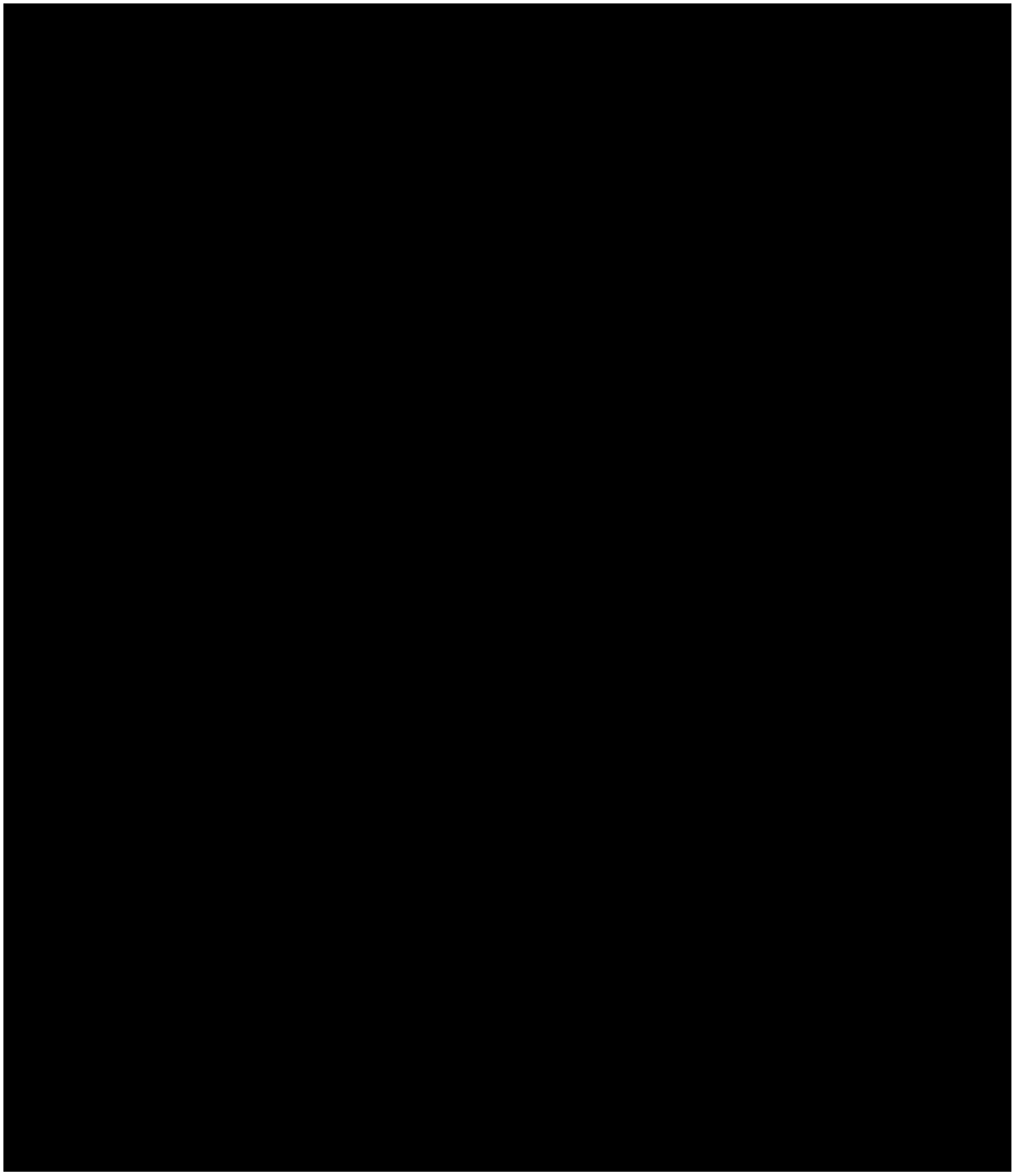
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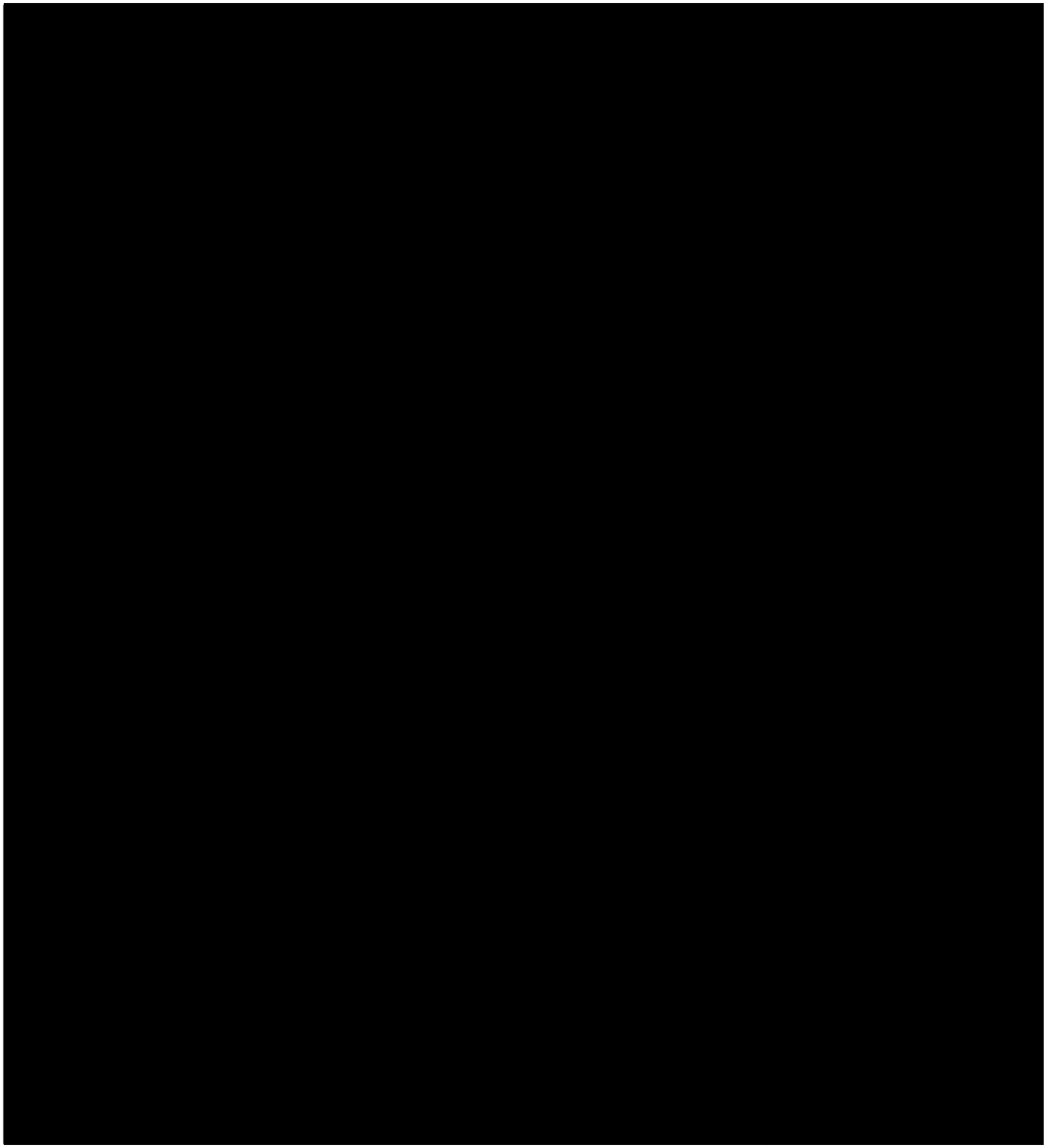




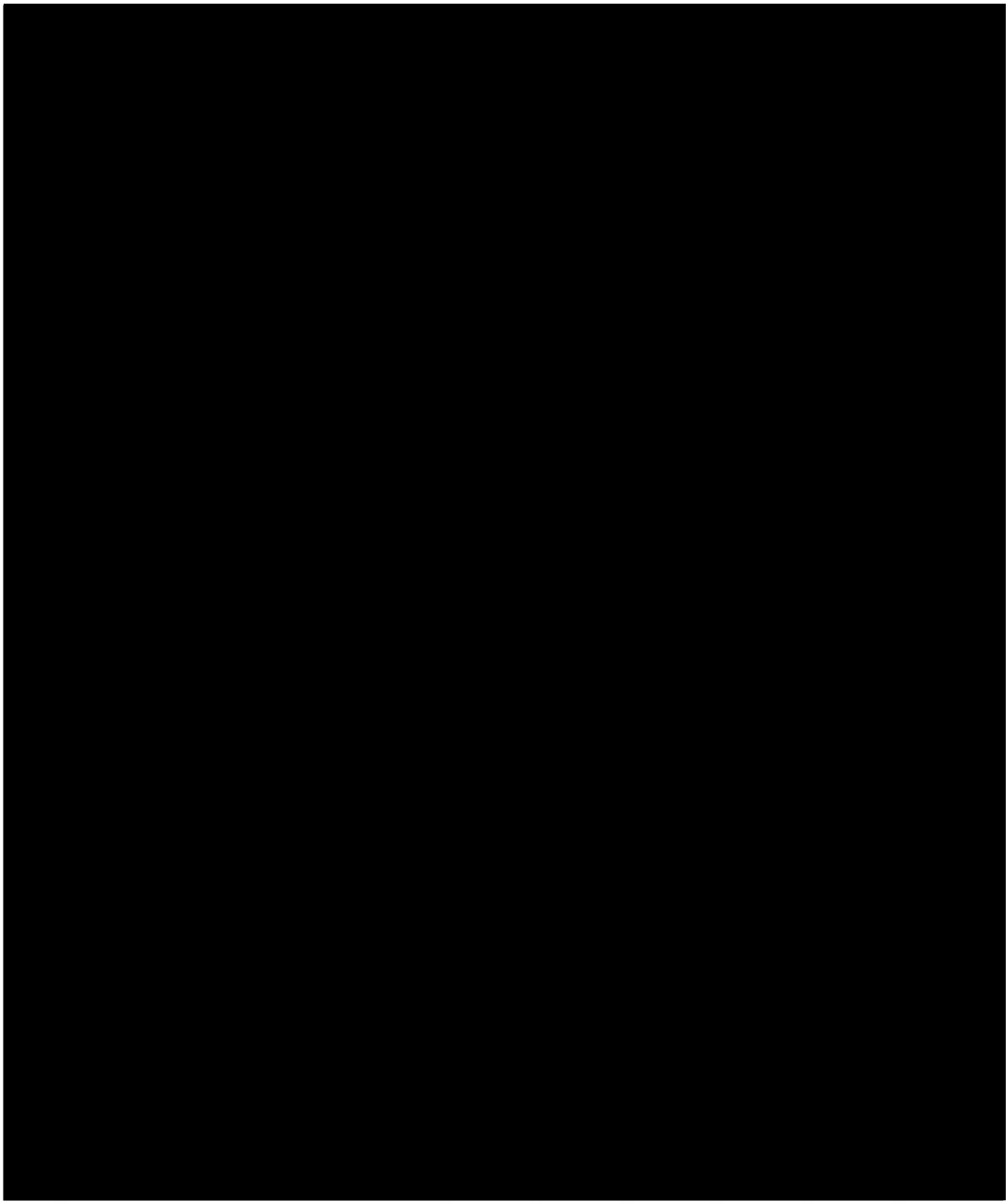
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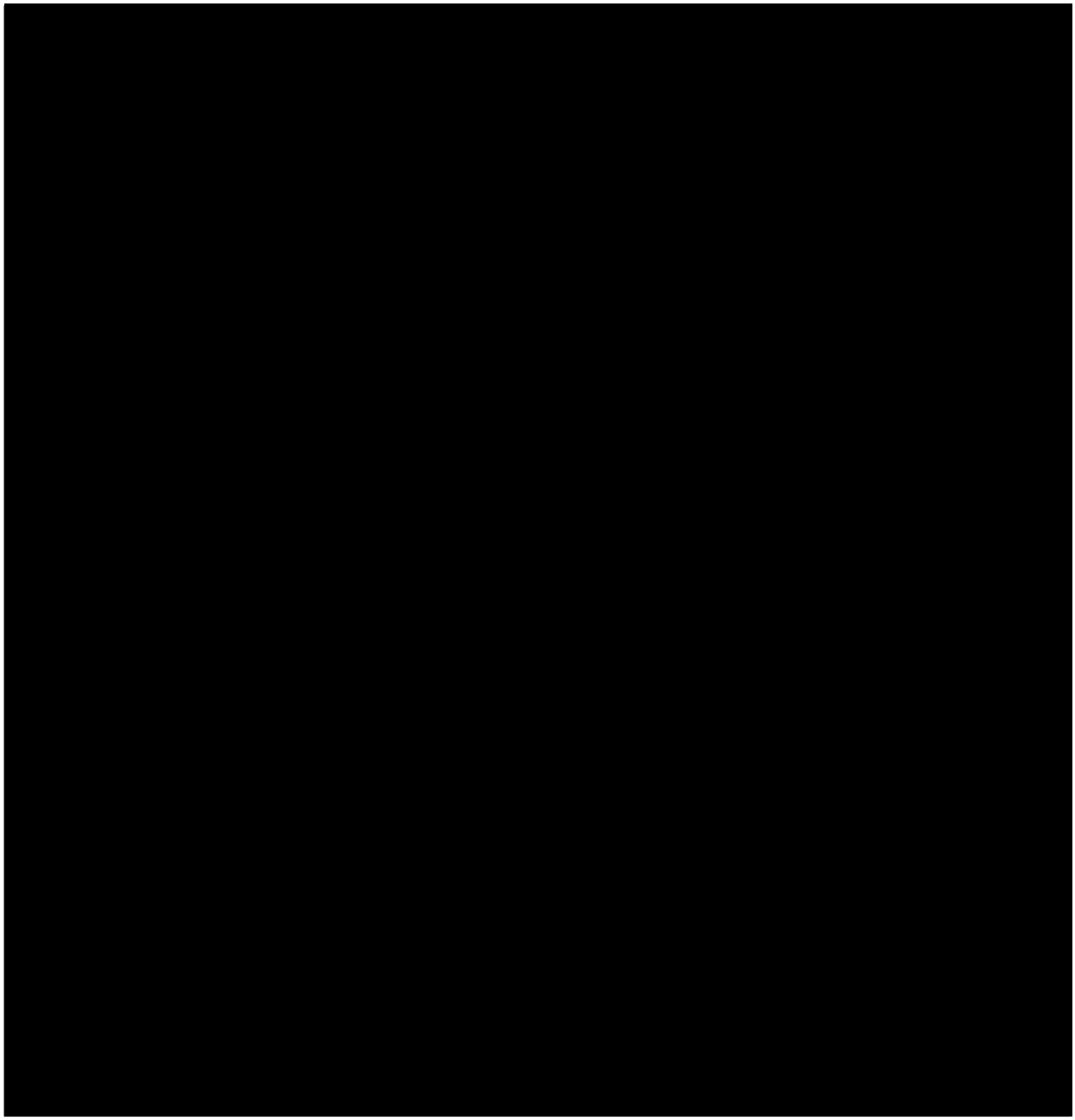
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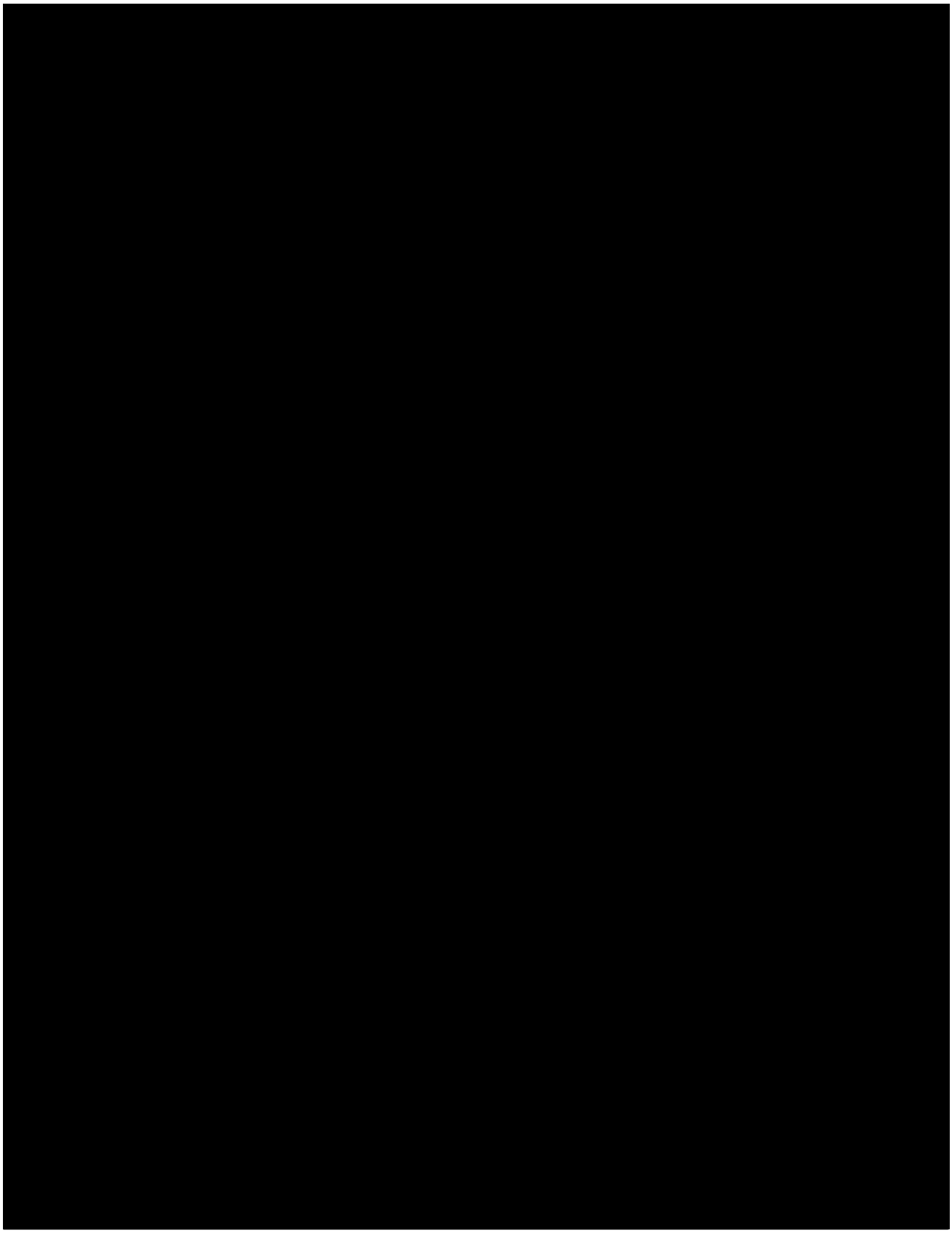
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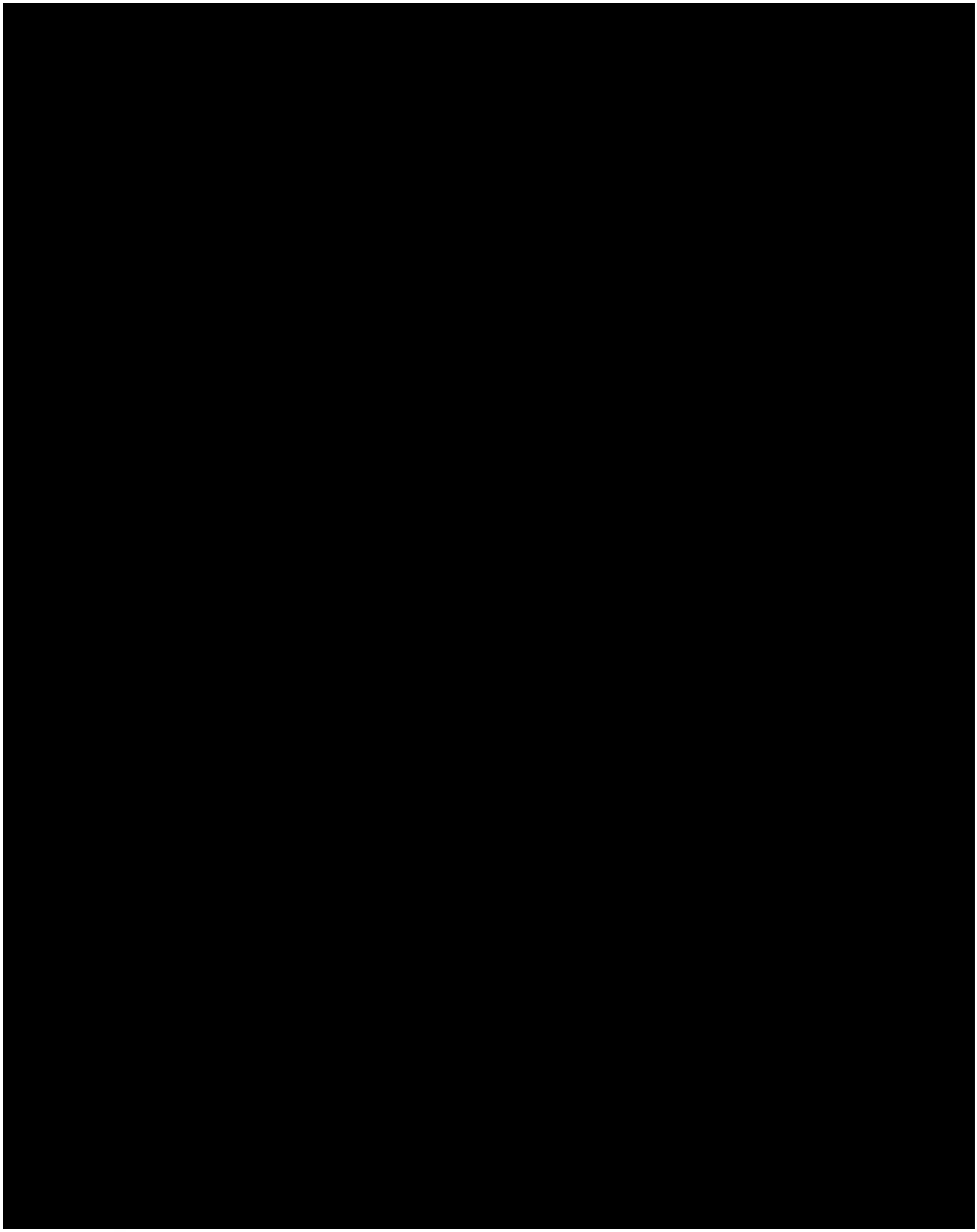


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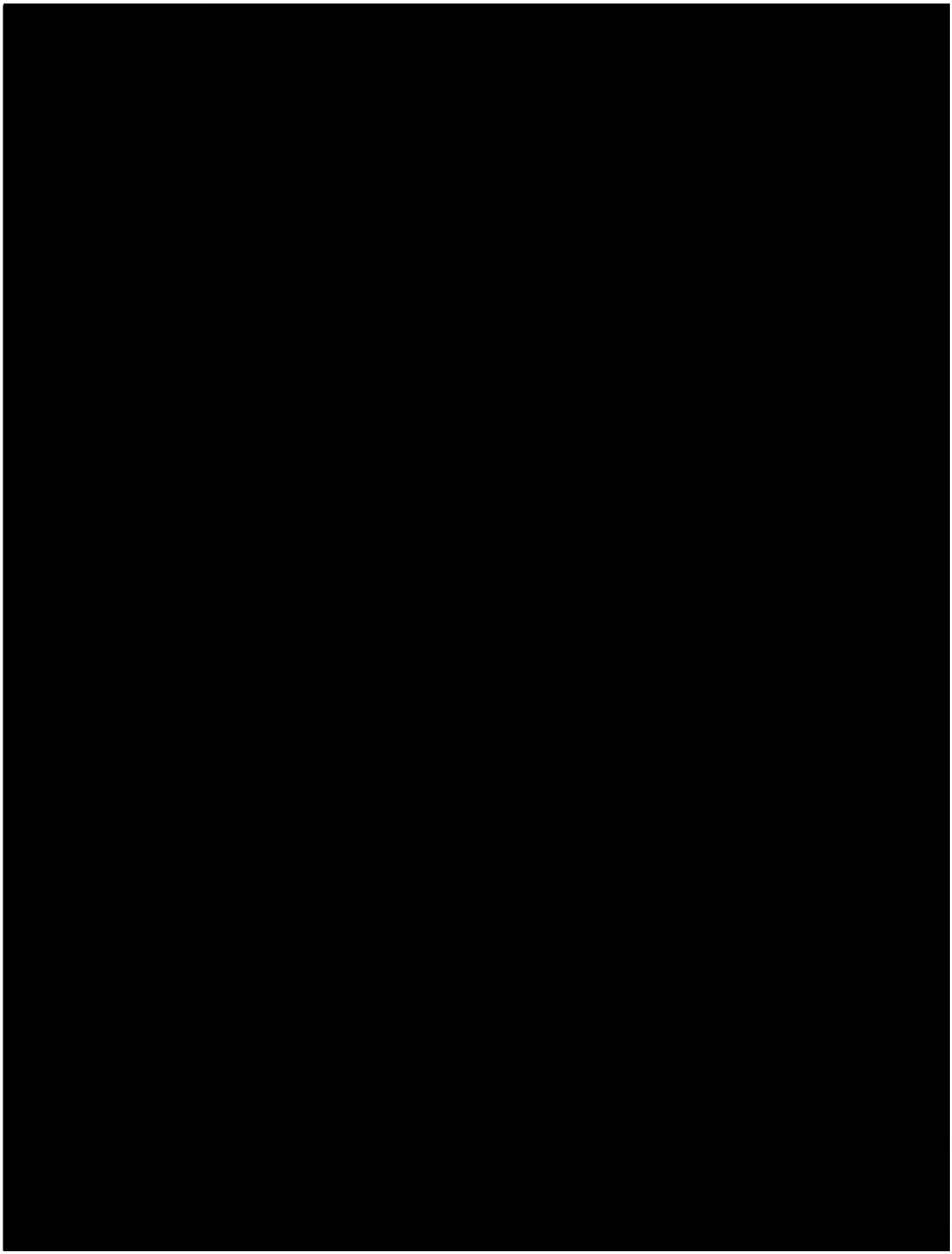
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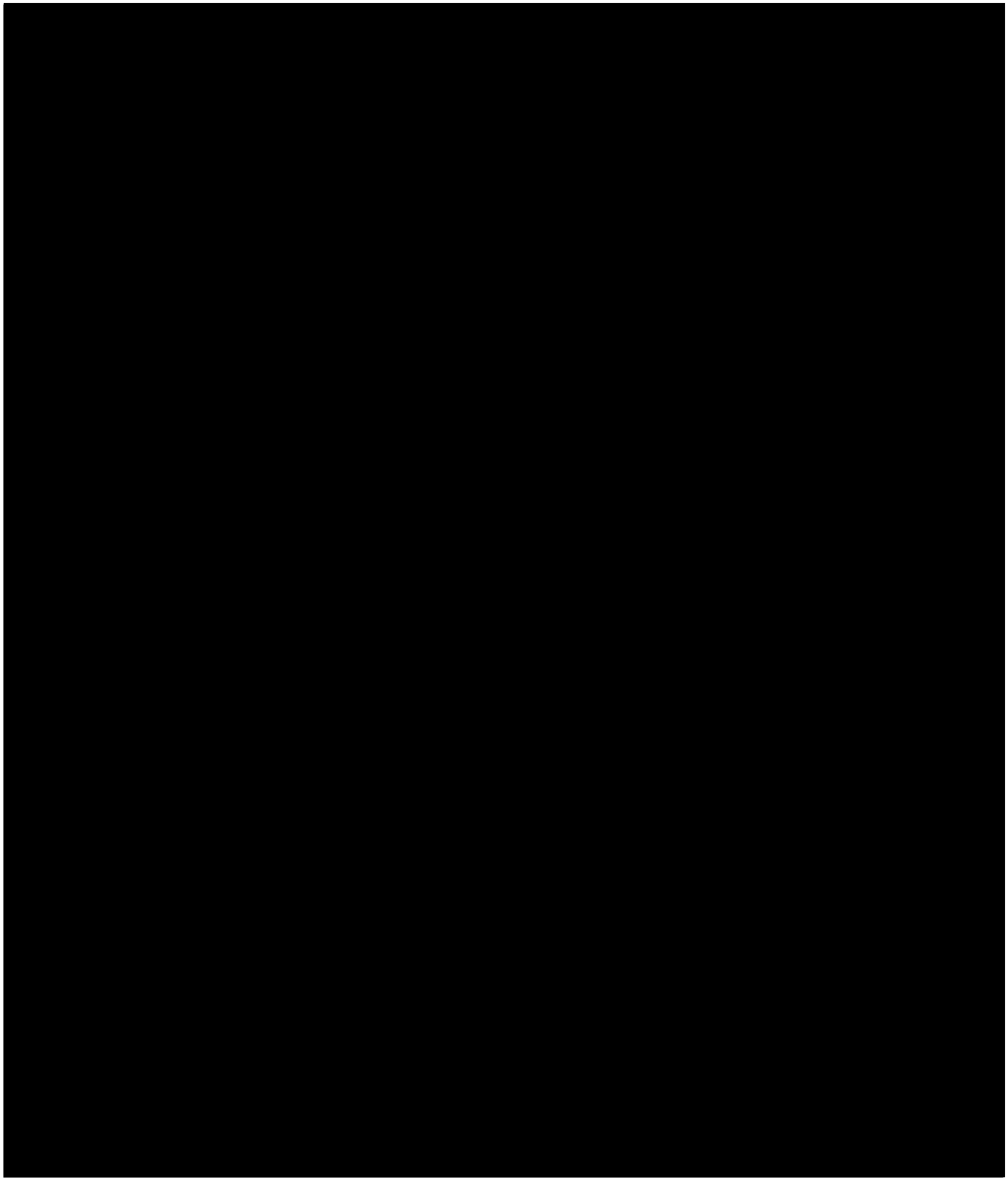
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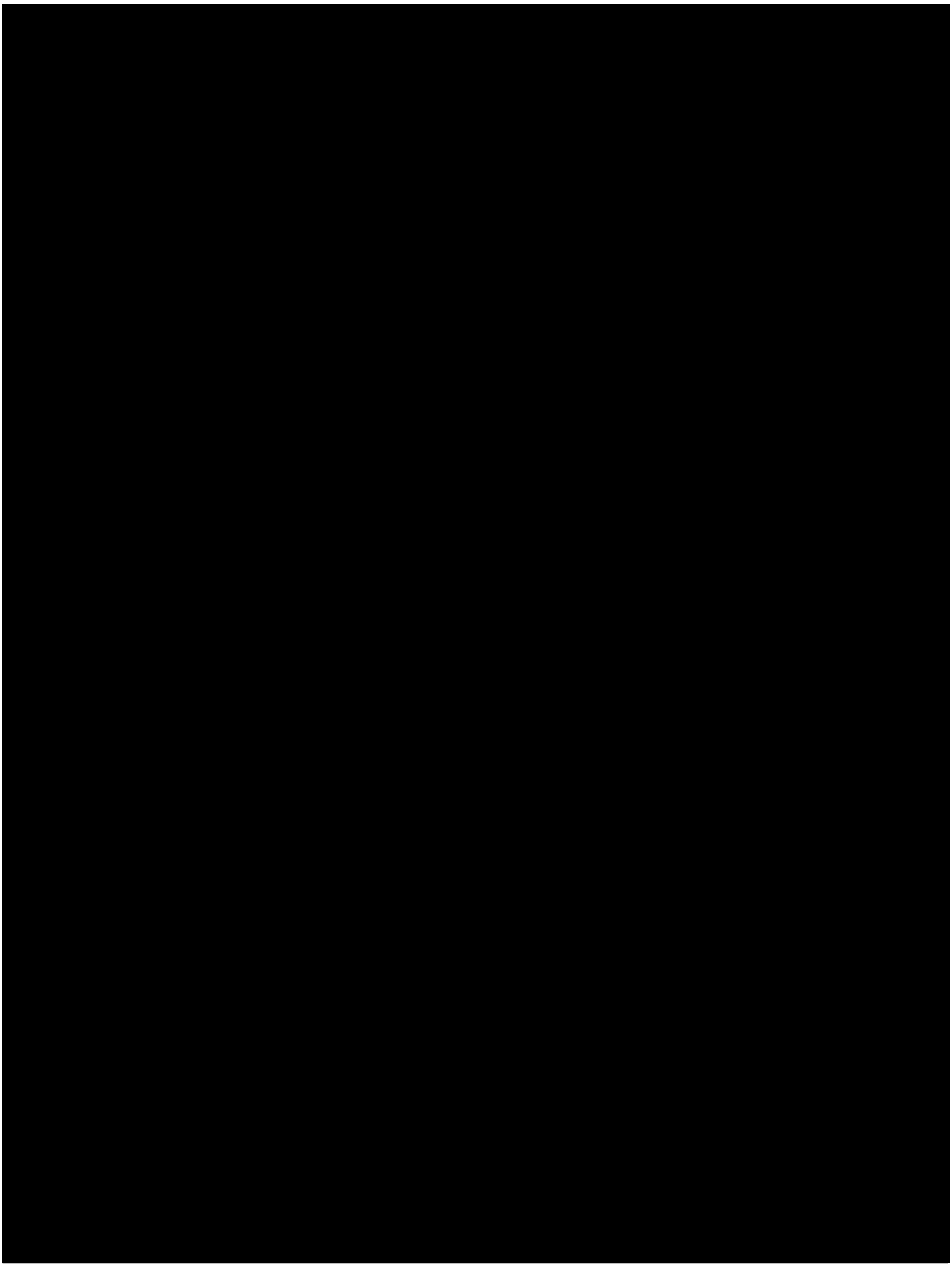


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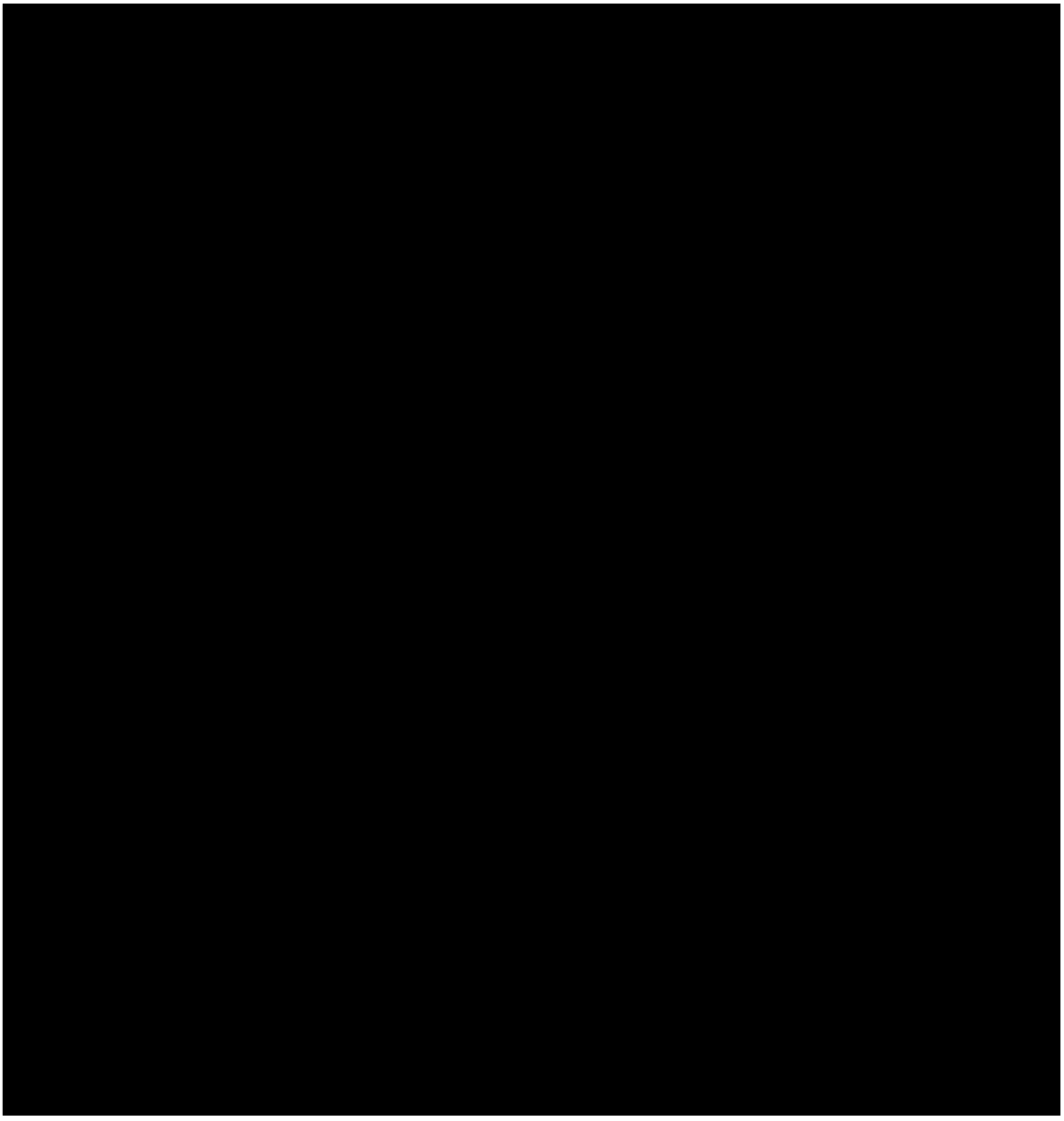


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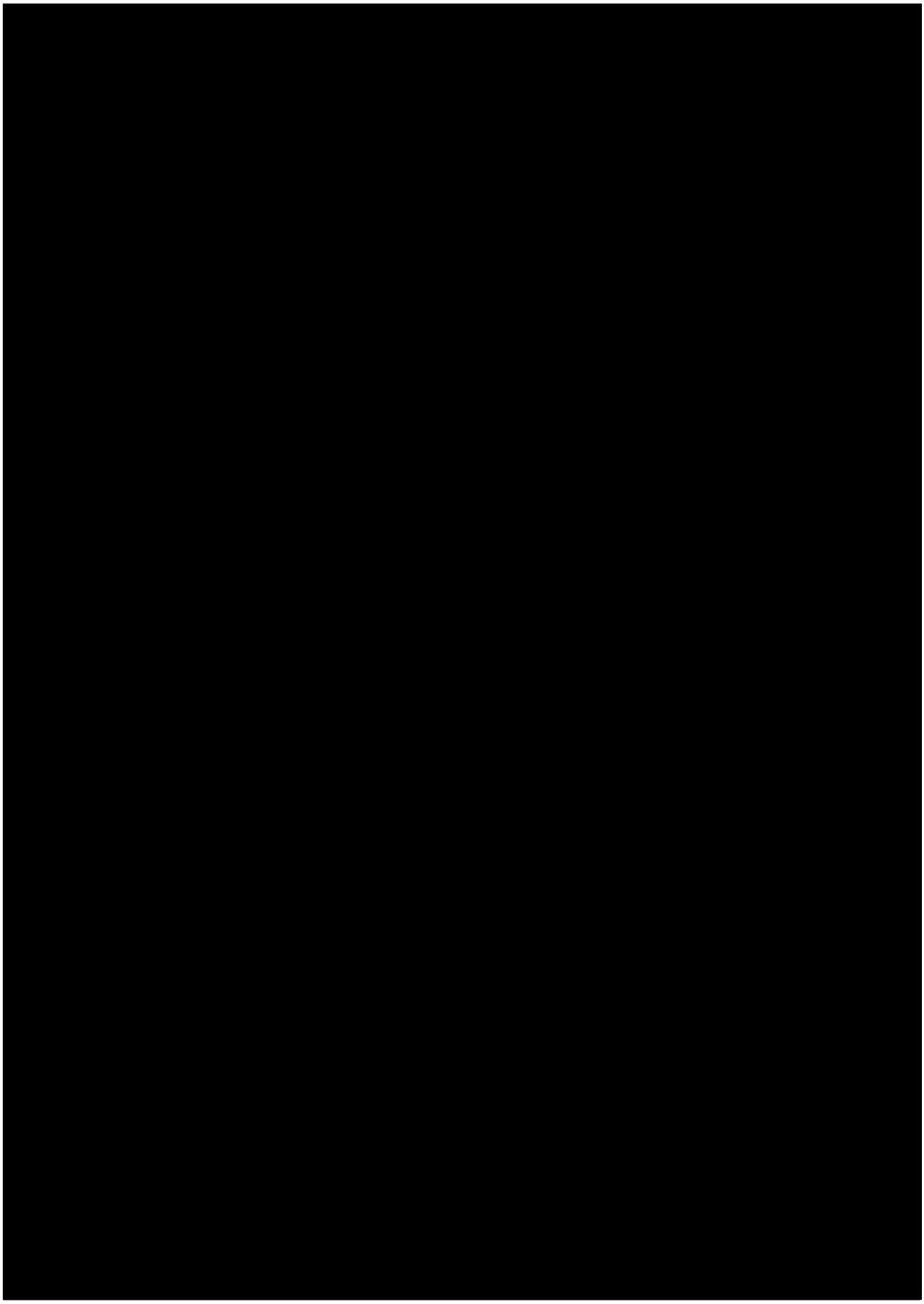


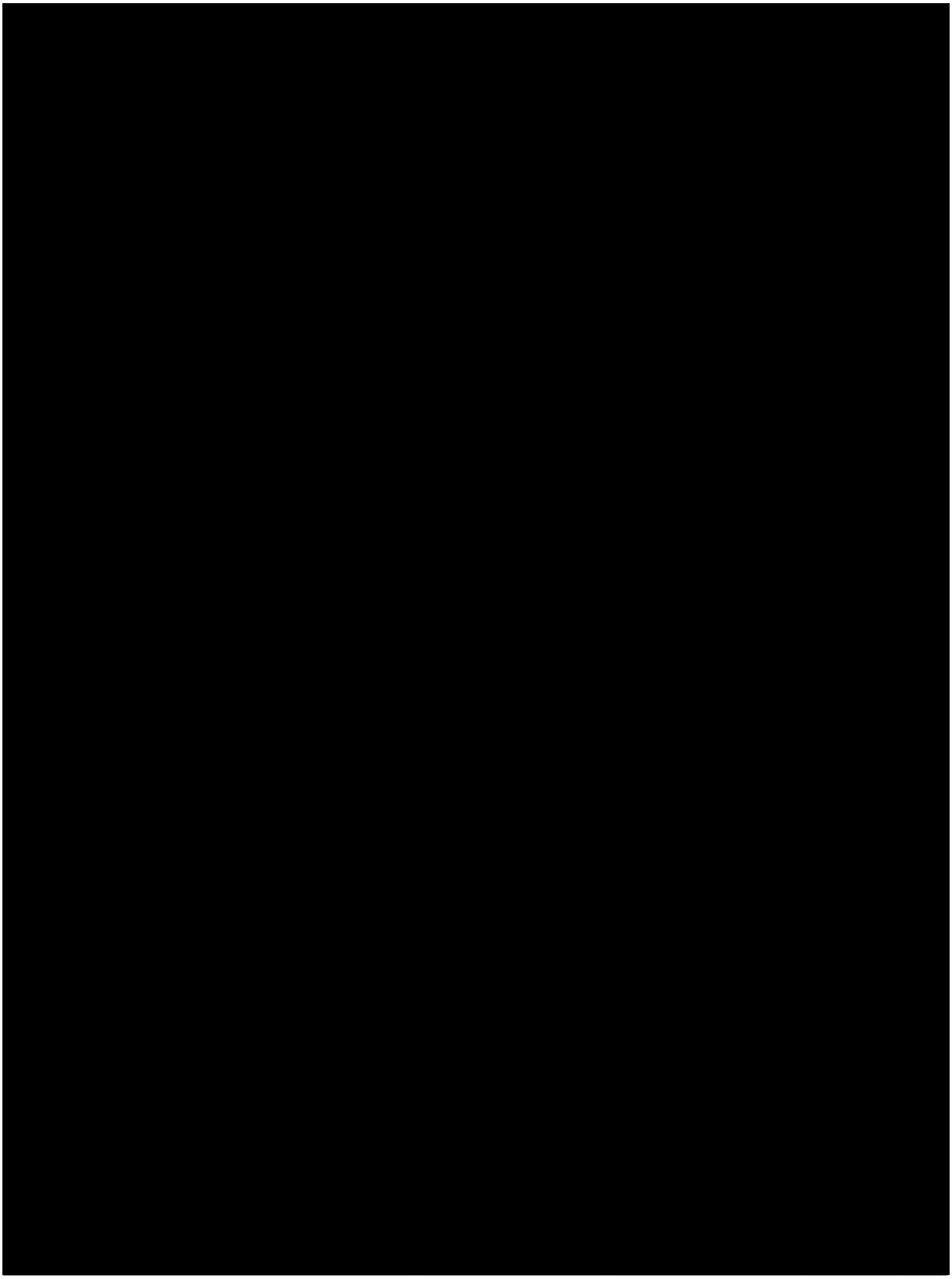


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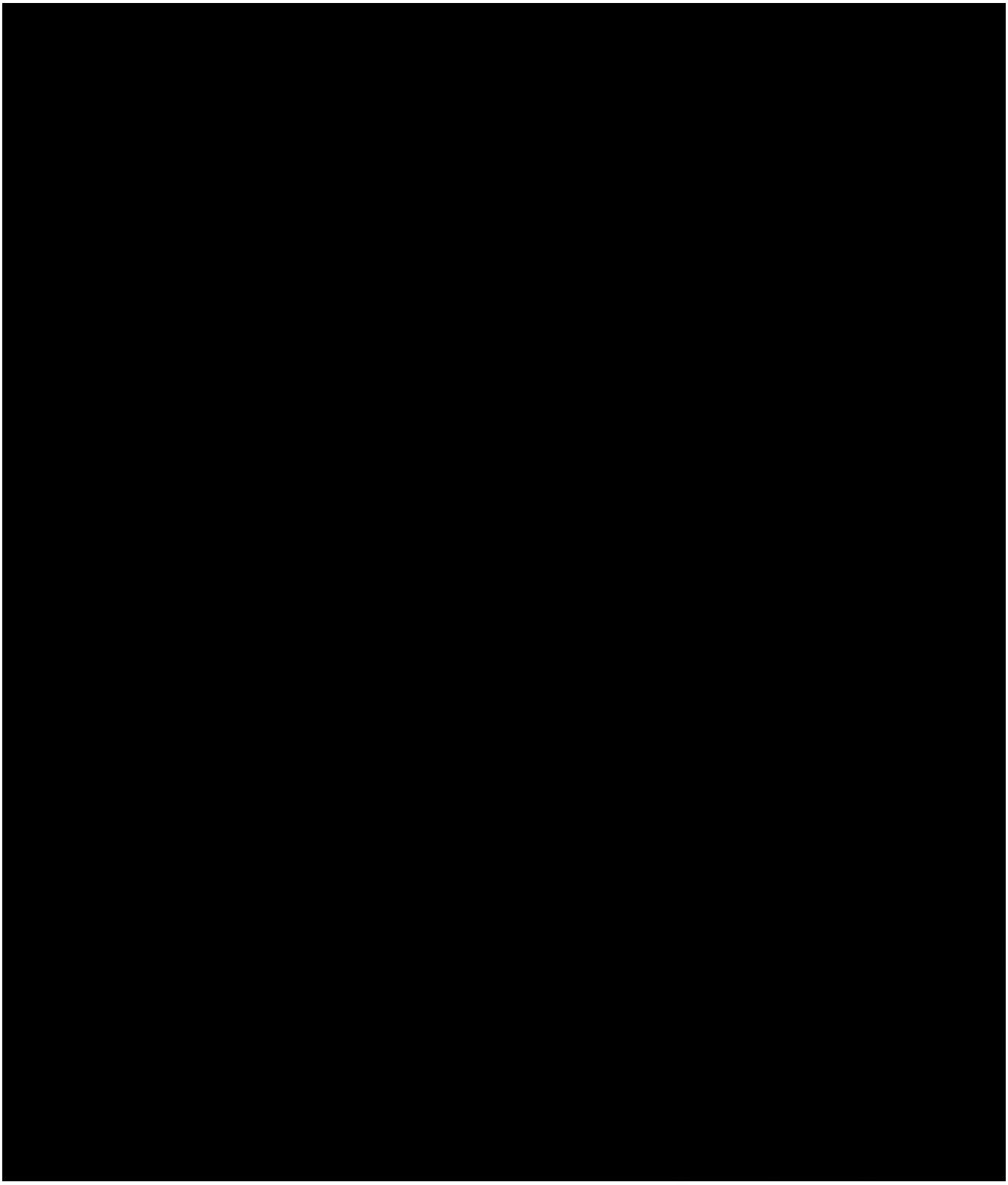




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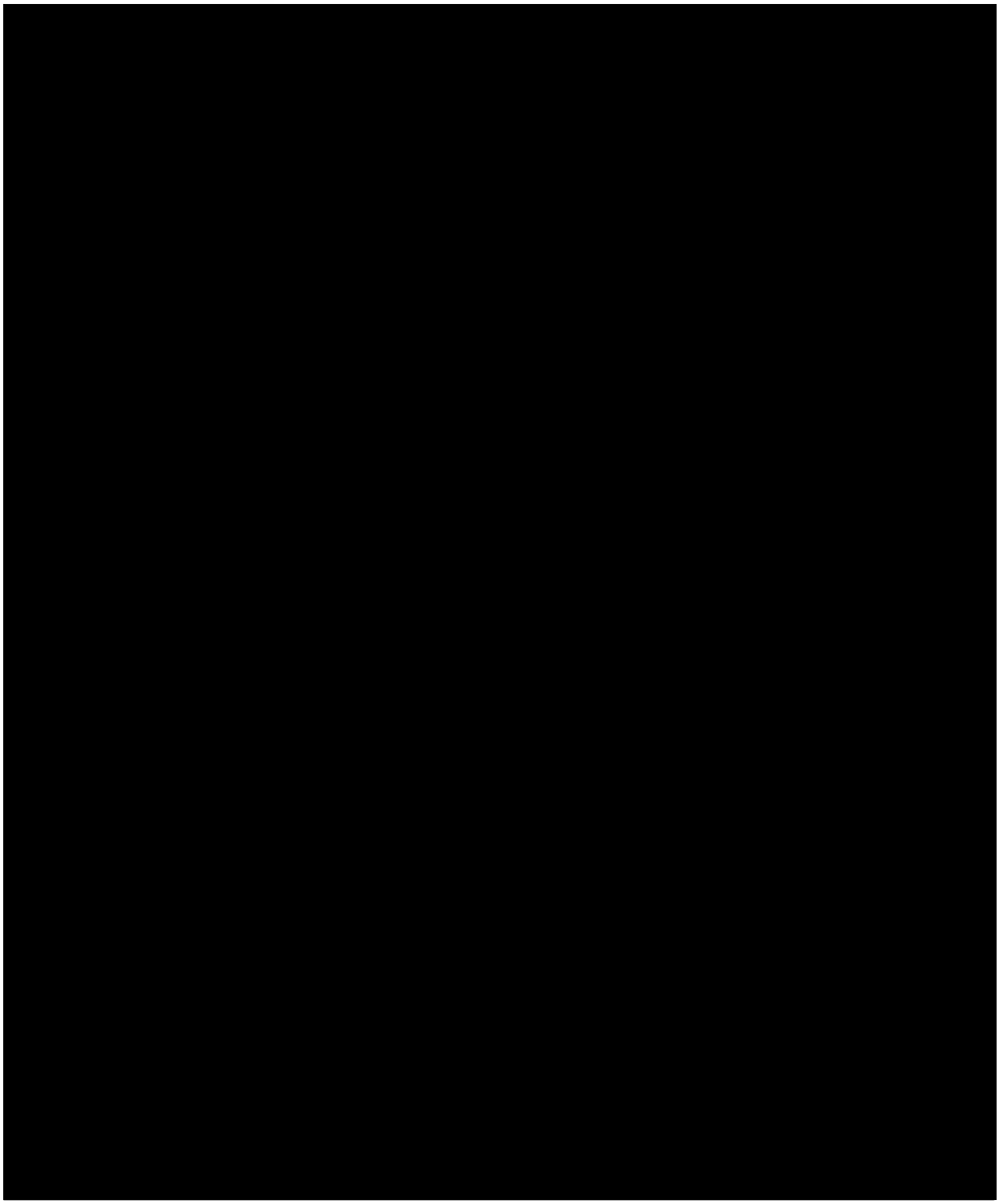
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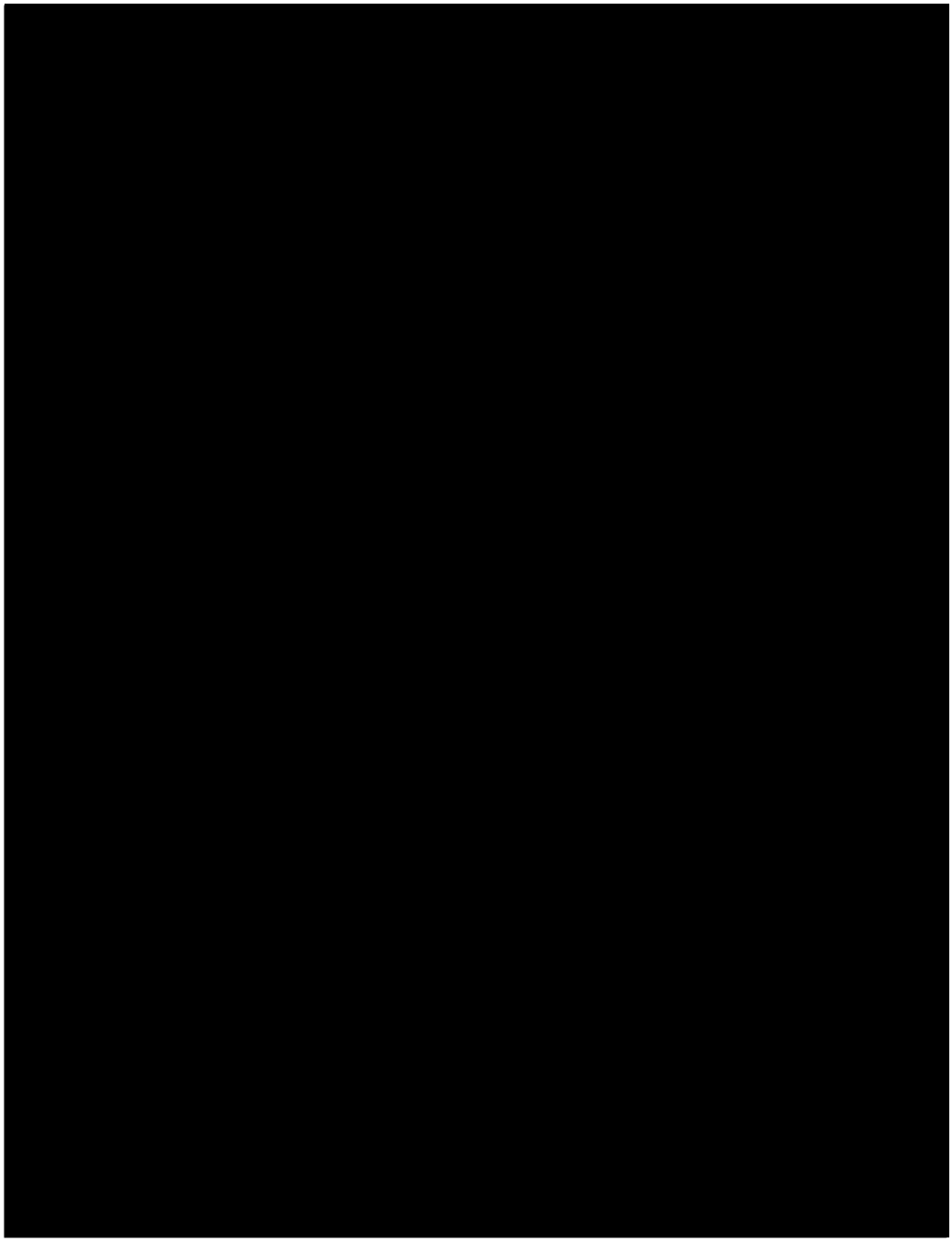
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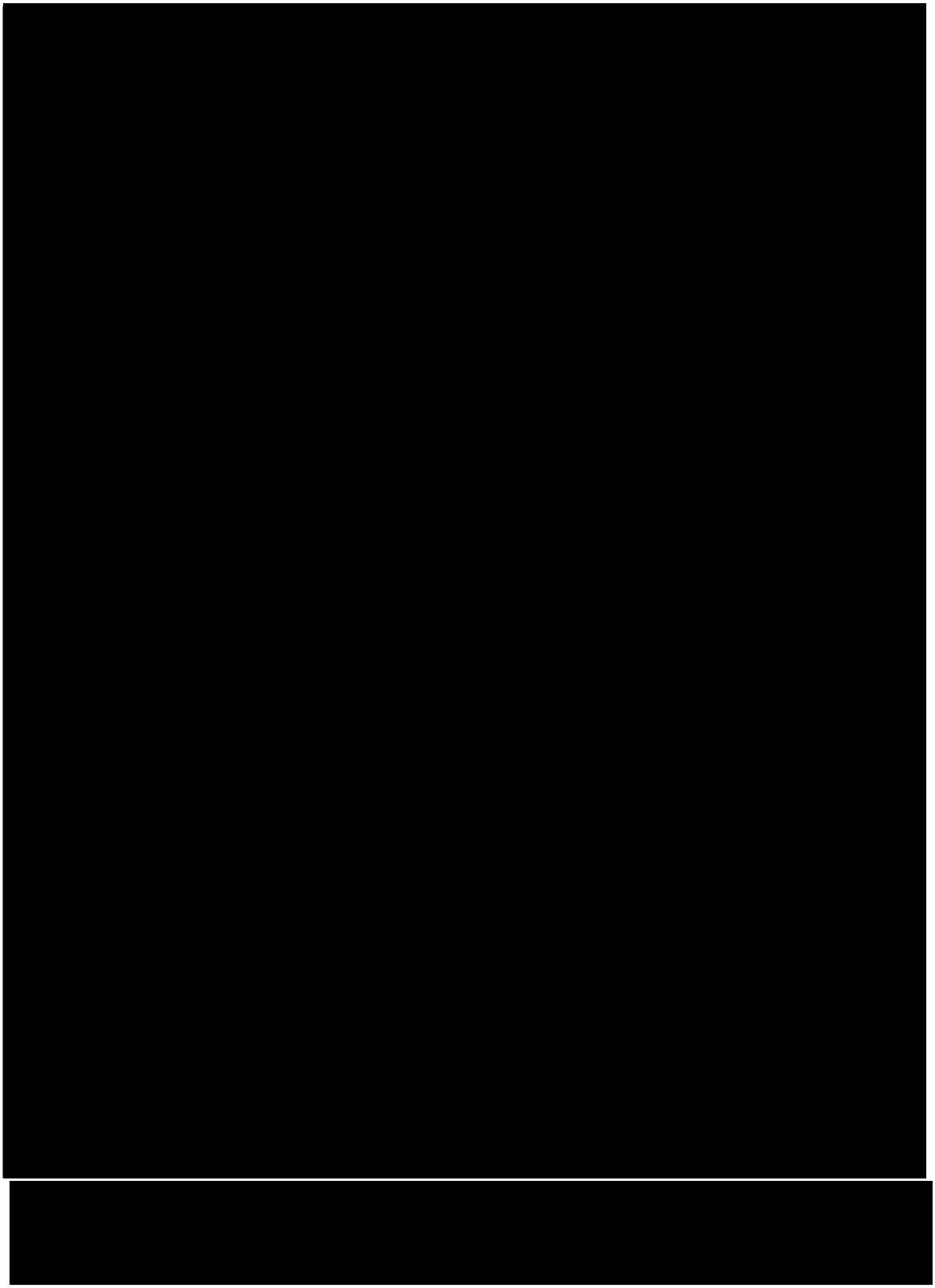
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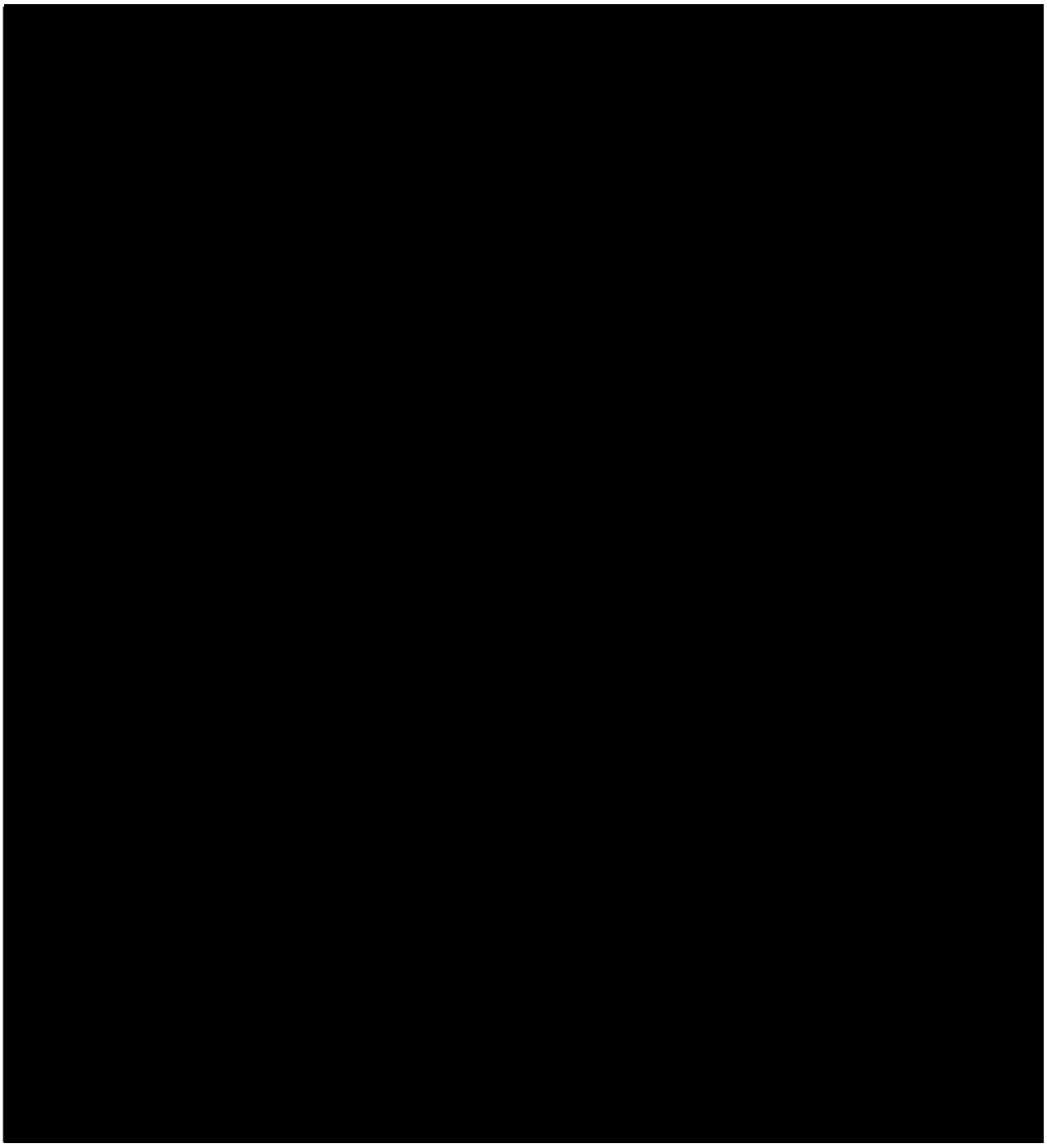
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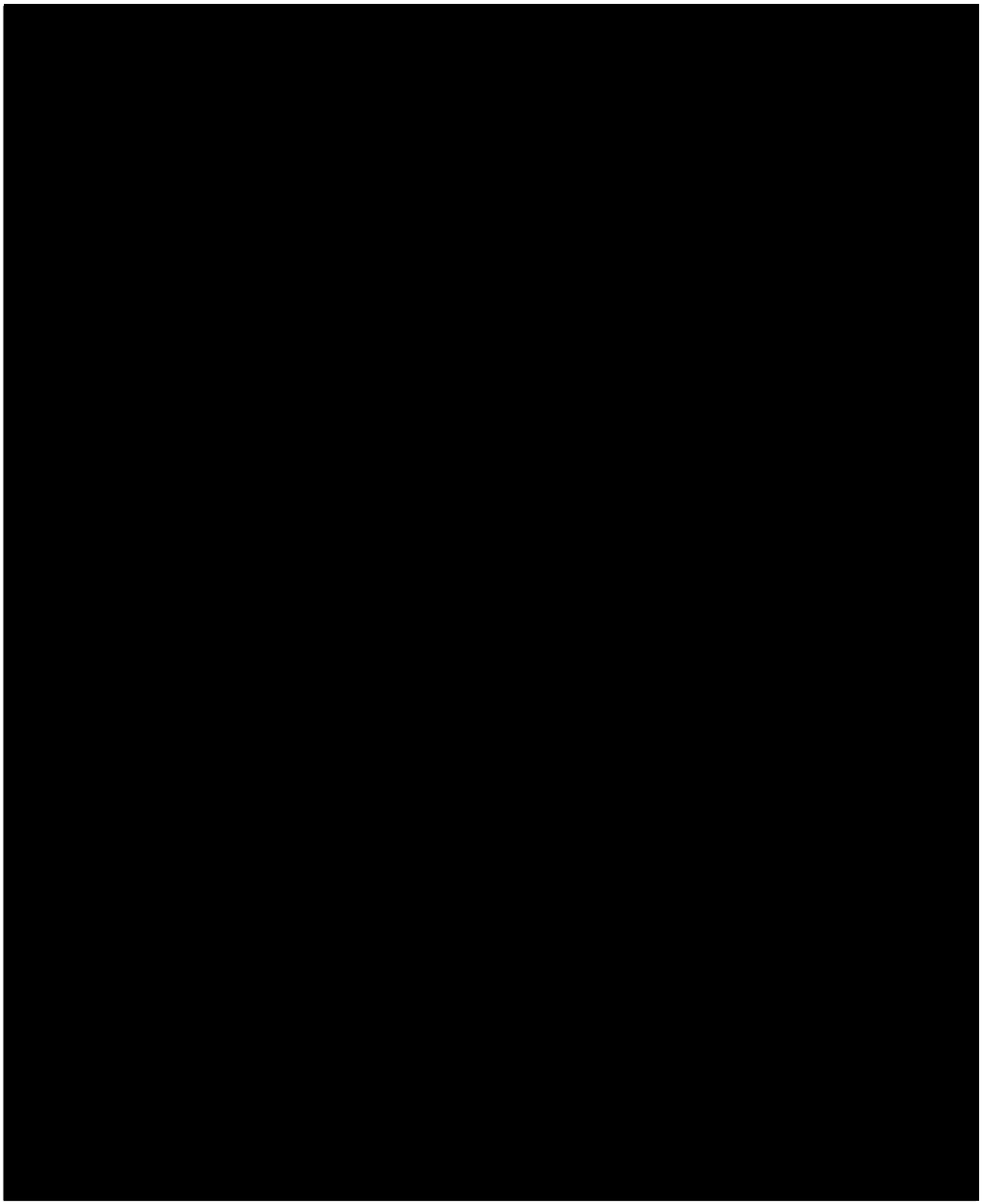
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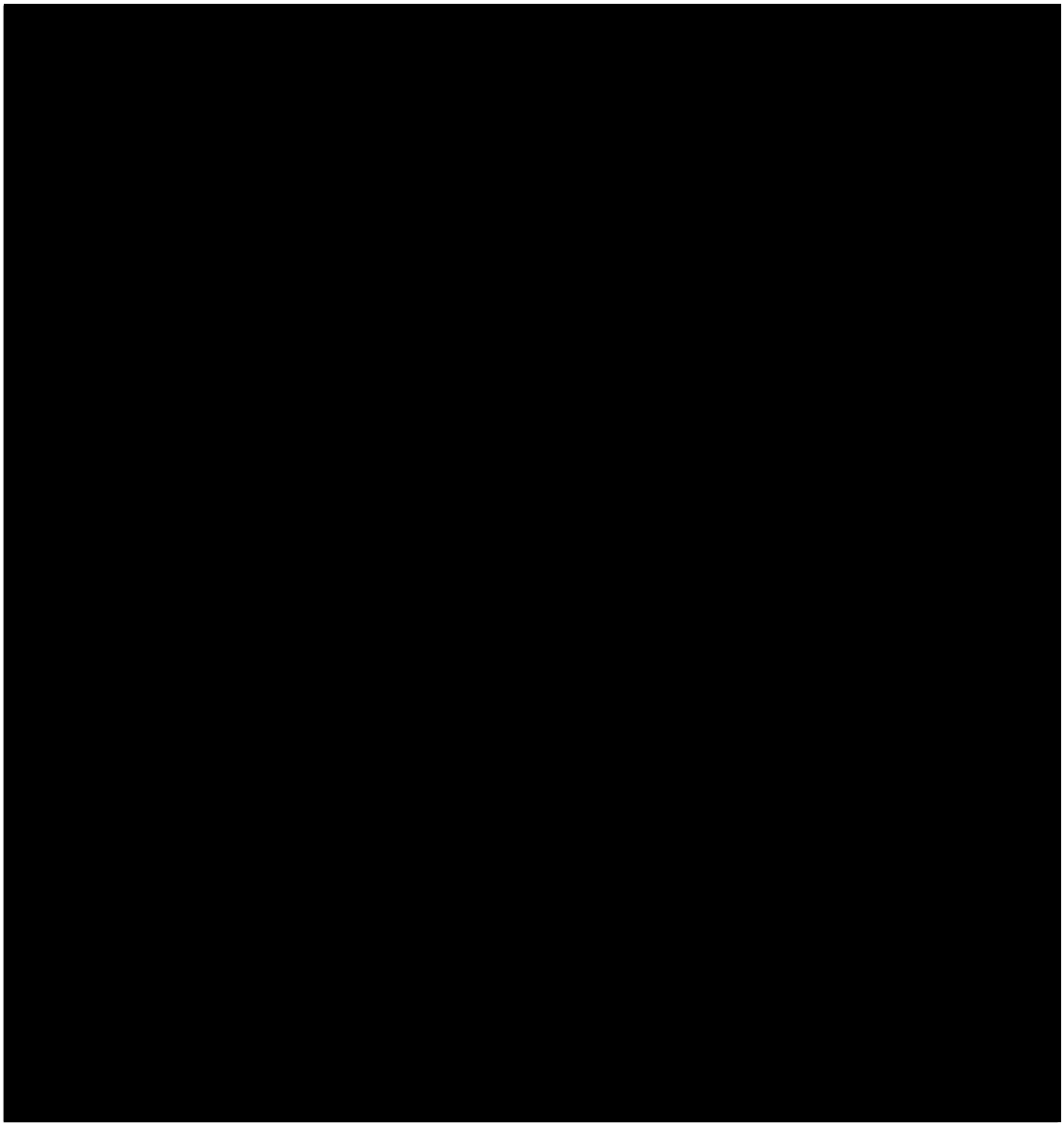
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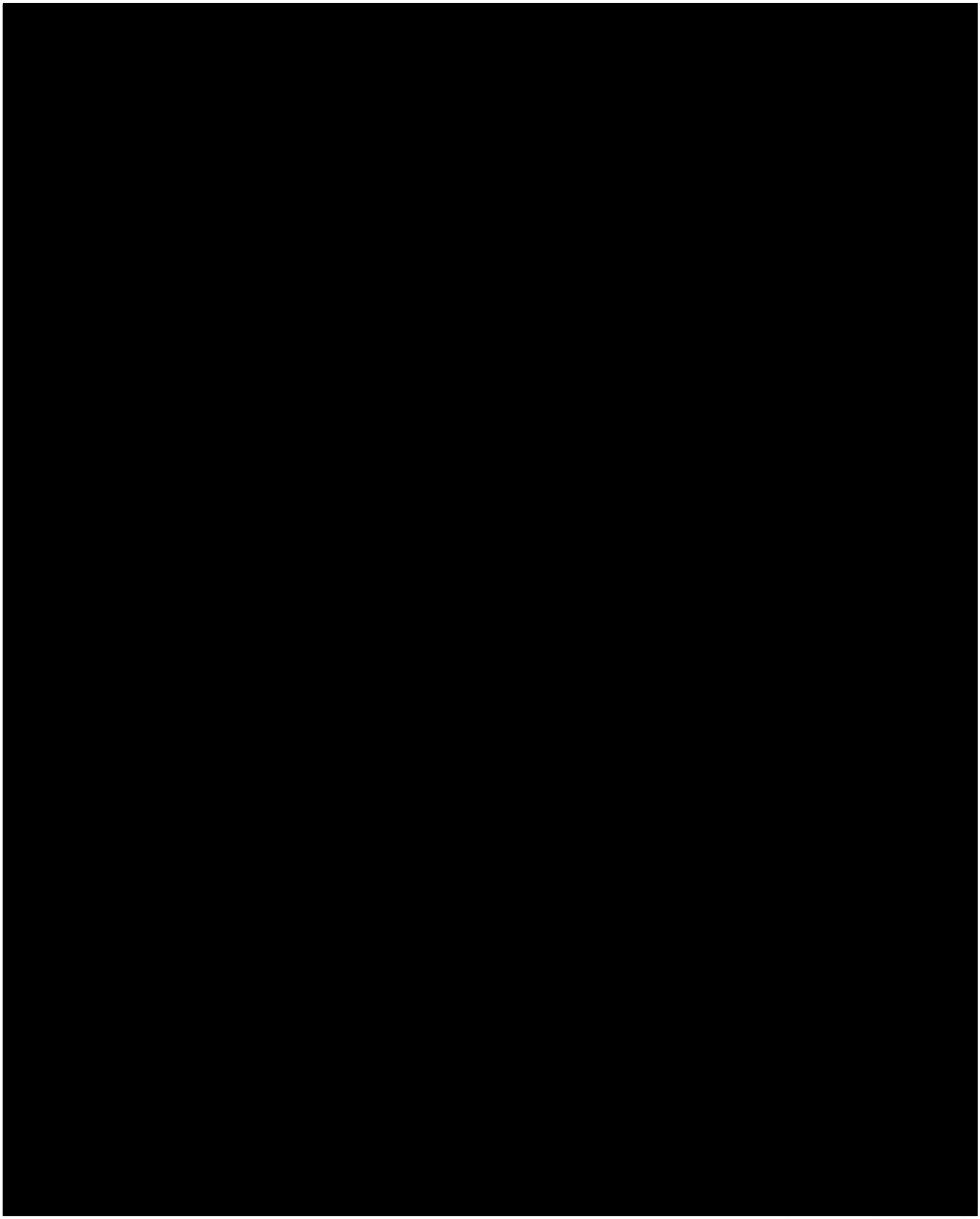
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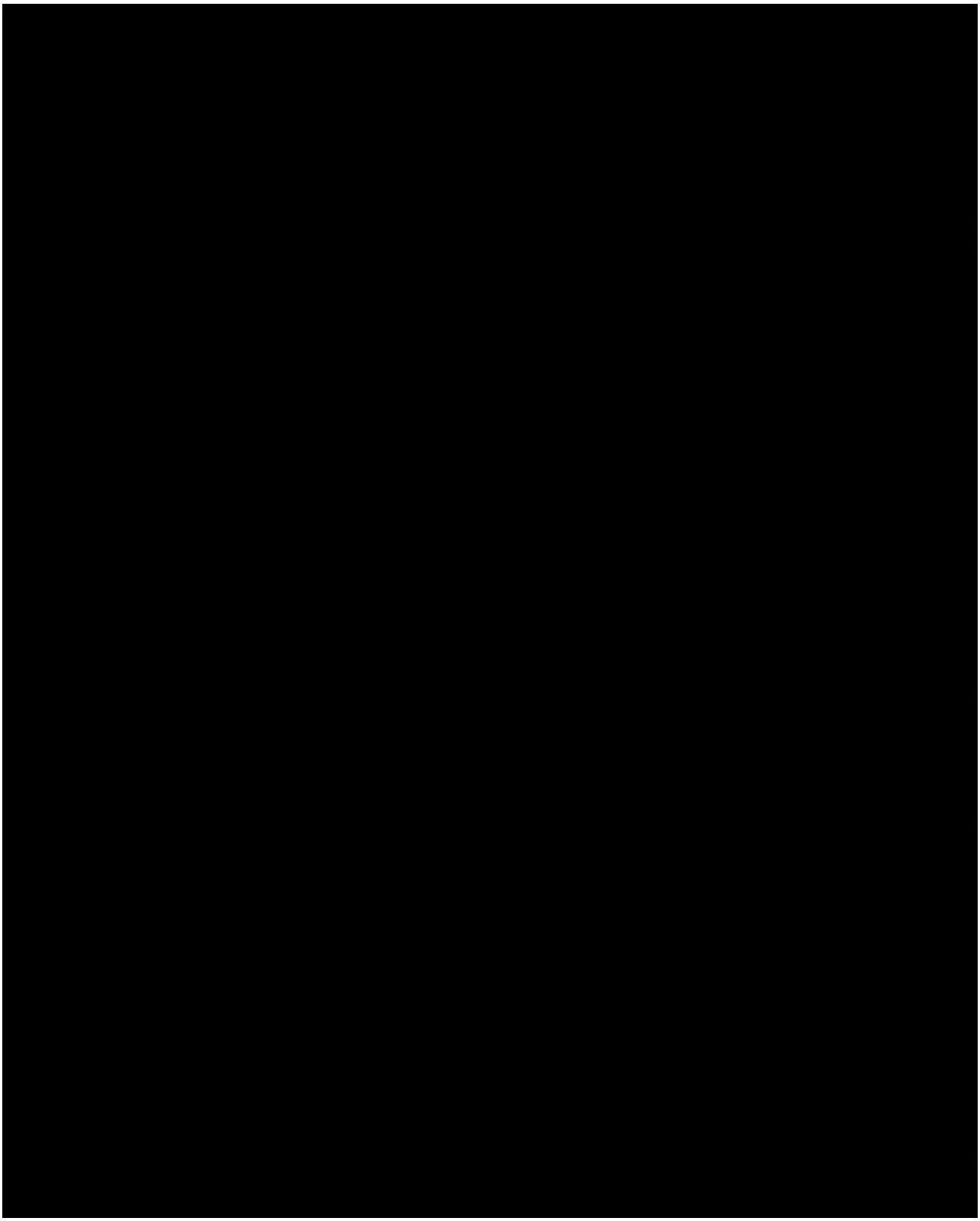
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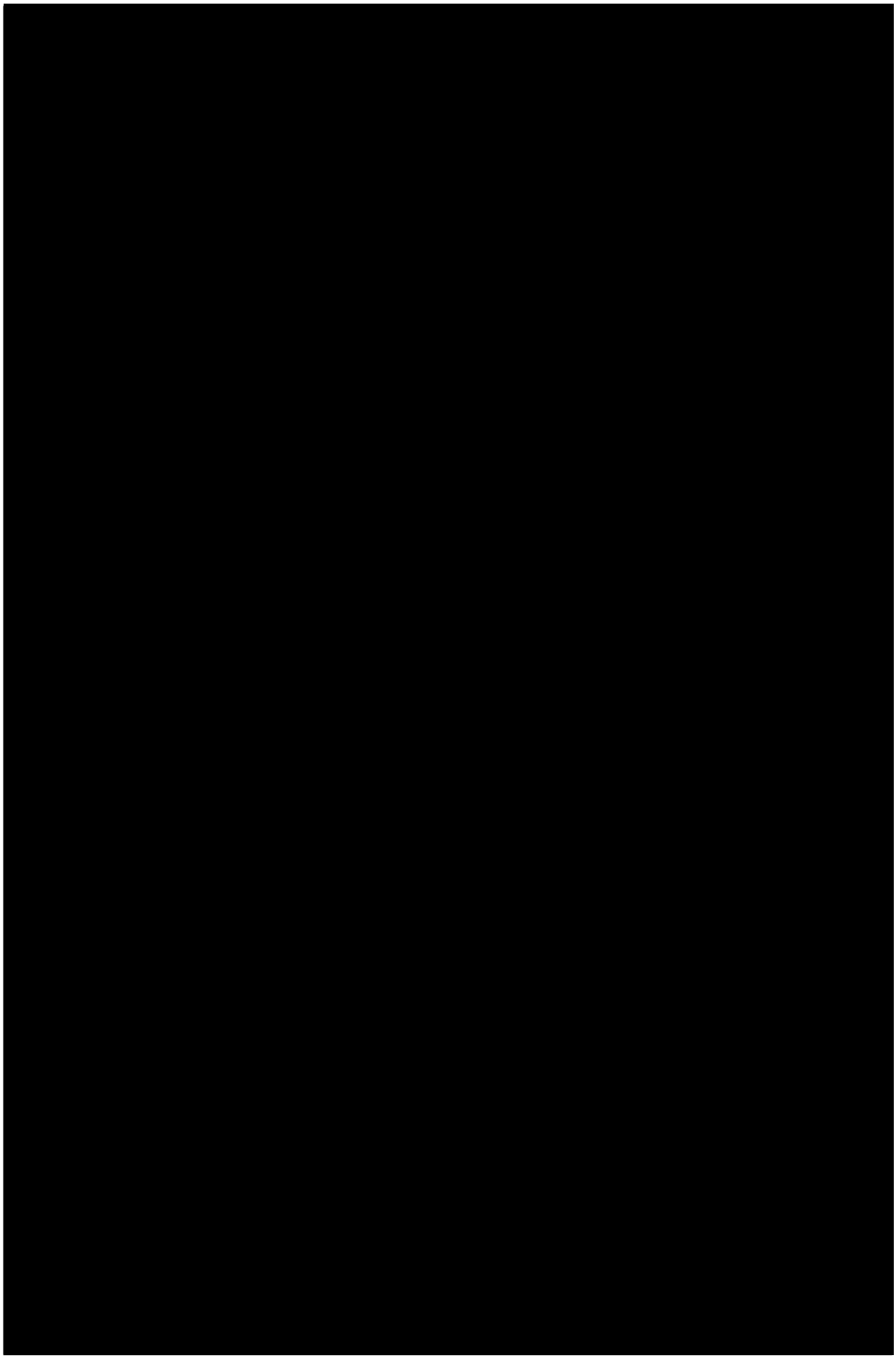
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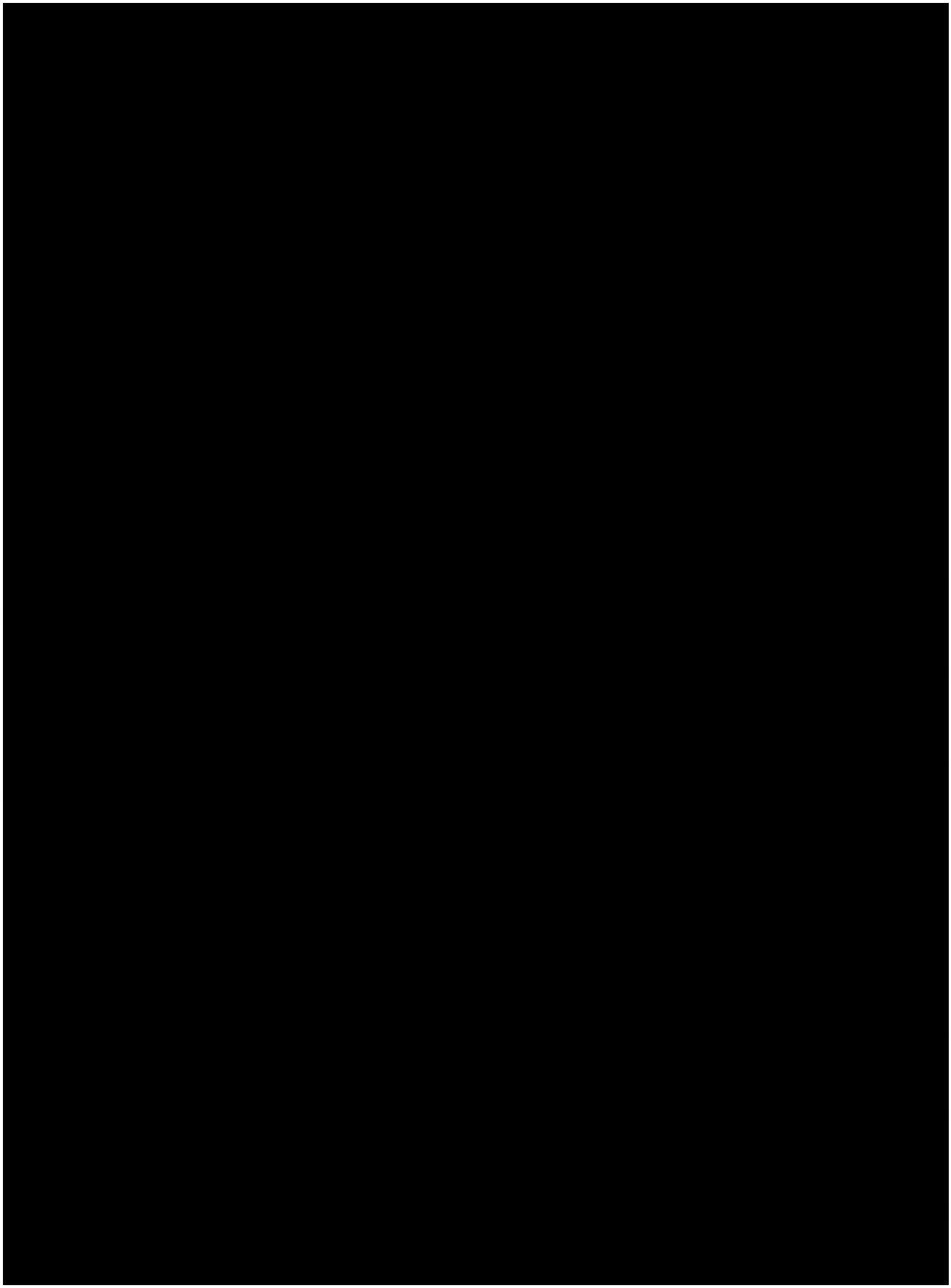
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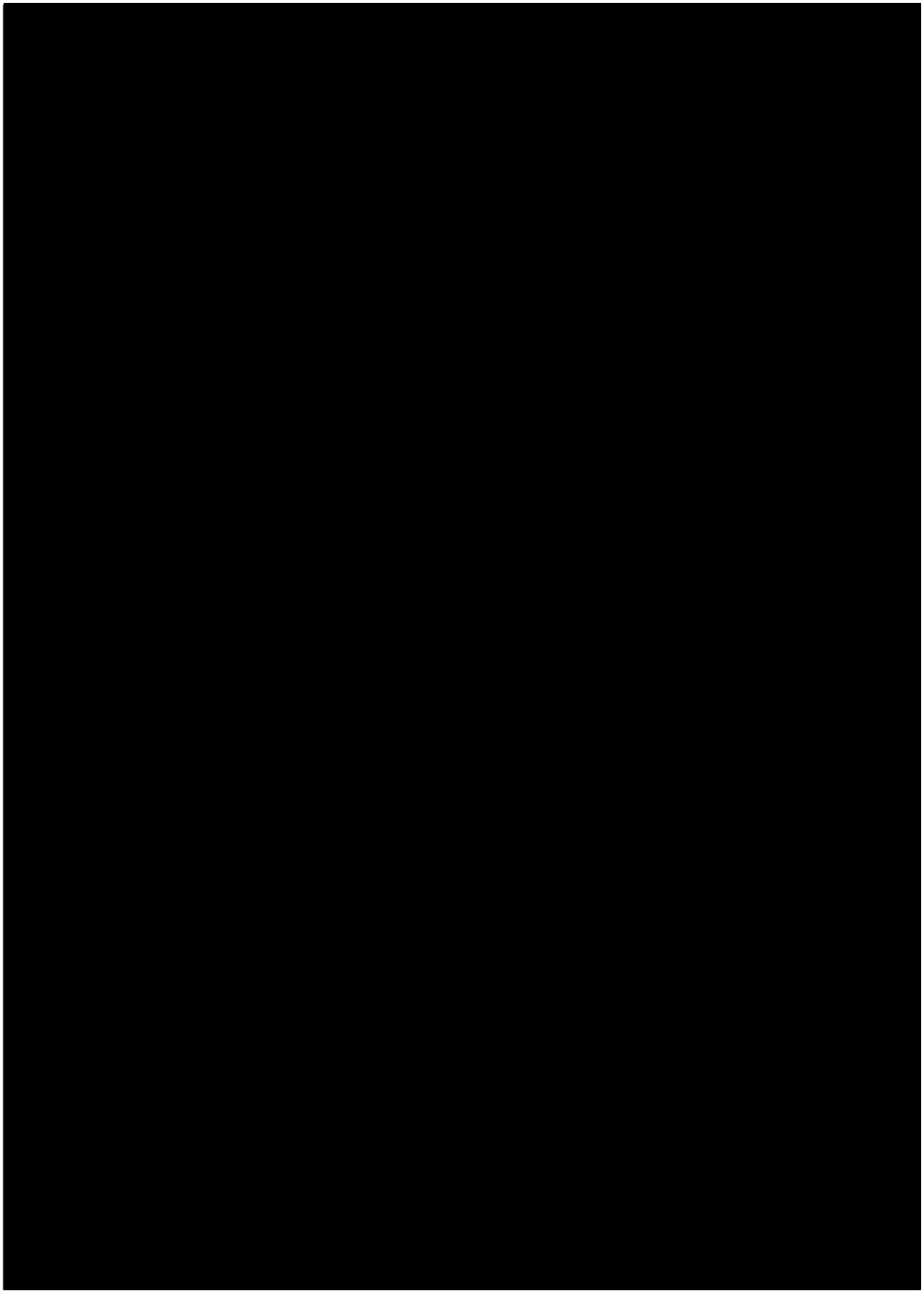




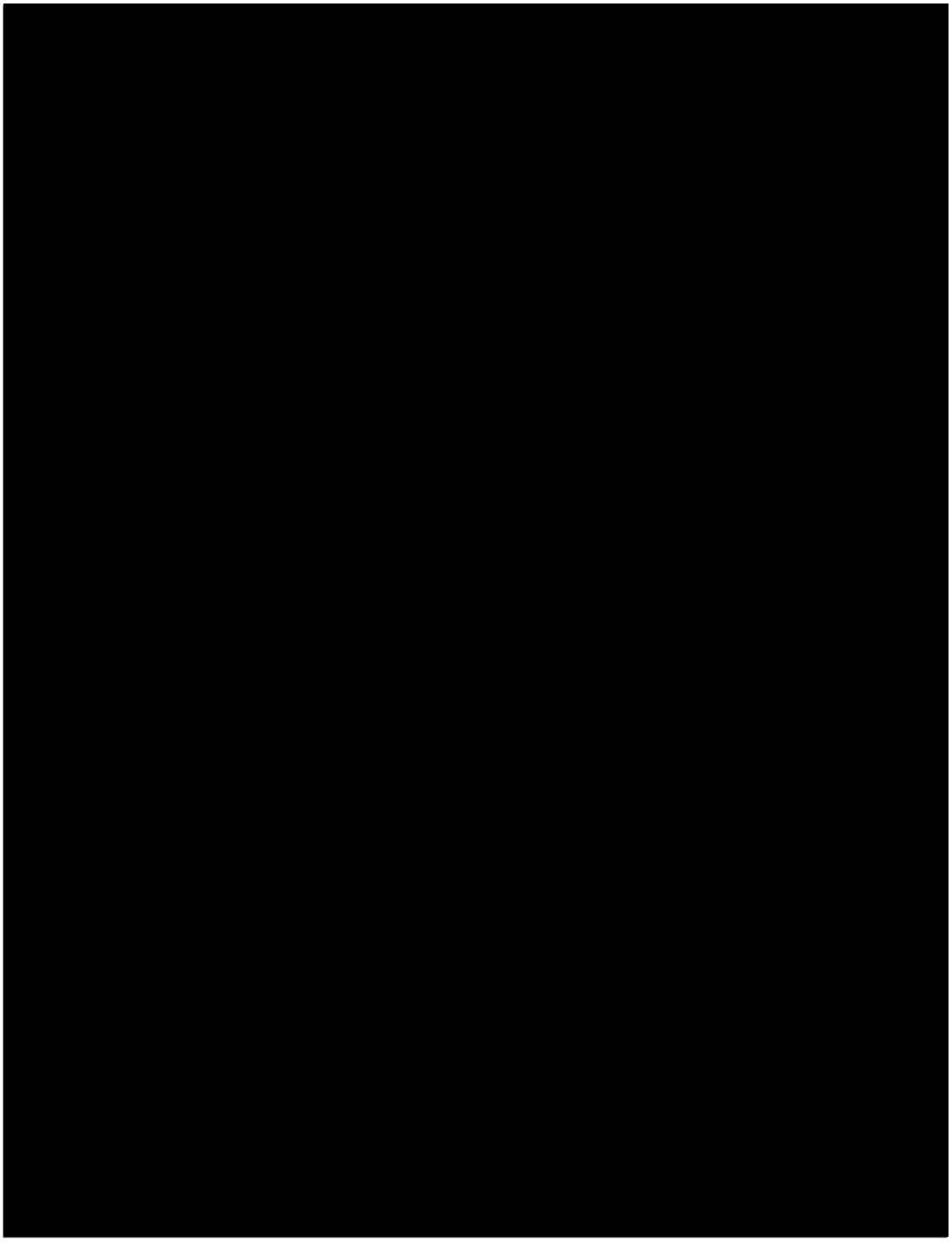


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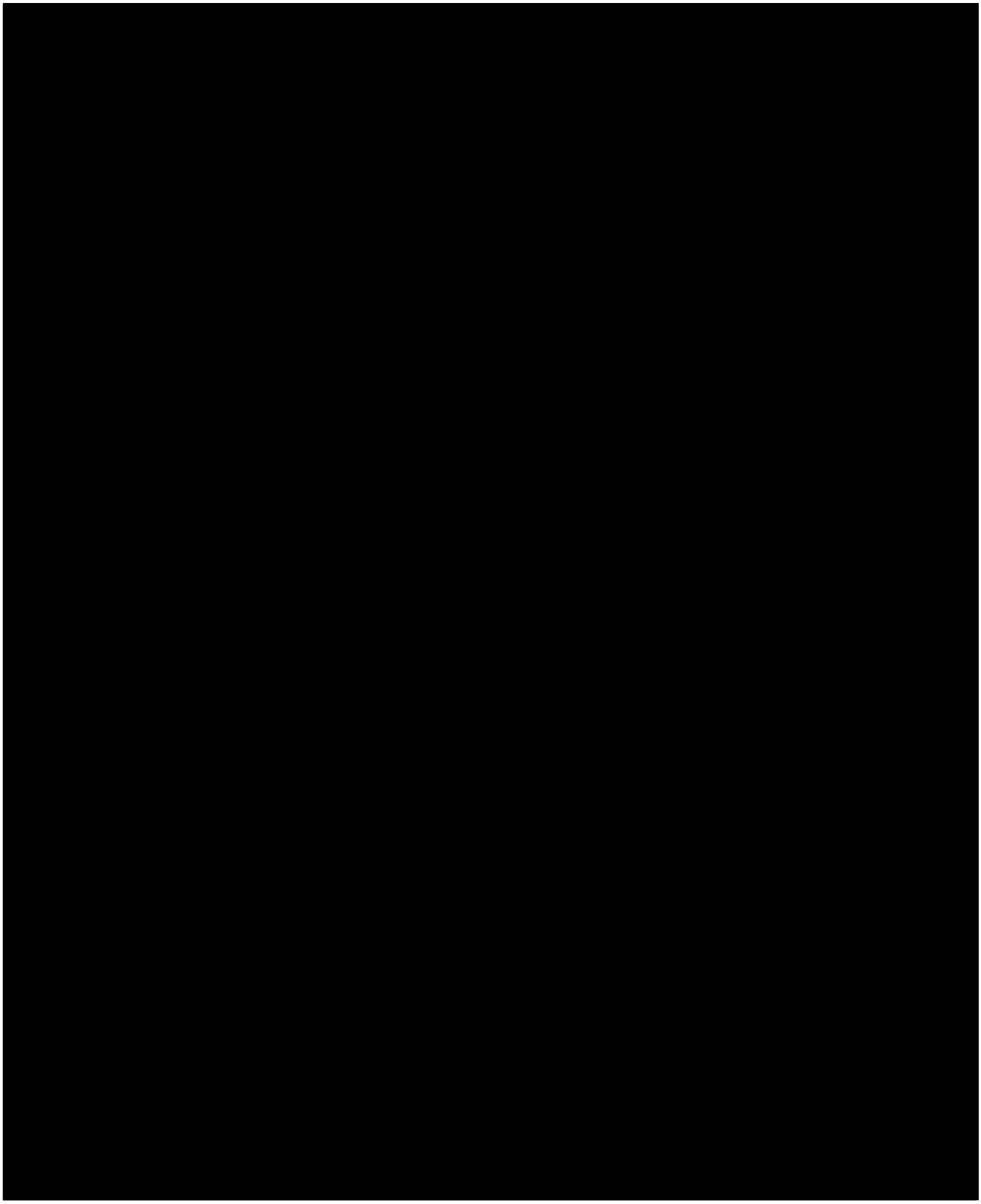
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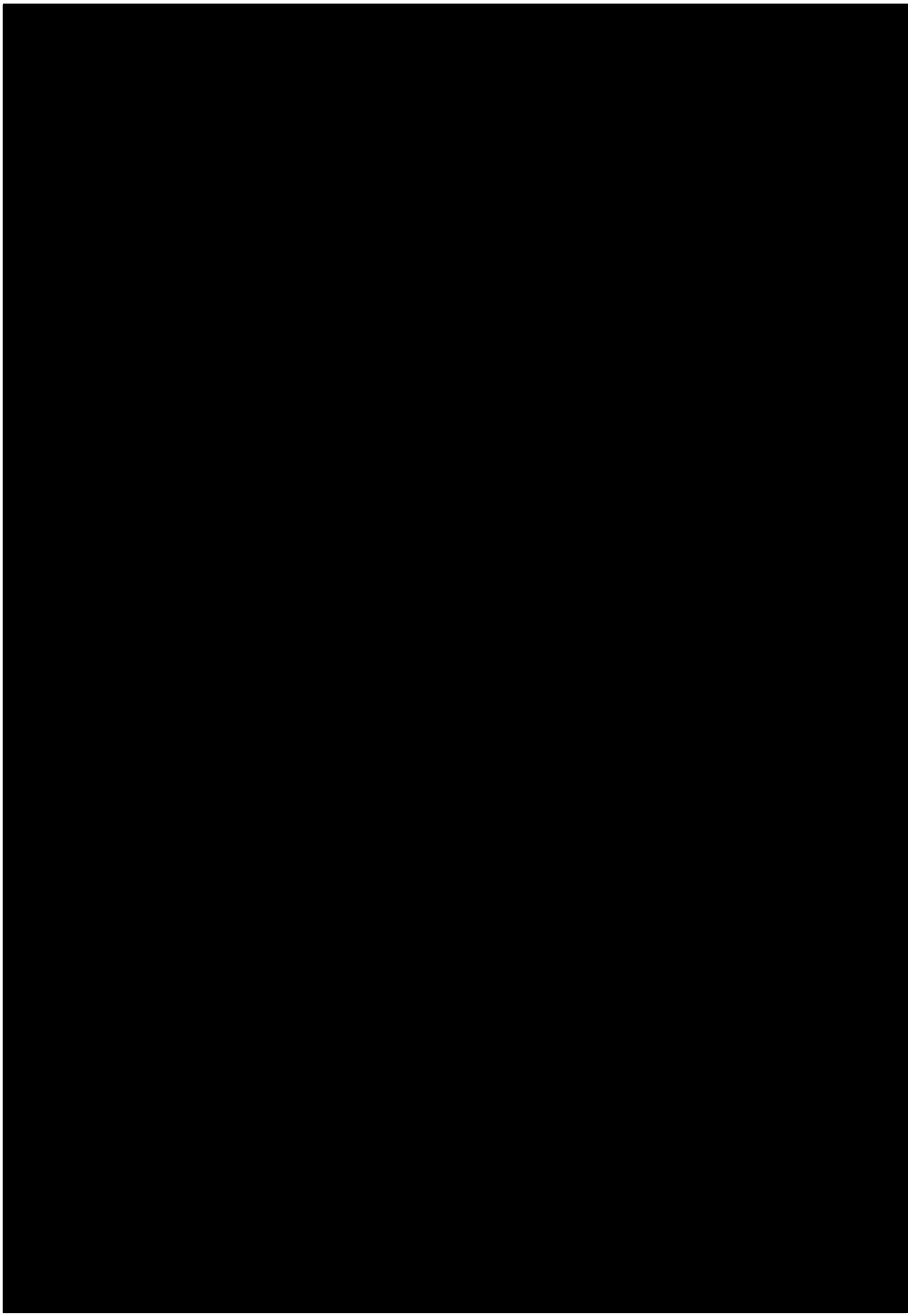
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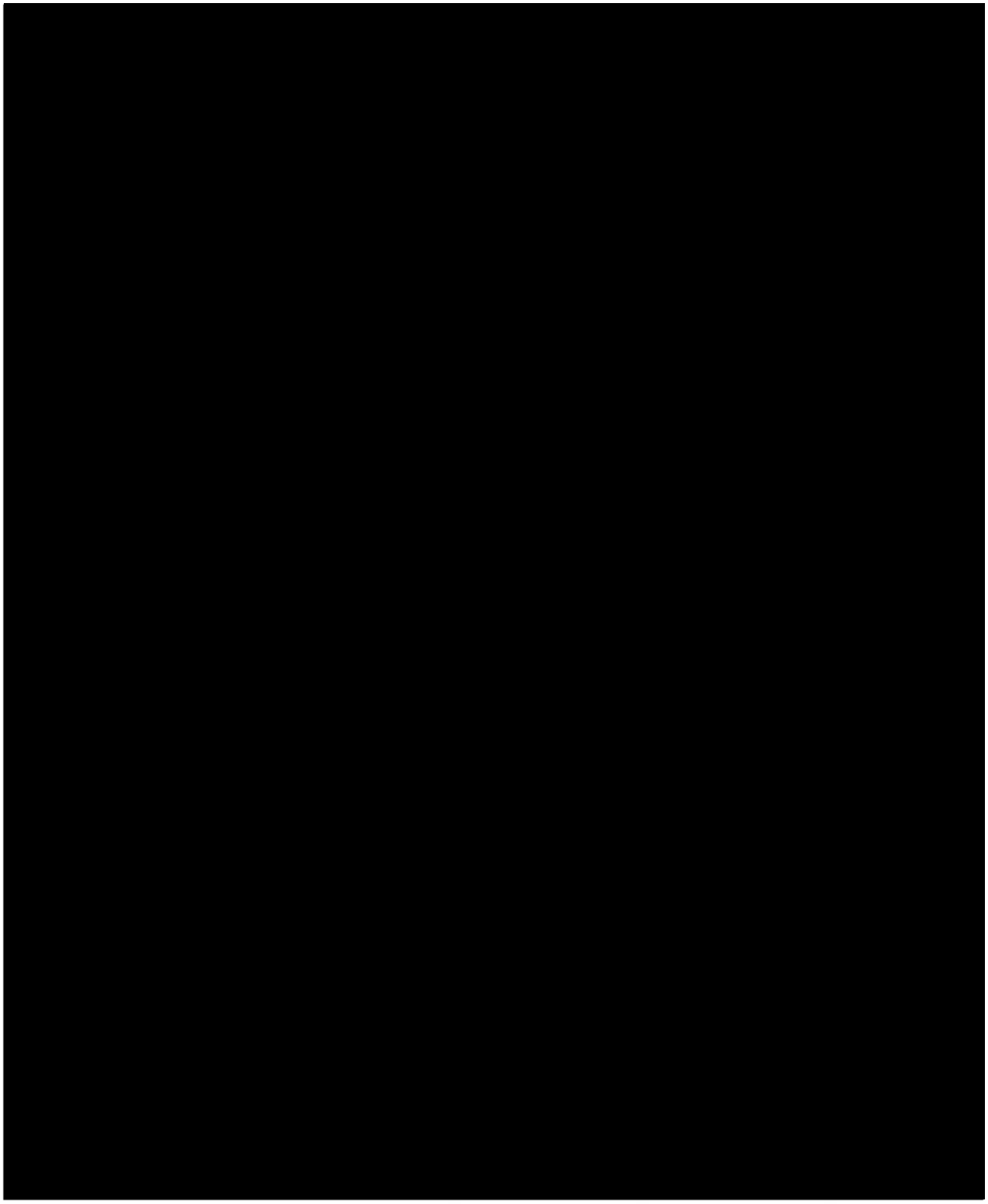
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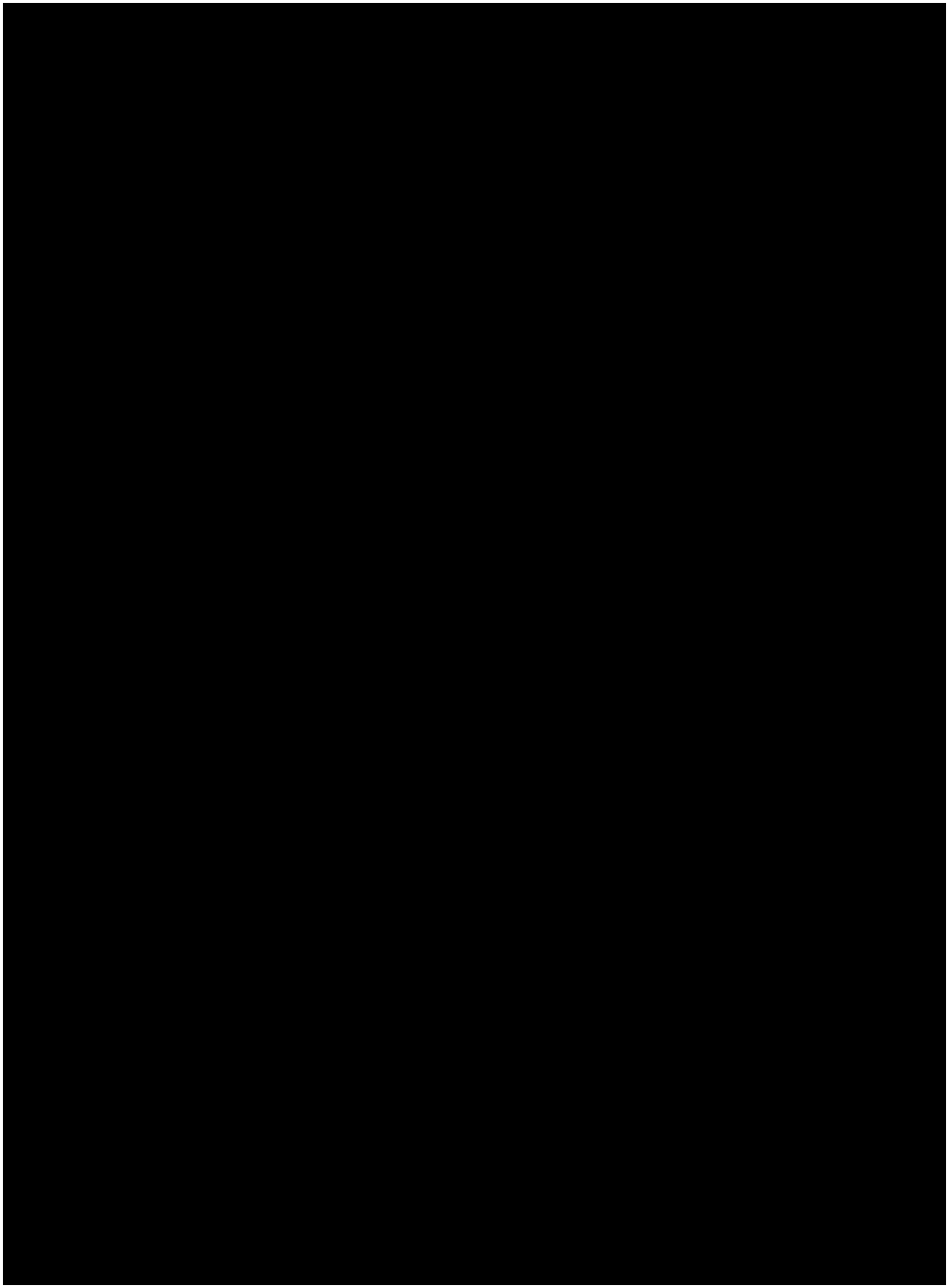
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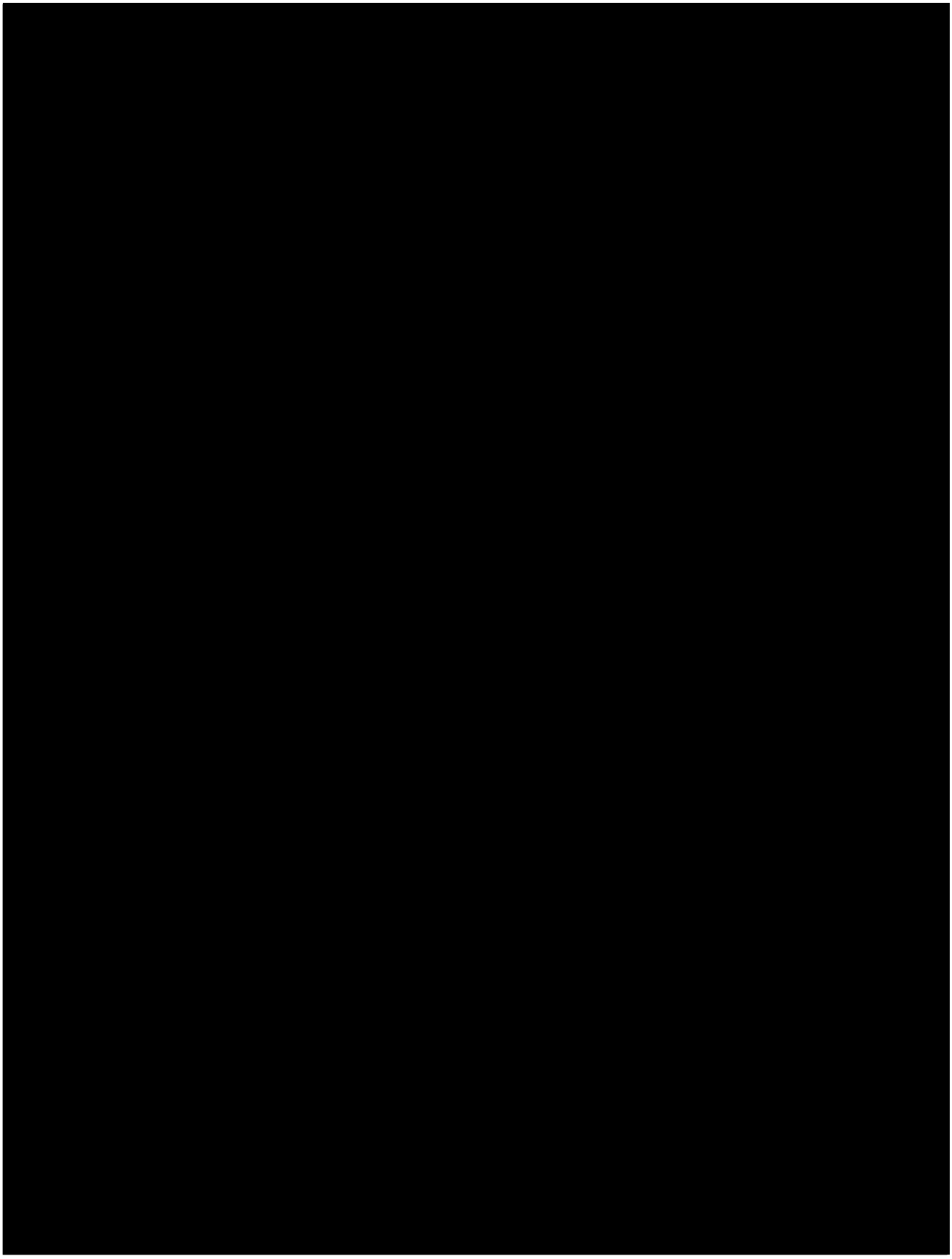


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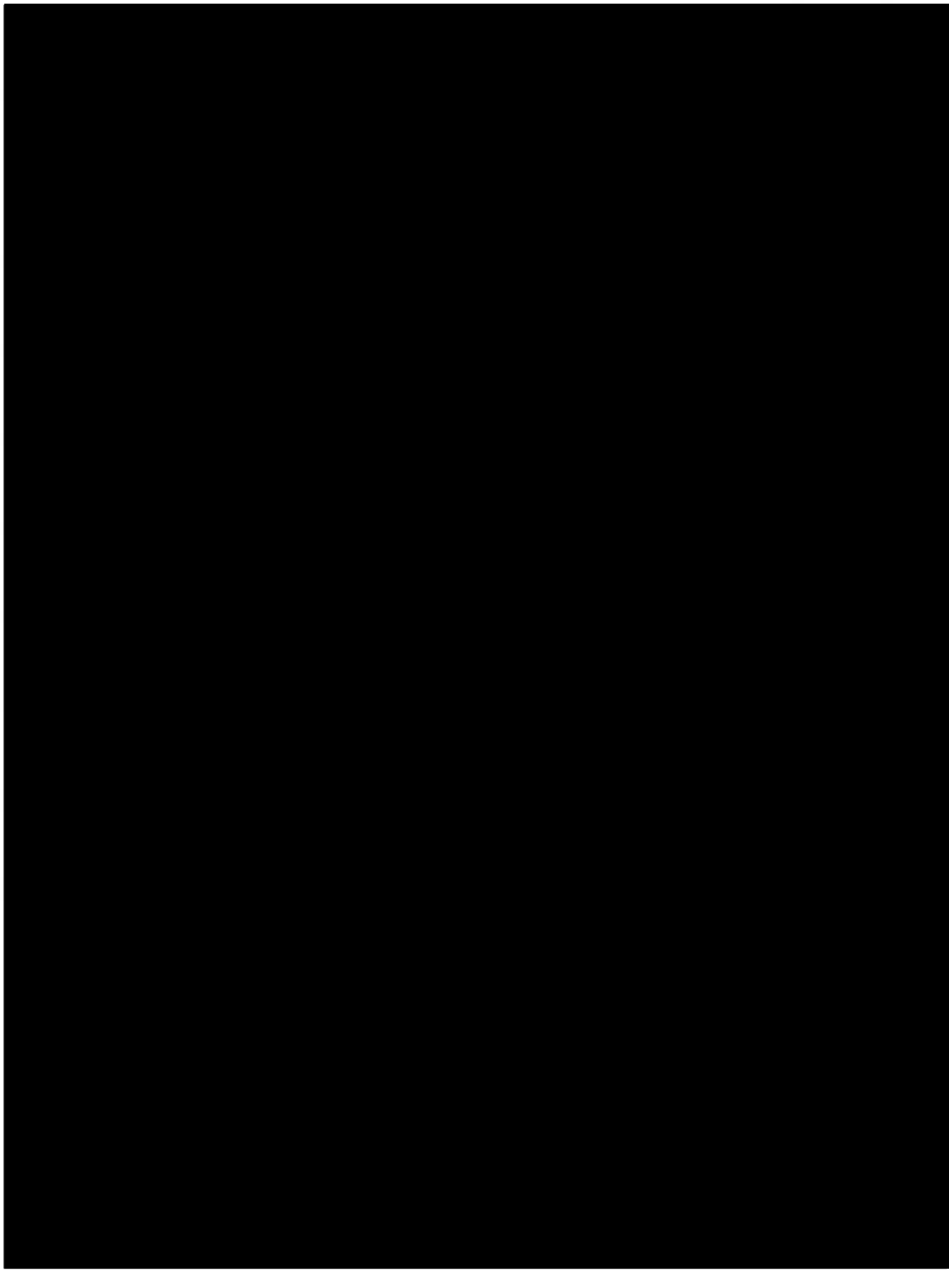
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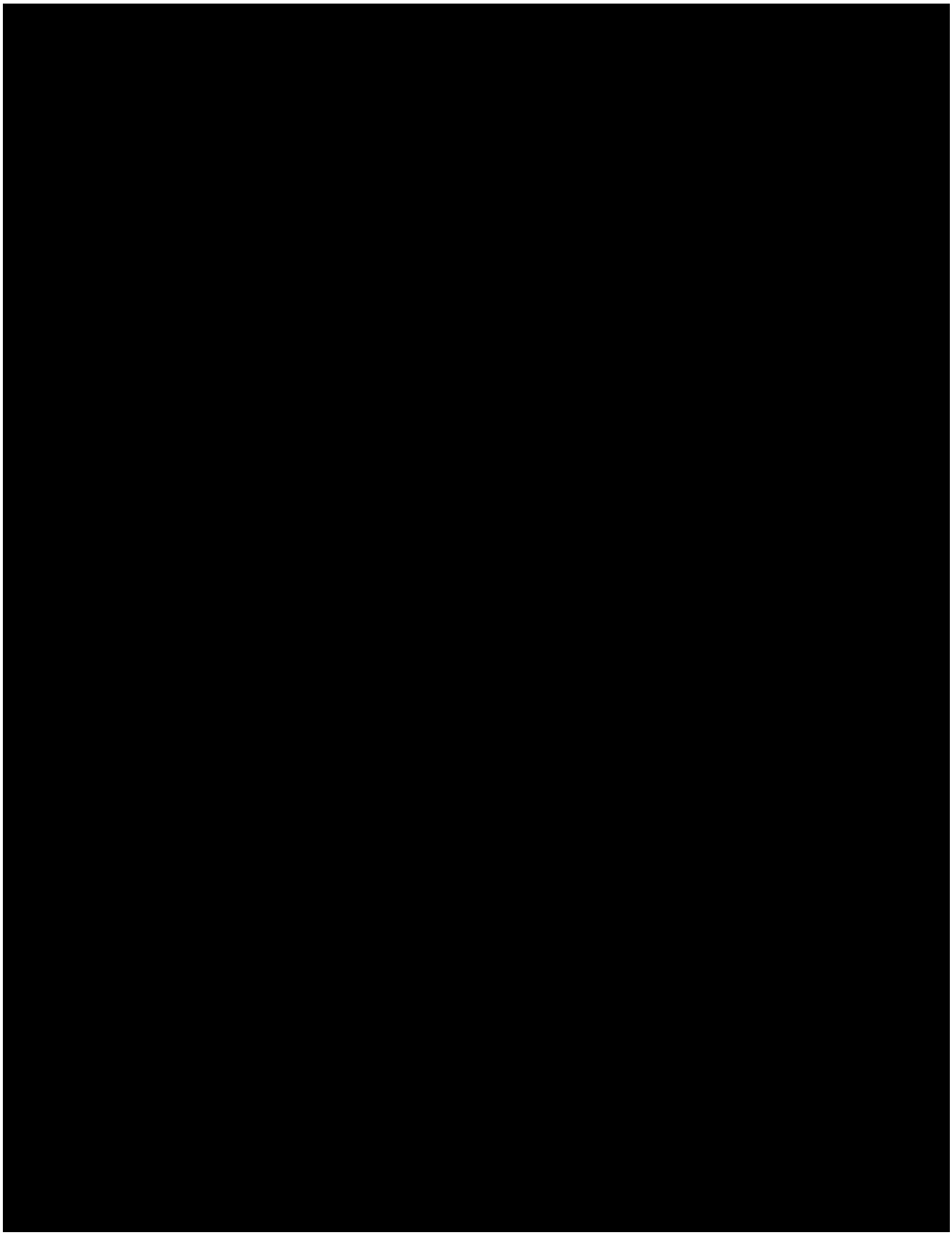




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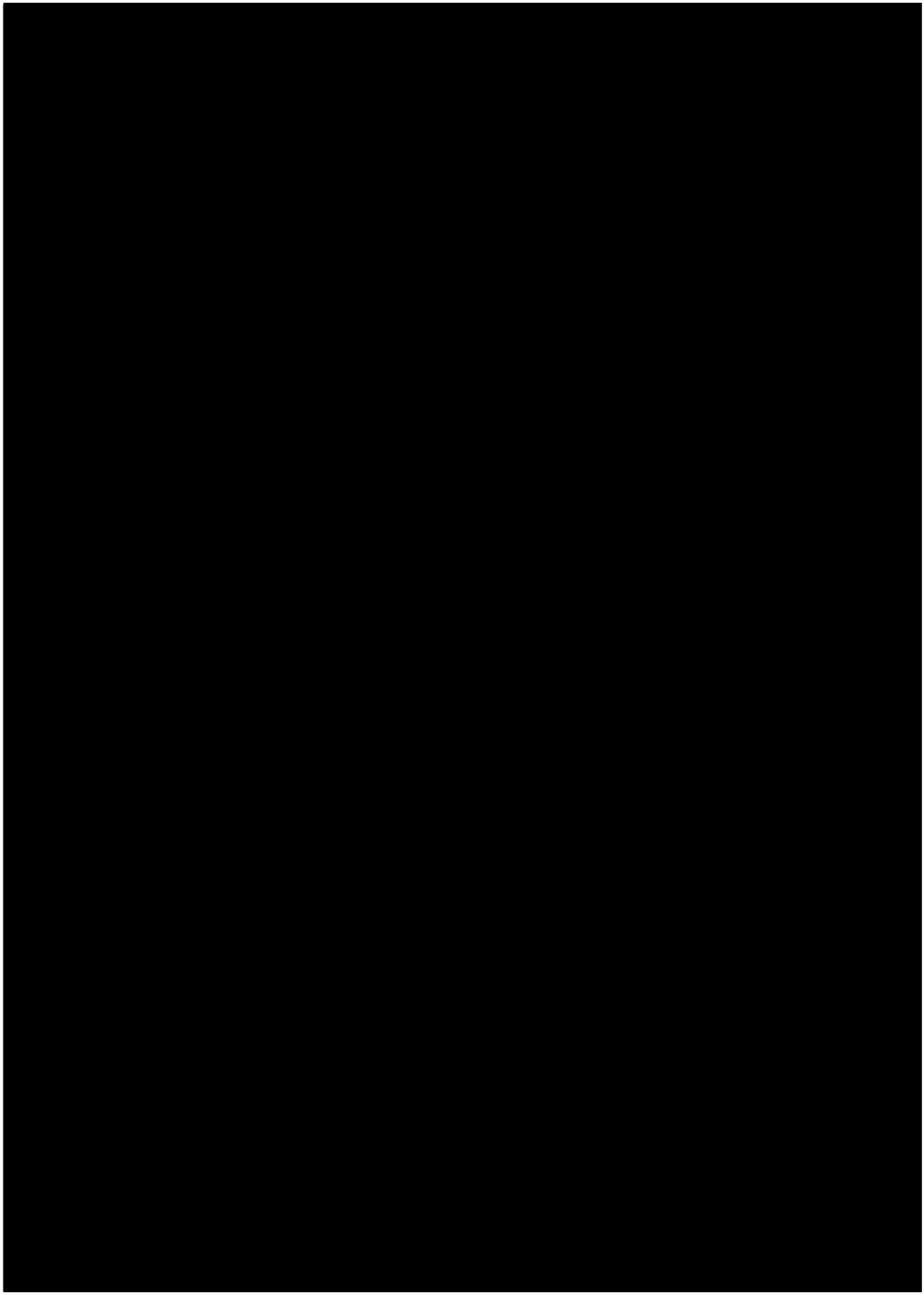
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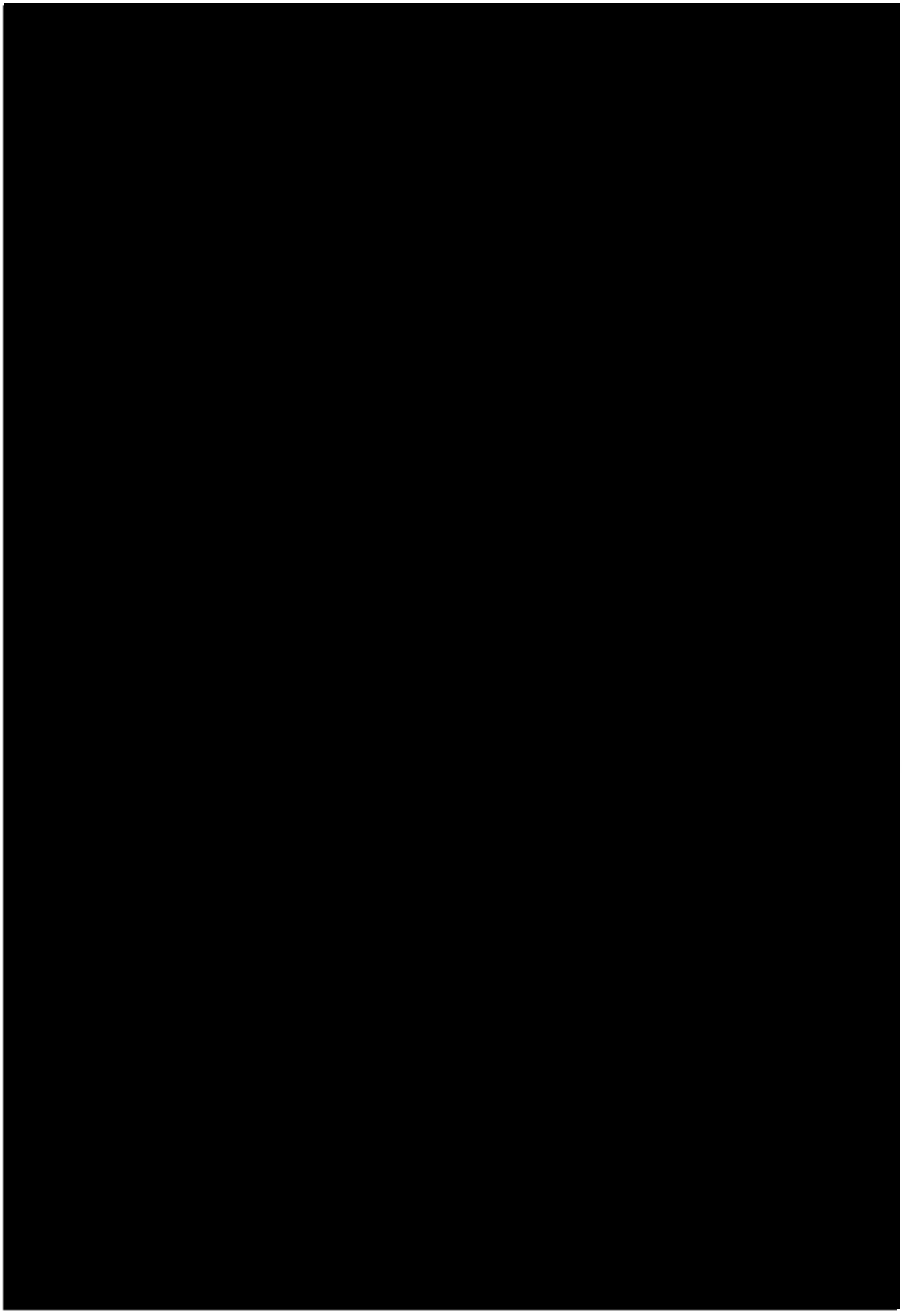


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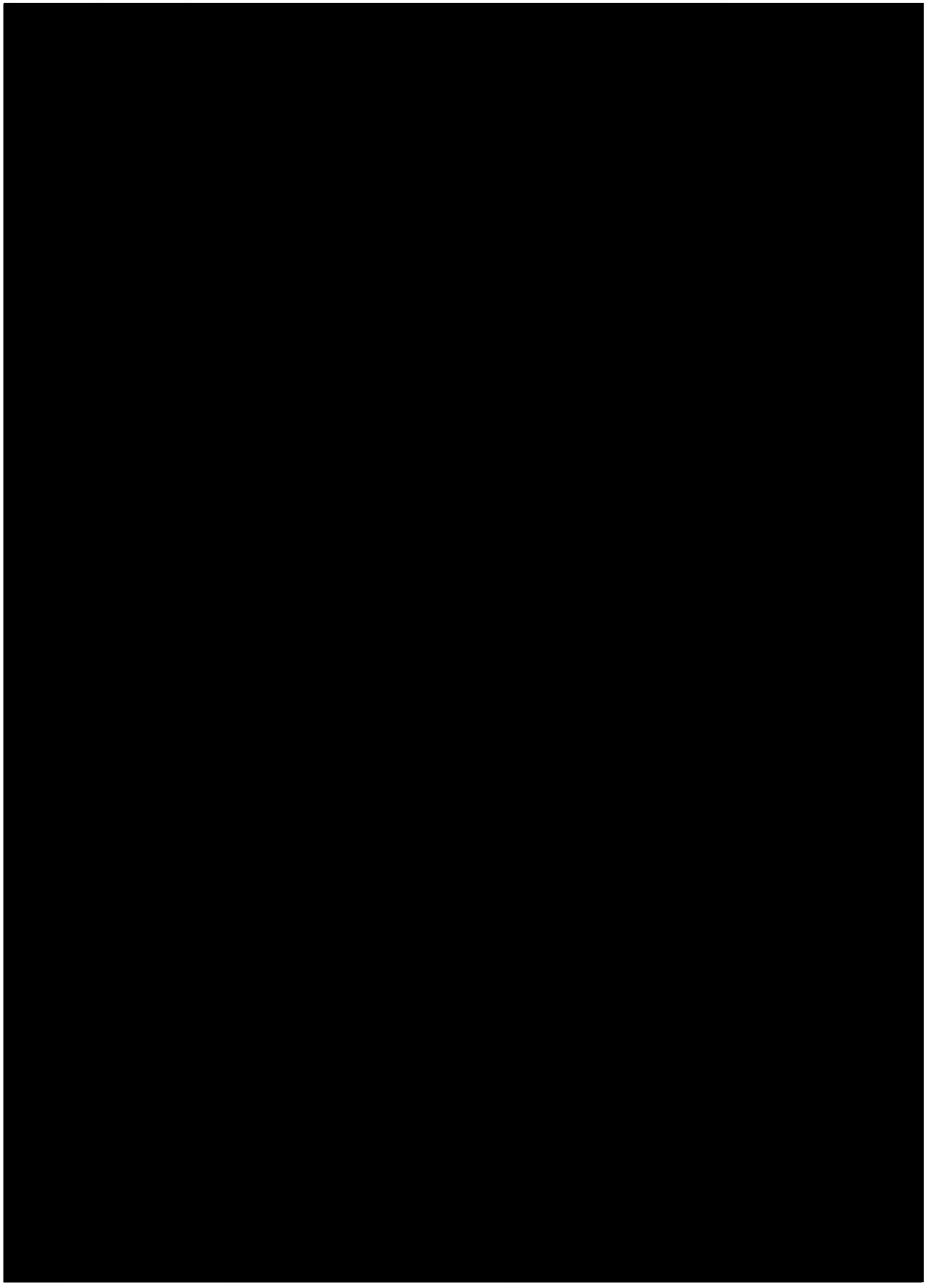
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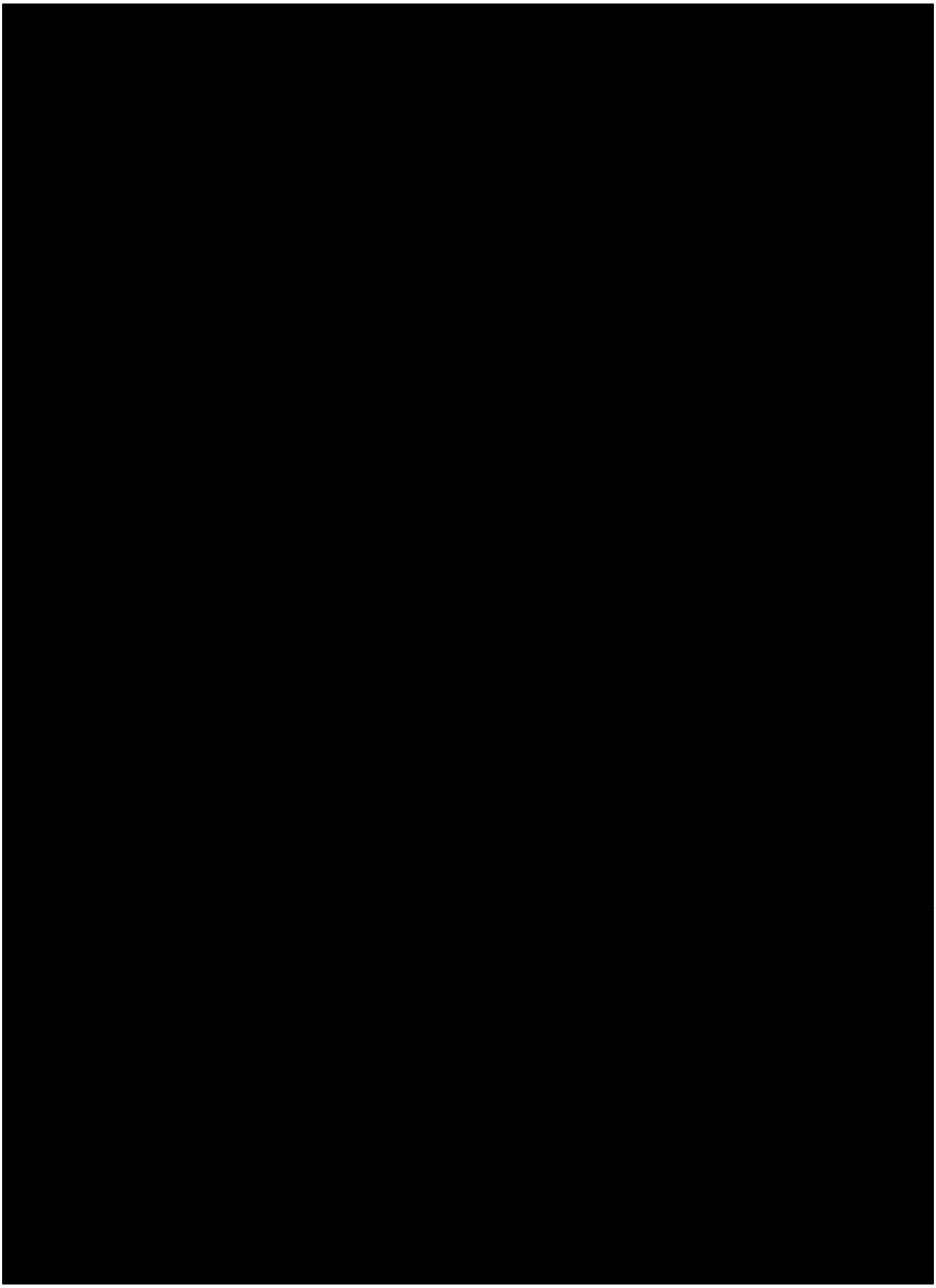






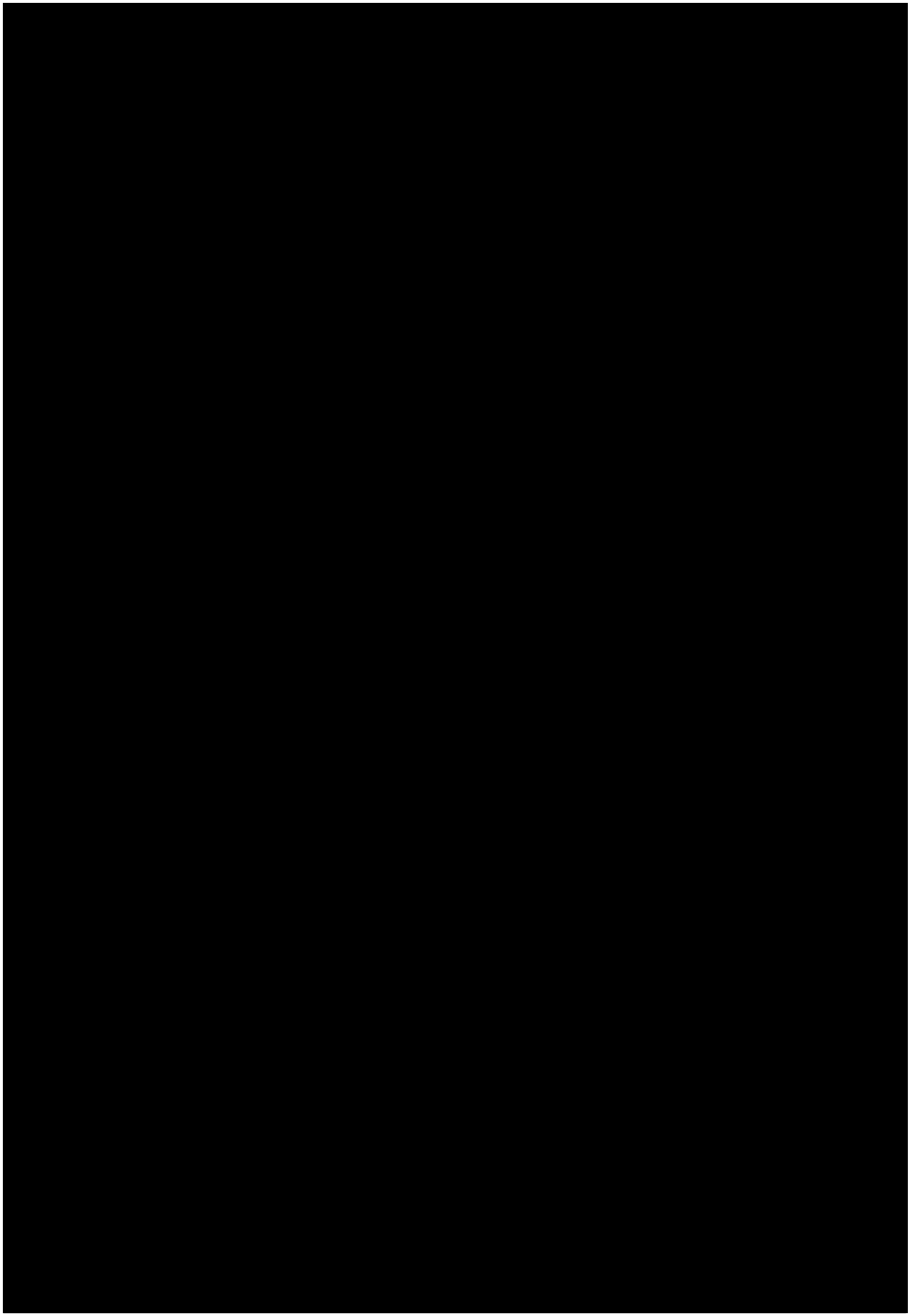
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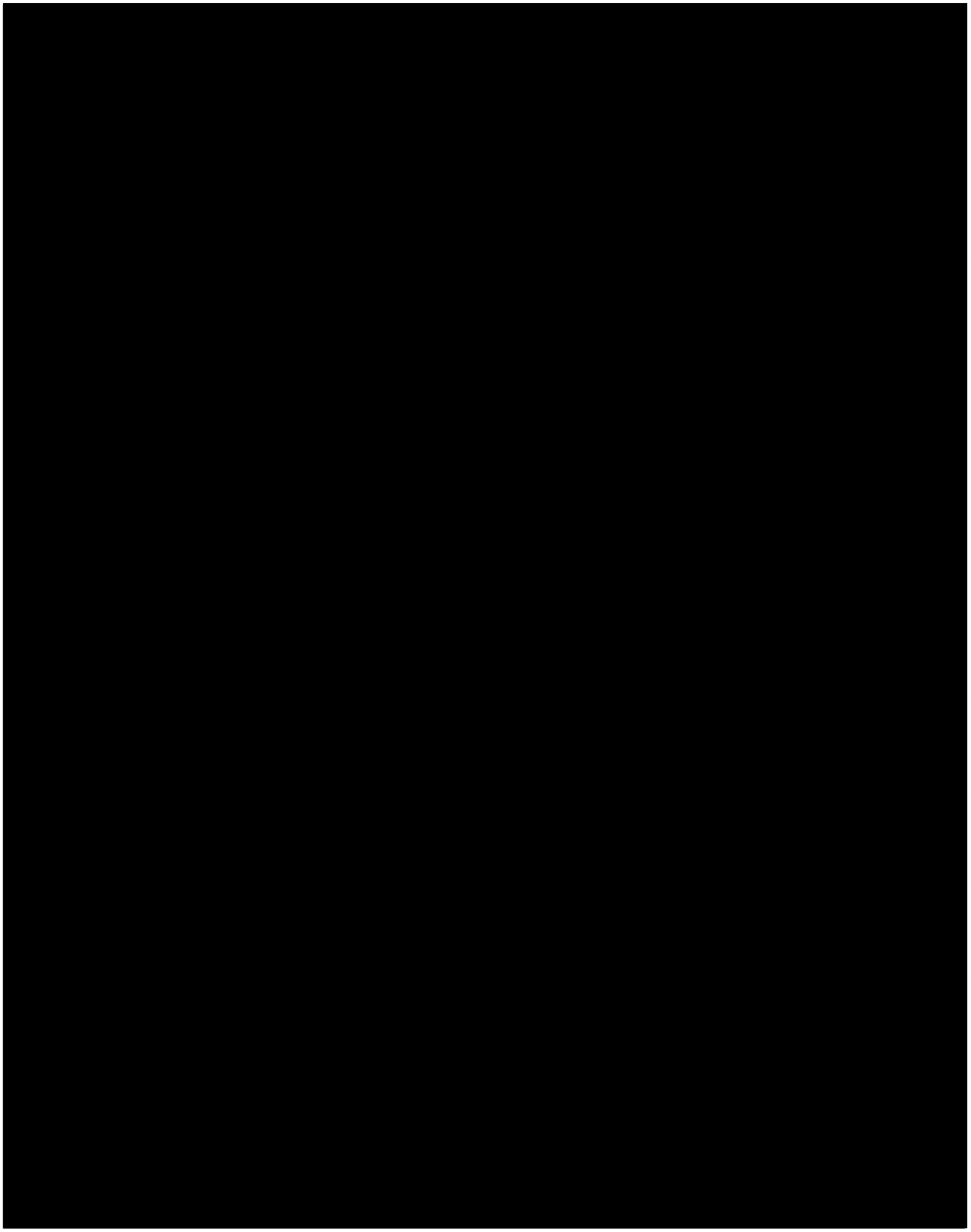






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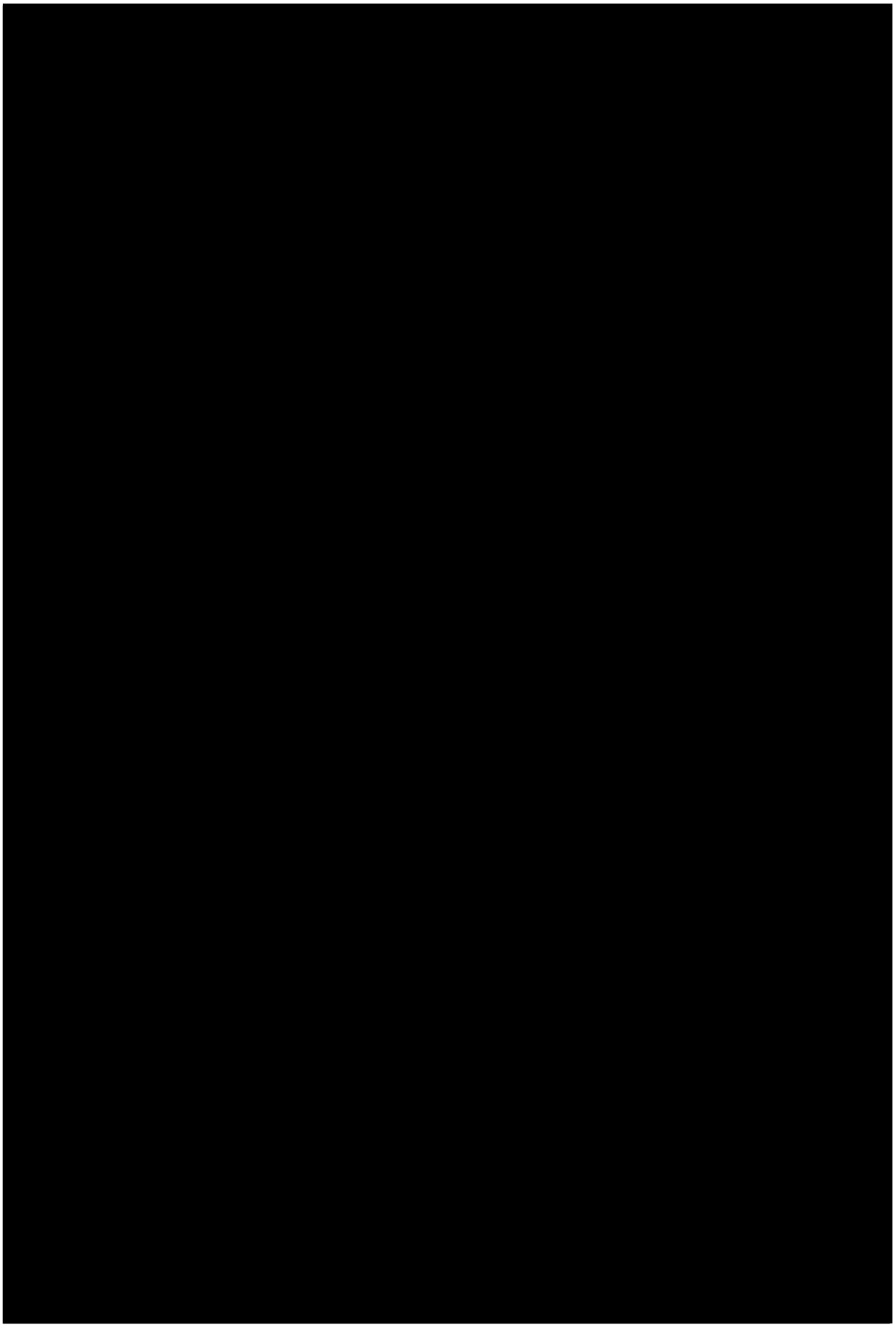
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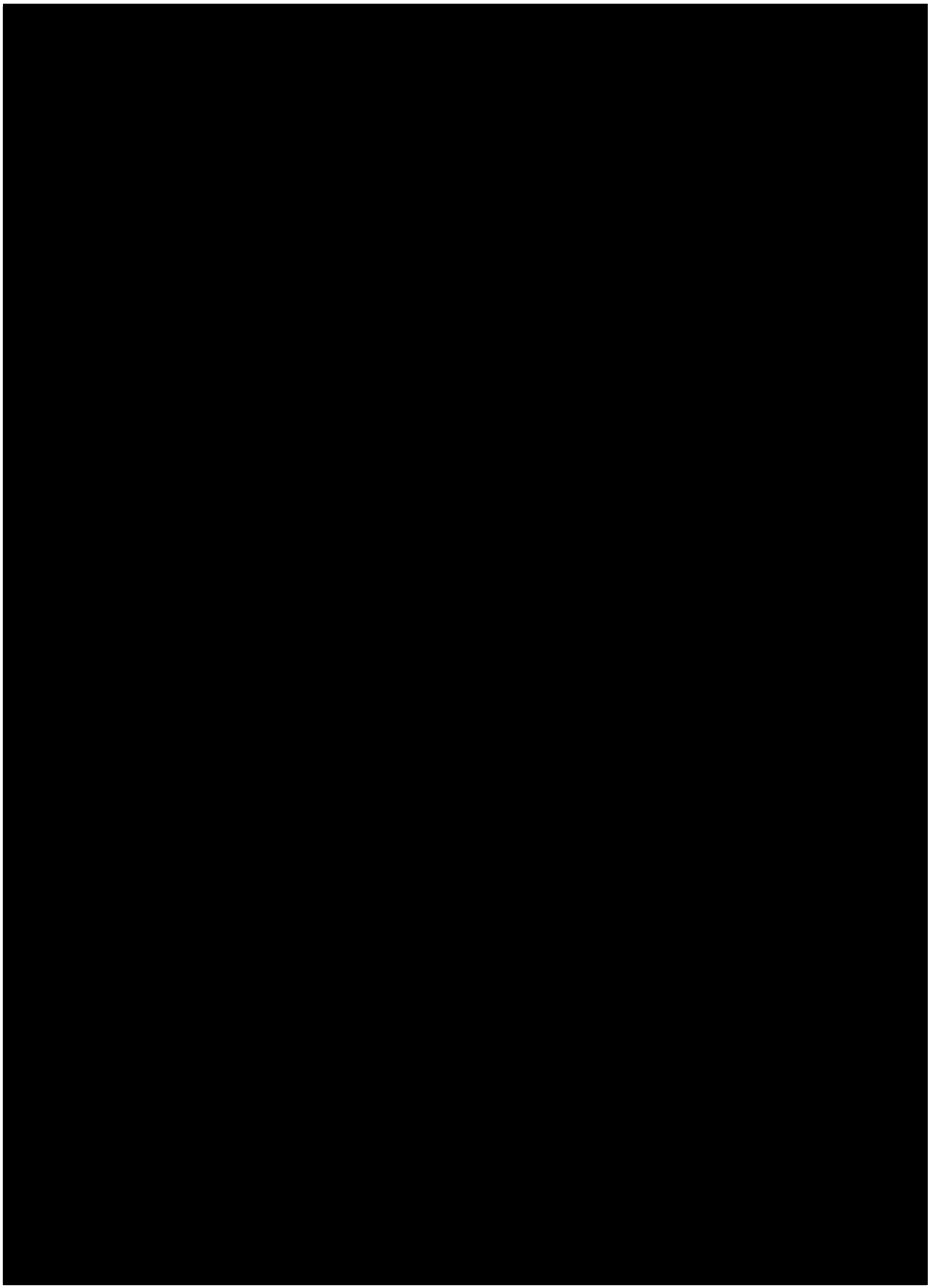


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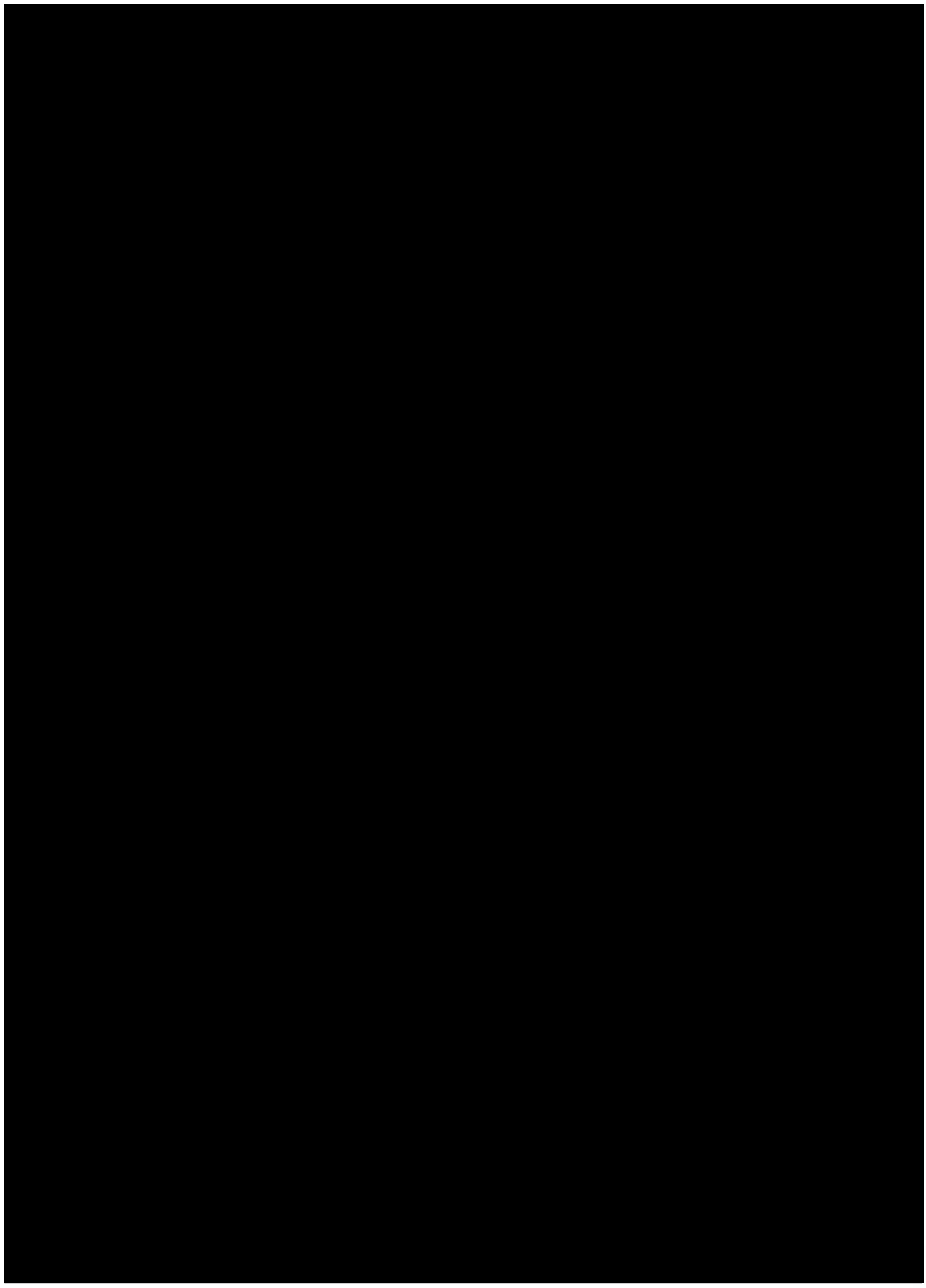
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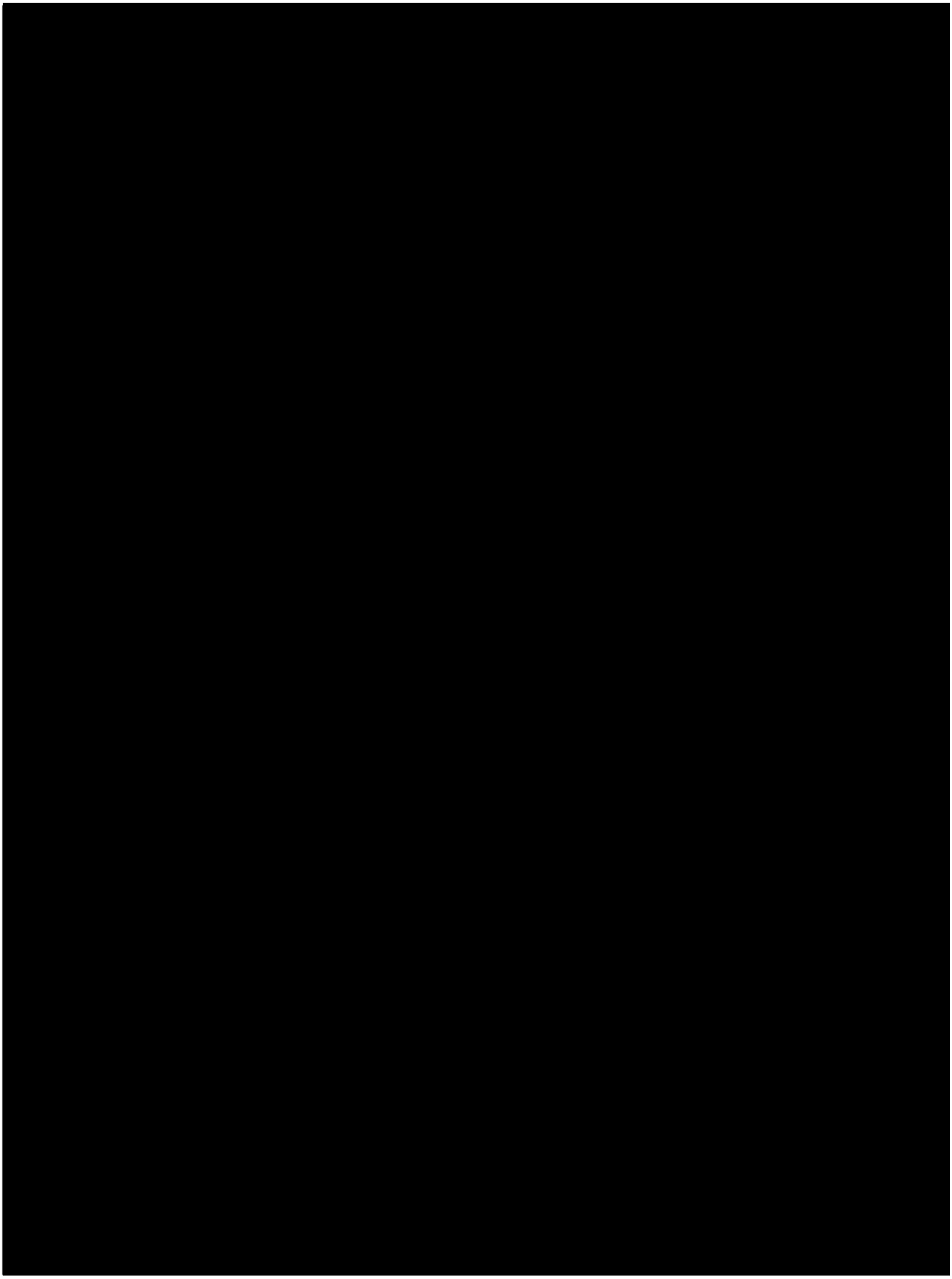


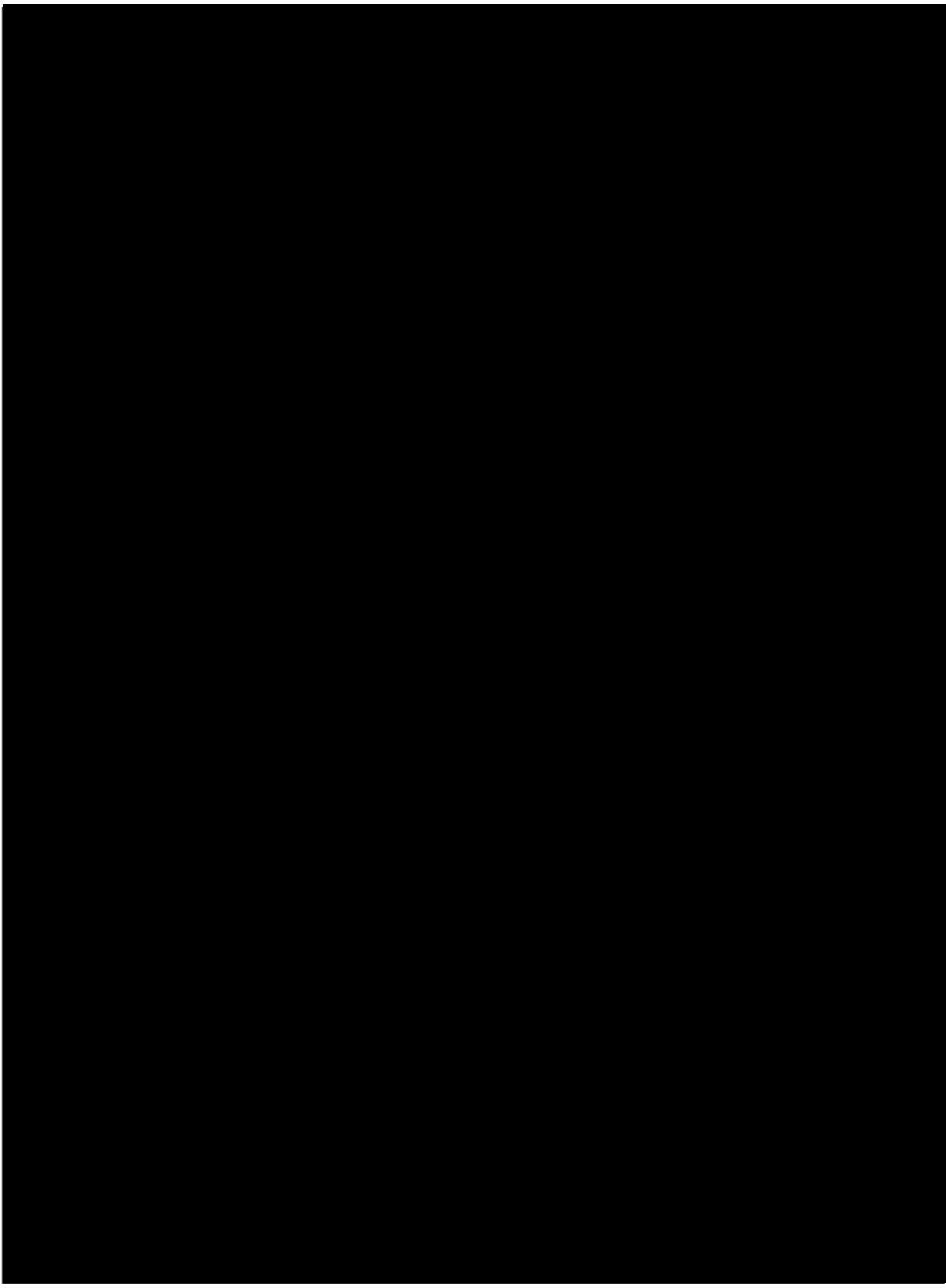
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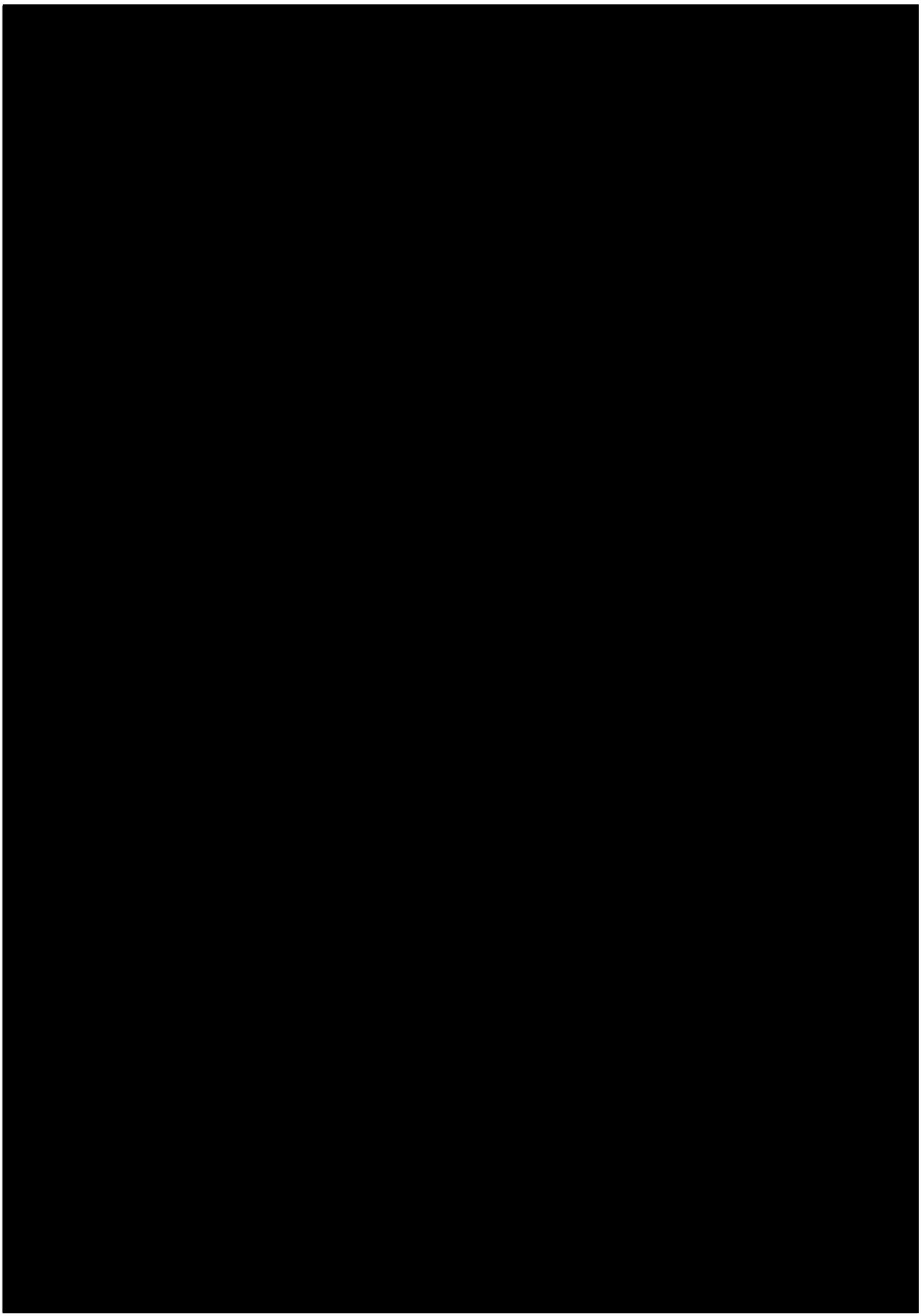


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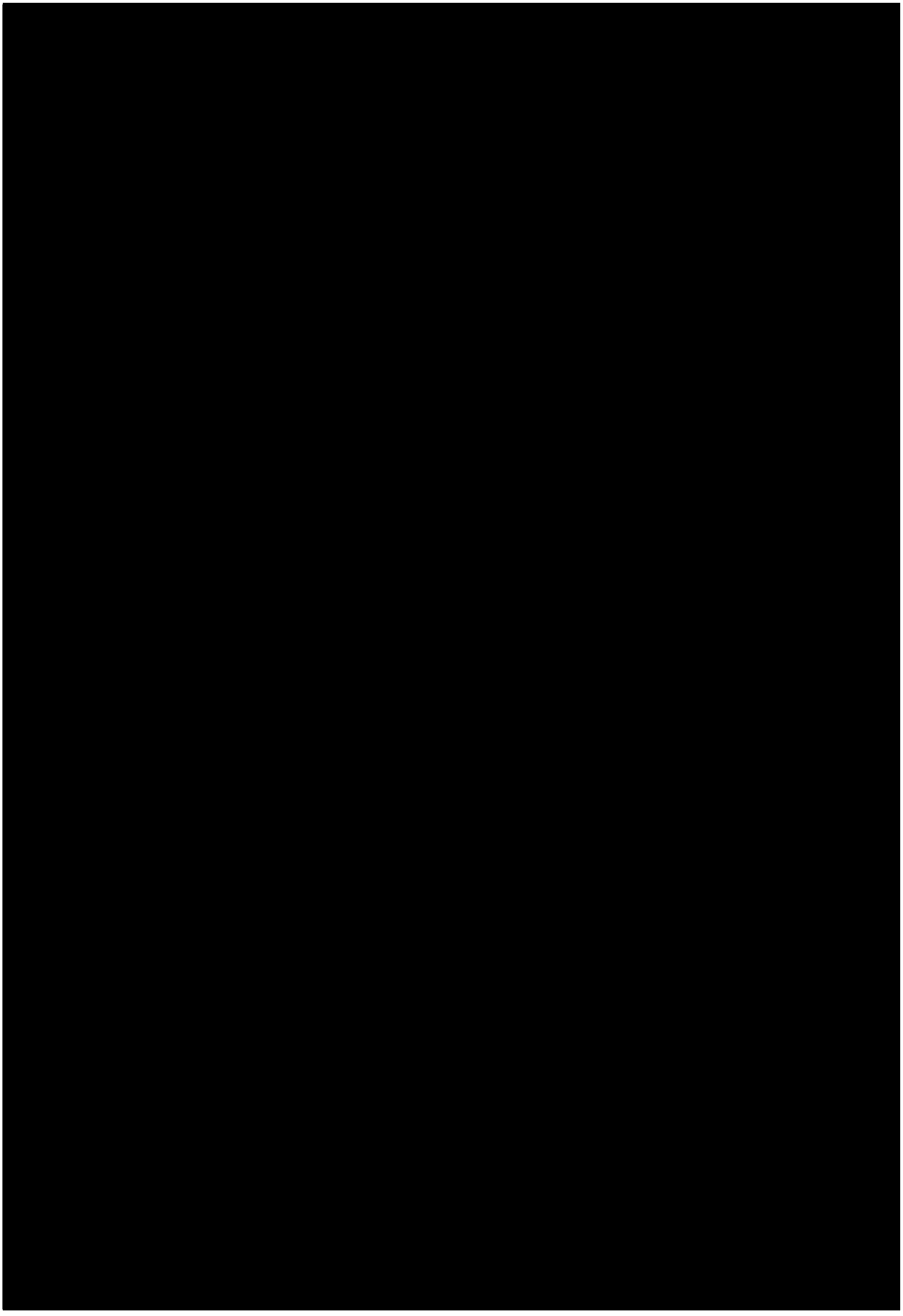


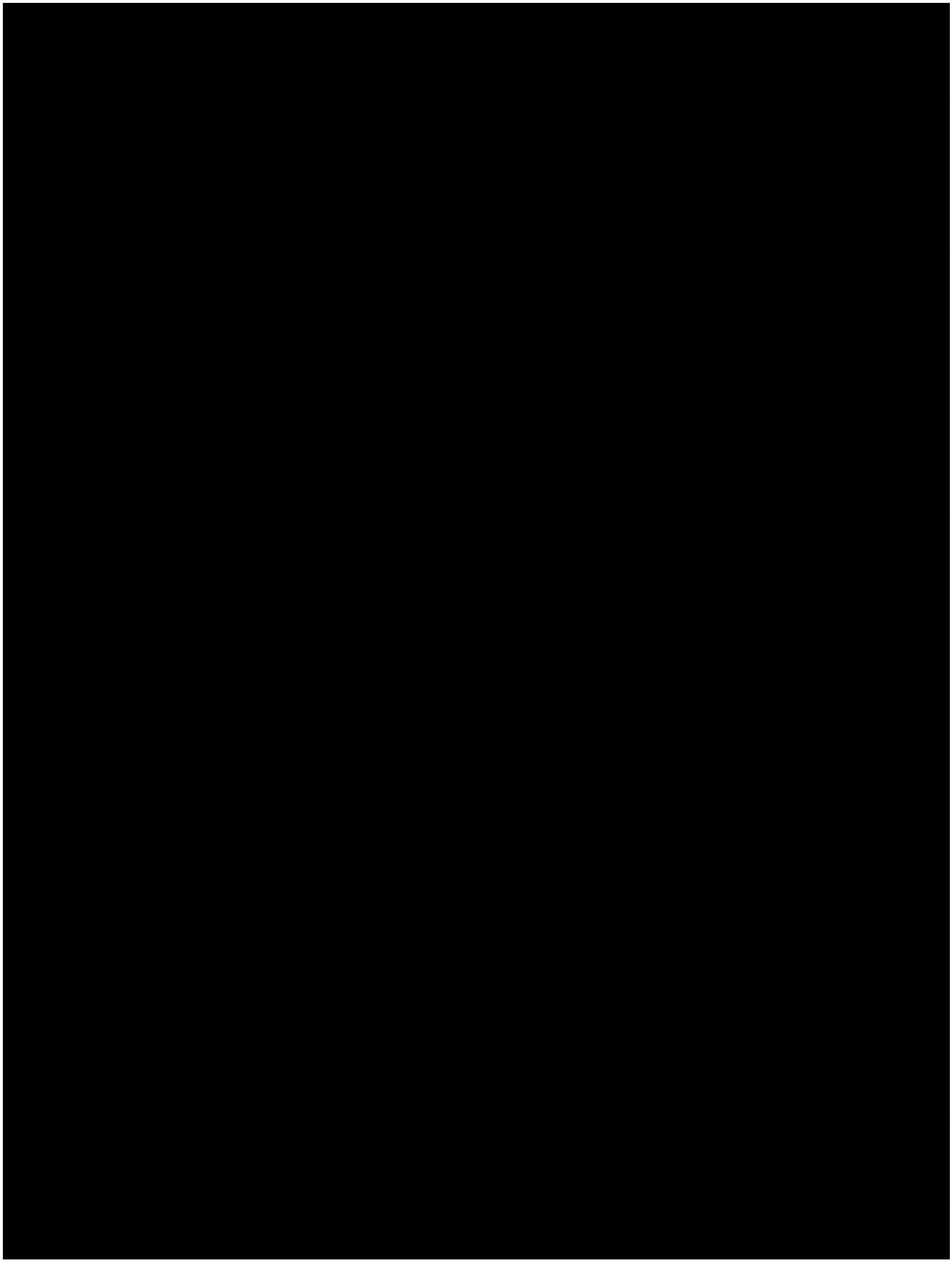


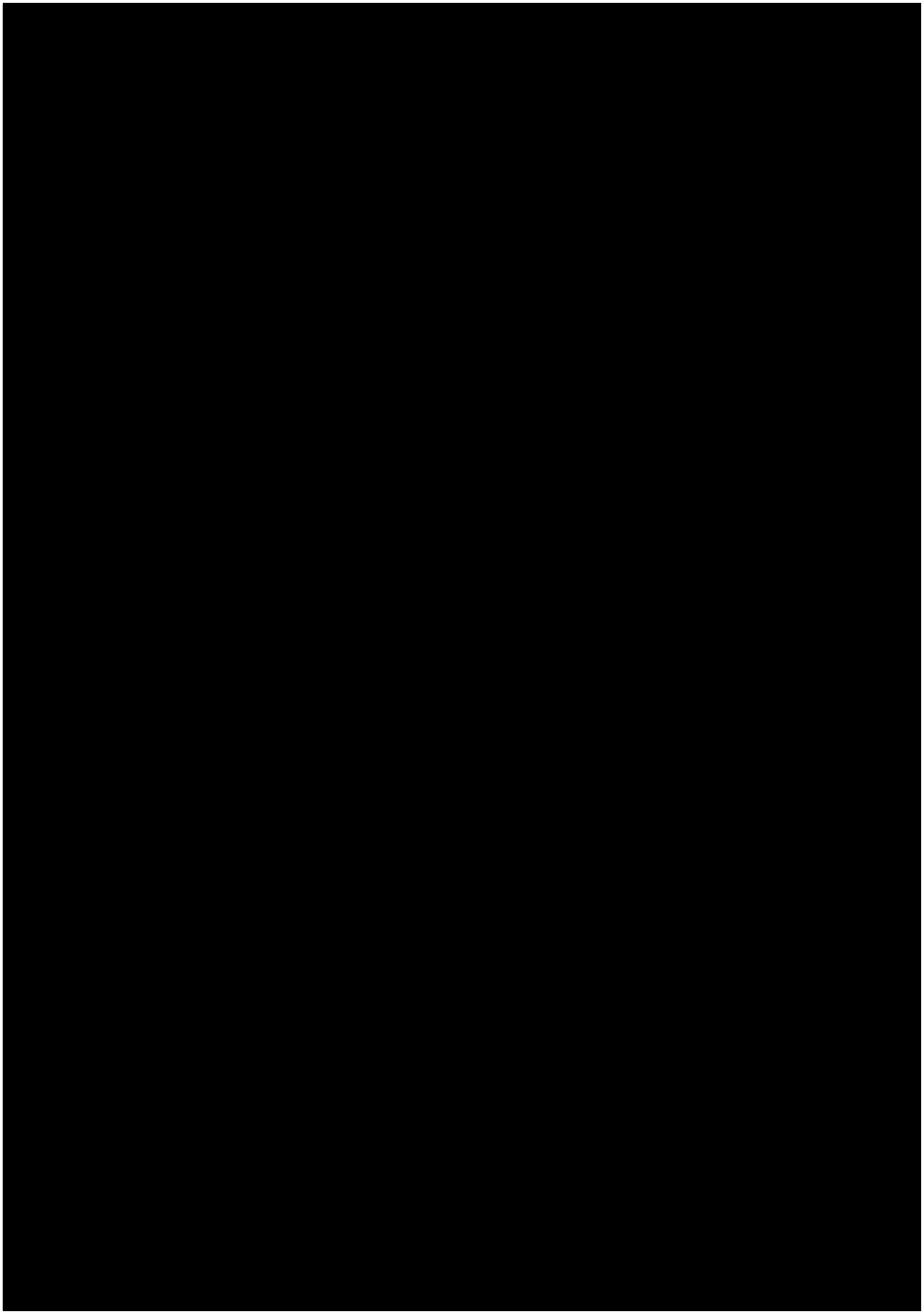


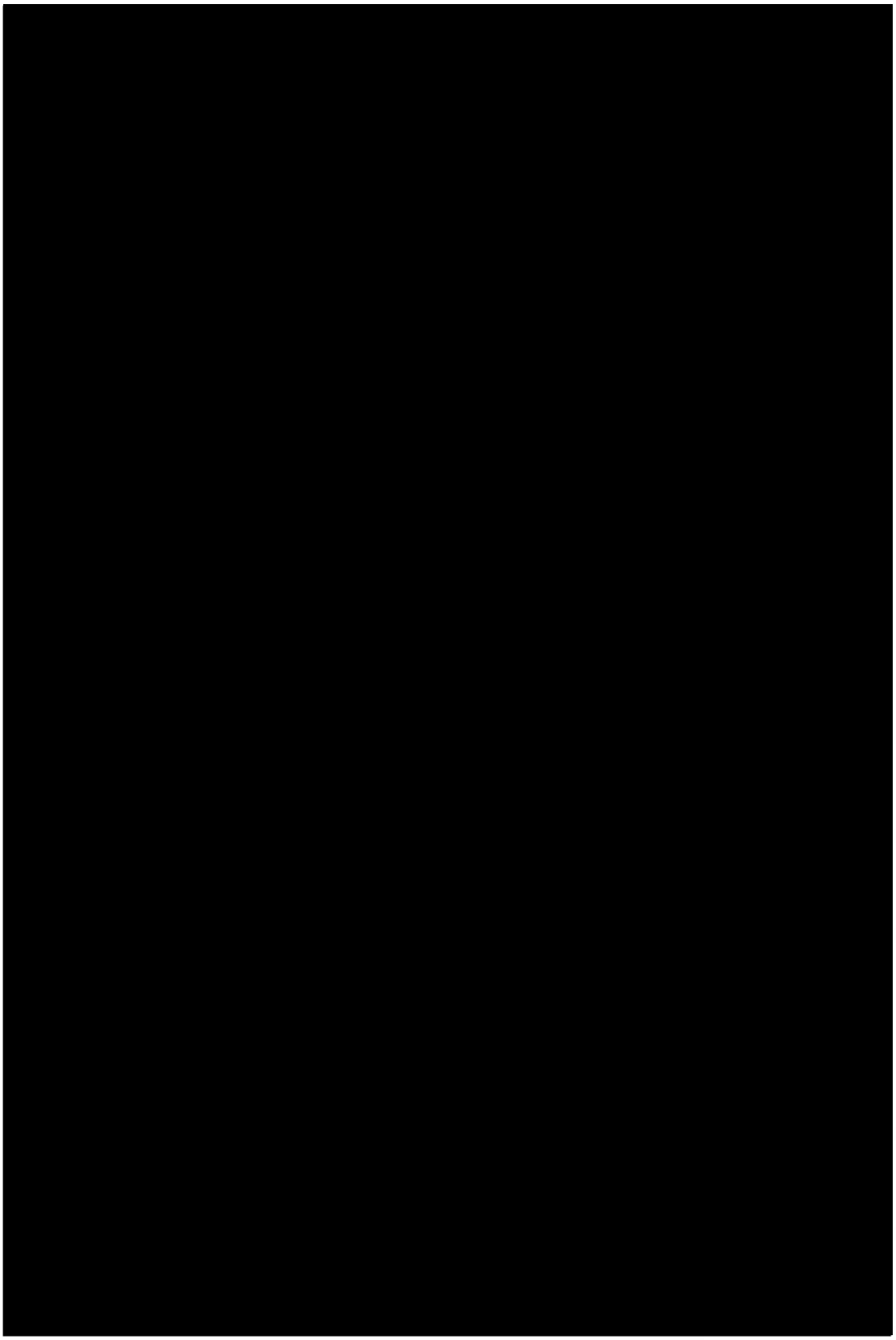


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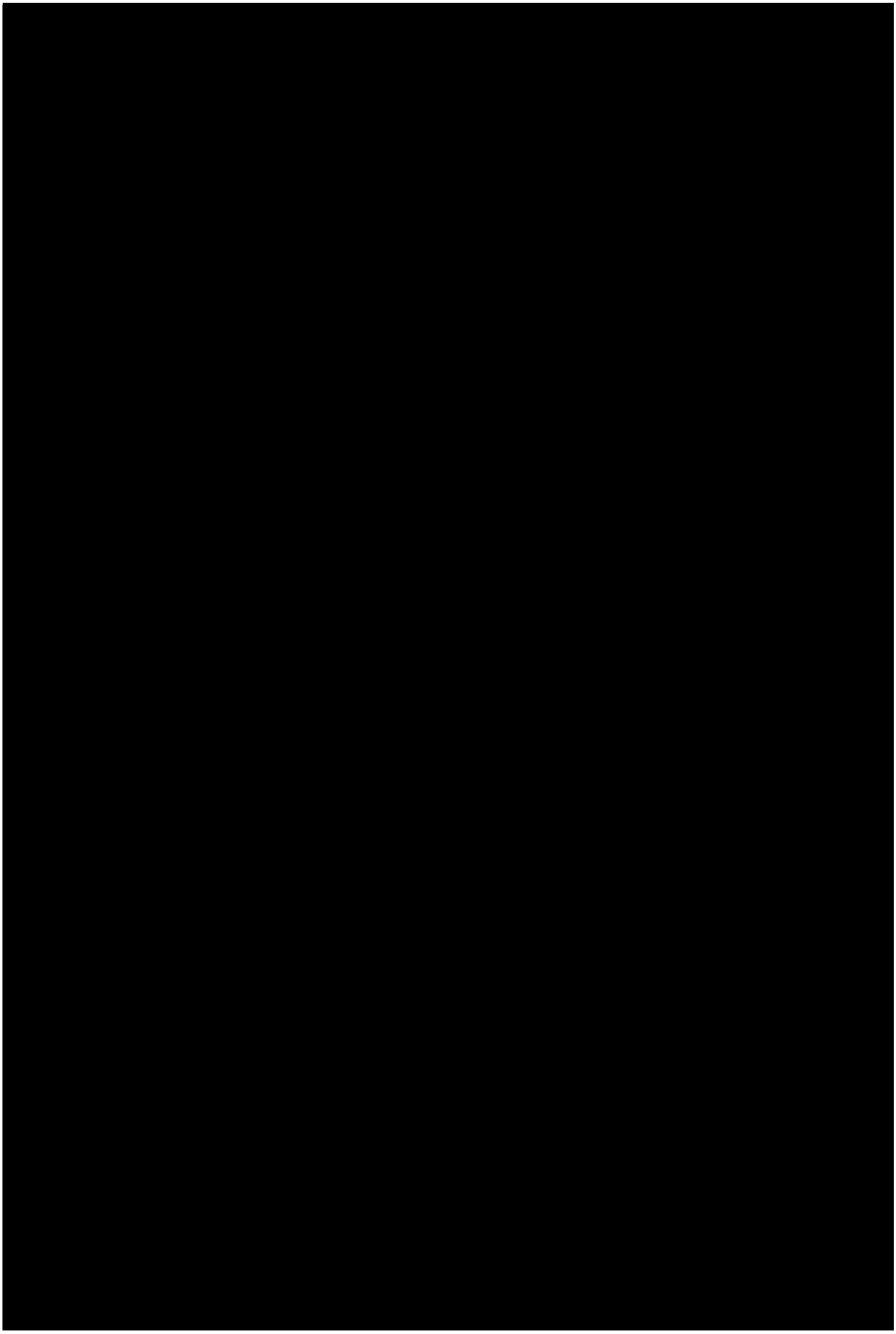
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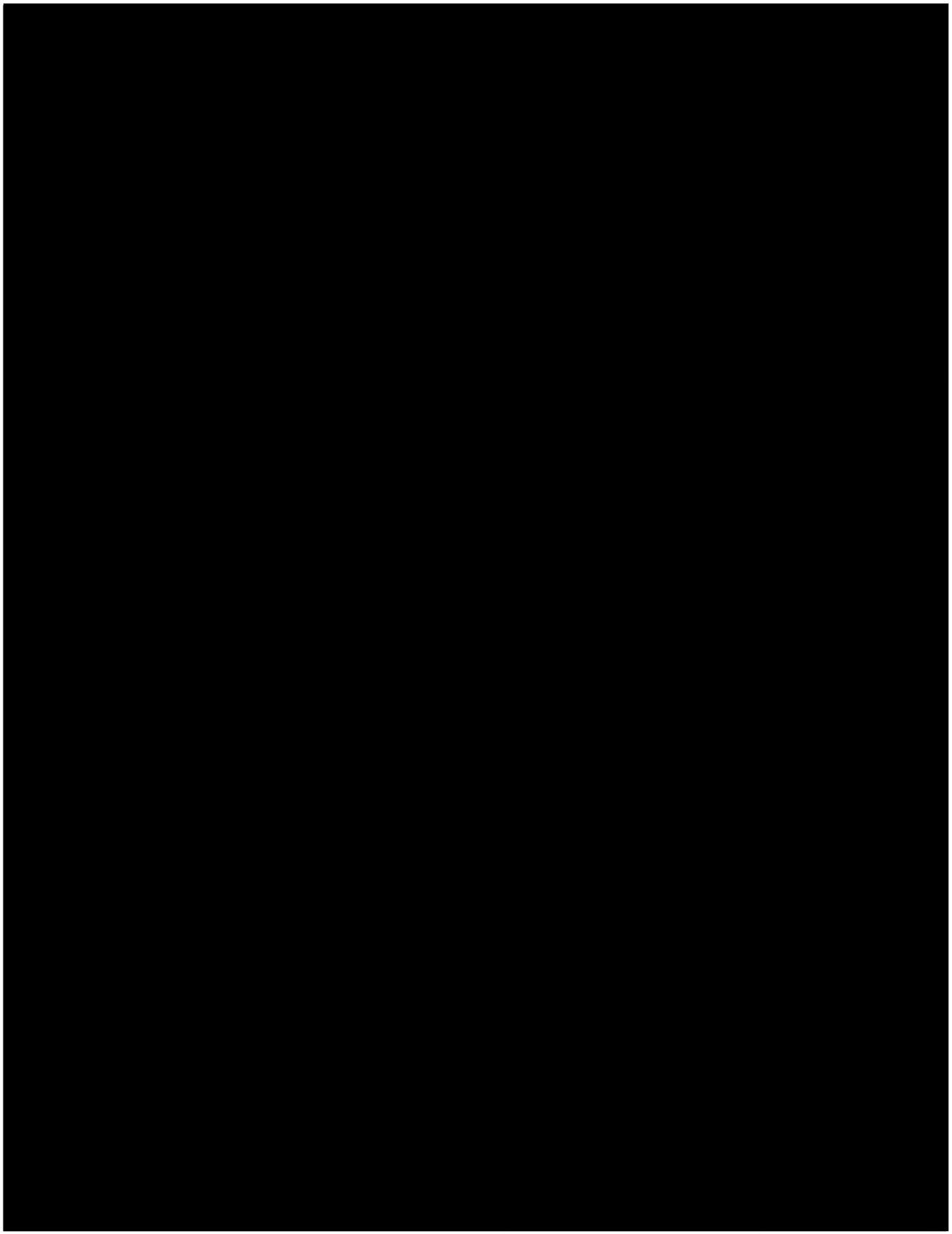




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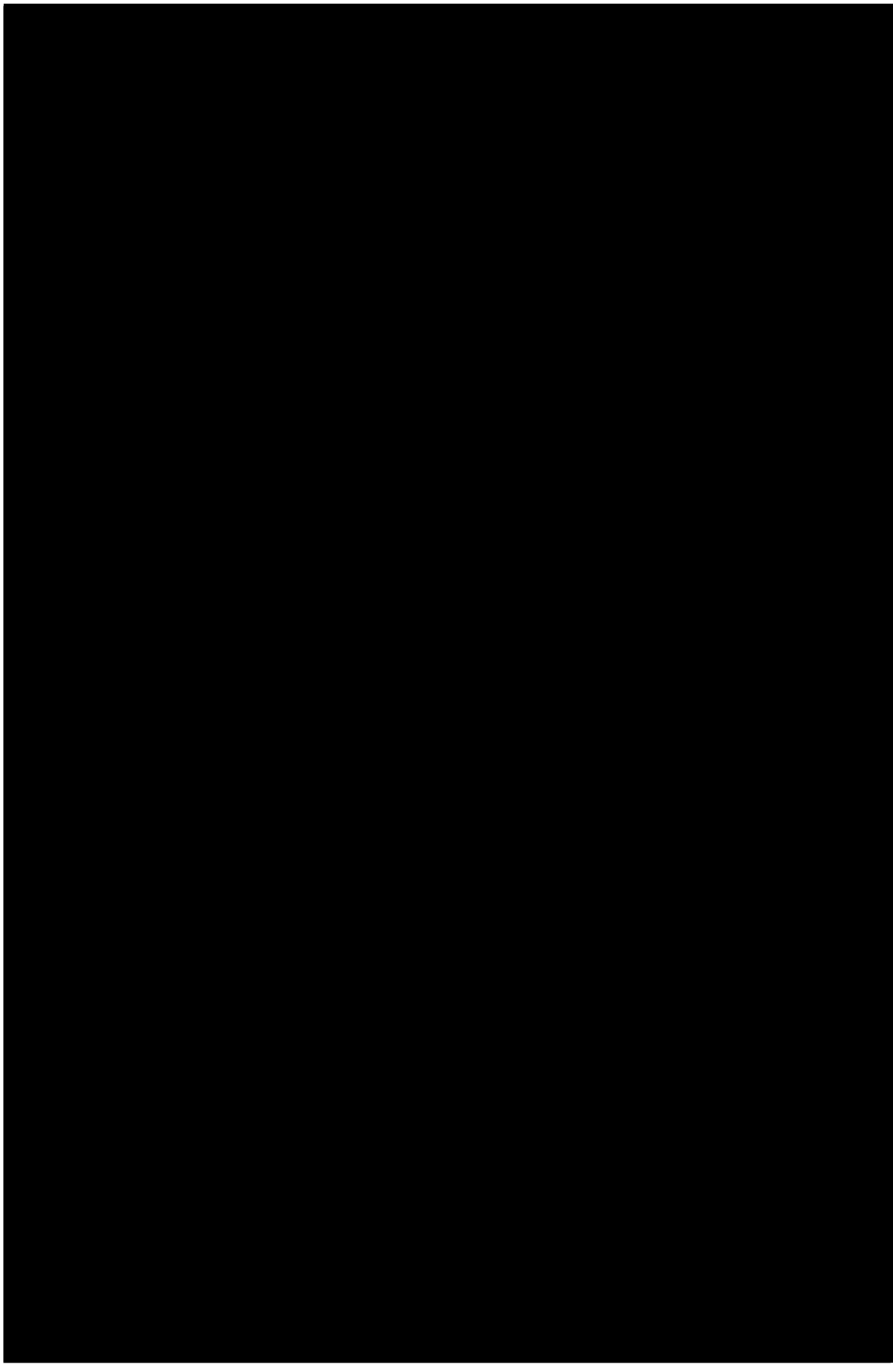




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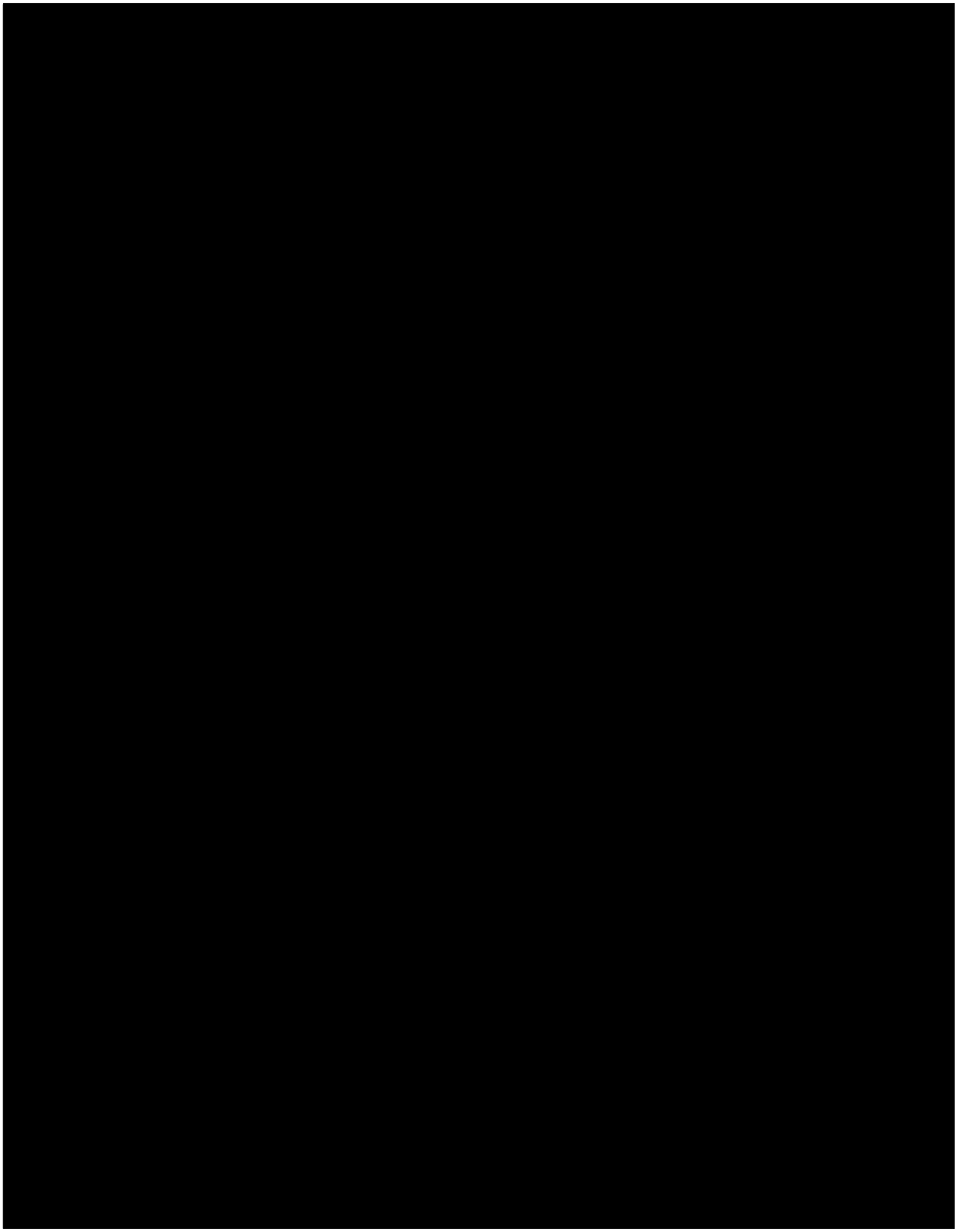




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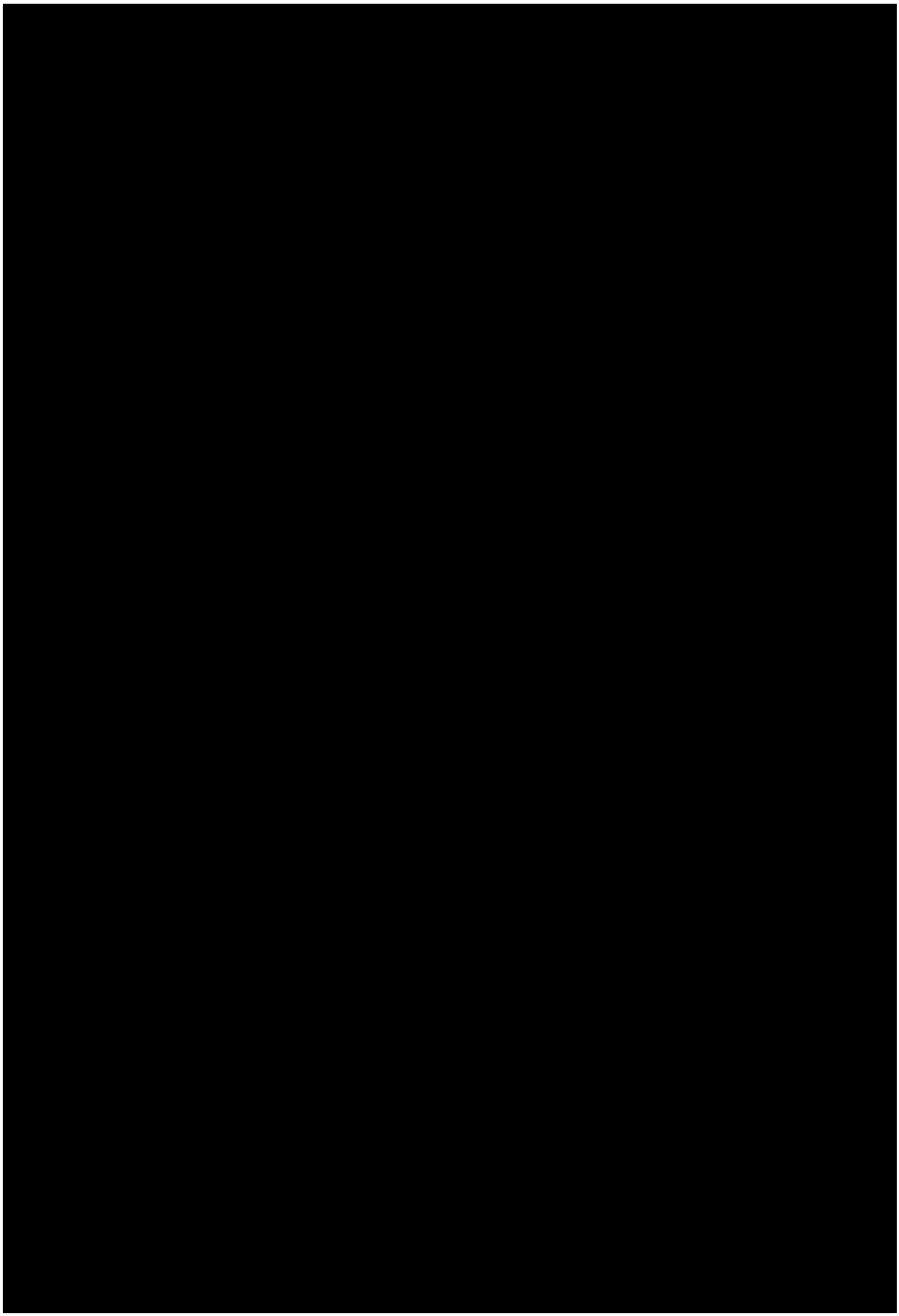
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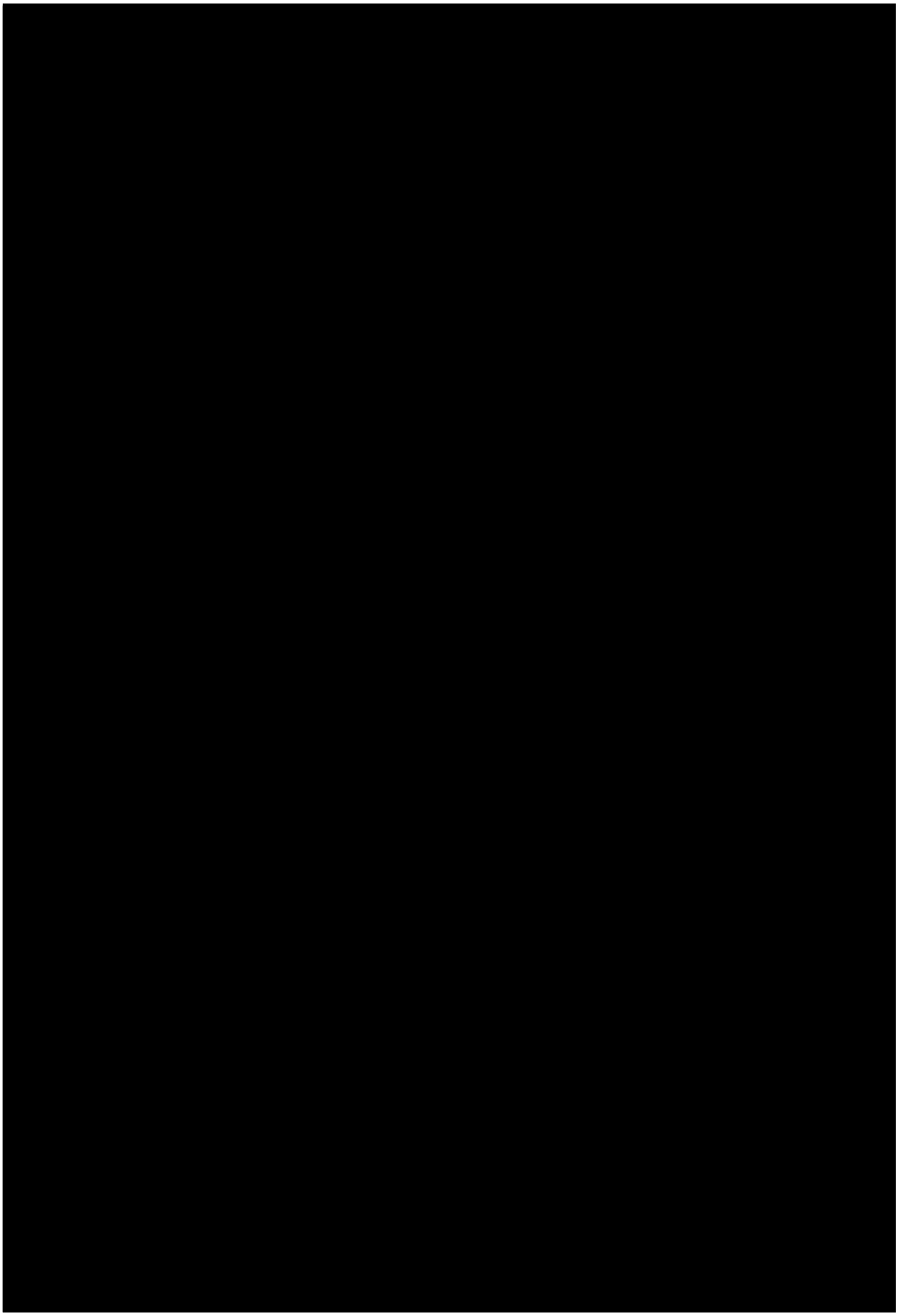
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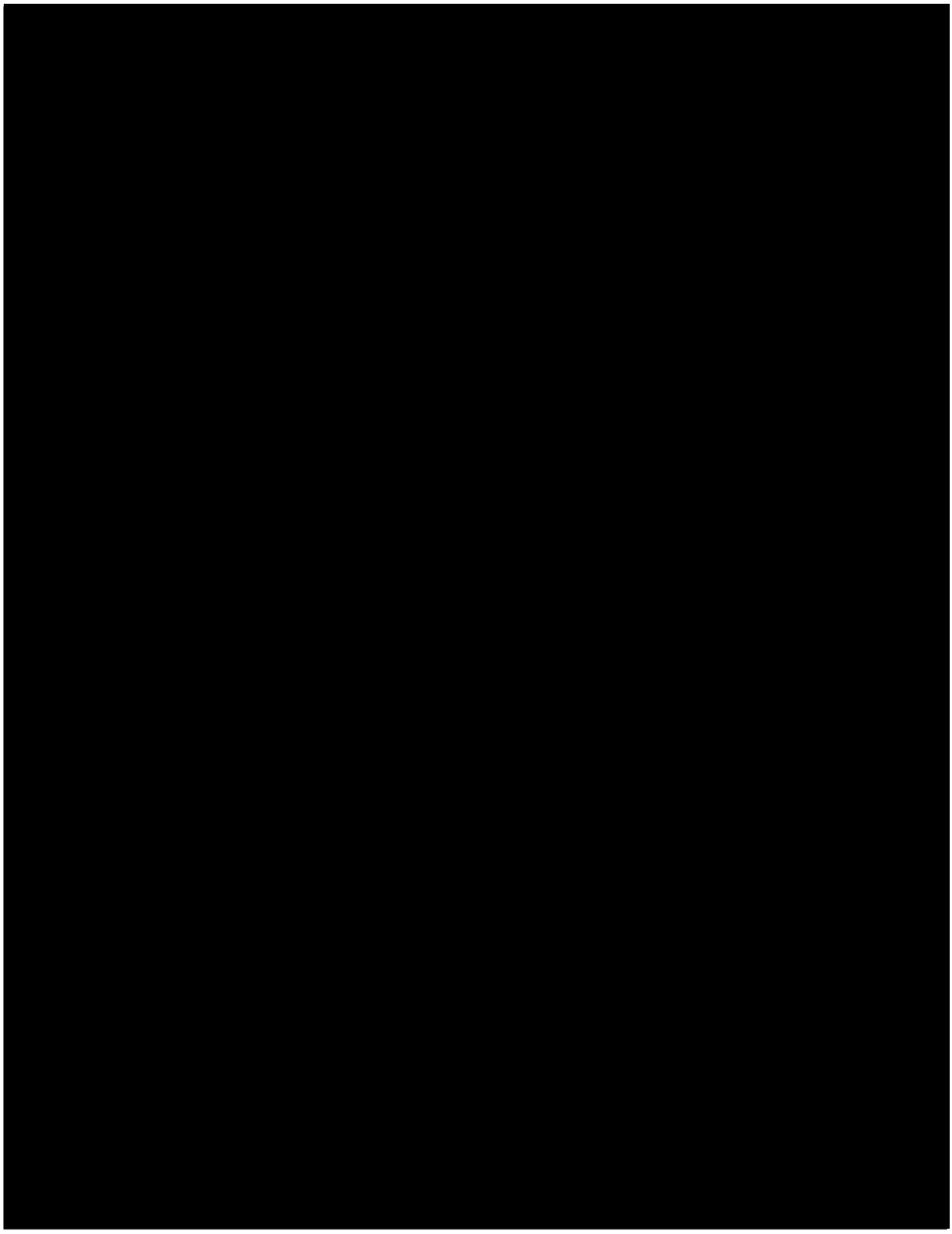


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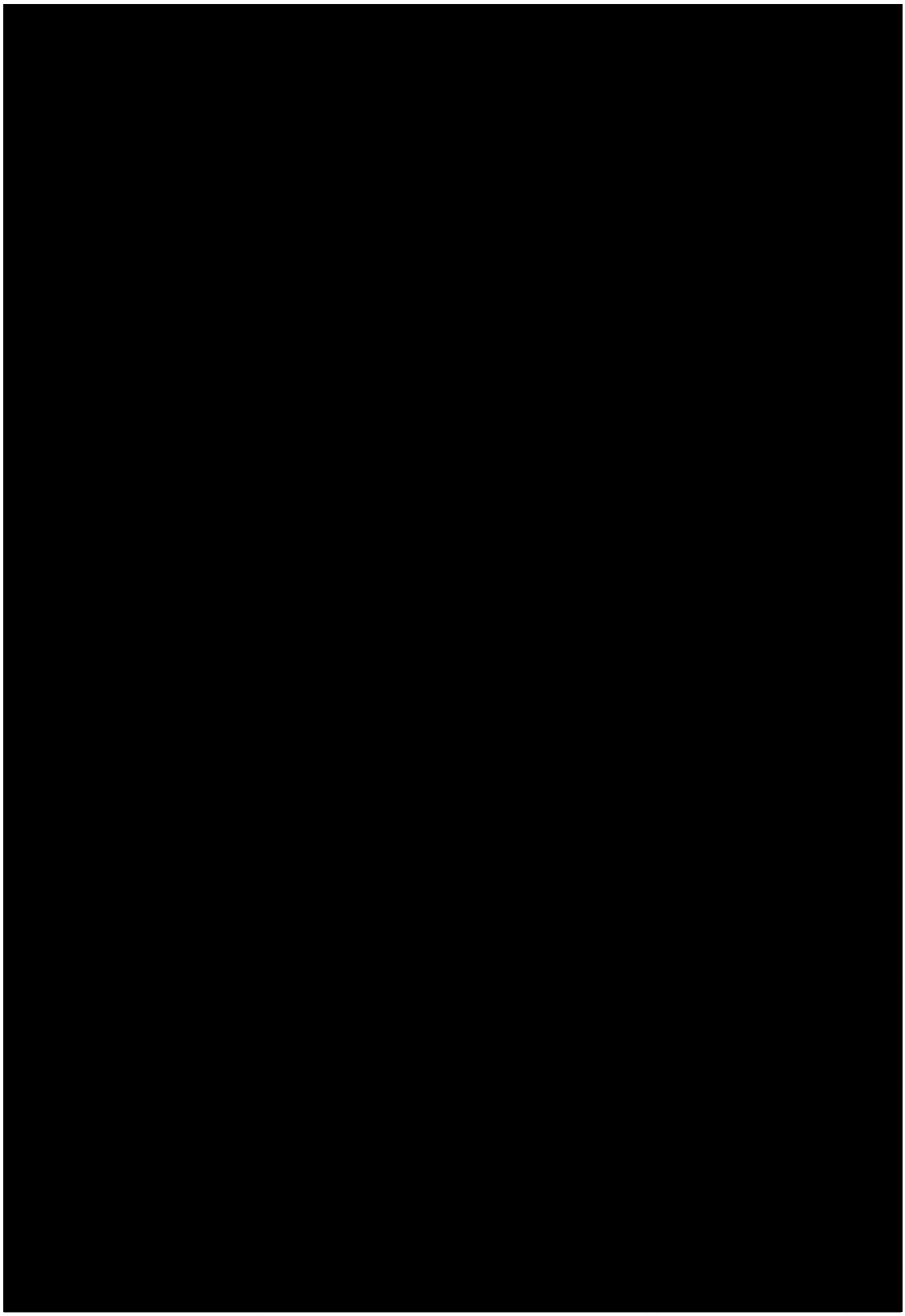
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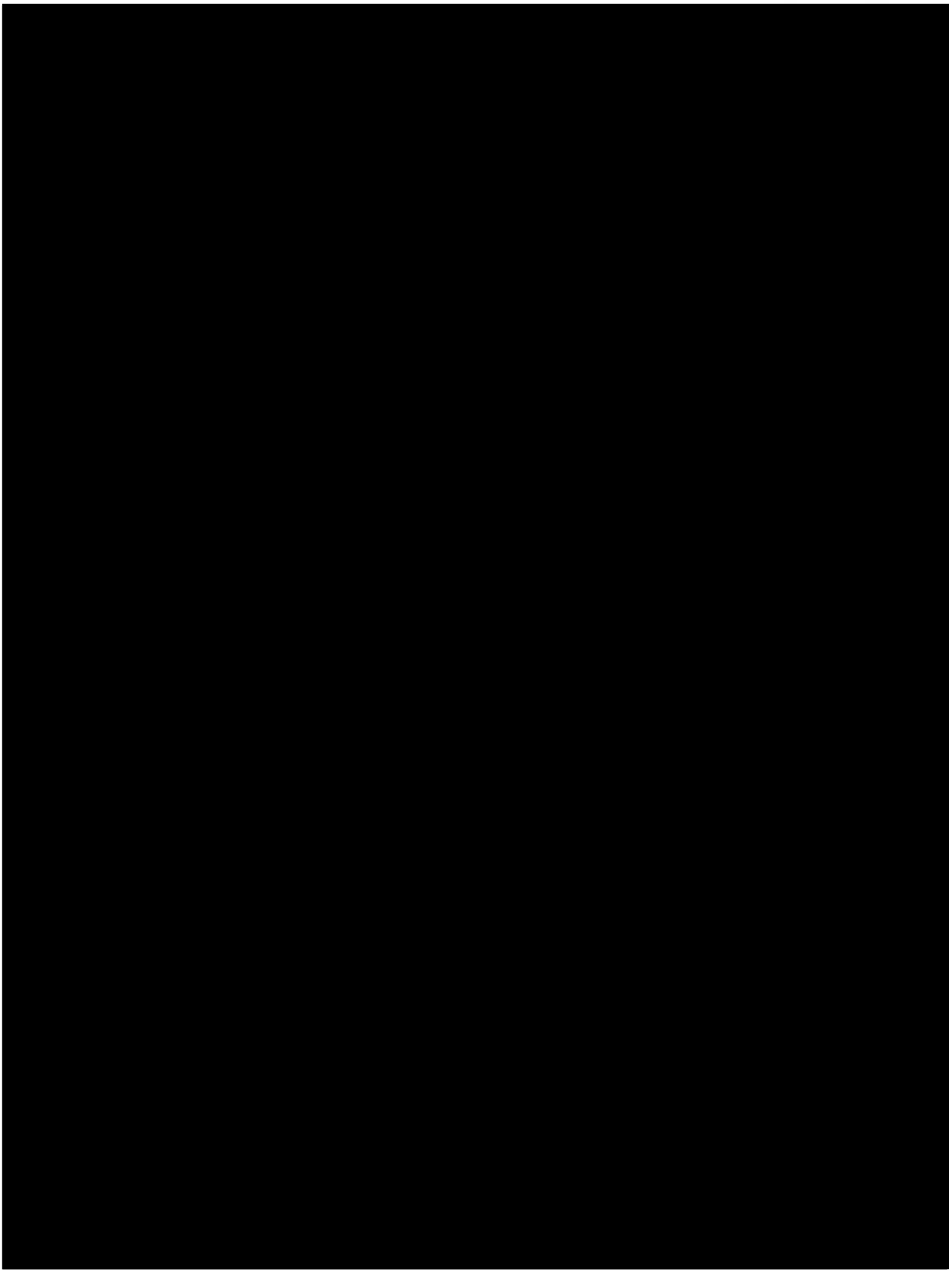


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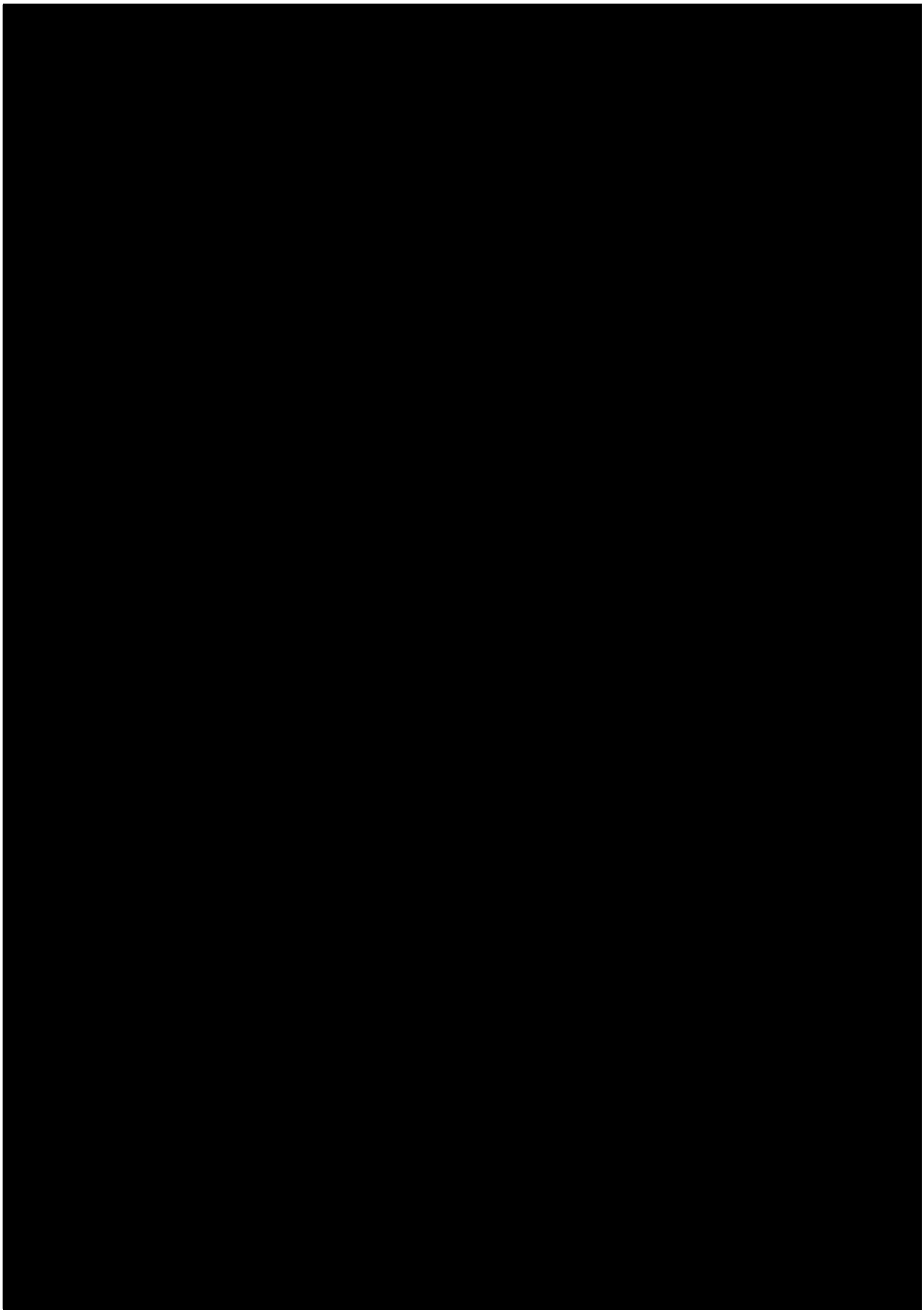
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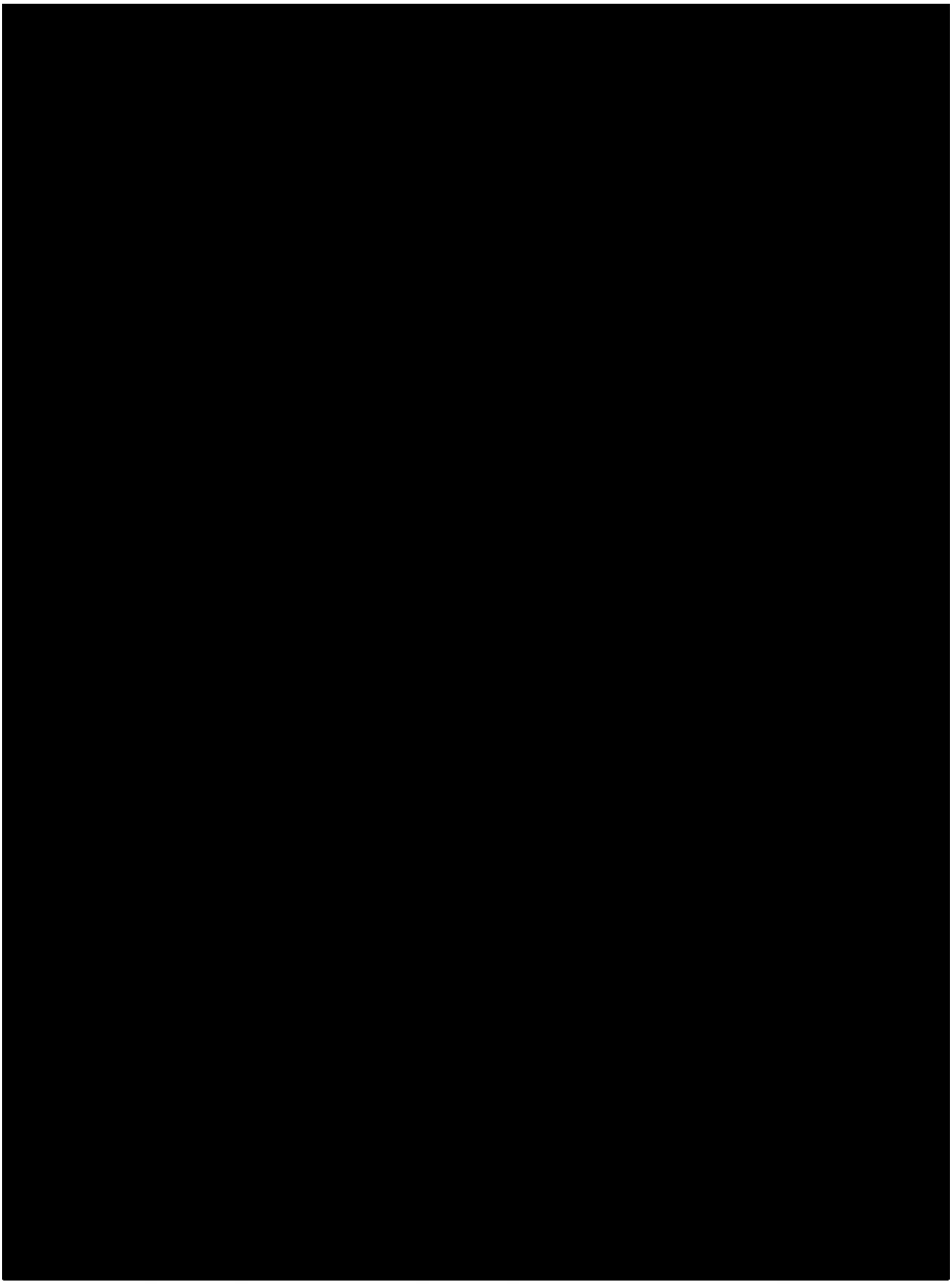


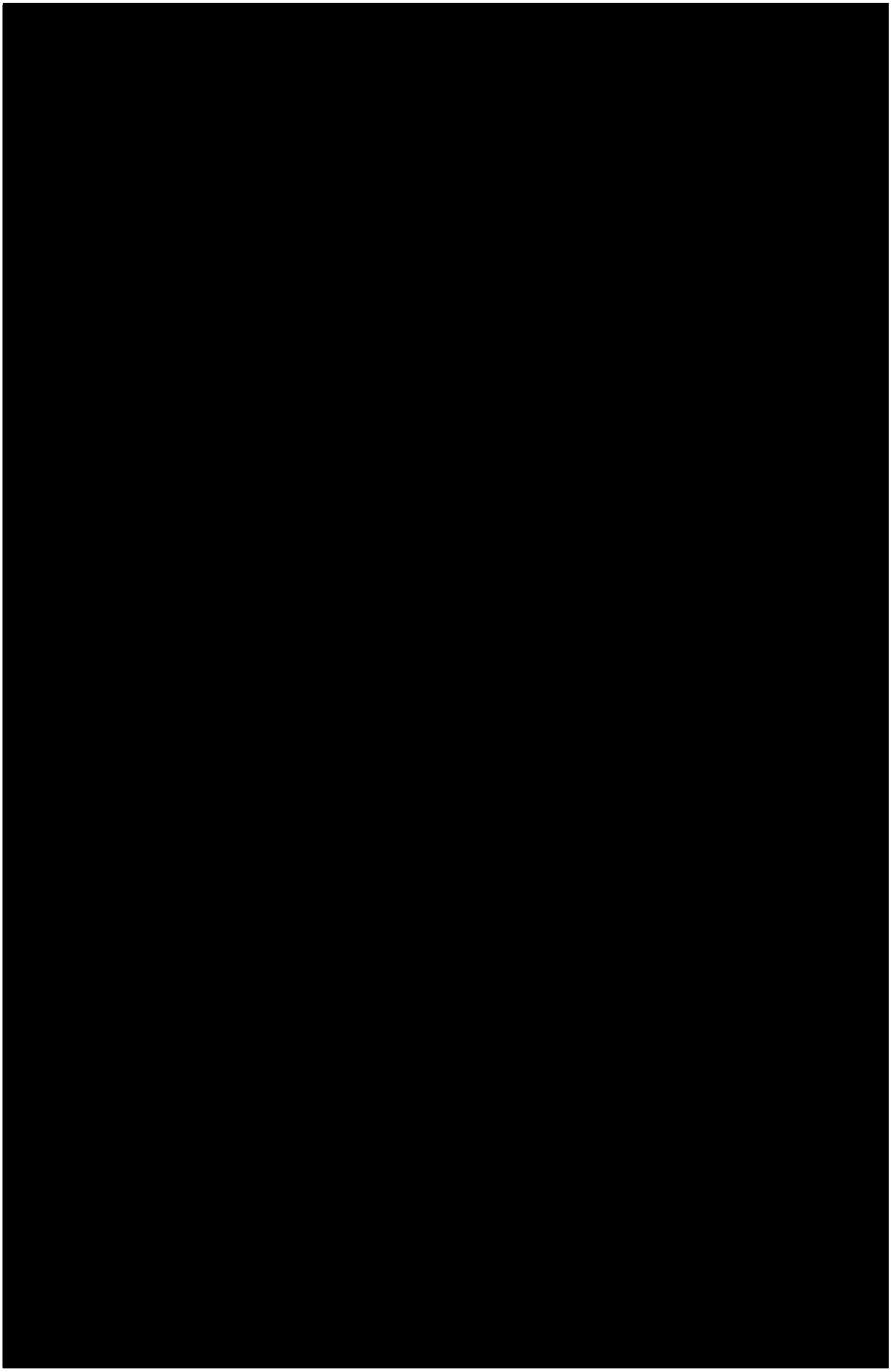
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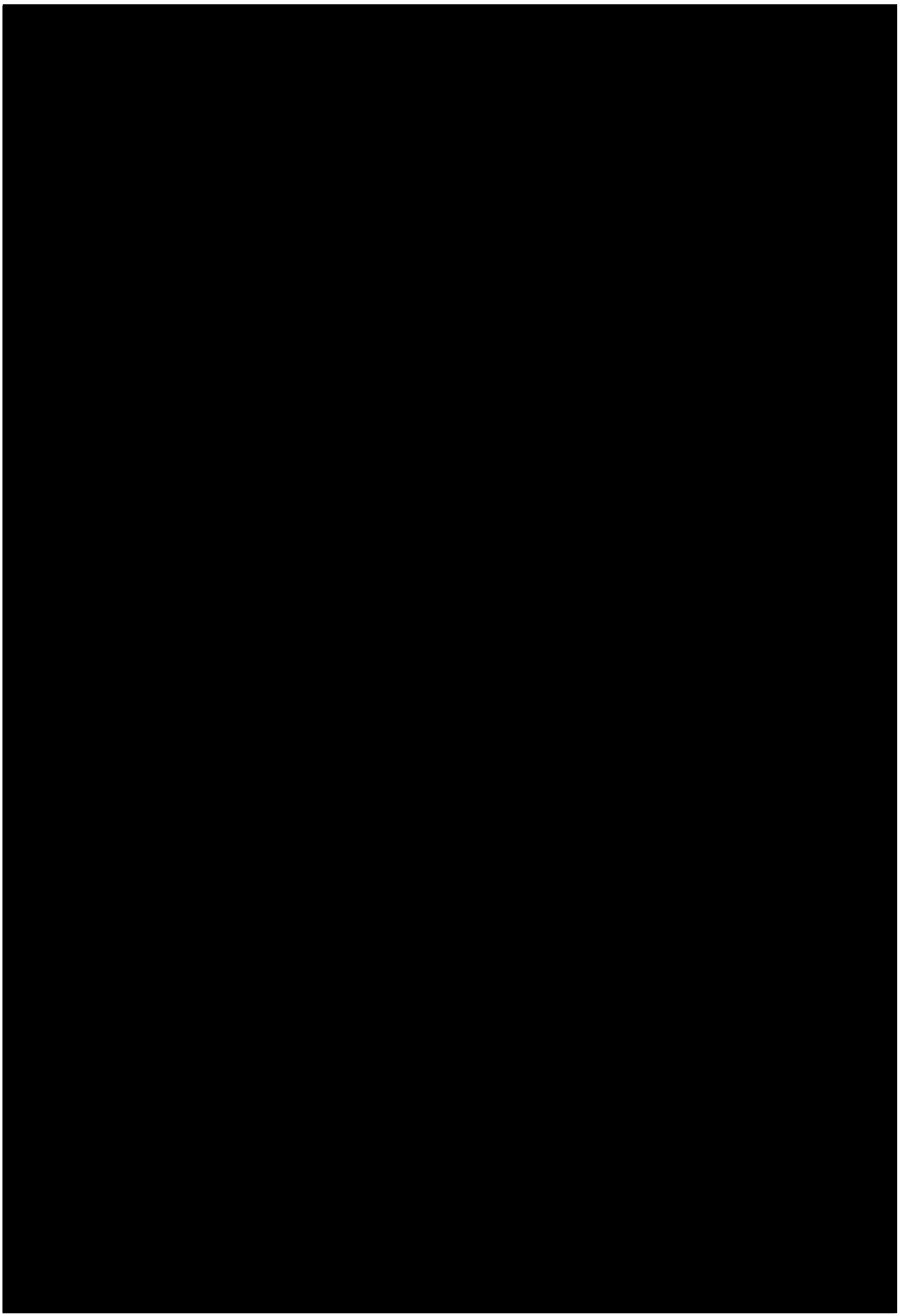
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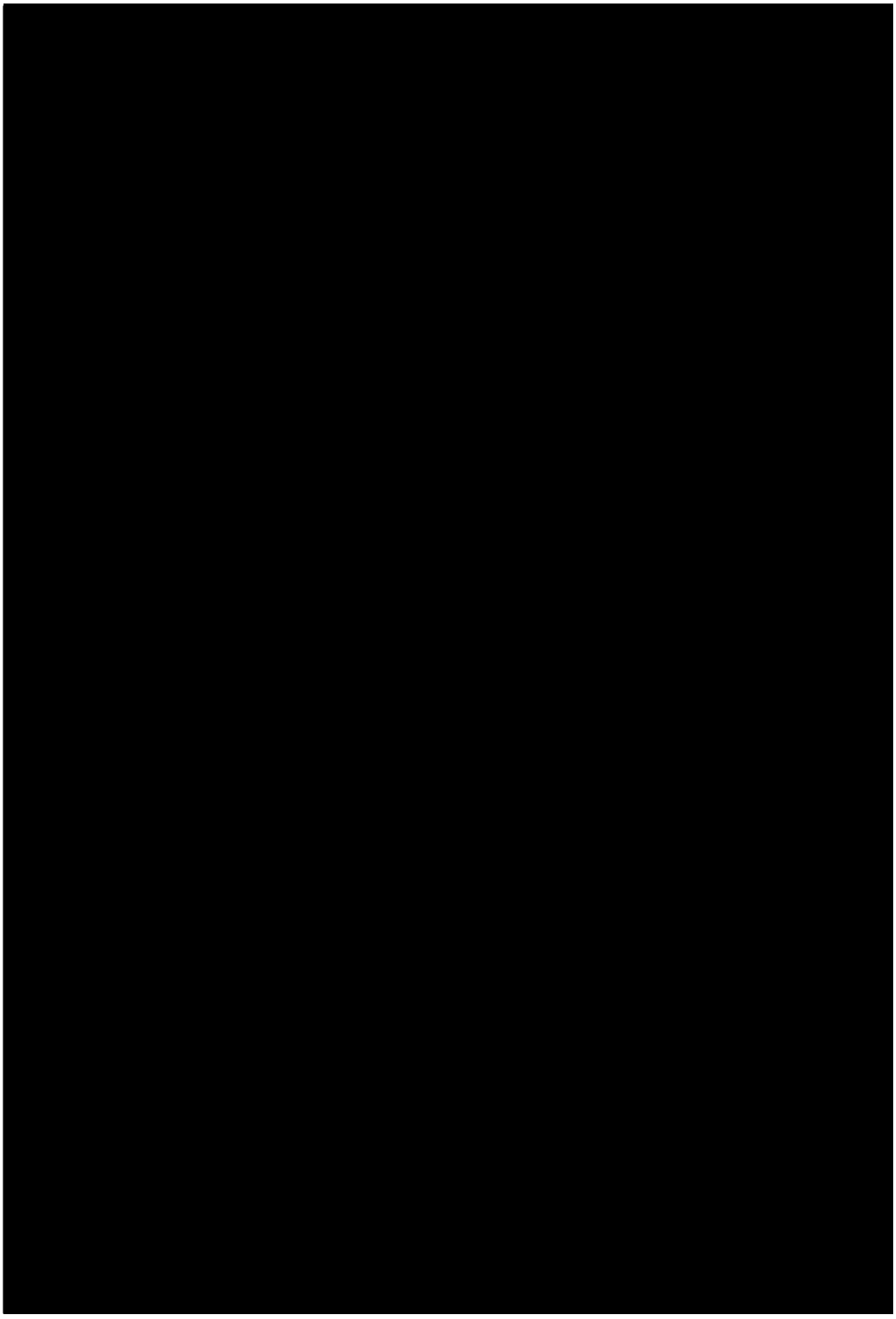


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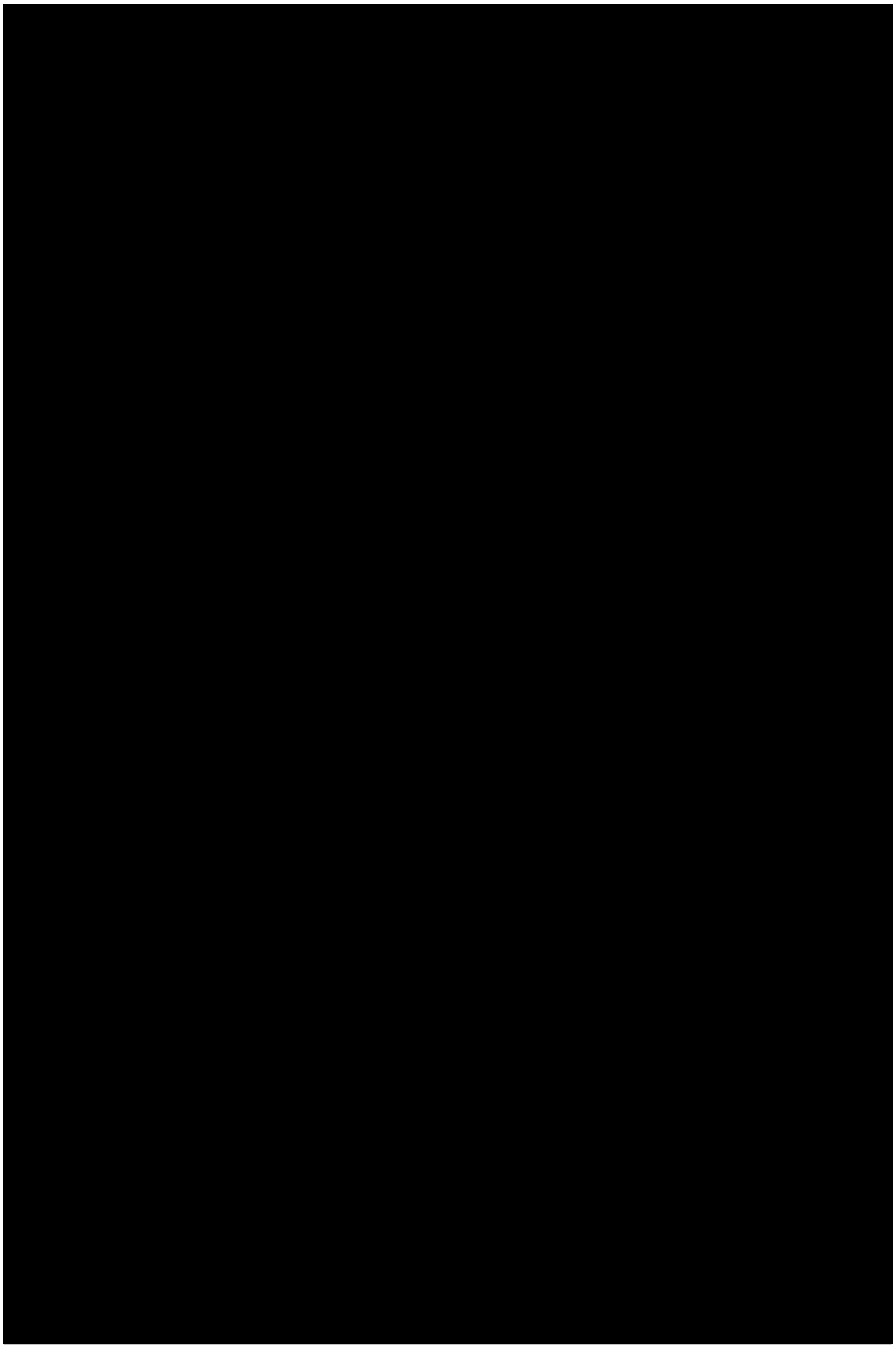


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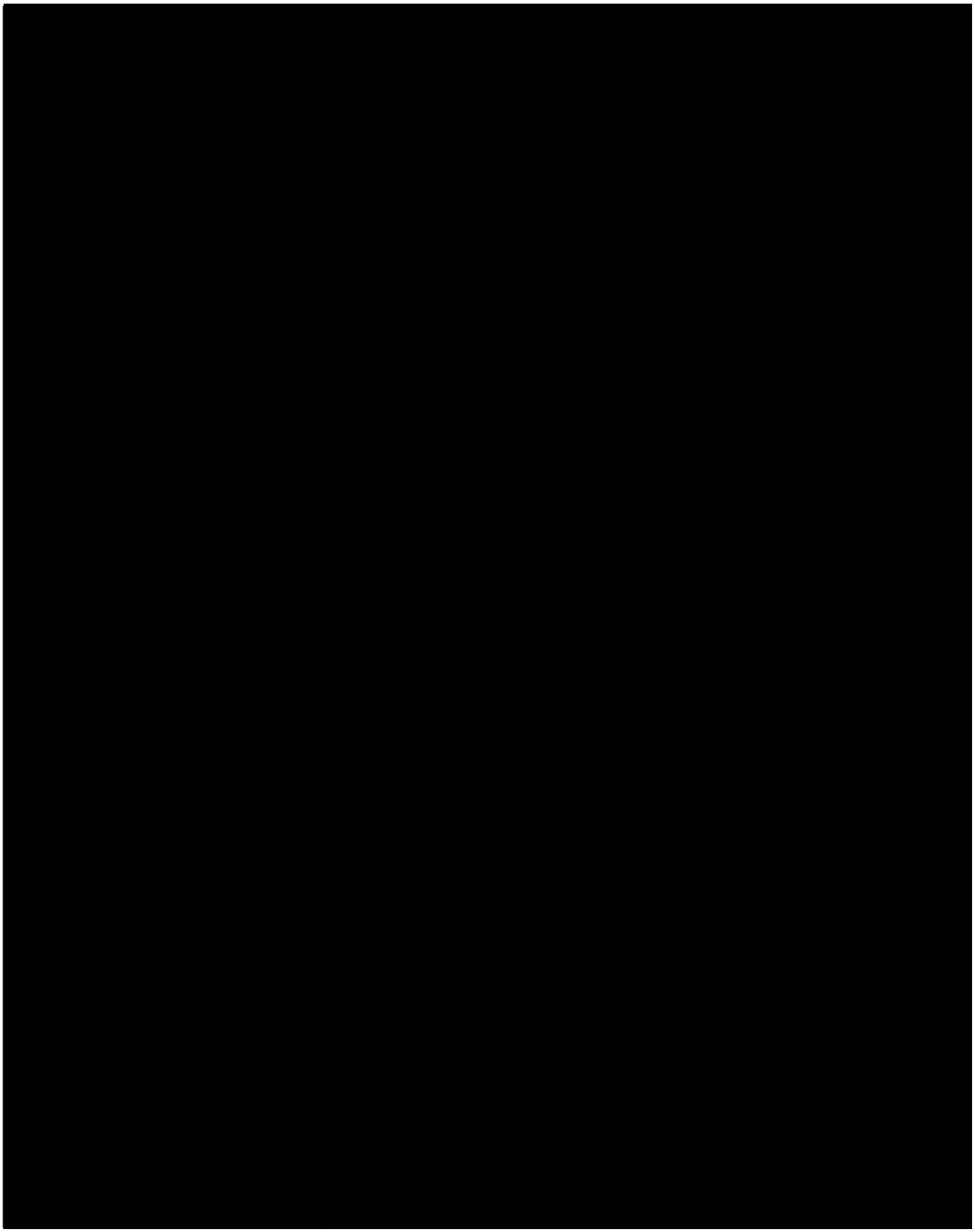




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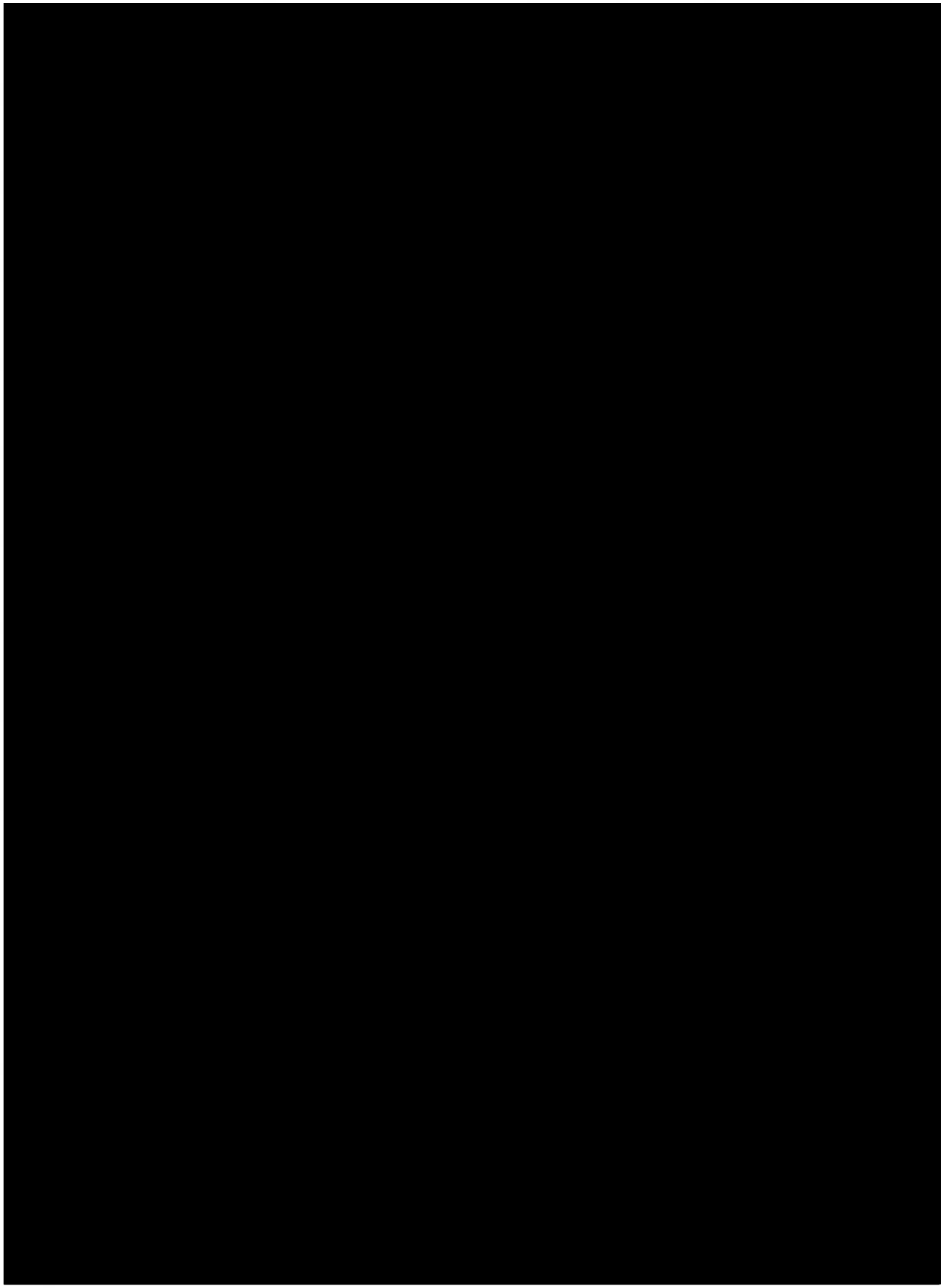






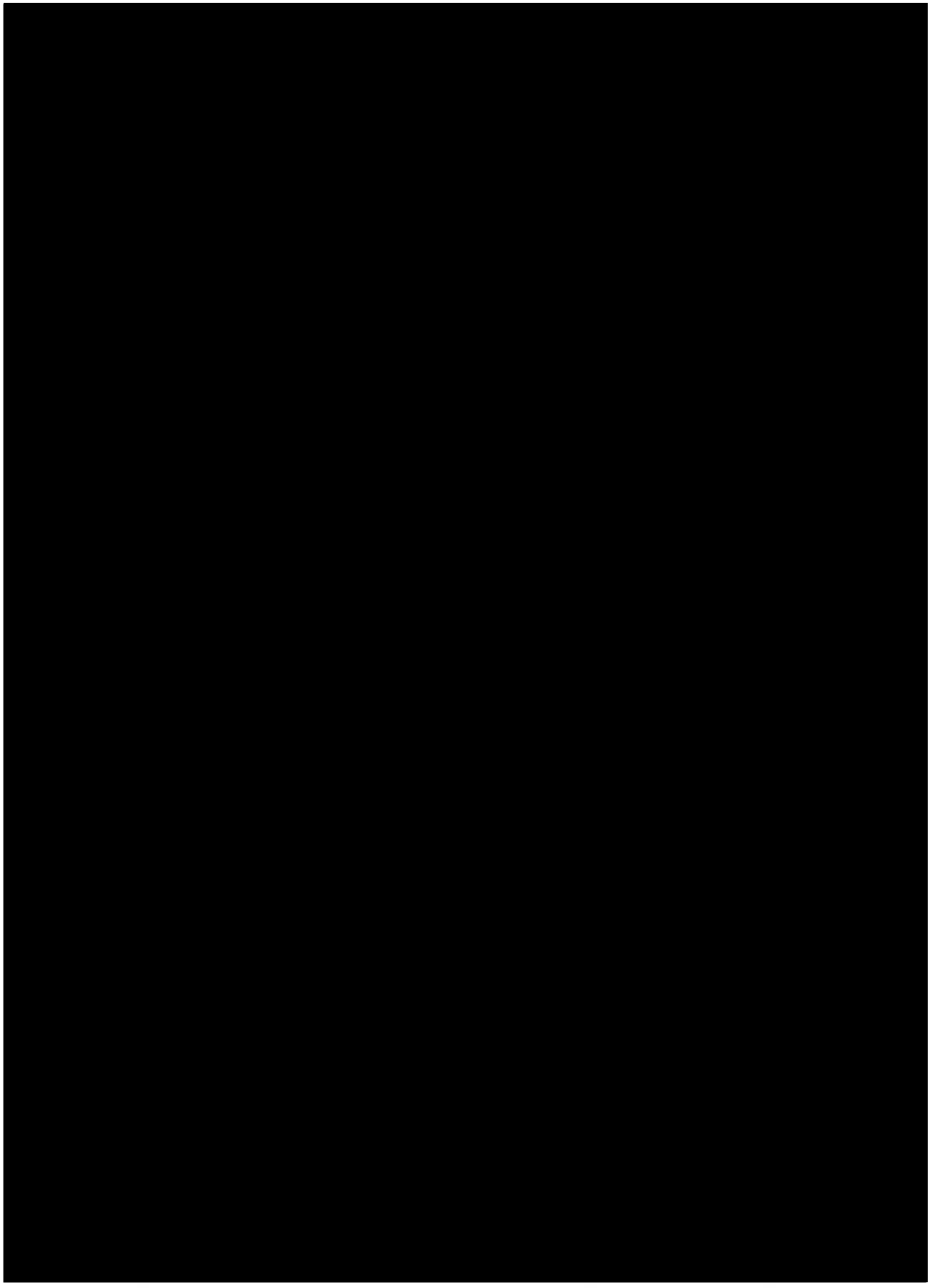


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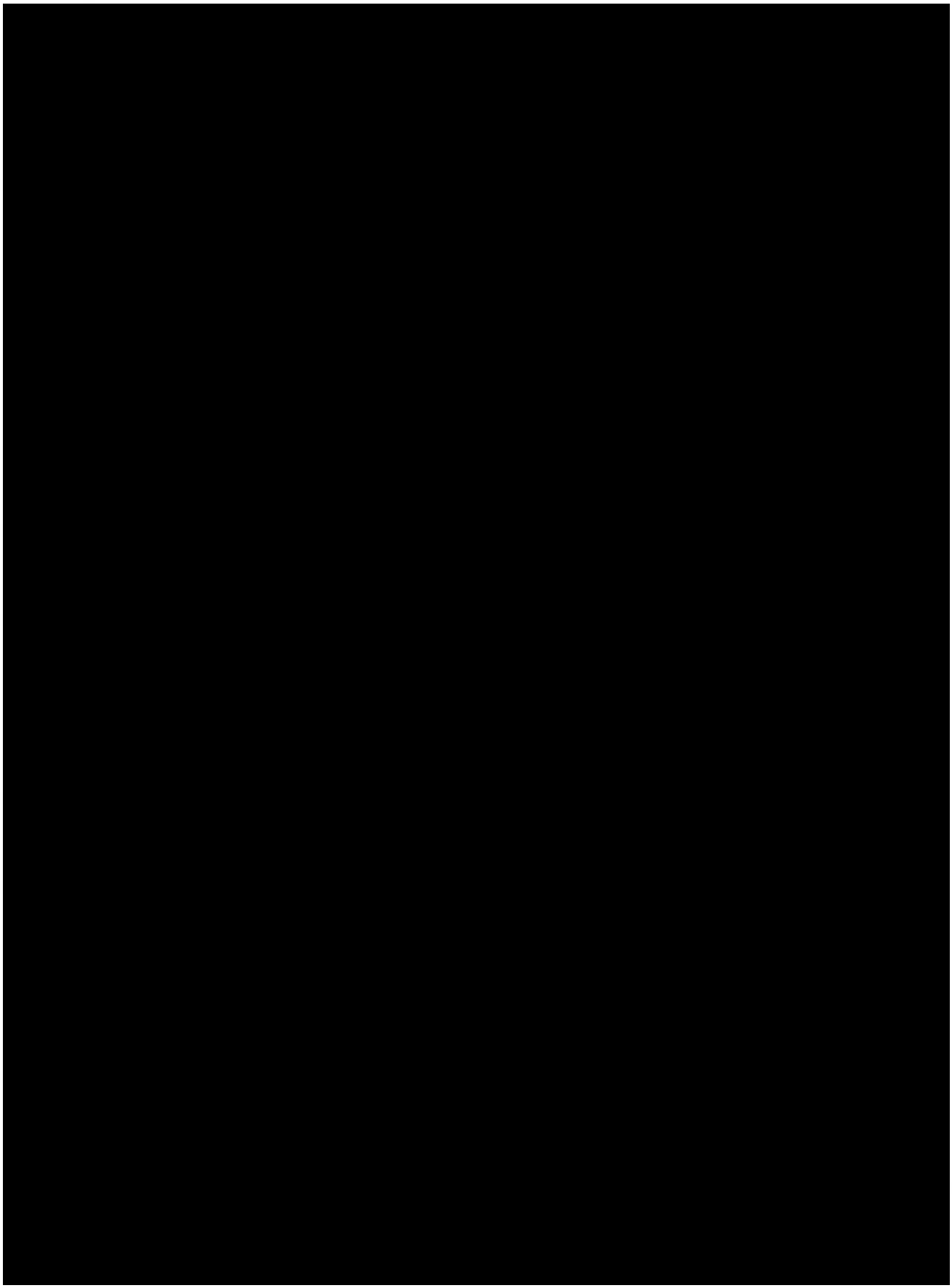


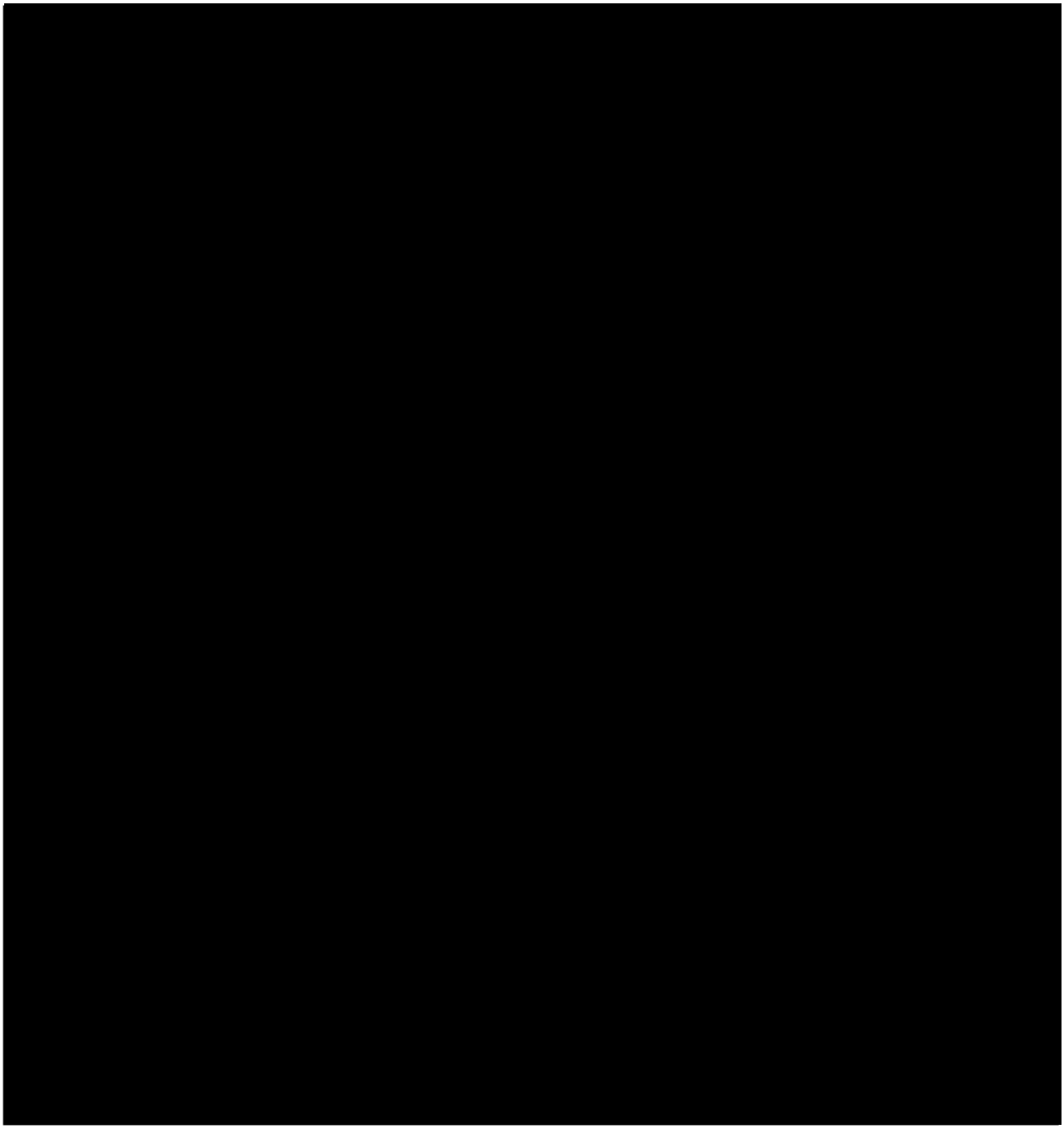
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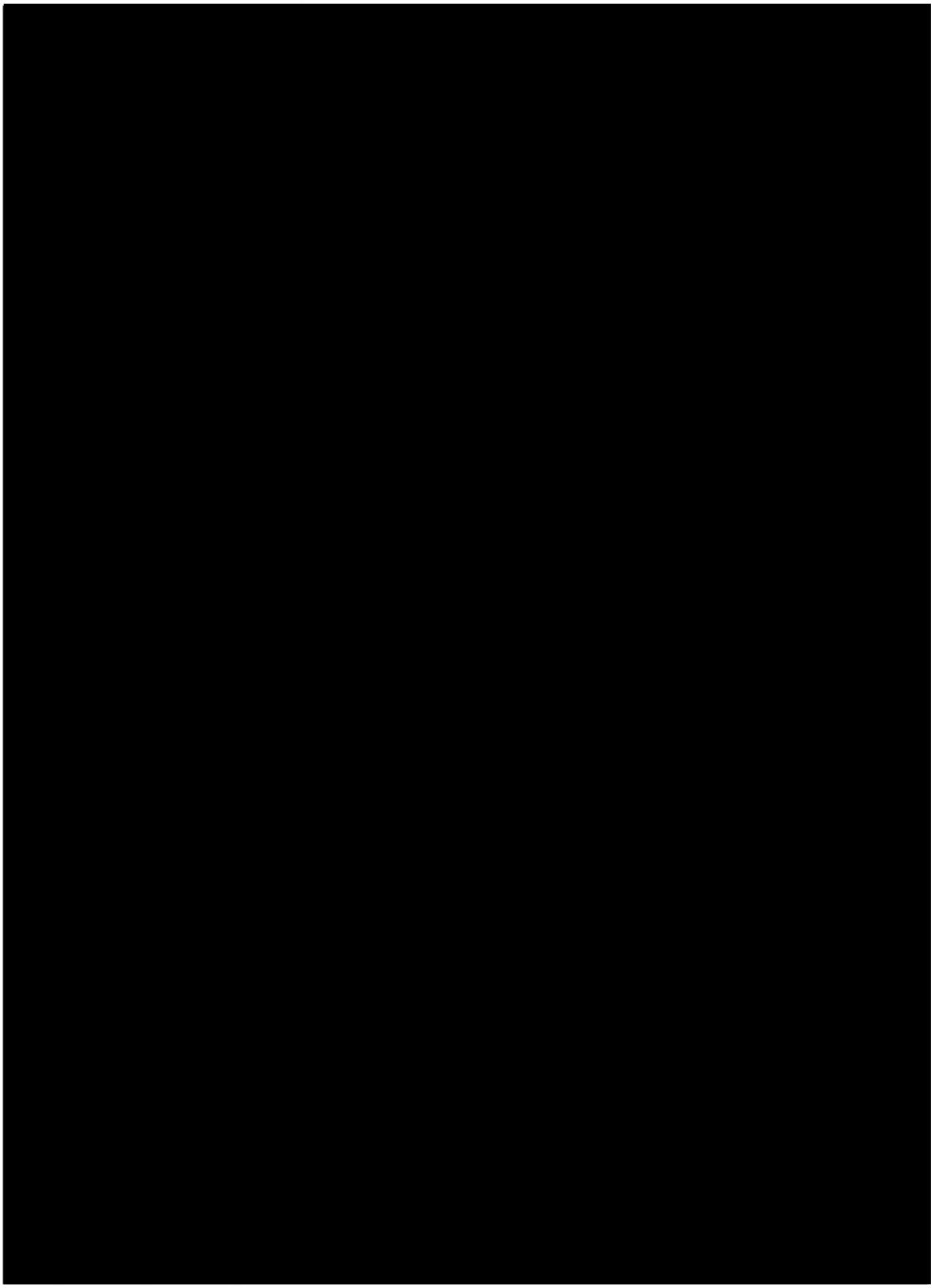


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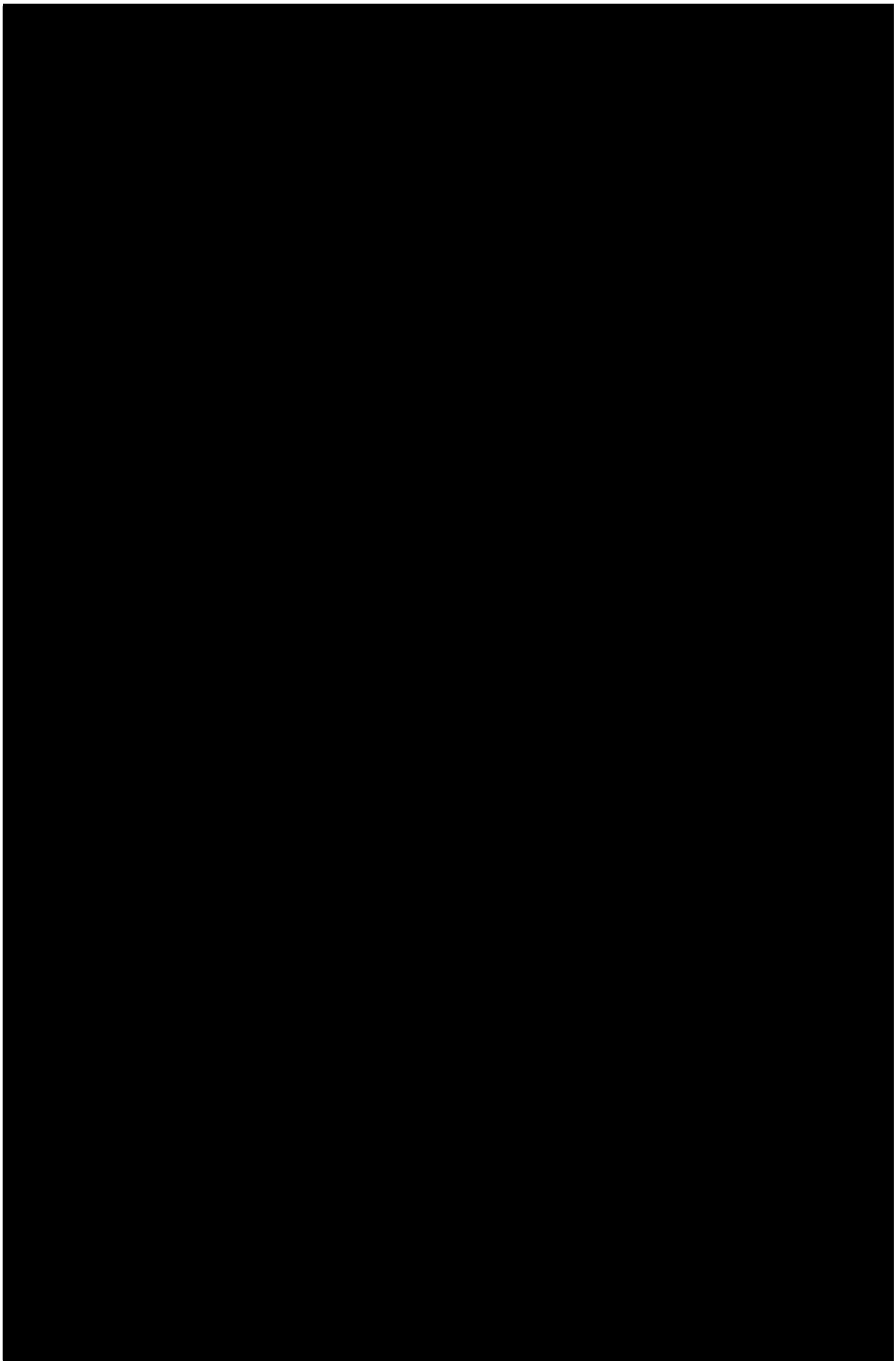




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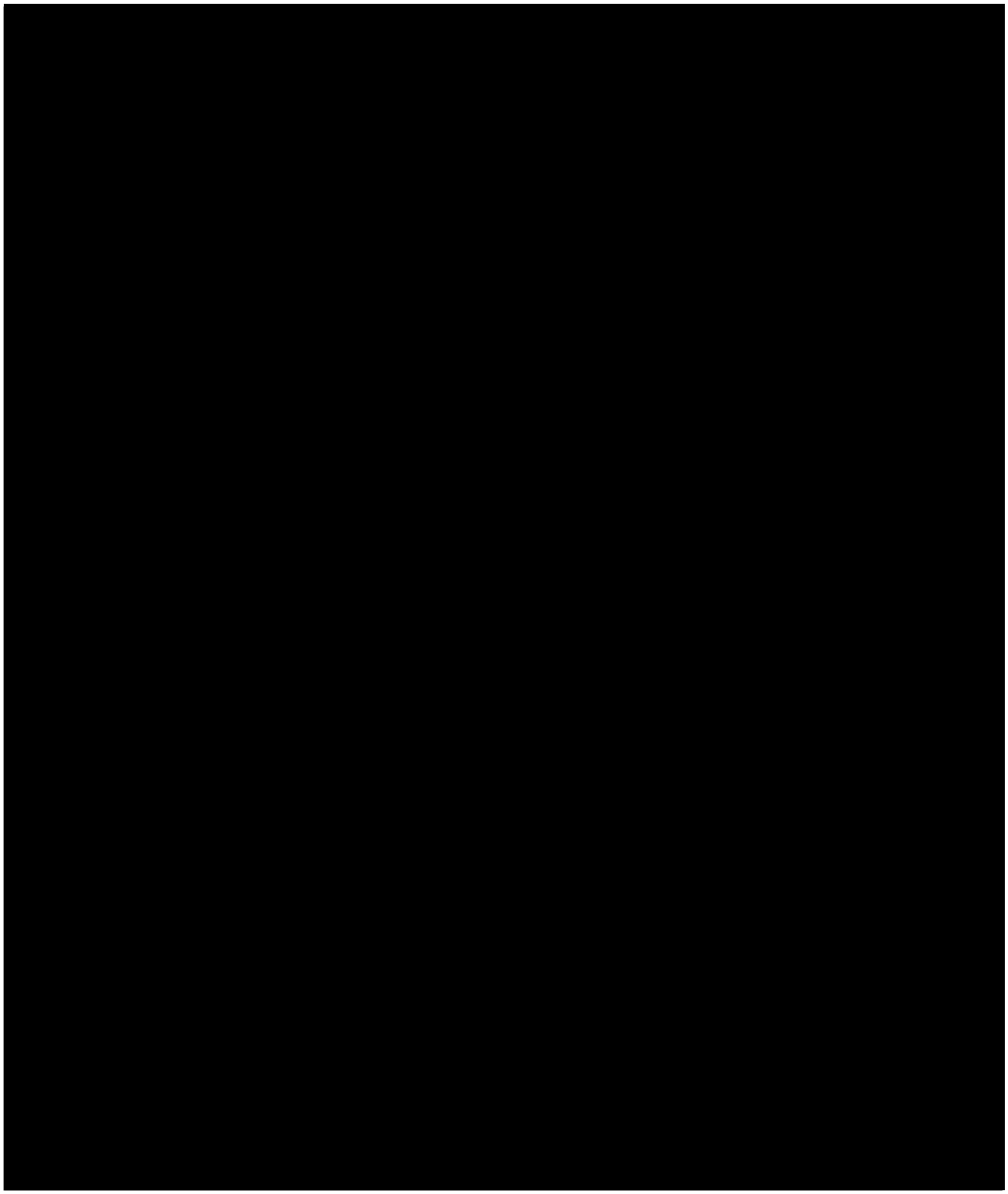




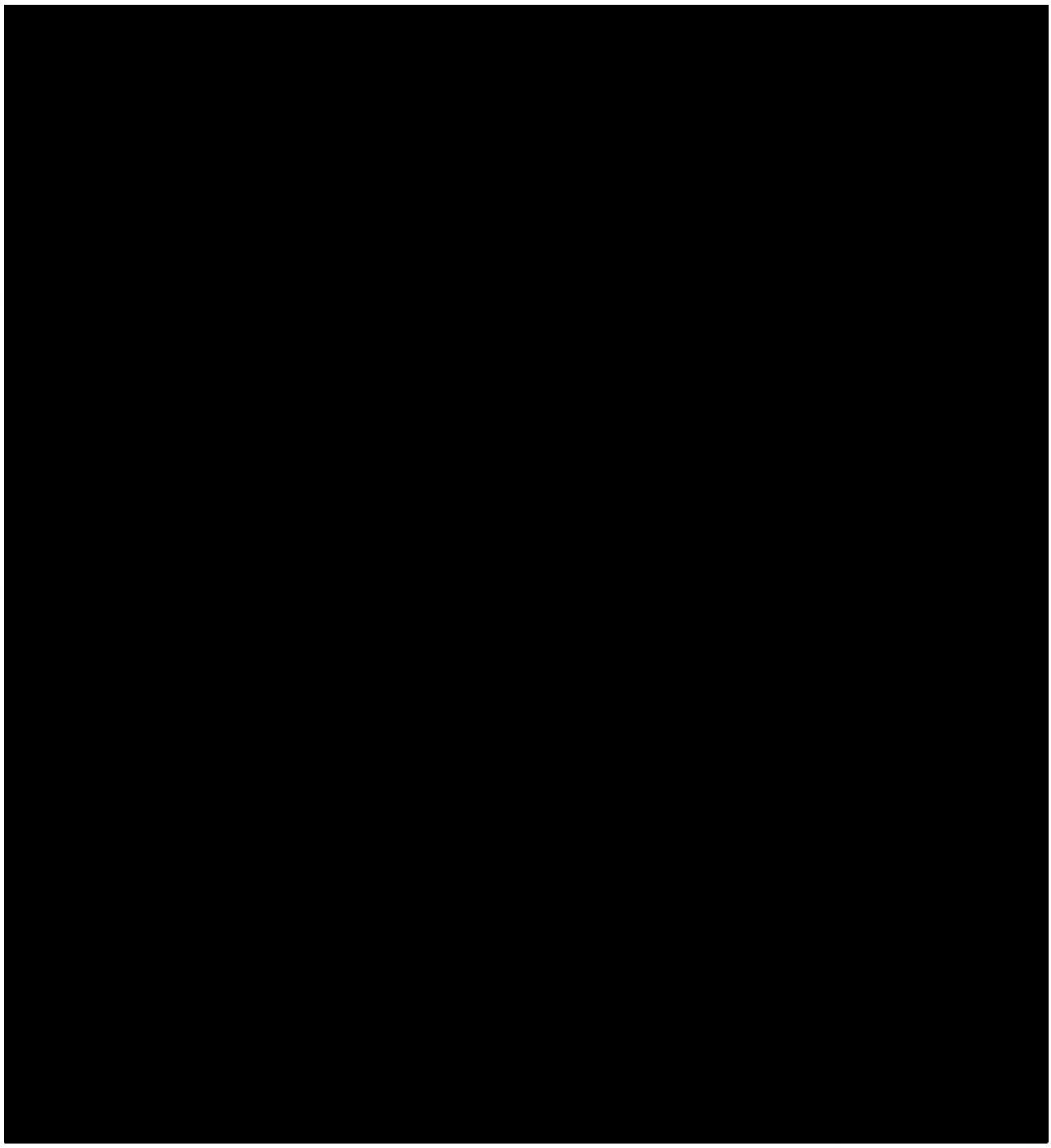
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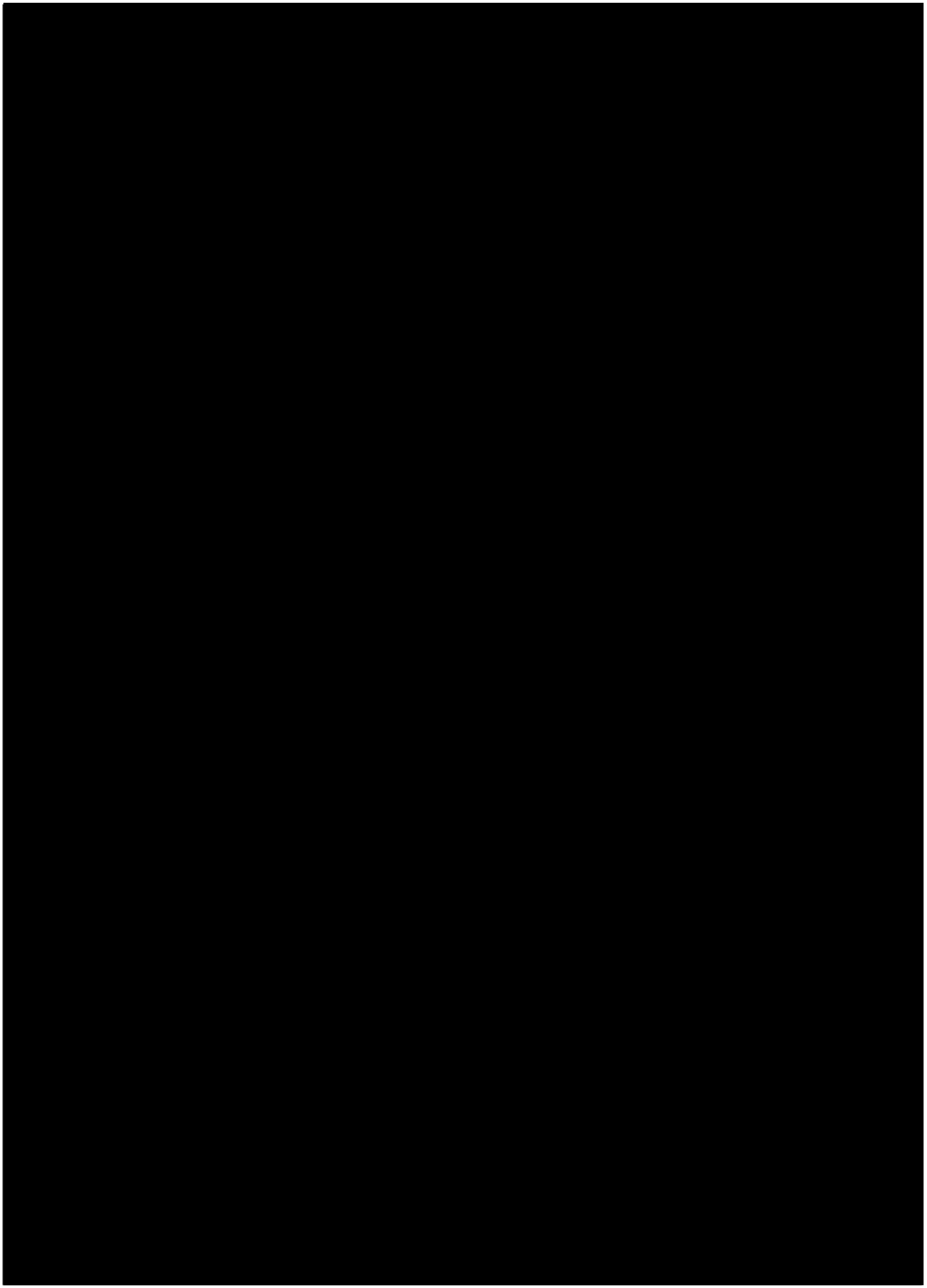
ABI Maintenance Reports

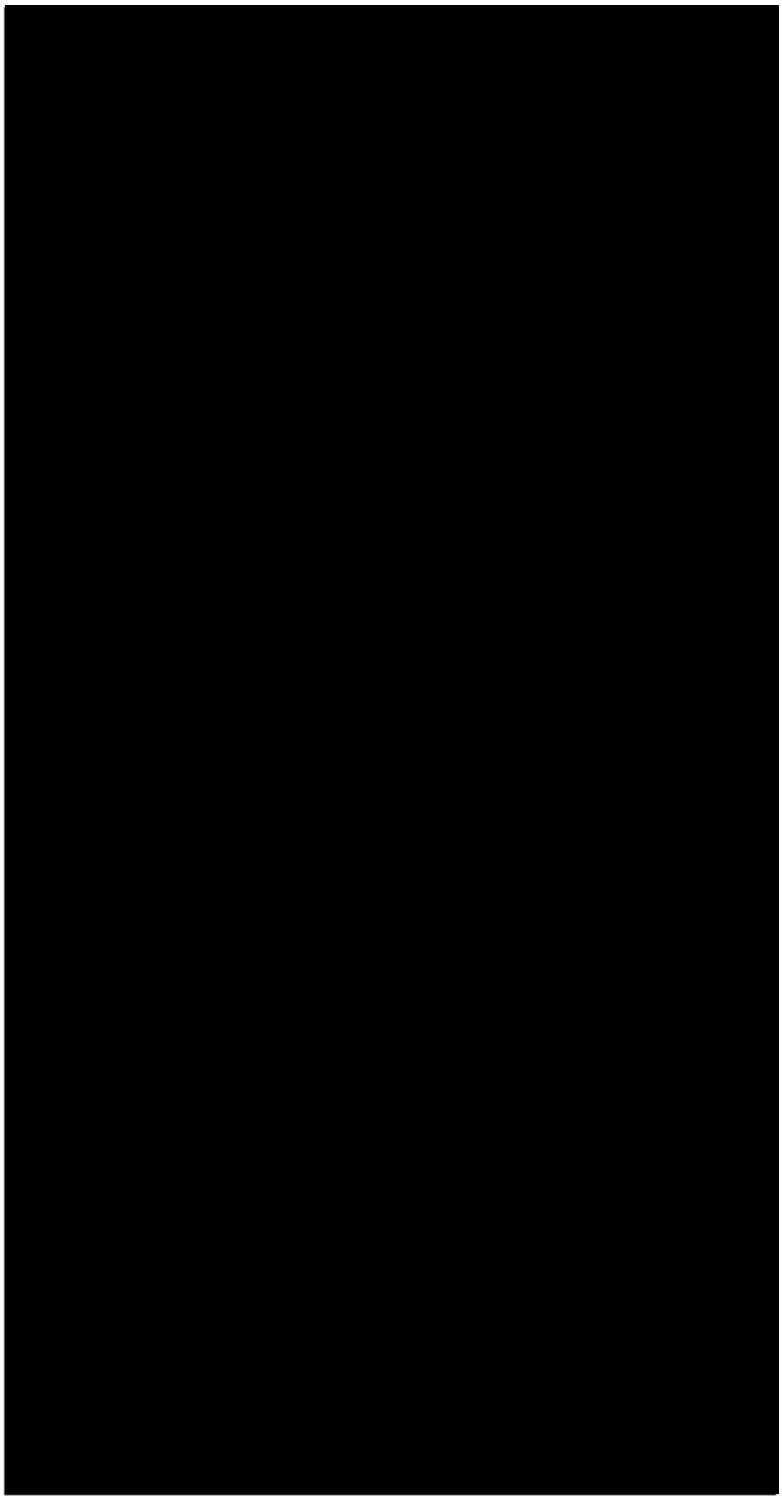
The report described in this chapter does not describe INTELLIGEN financial, operations, or gaming activity, but is used primarily for documenting software versioning and data warehouse schema updates.



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Baseline ABI DB Schema

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Exhibit

Conversion Plan

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West Virginia Lottery
Detailed Conversion Plan

Revision 1.03

16-Jan-2015

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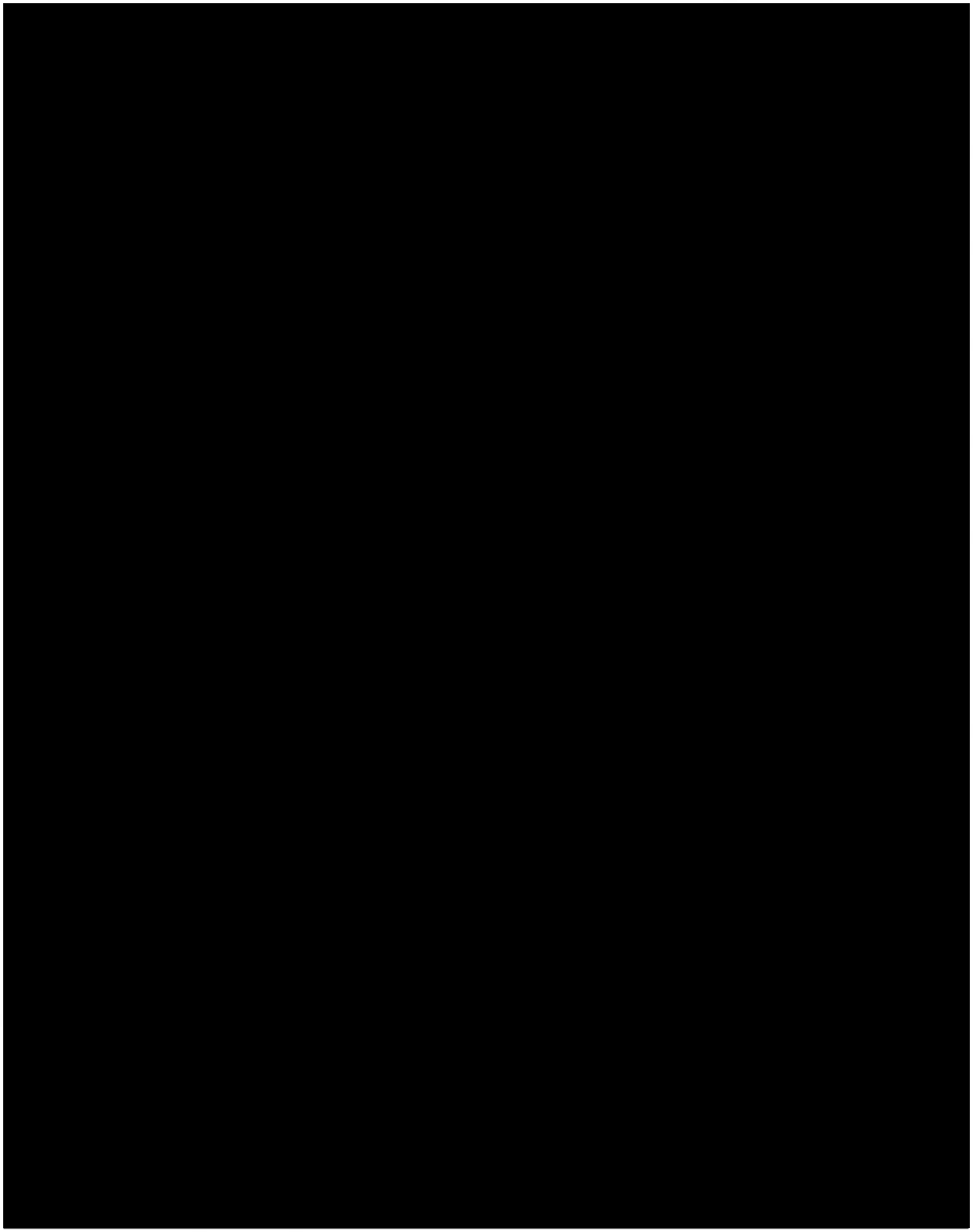
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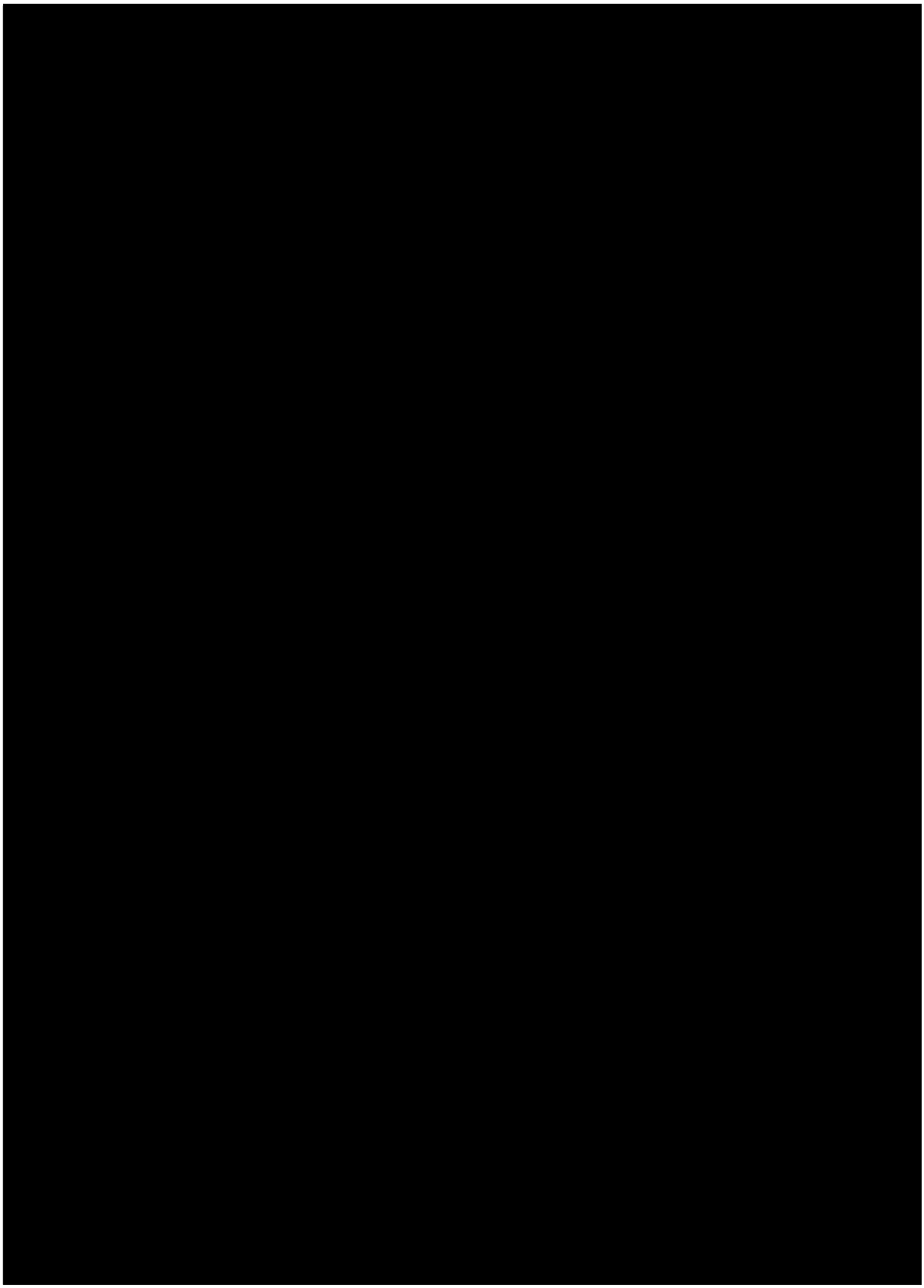
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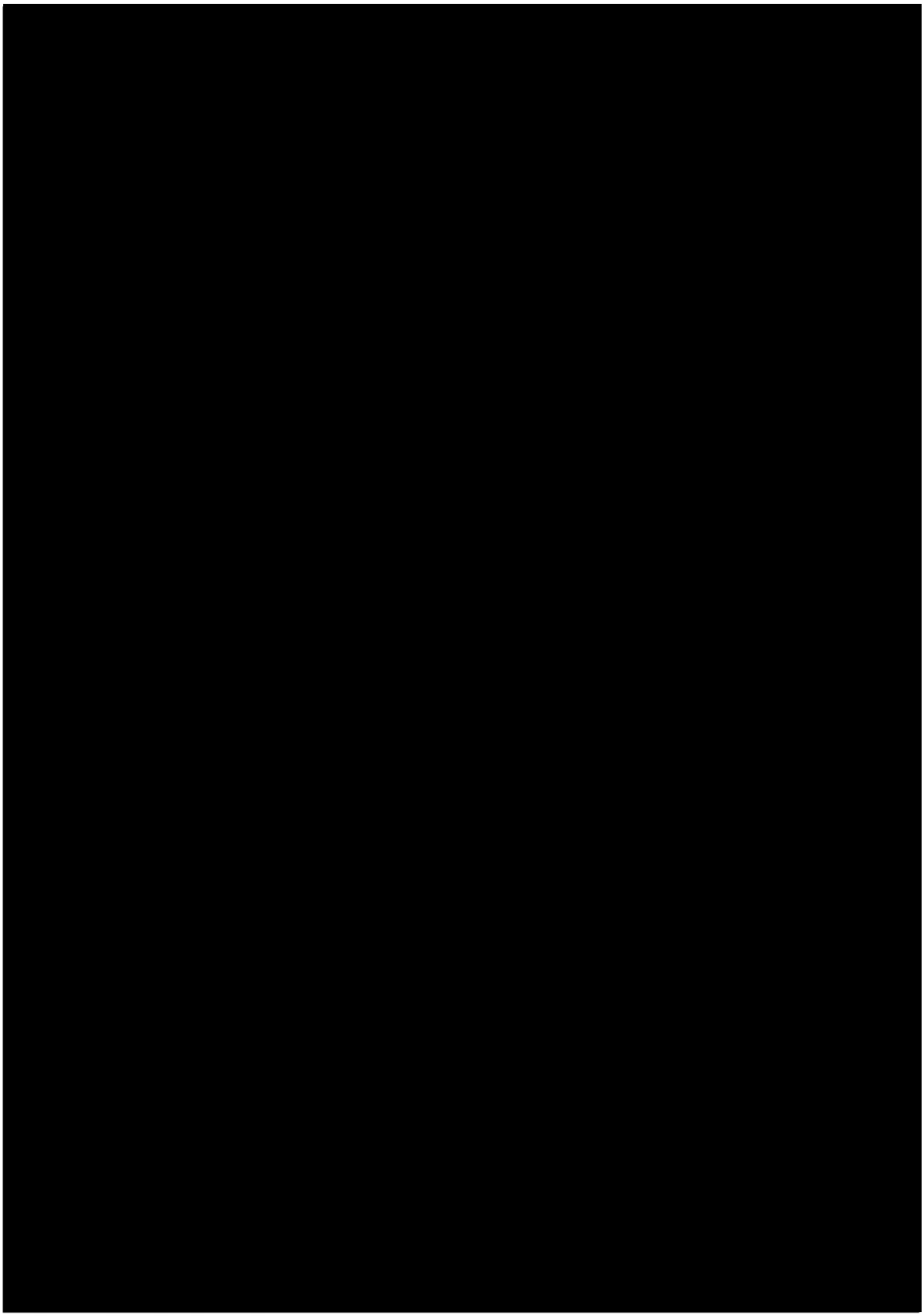
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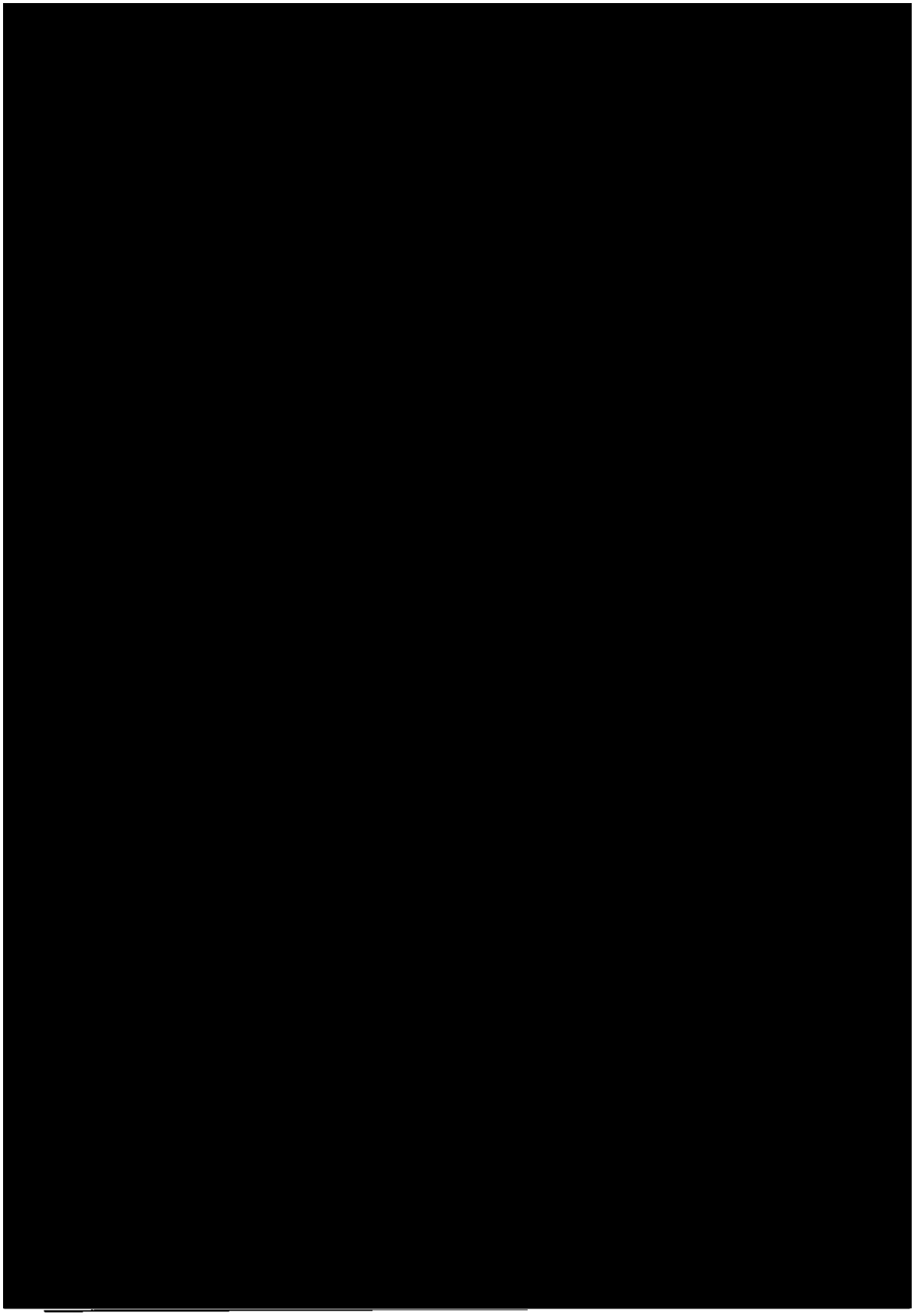
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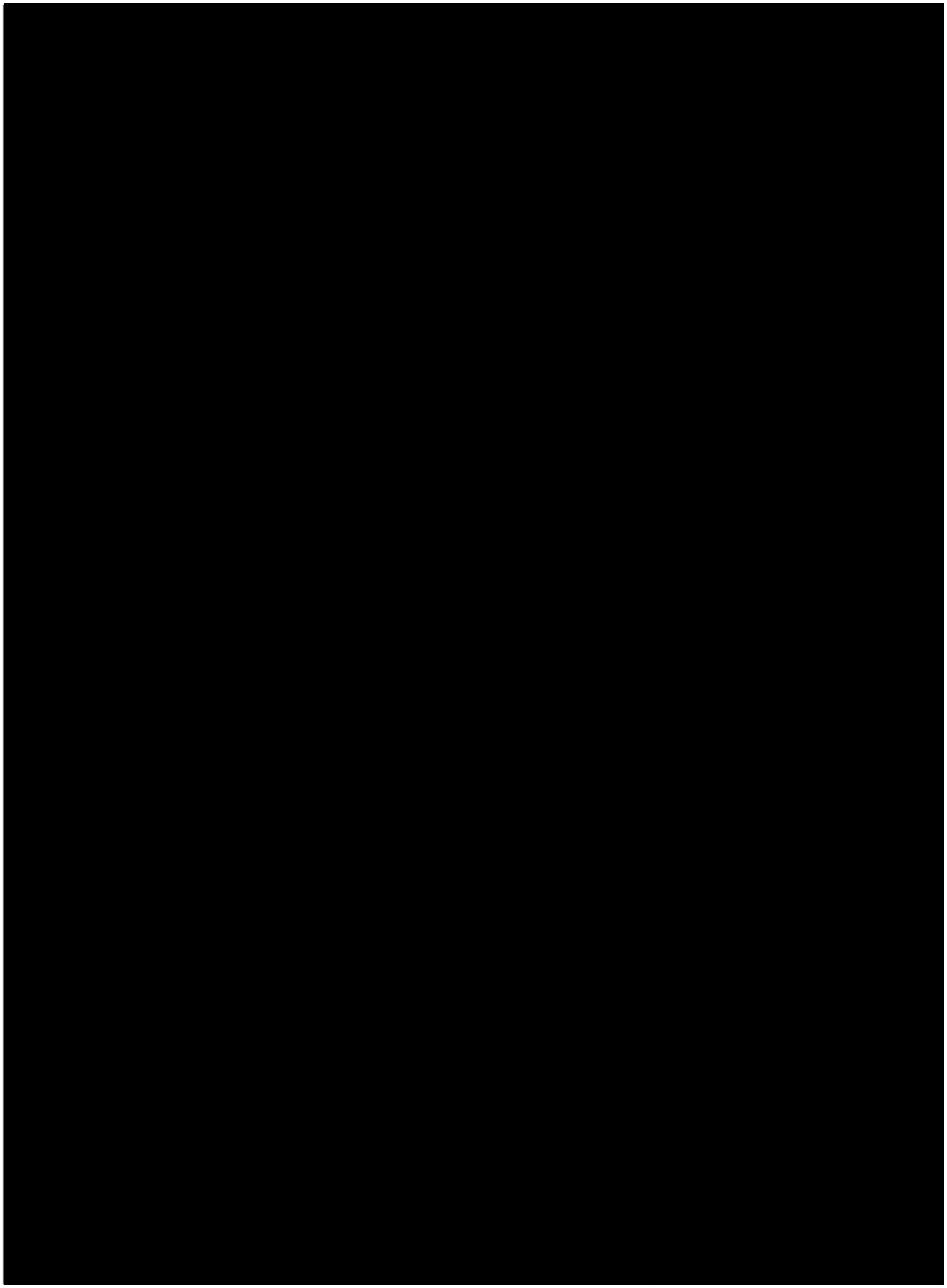


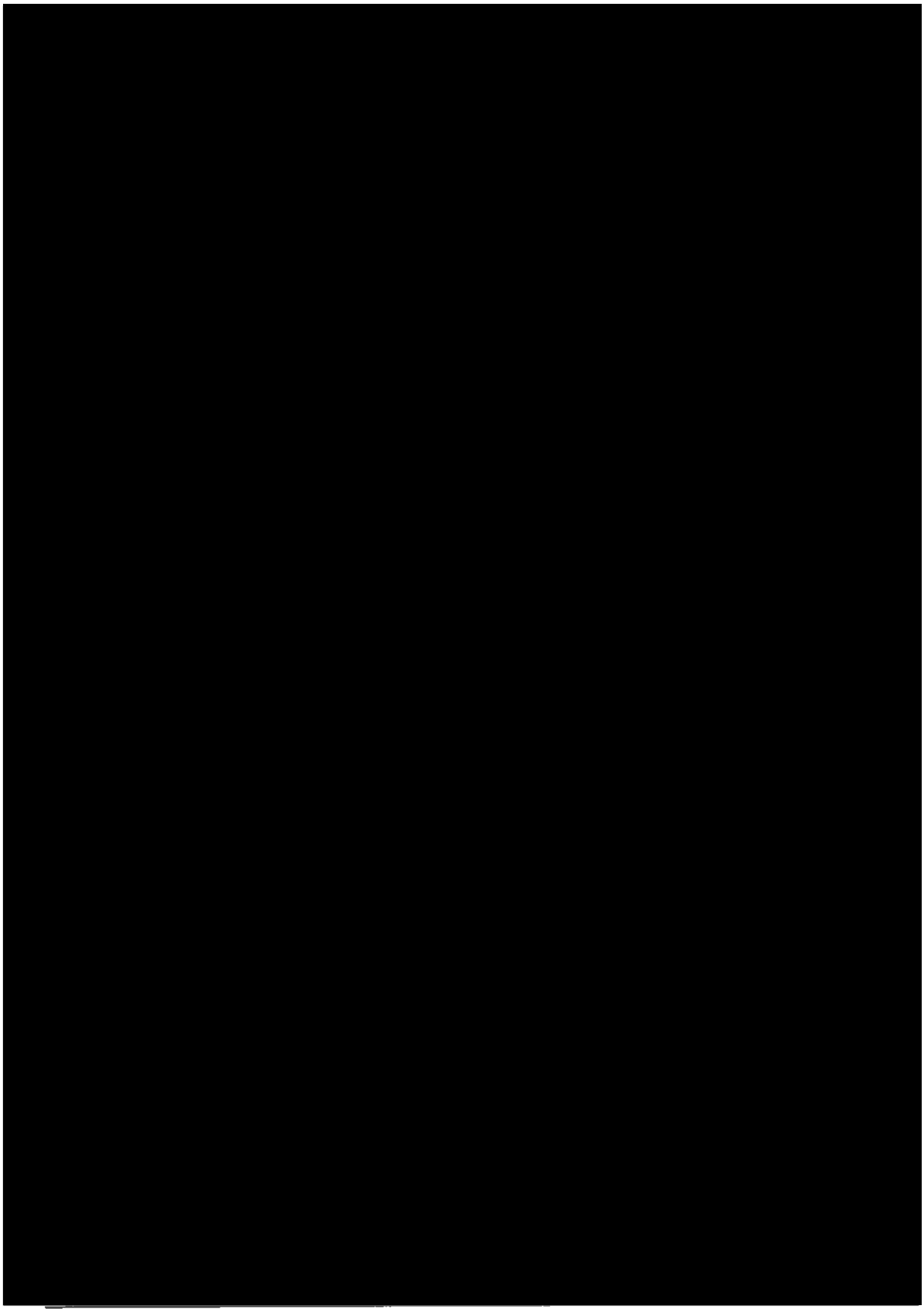
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DGM Database Operations Guide

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DGM DB Operations Guide

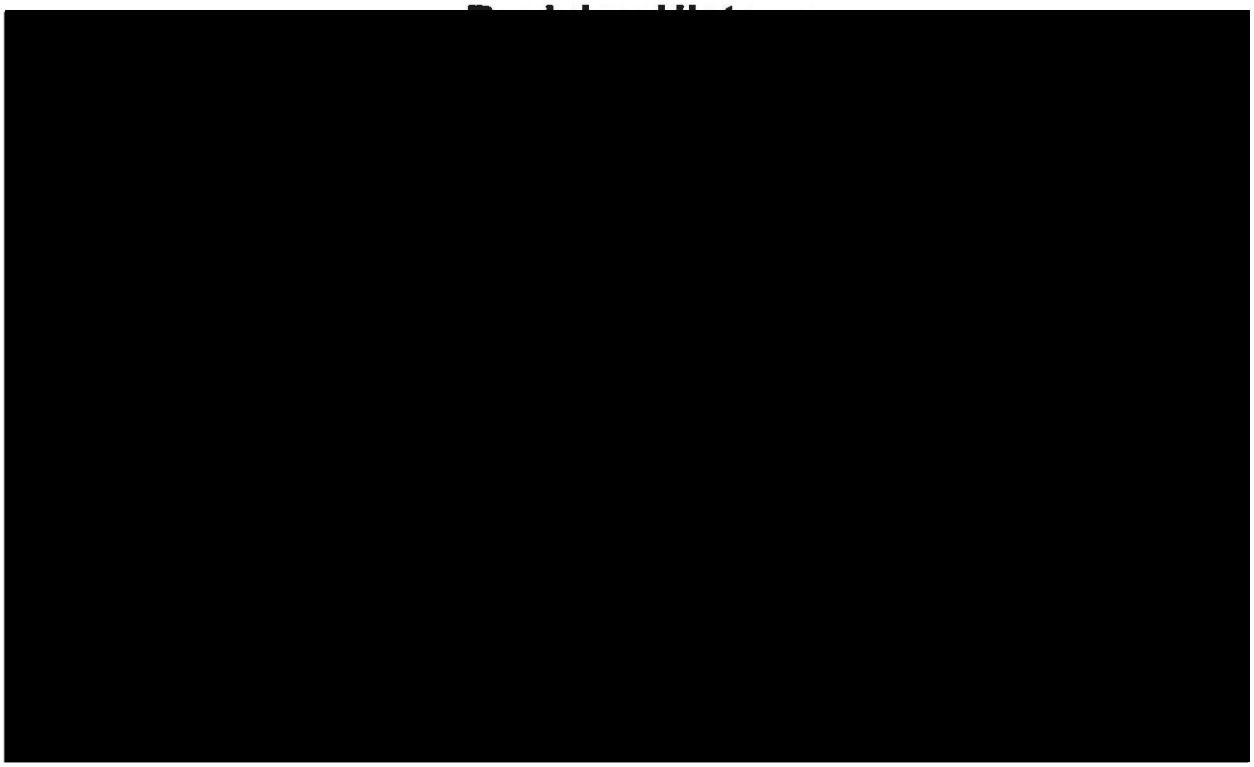
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March 27, 2014

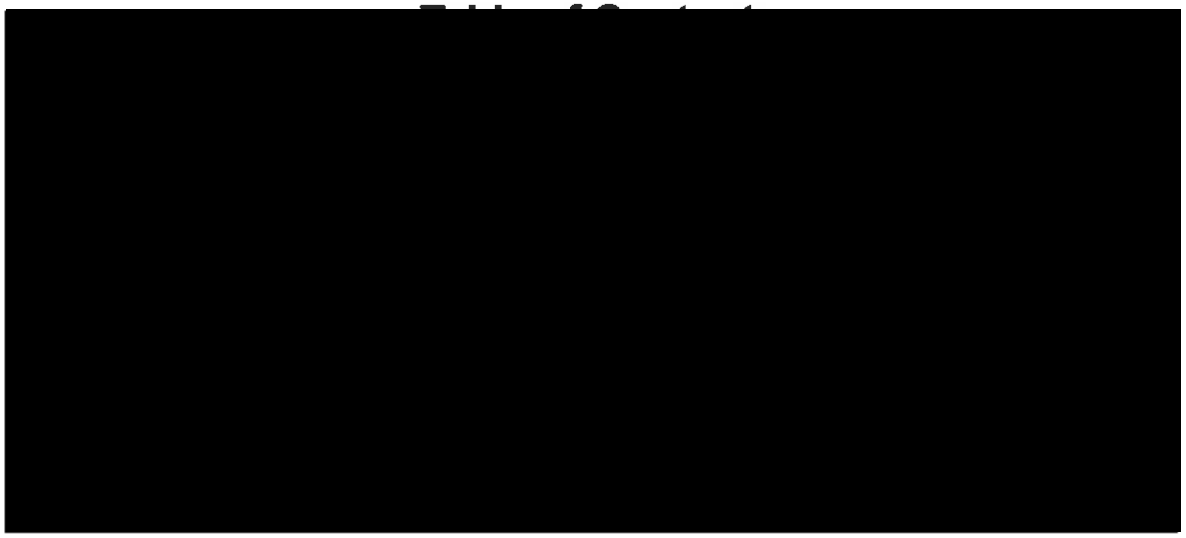
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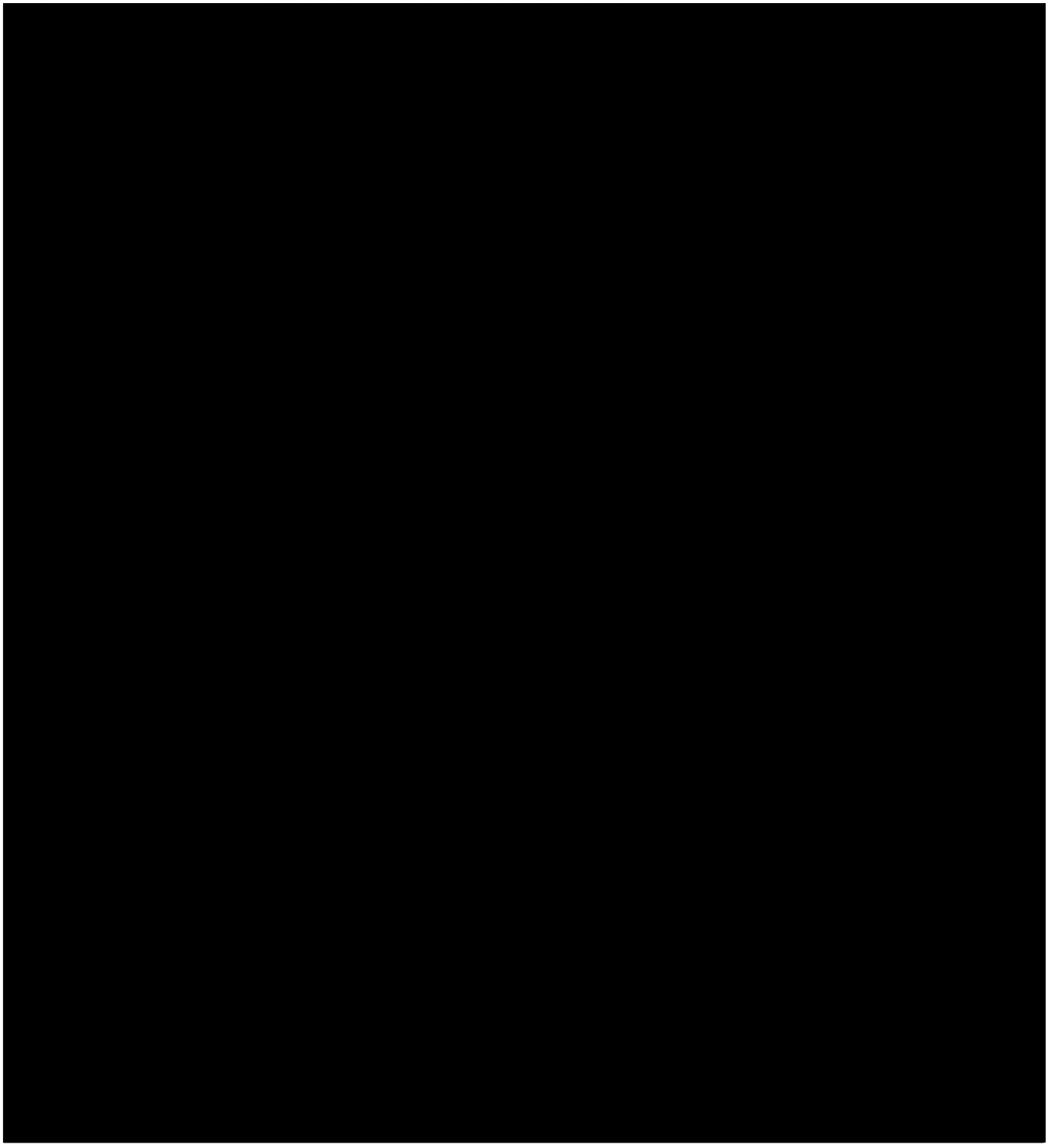




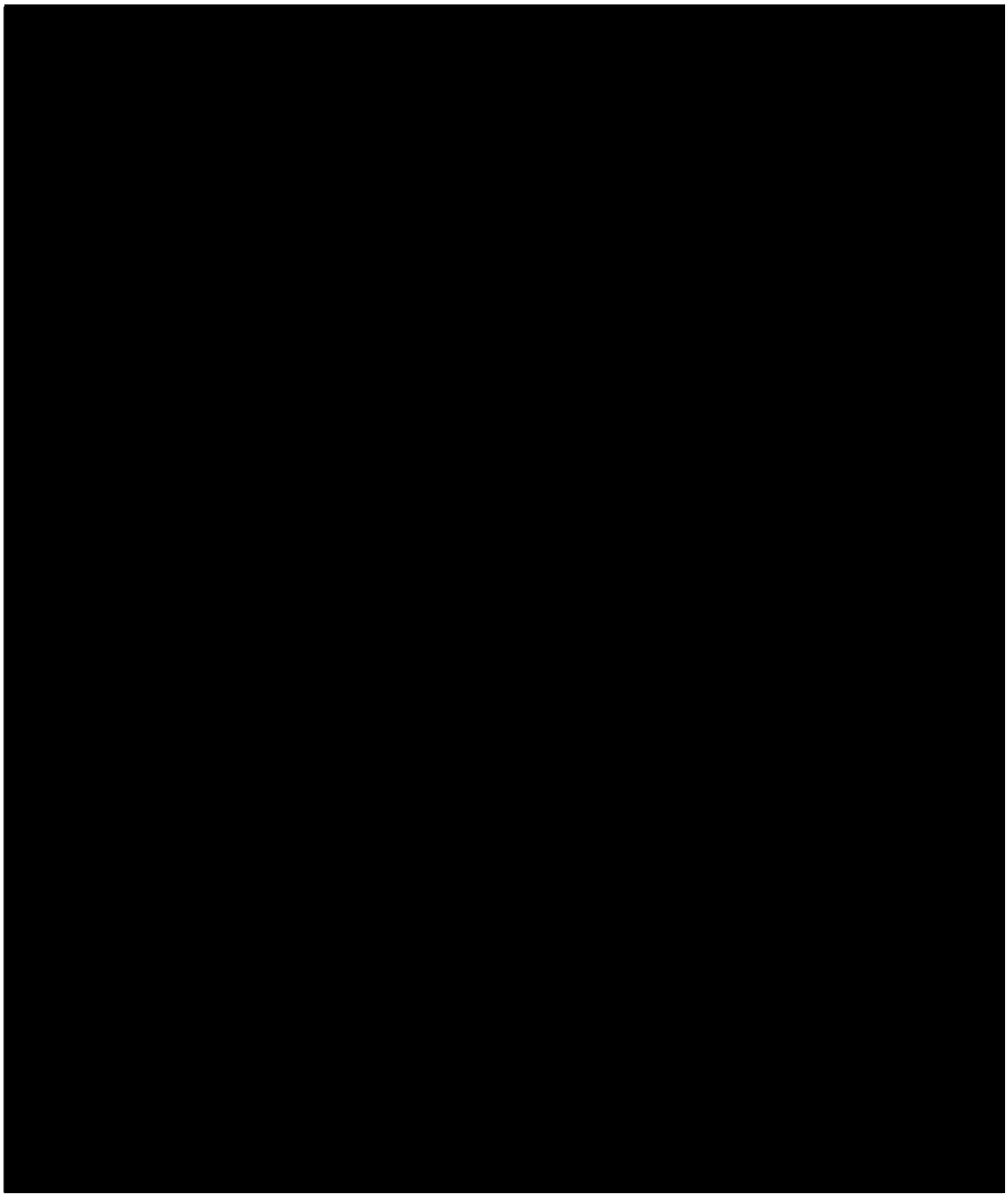


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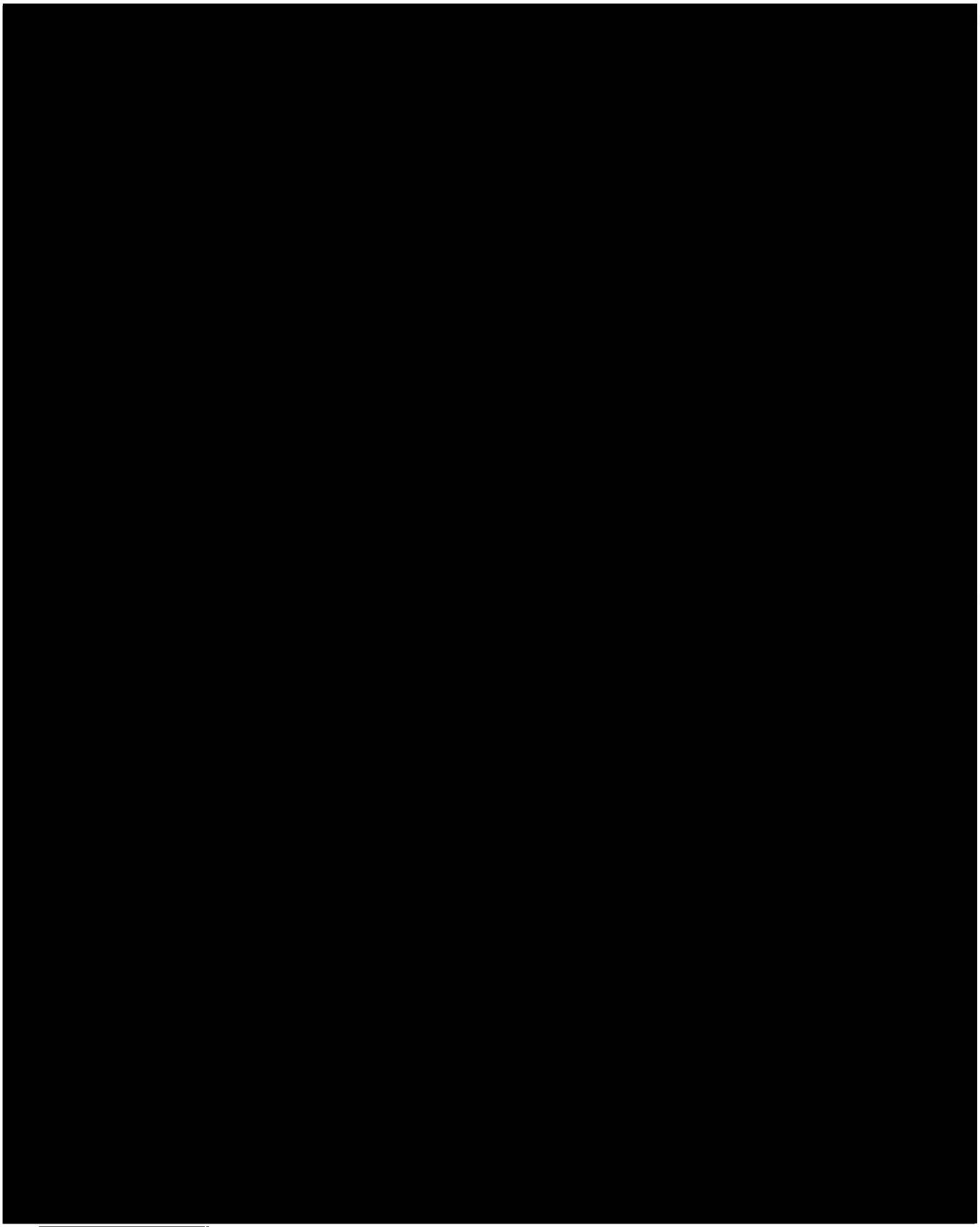
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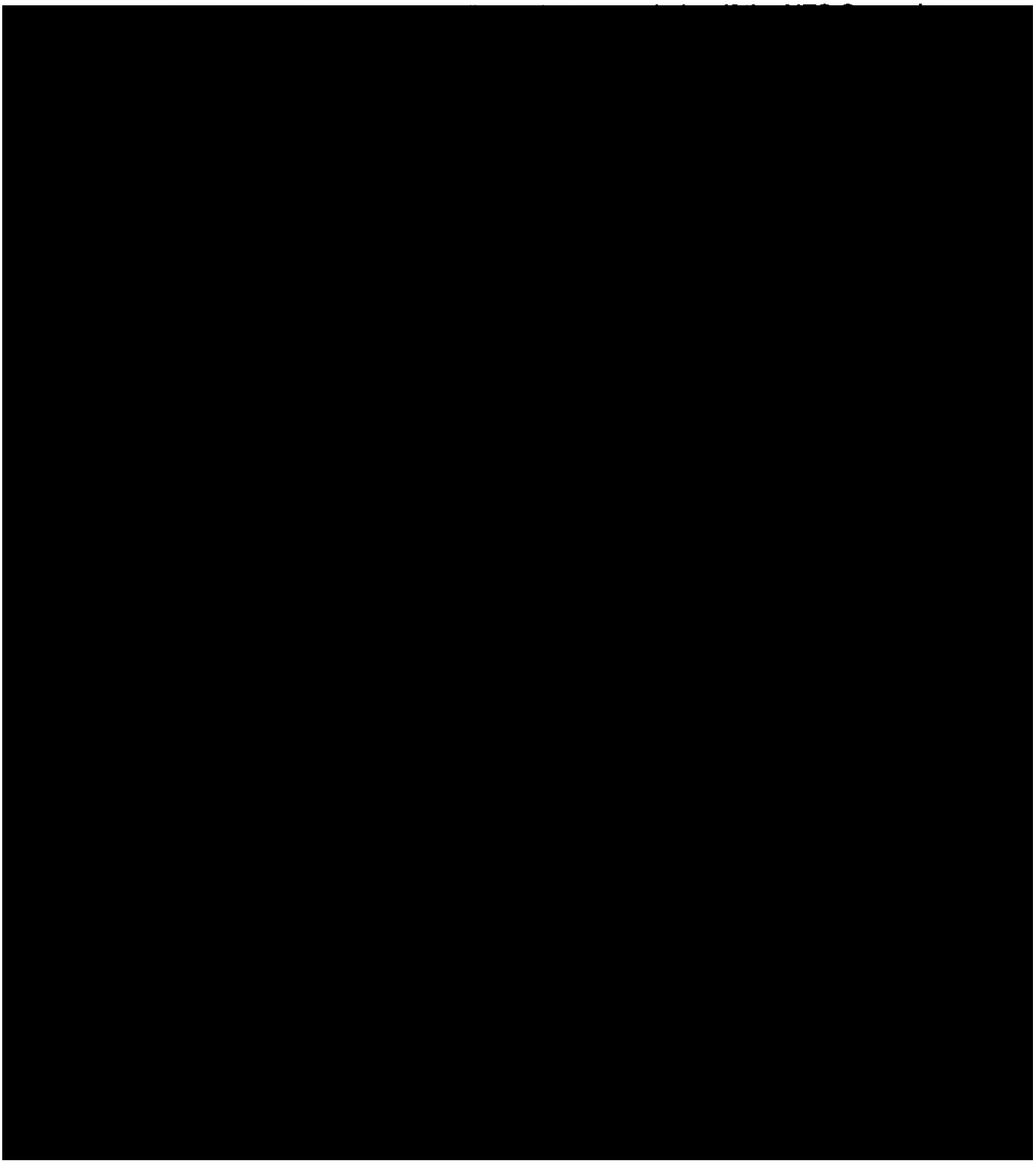
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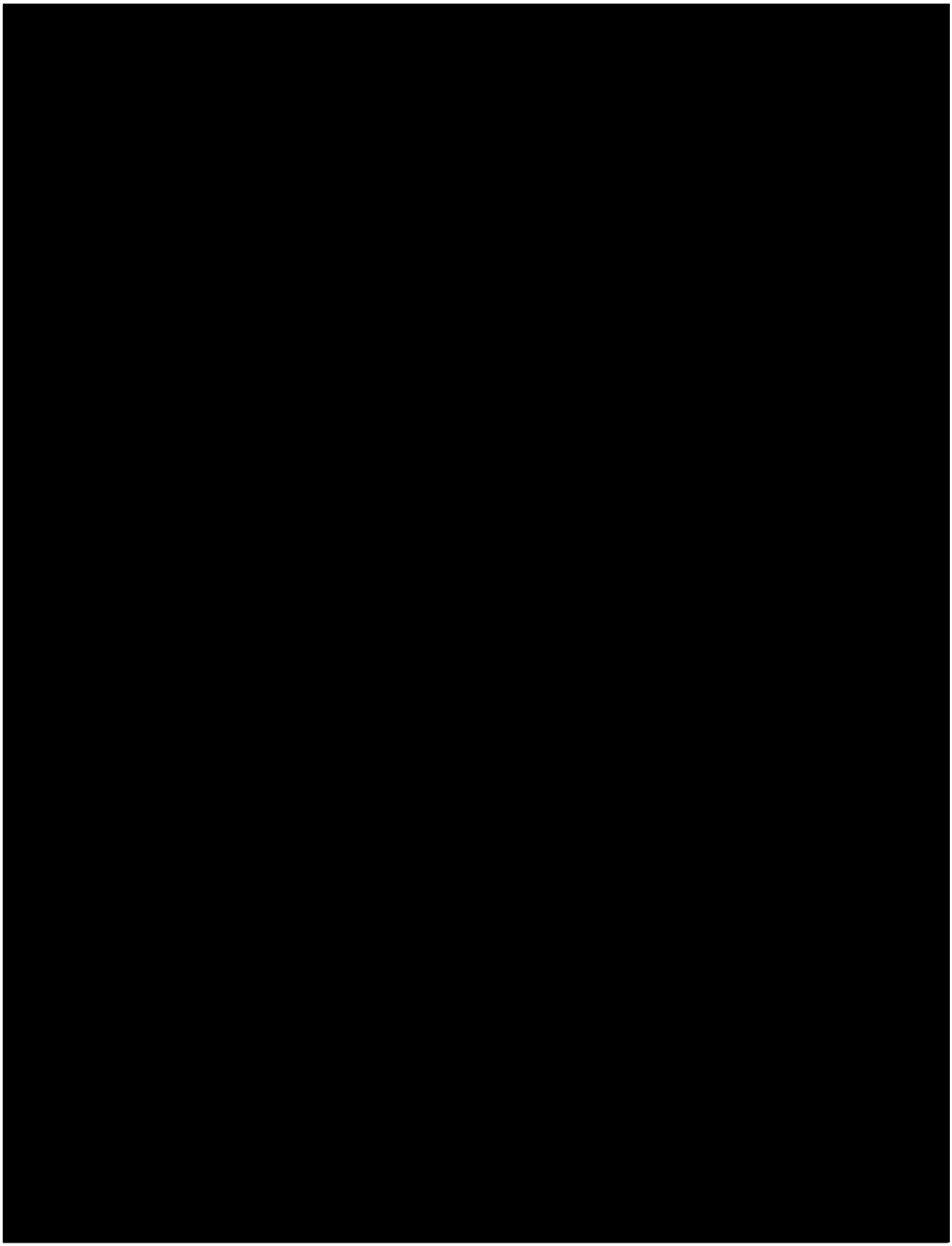


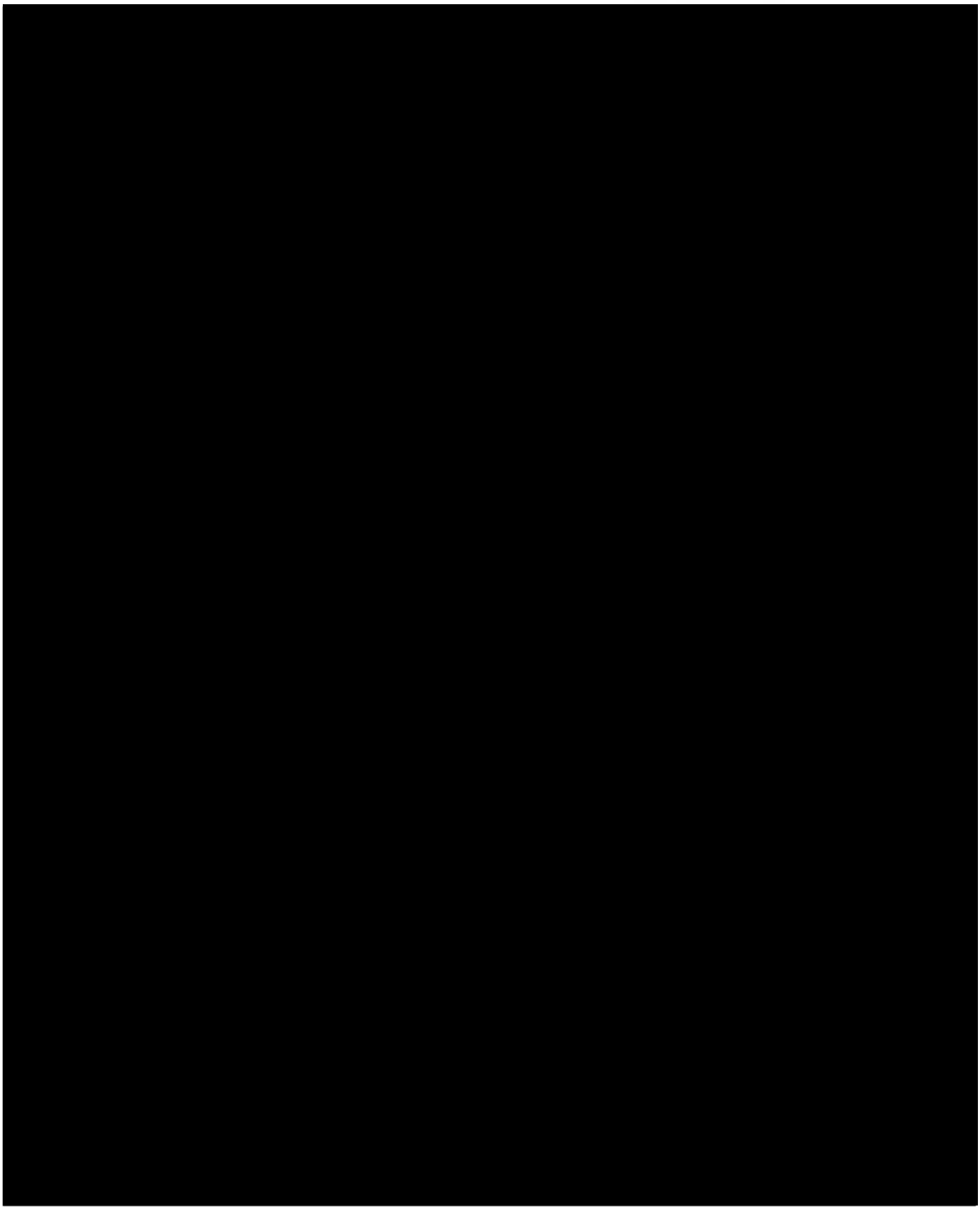




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ESTE Force Host Takeover

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ESTE Force Host Takeover

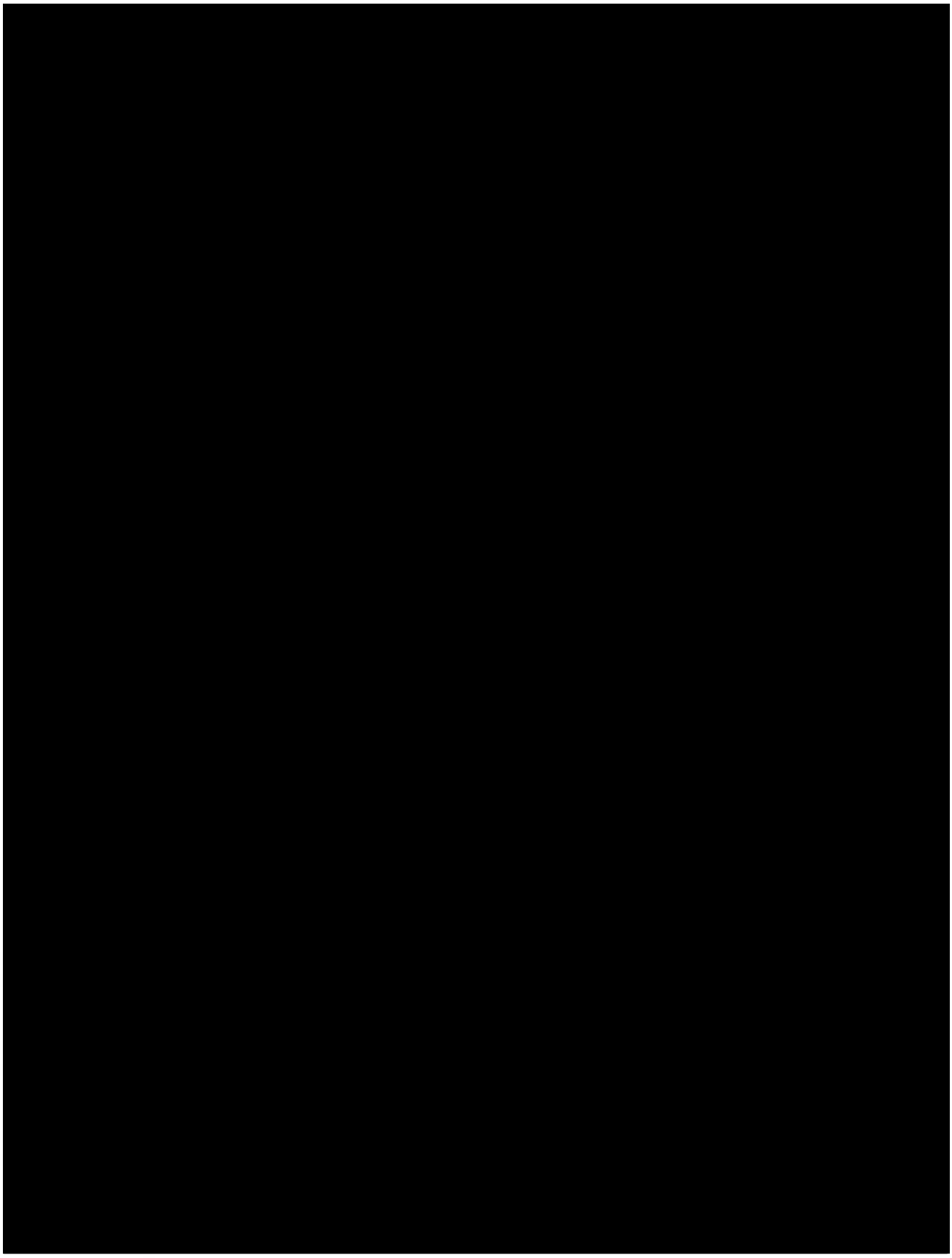
Revision 1.2

March 27, 2014

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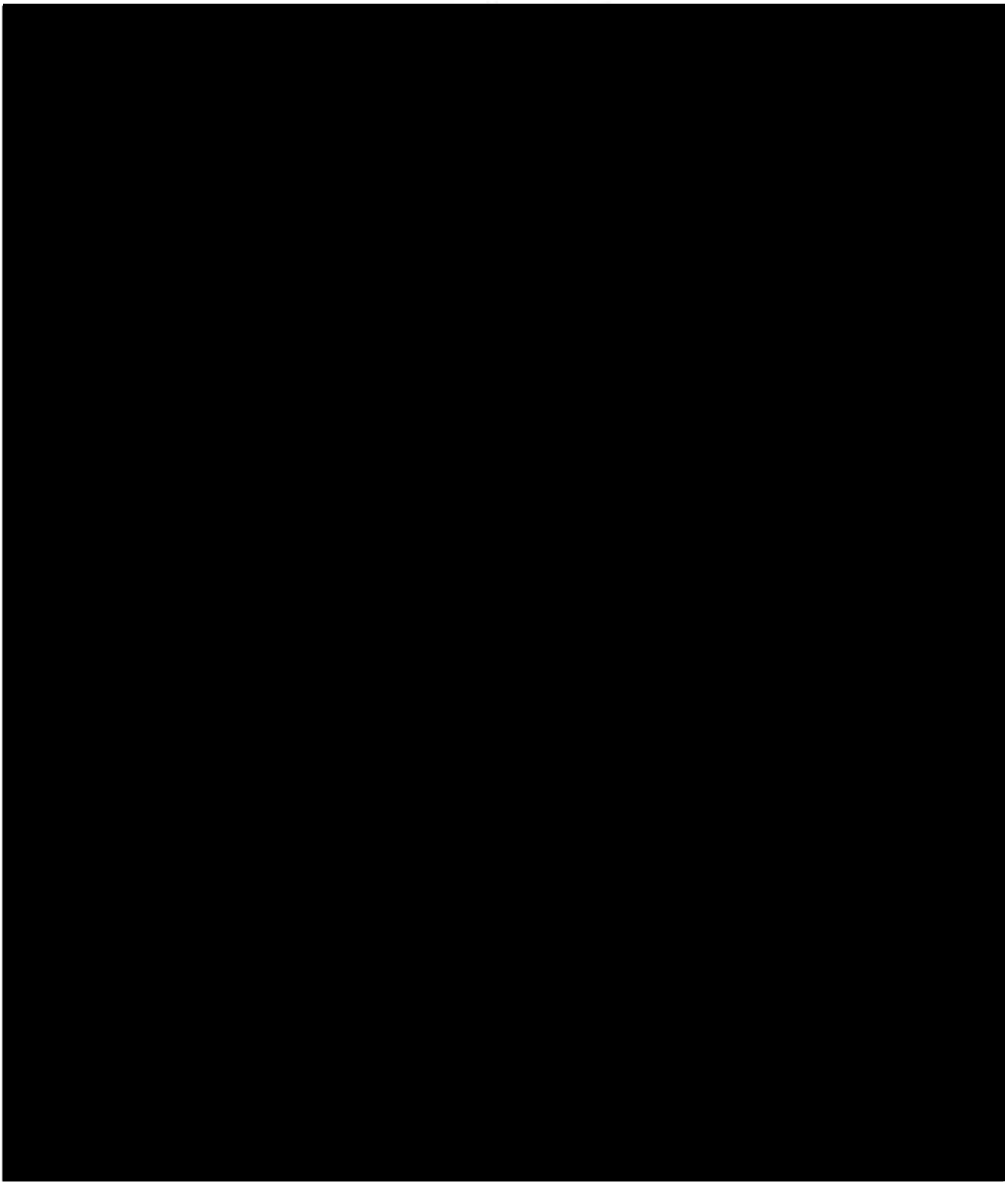
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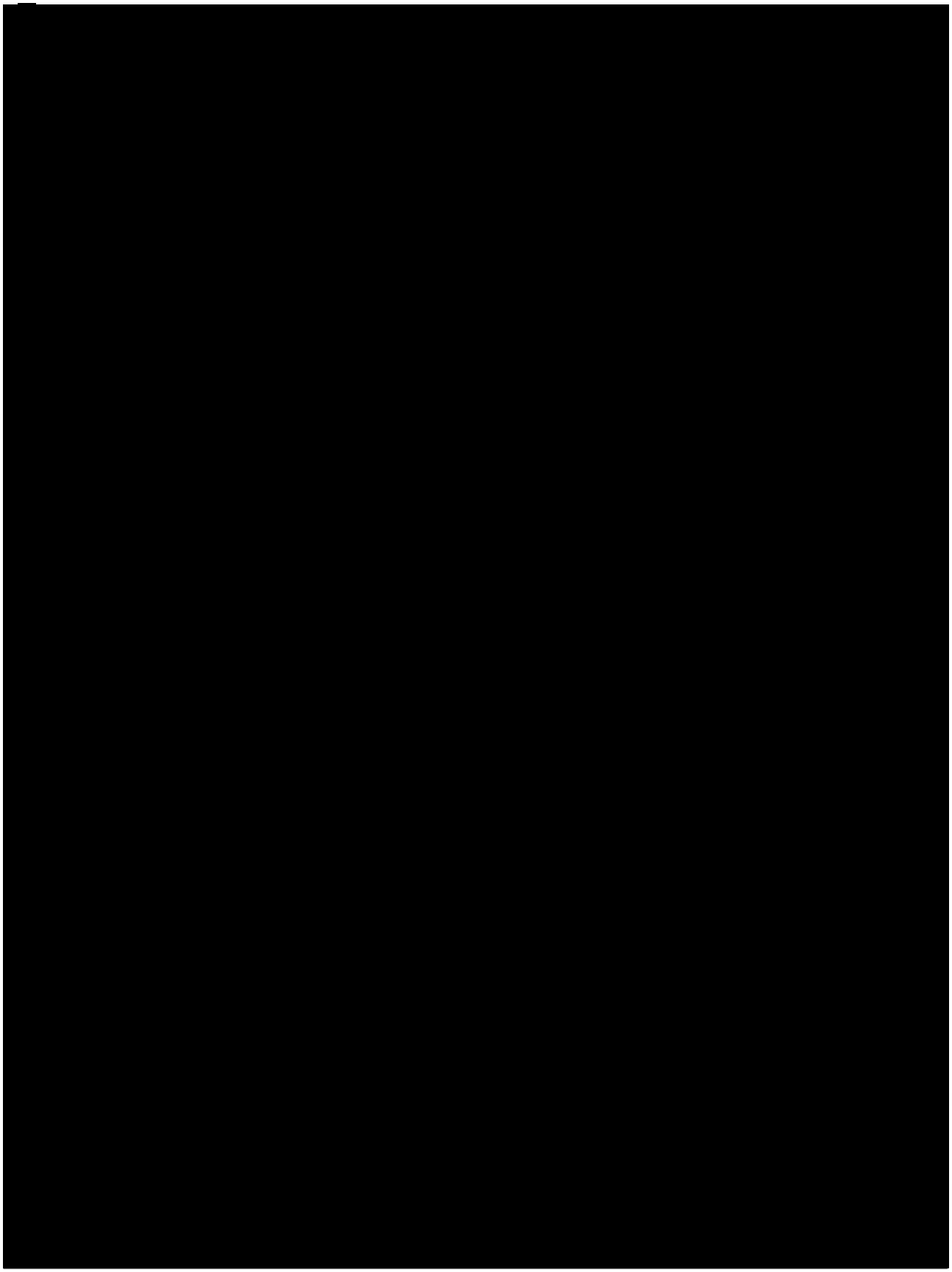
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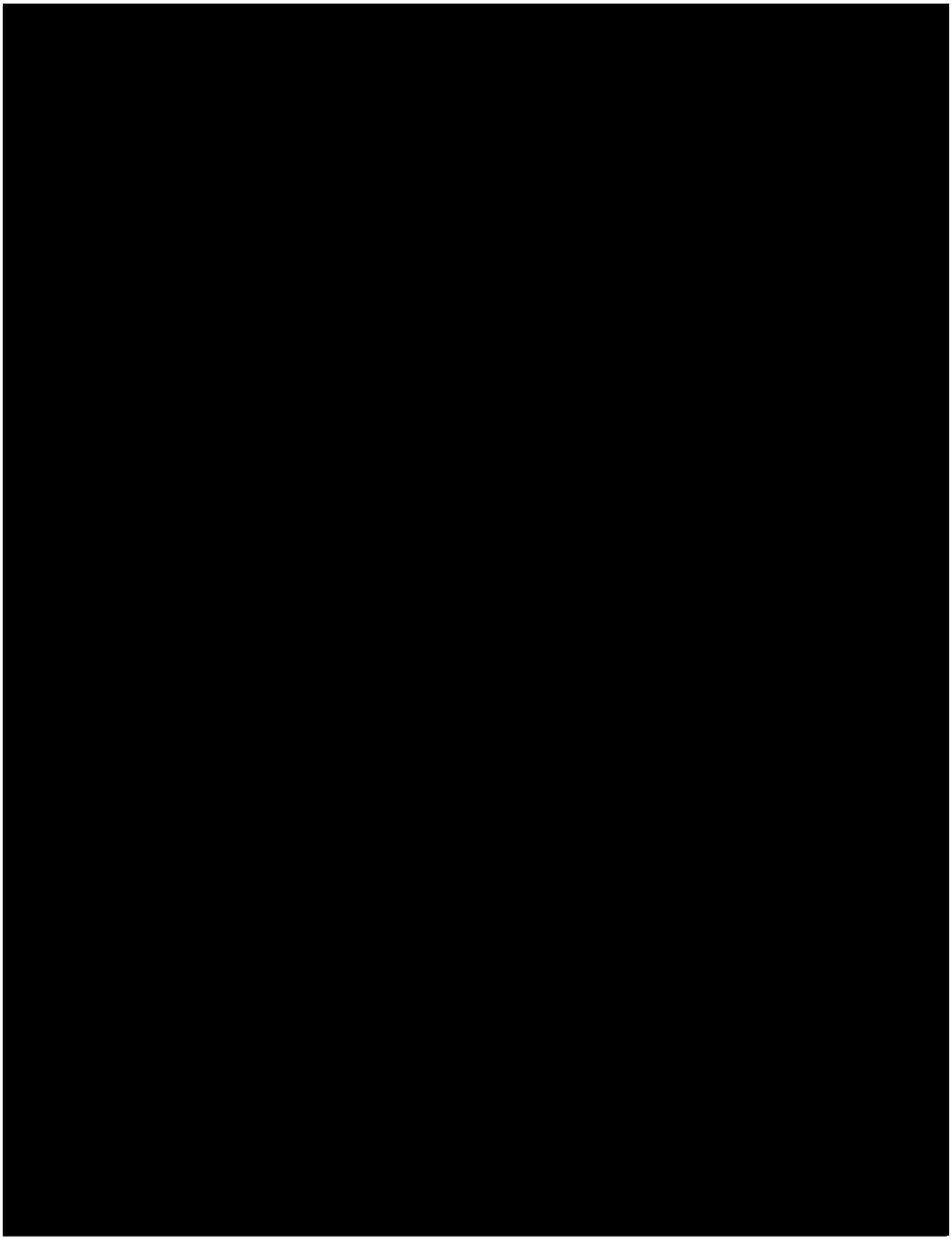




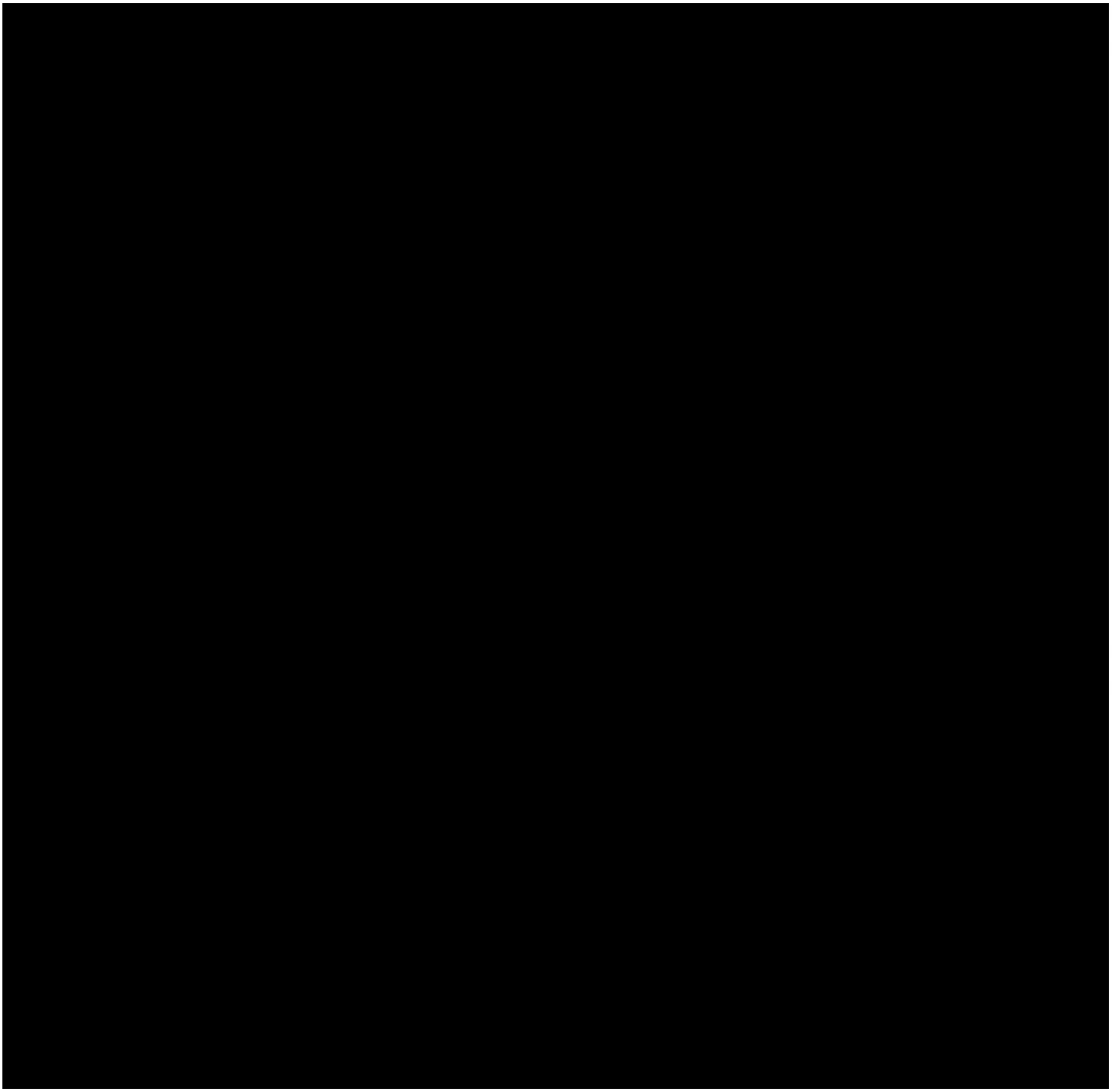


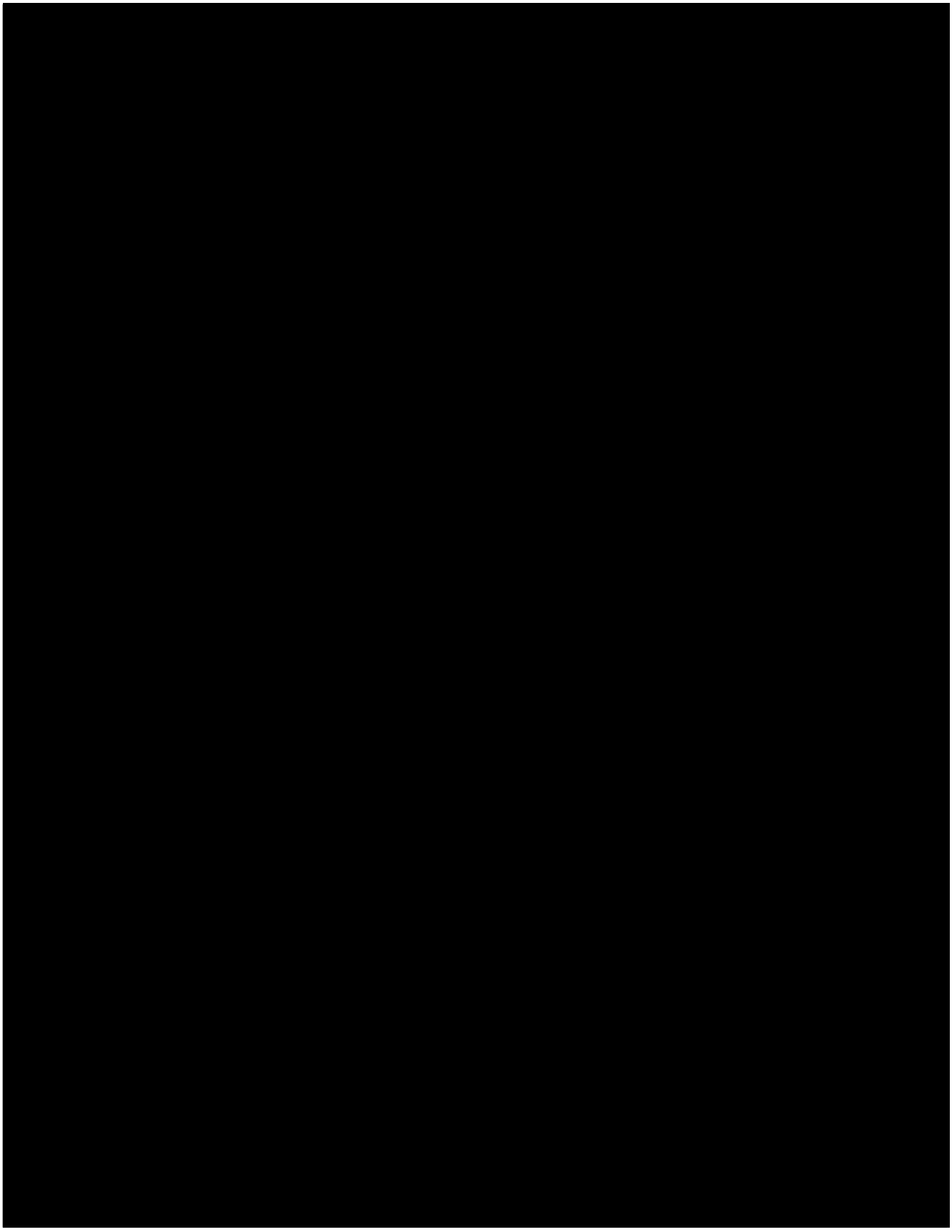


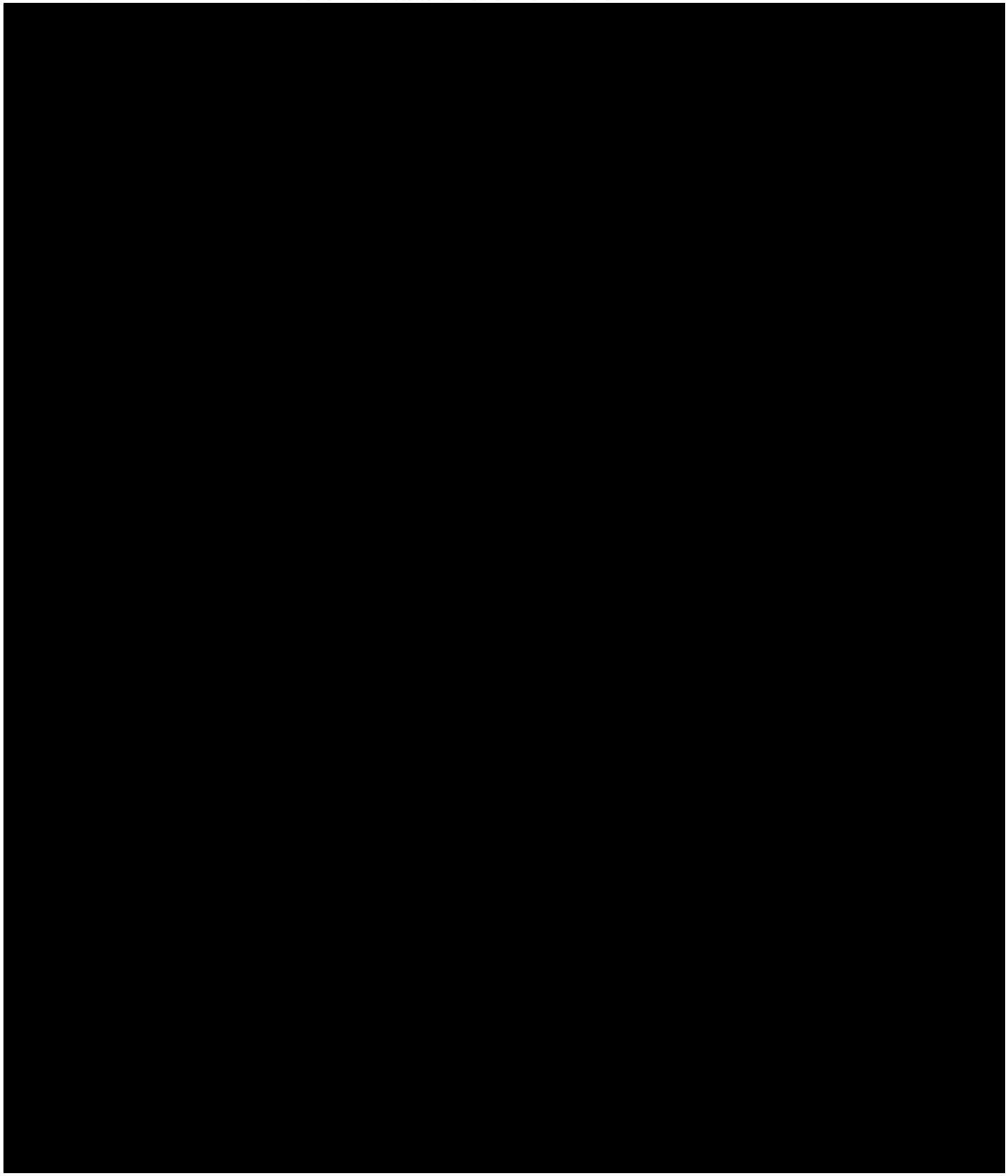




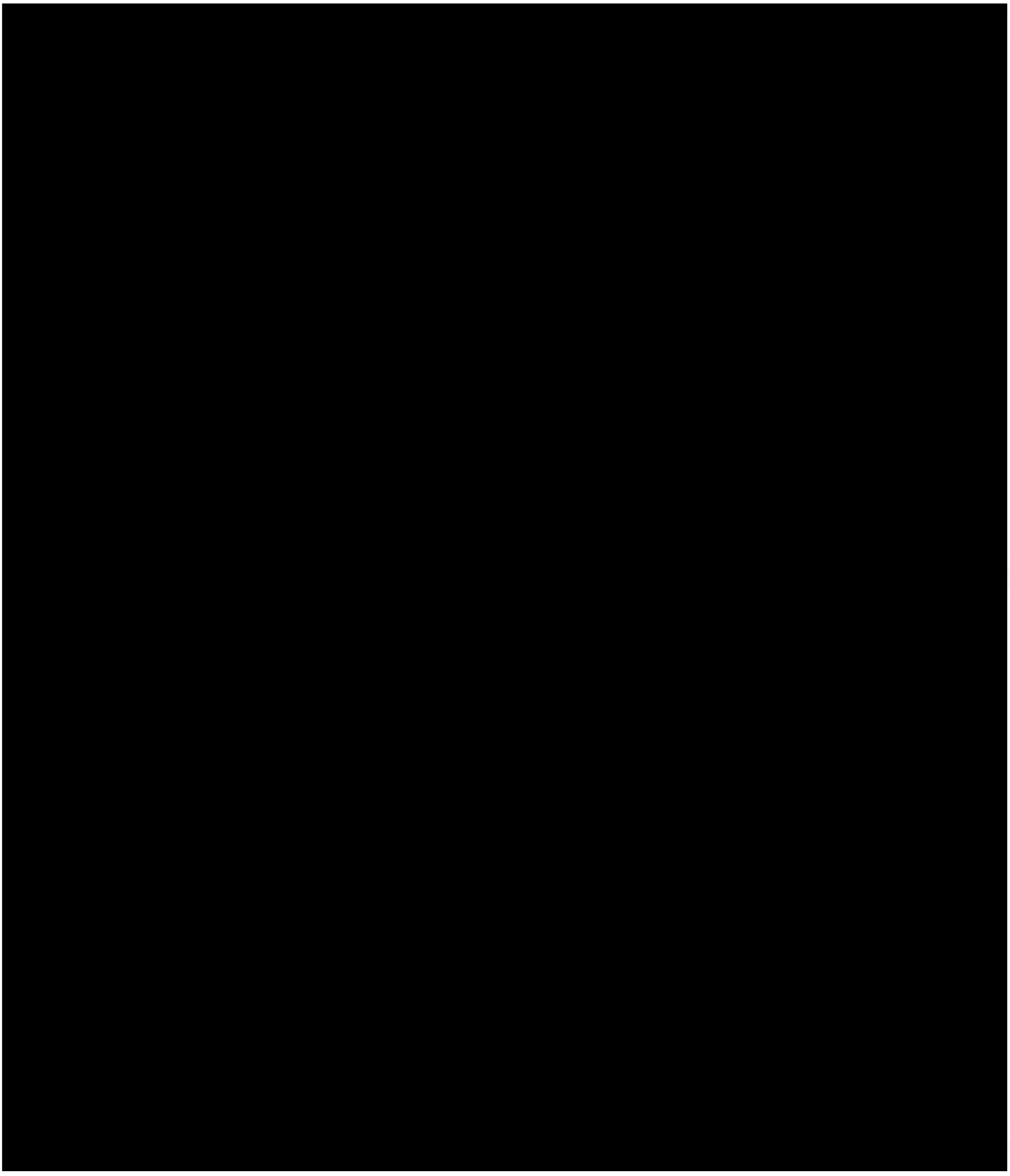


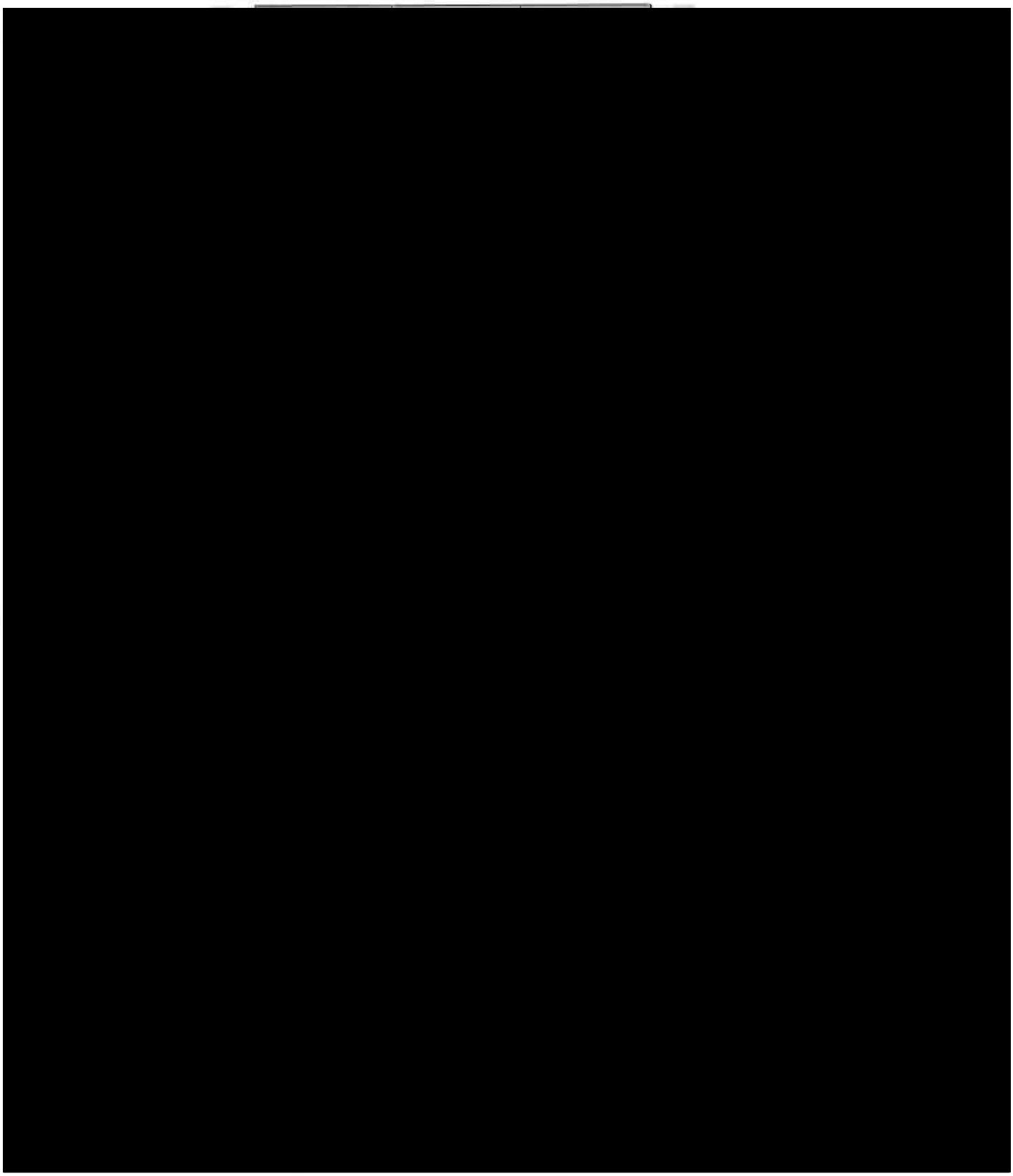


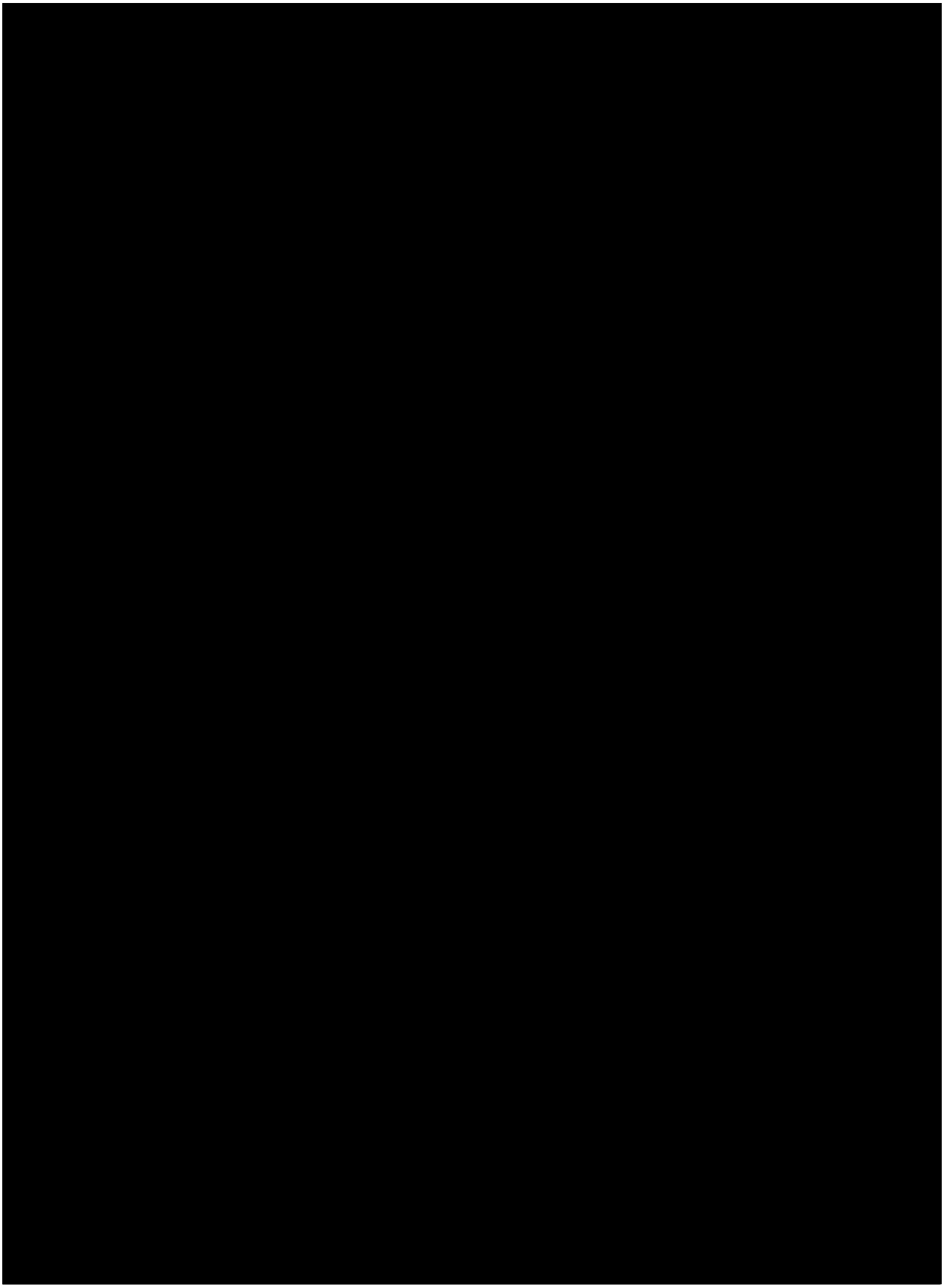


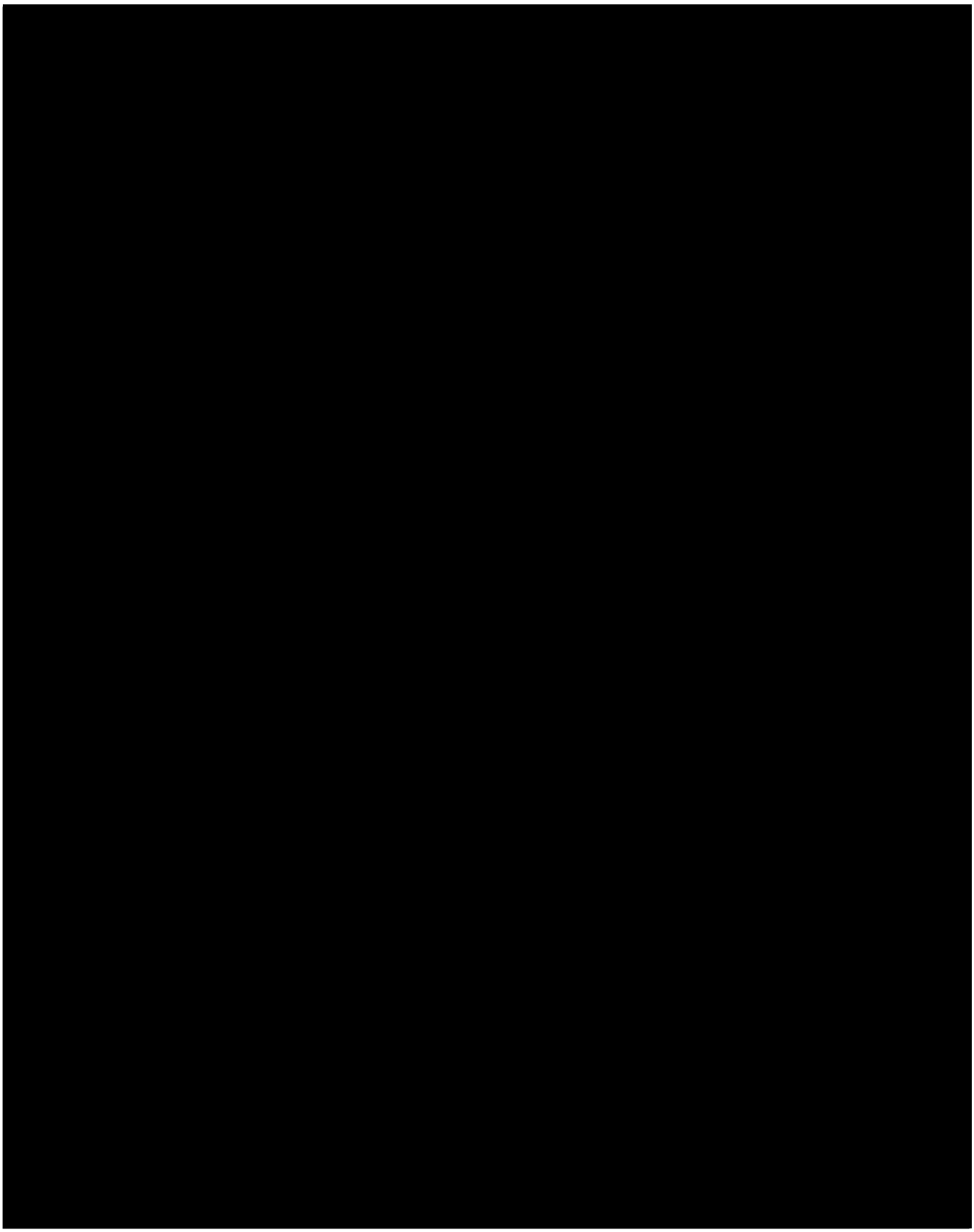


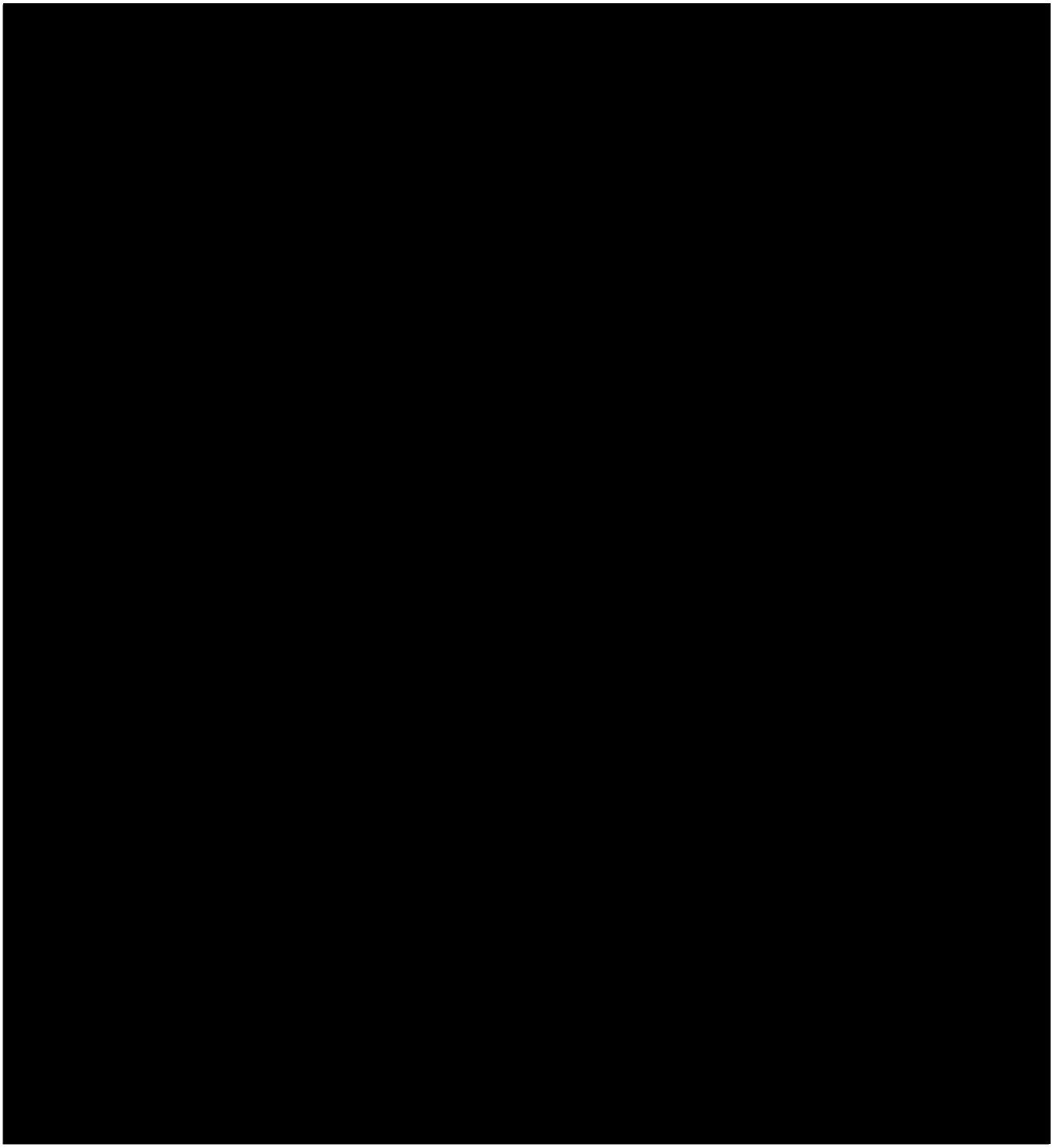


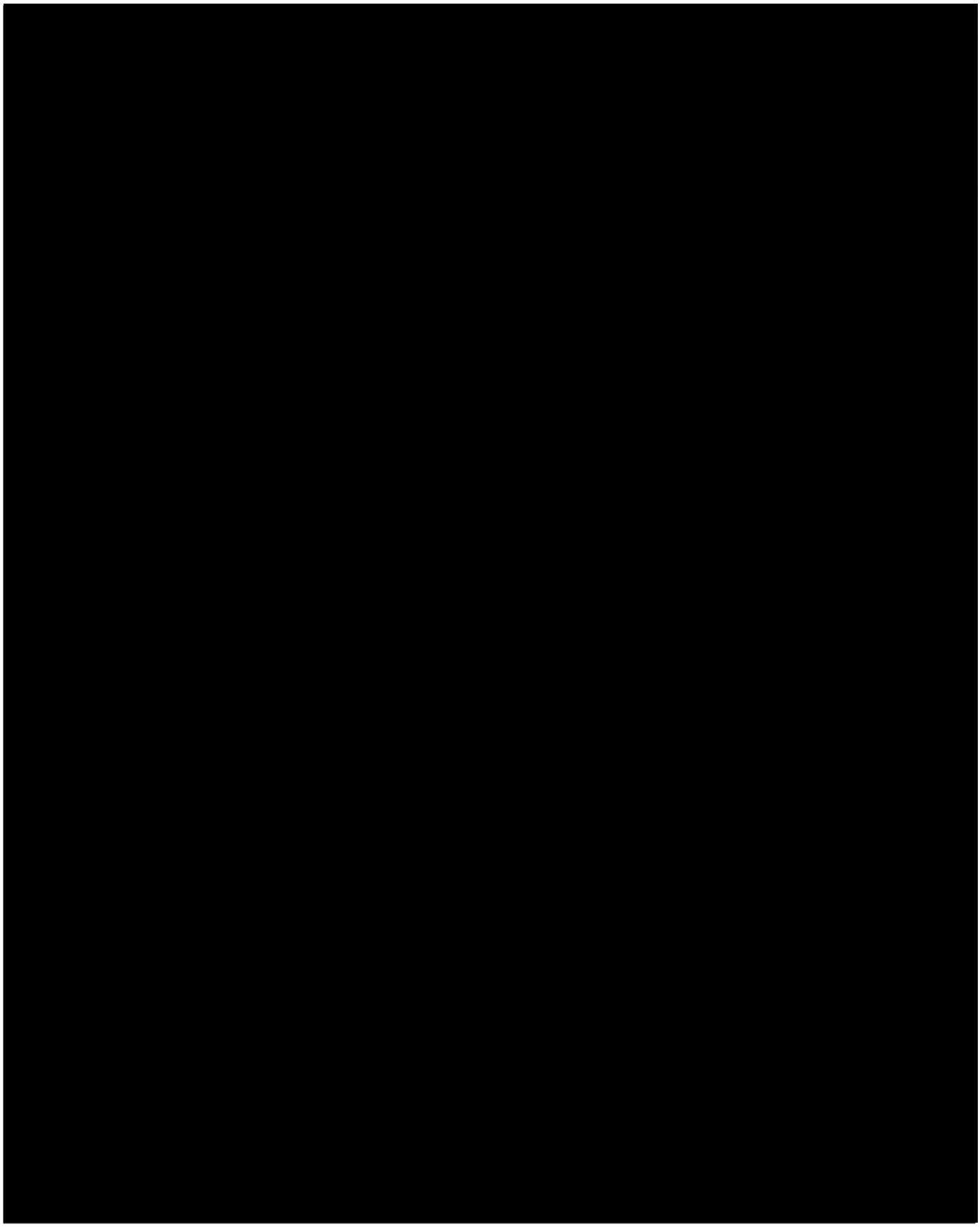












Exhibit

Failover BDC to PDC

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Failover BDC to PDC

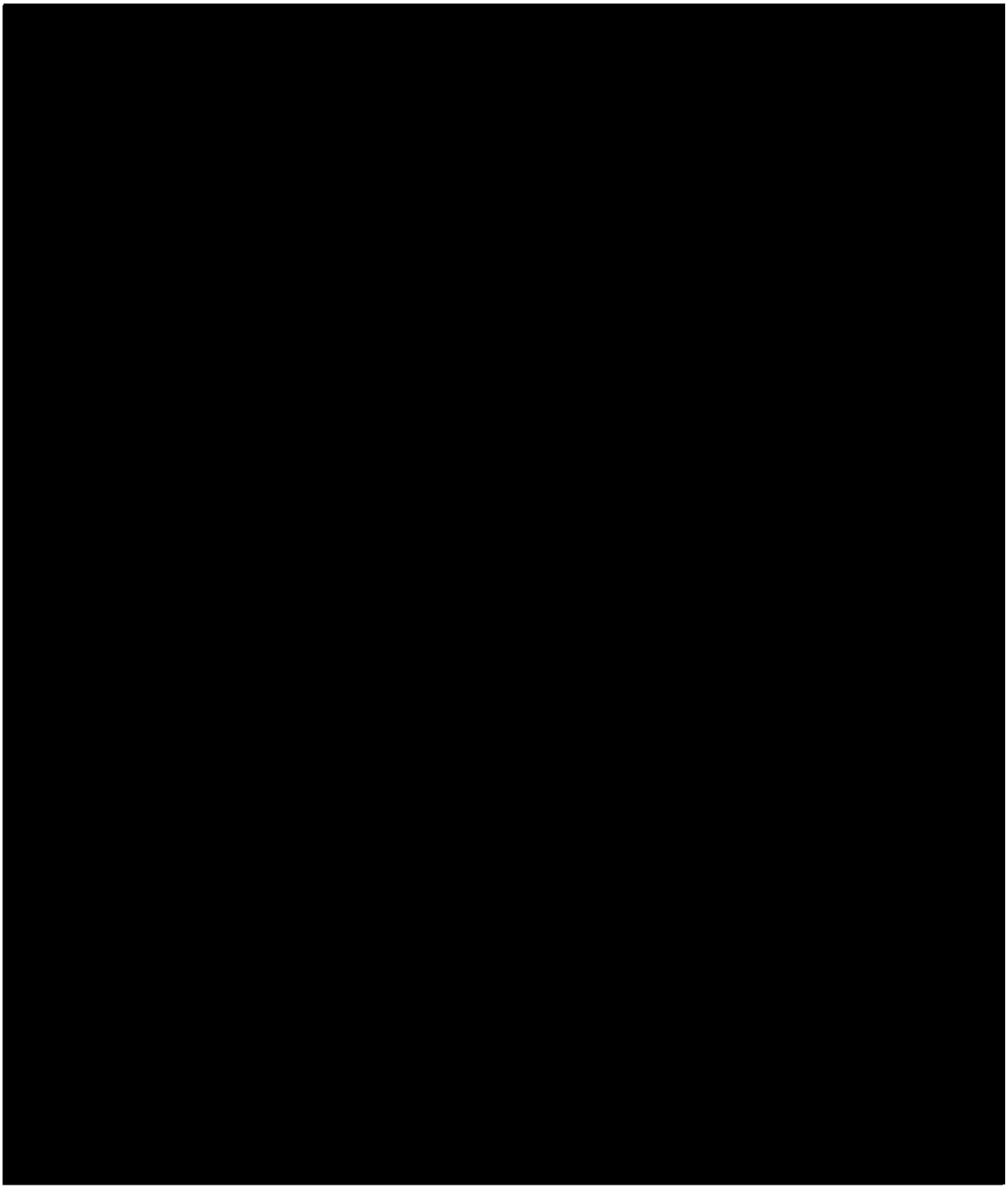
Revision 2.1

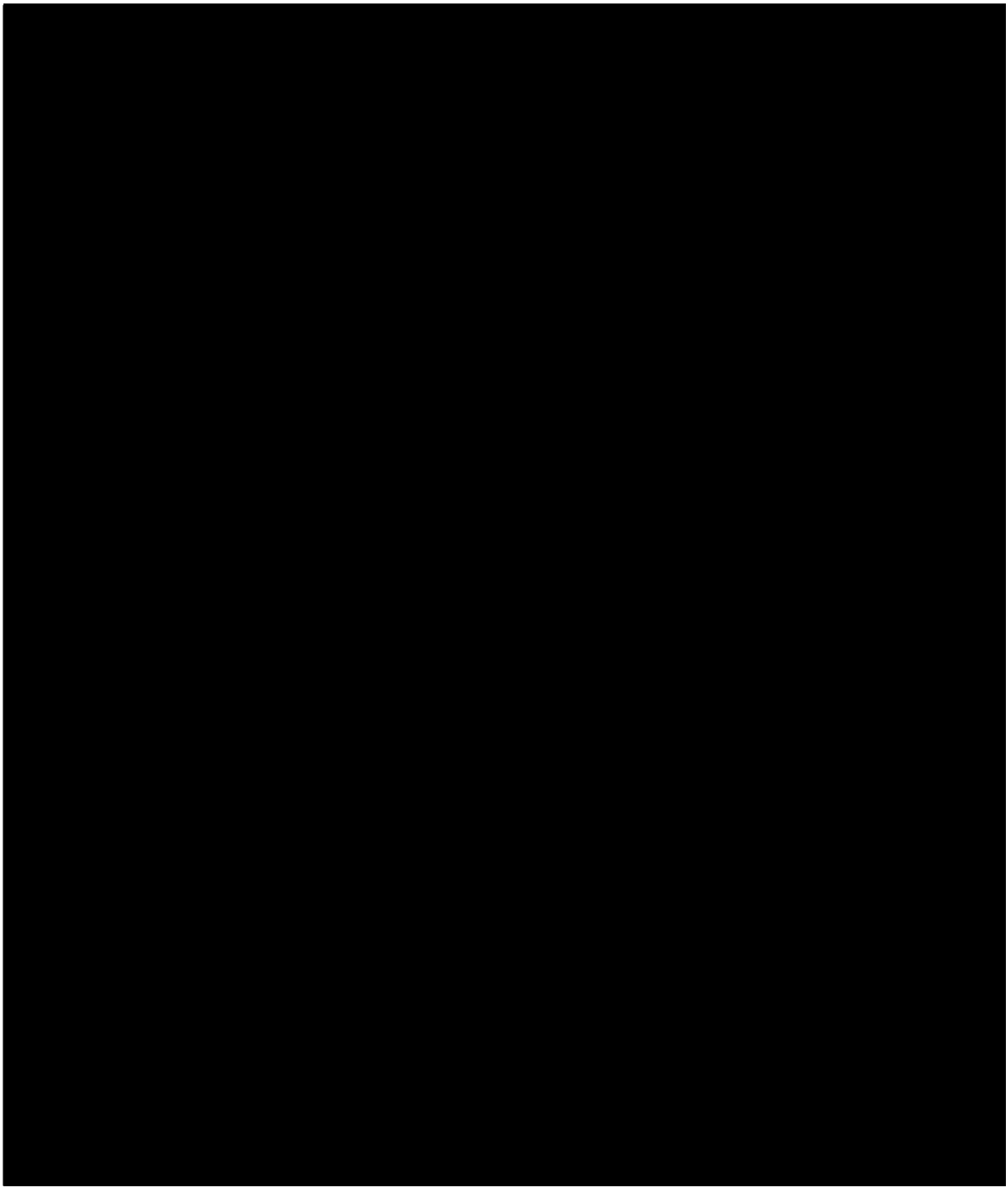
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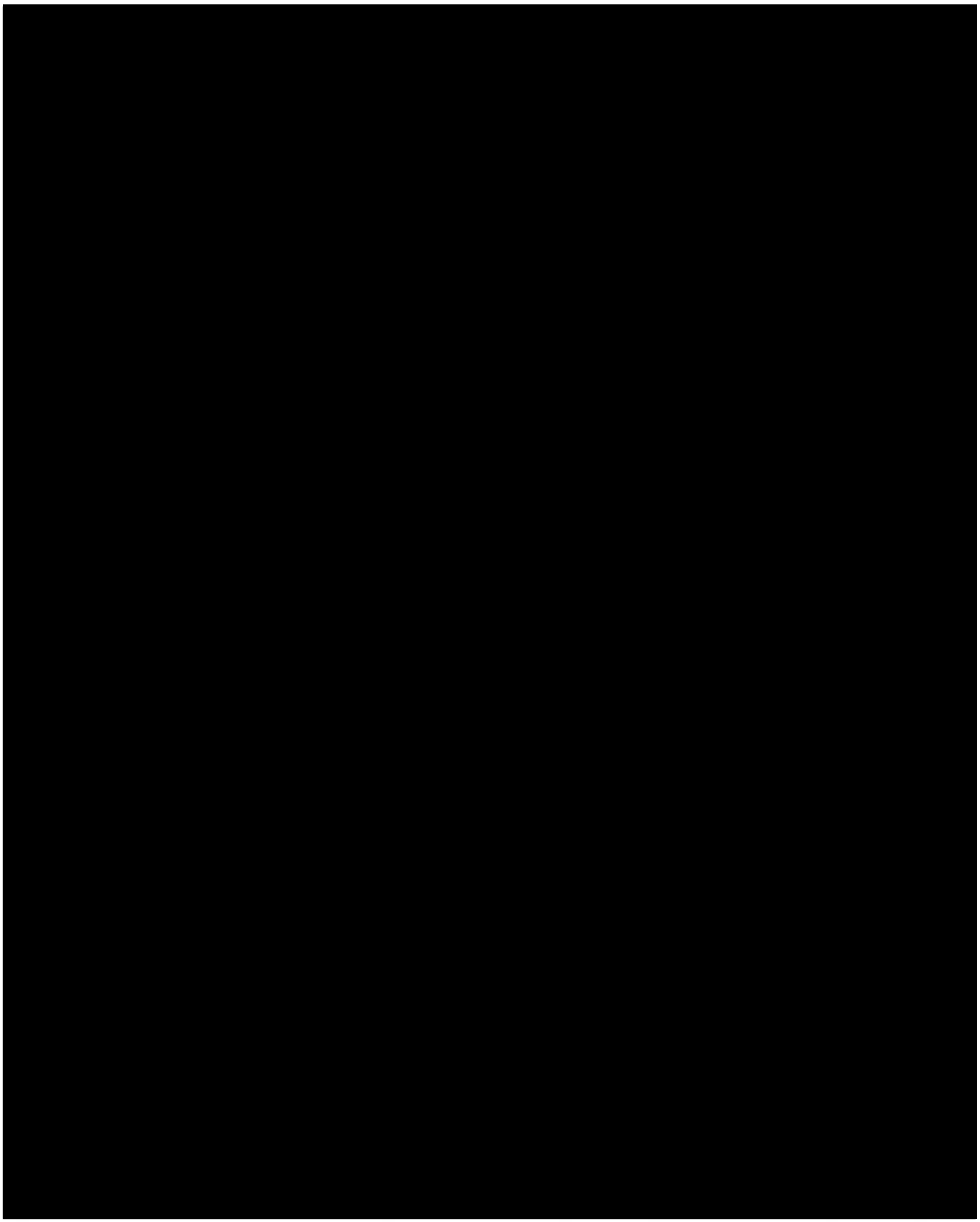
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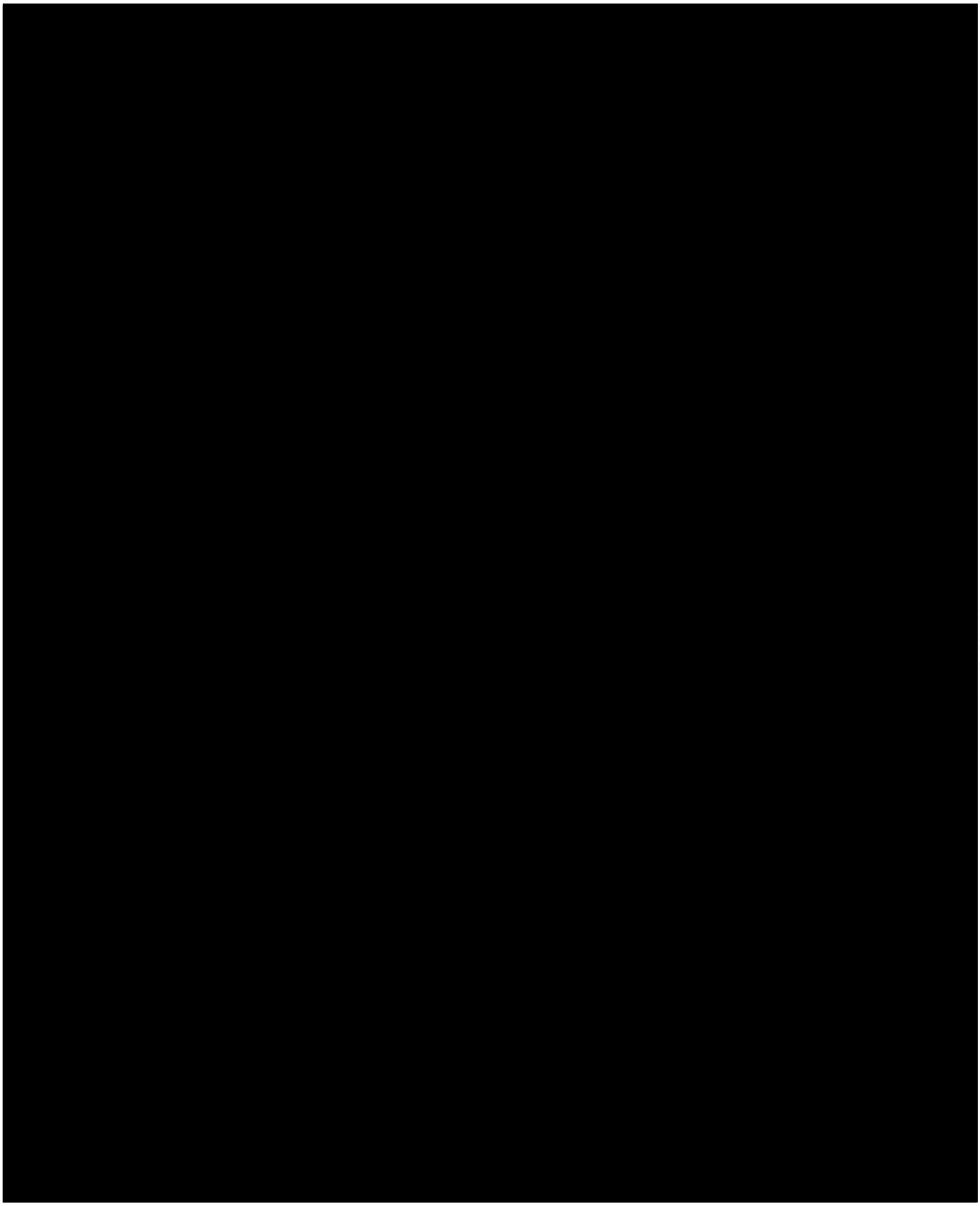
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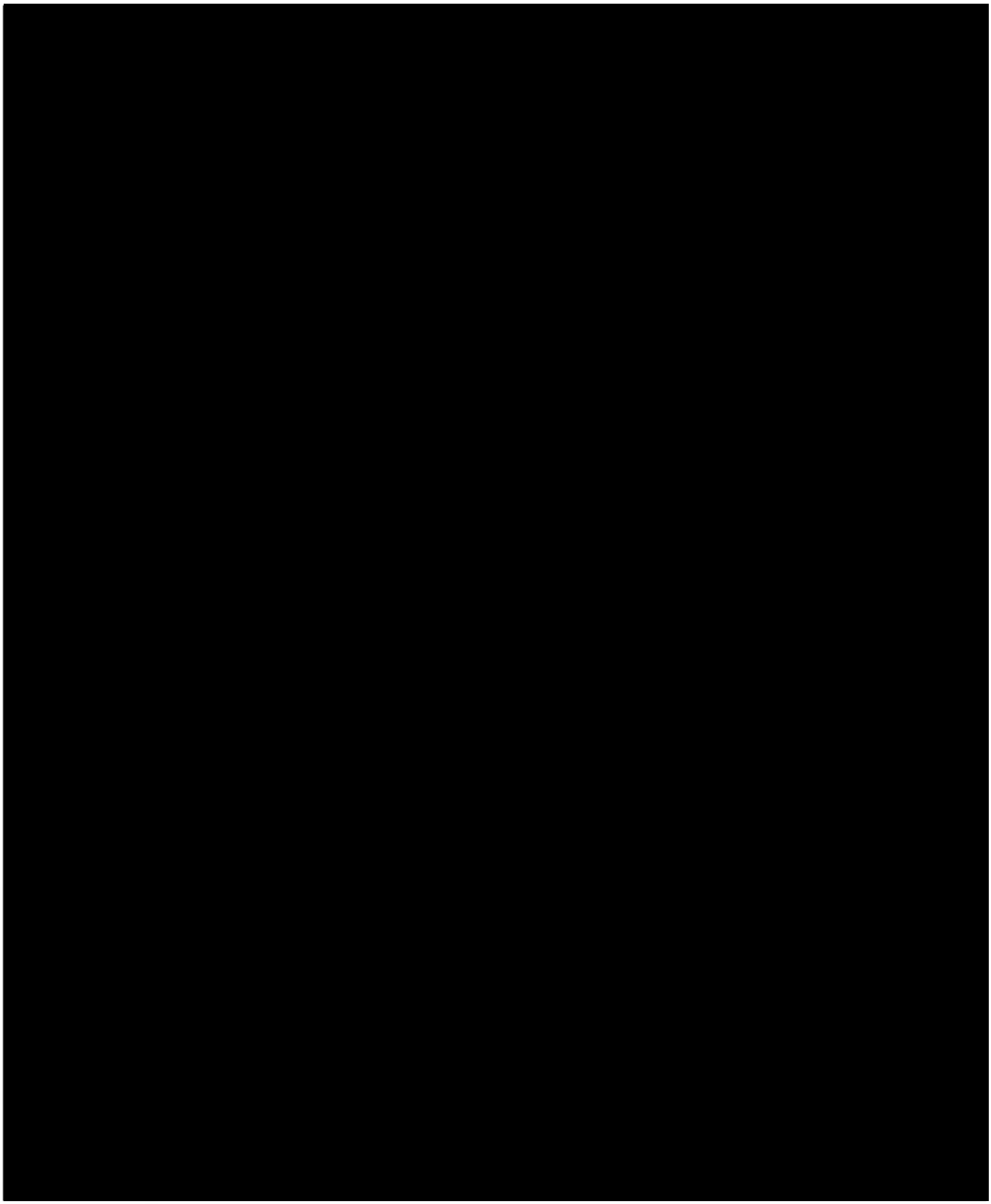


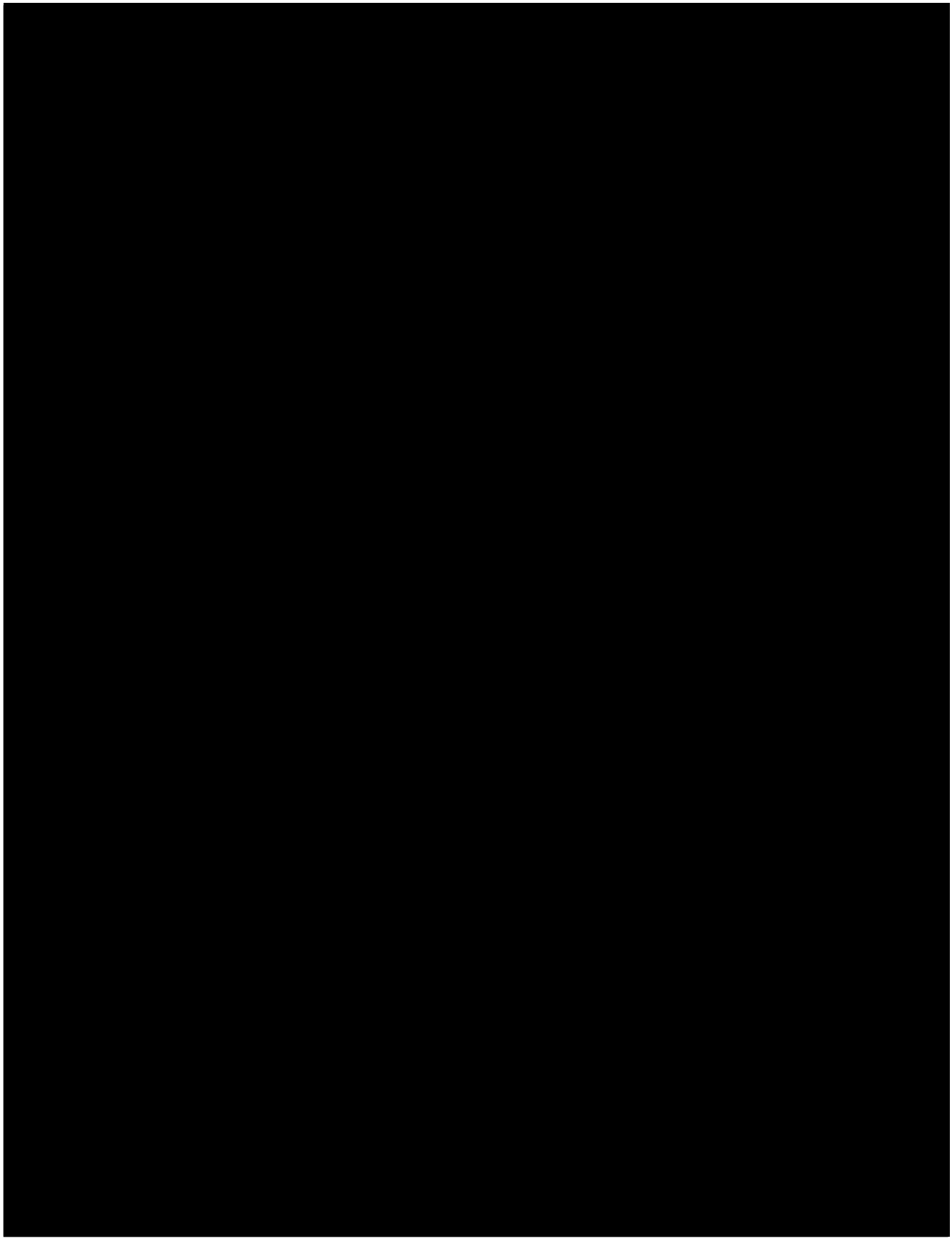


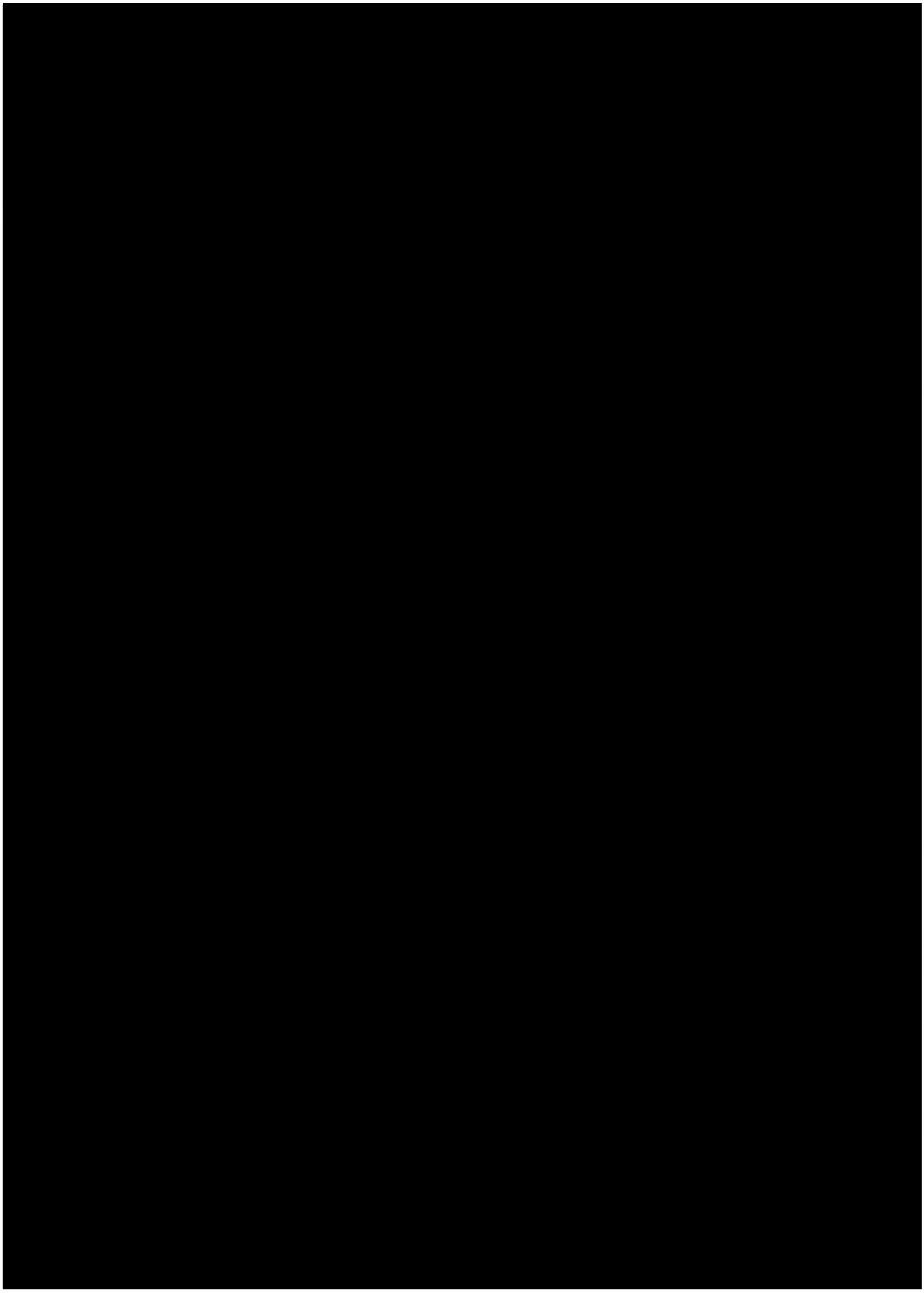


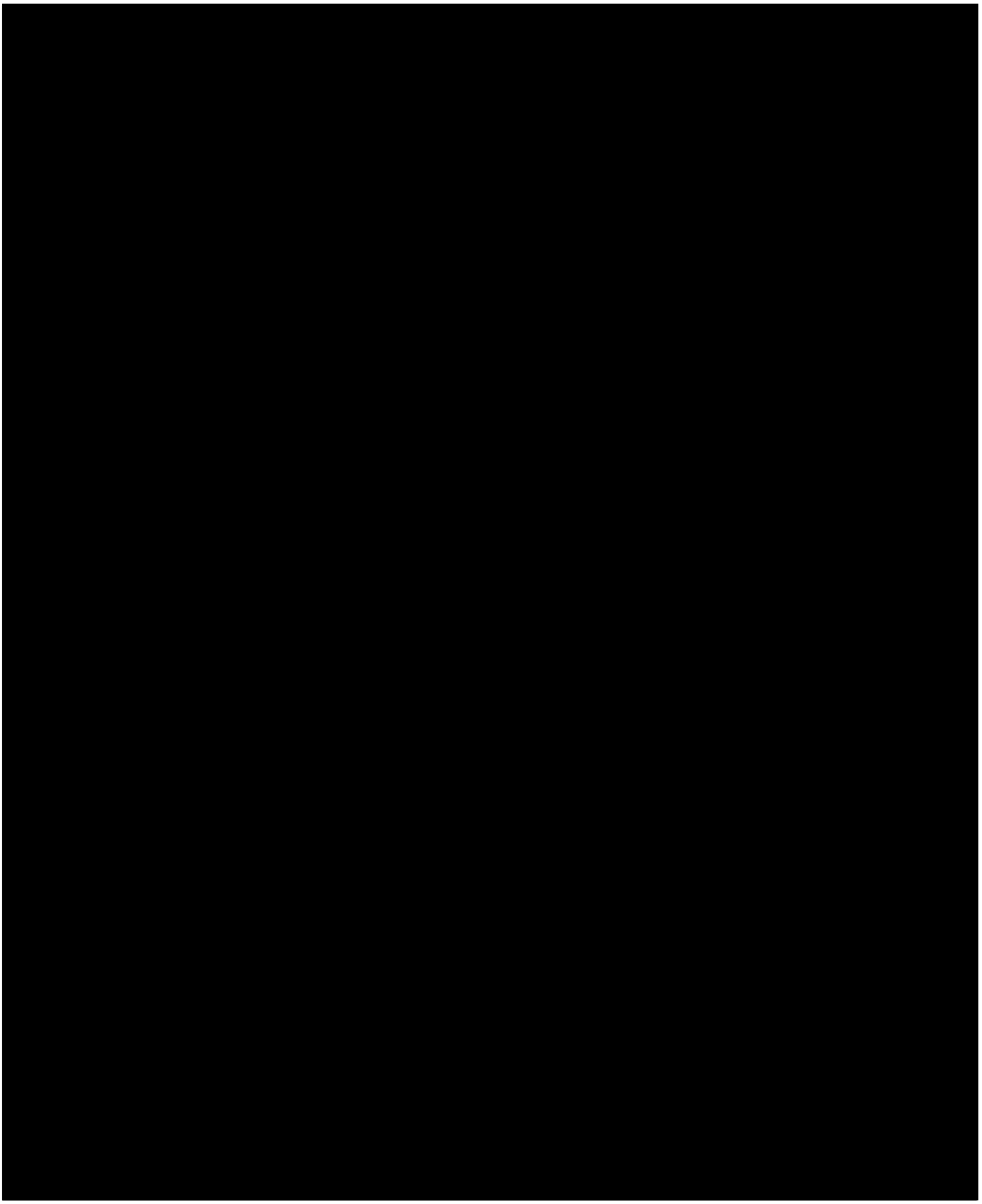


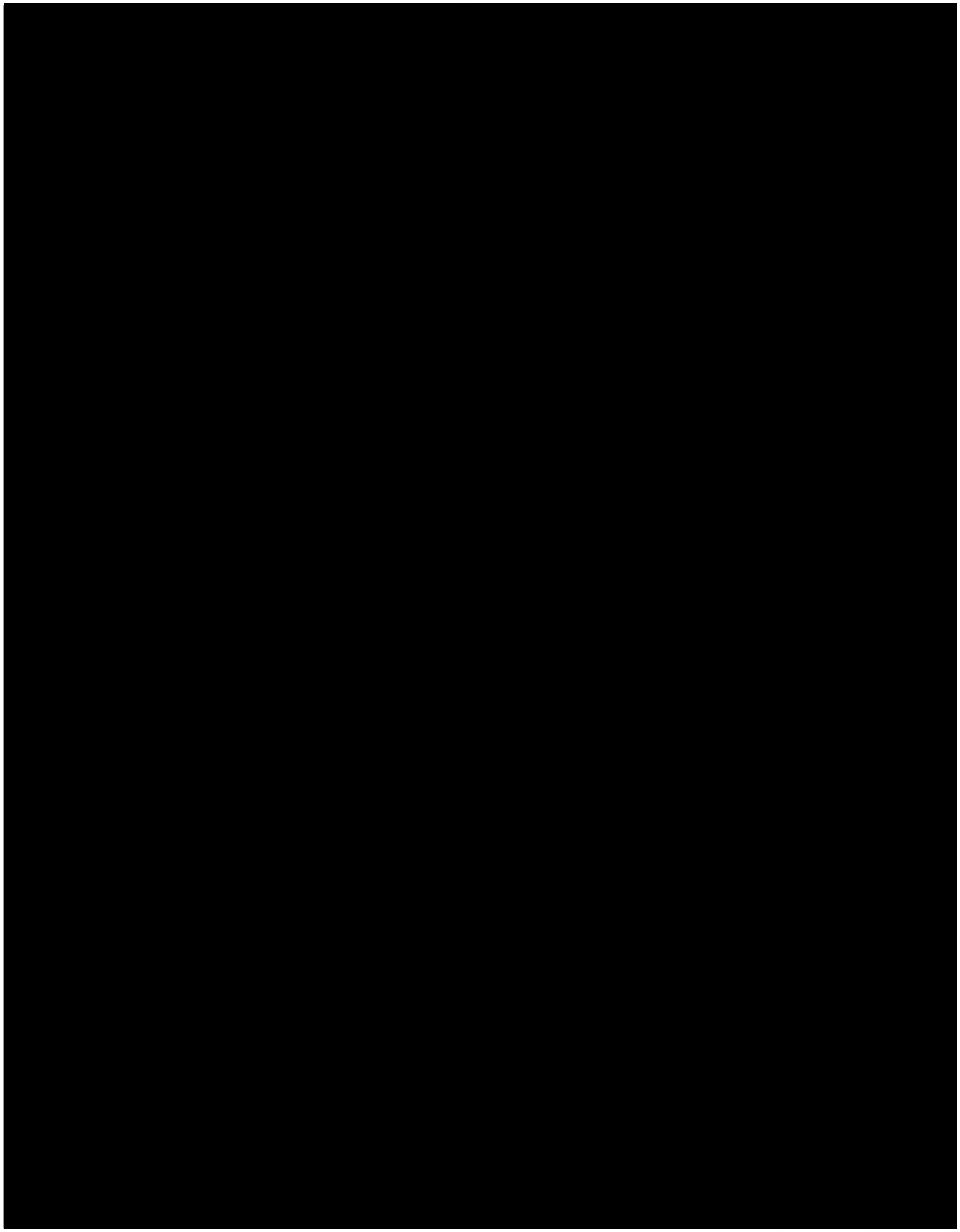


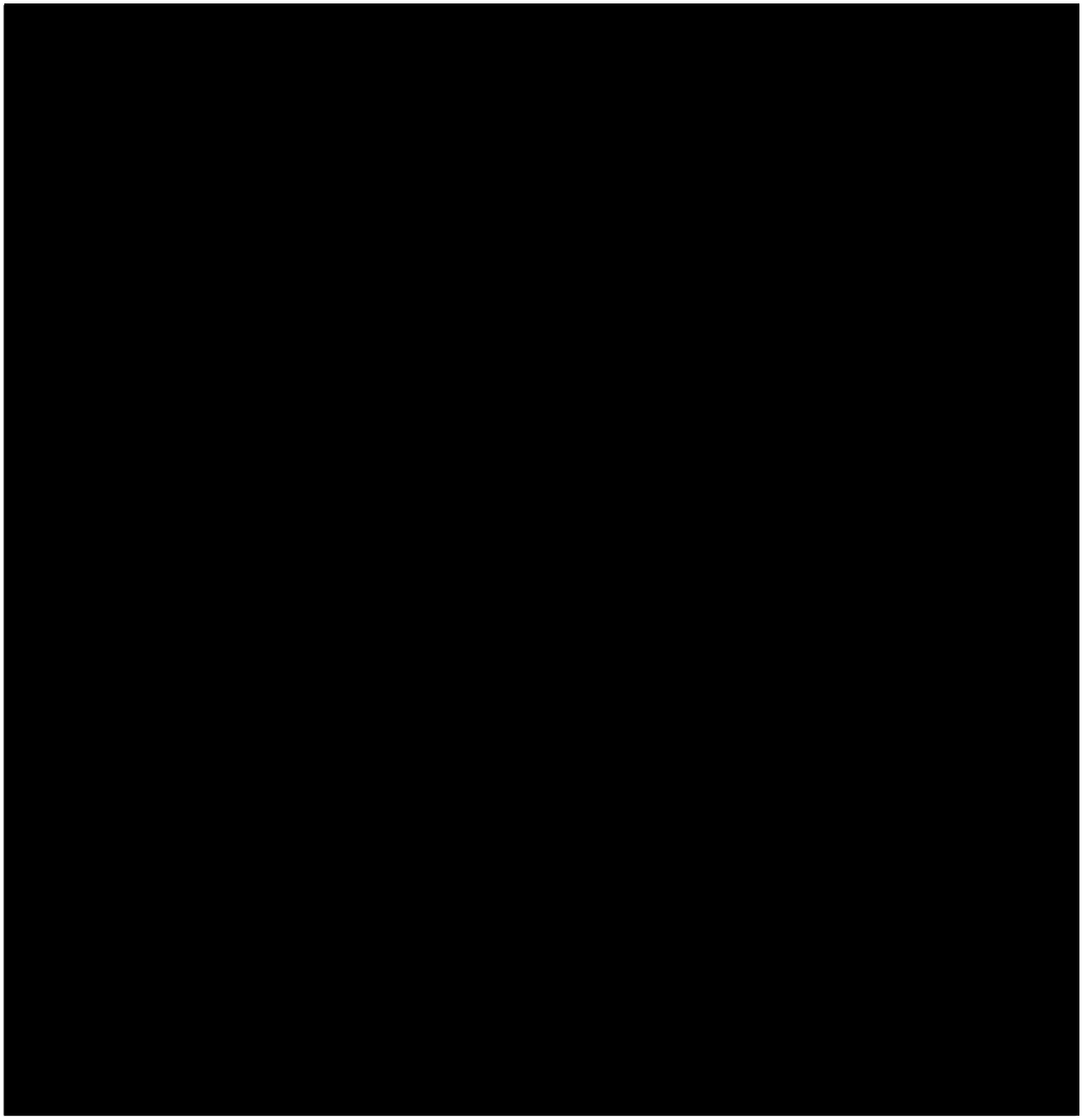


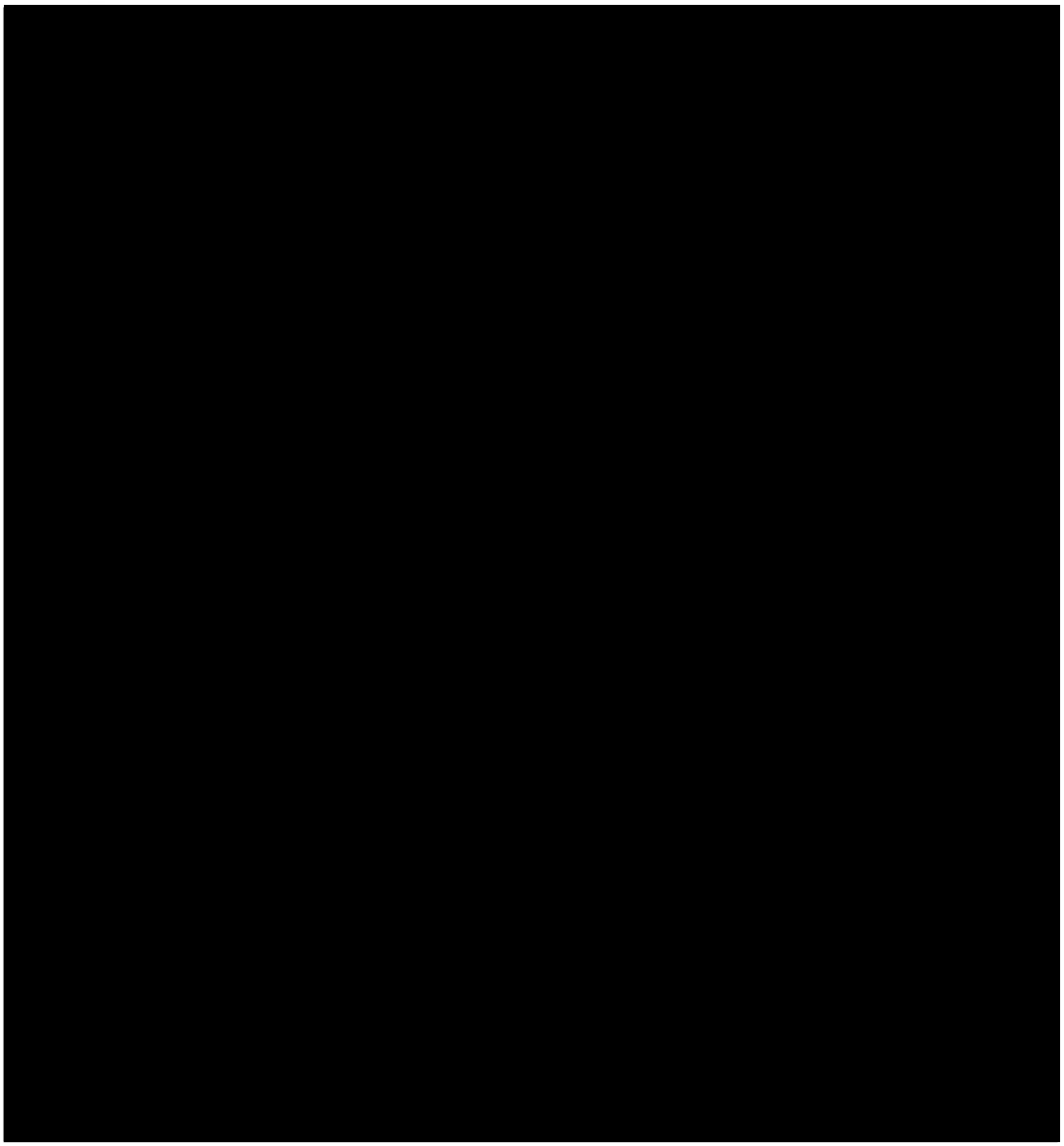


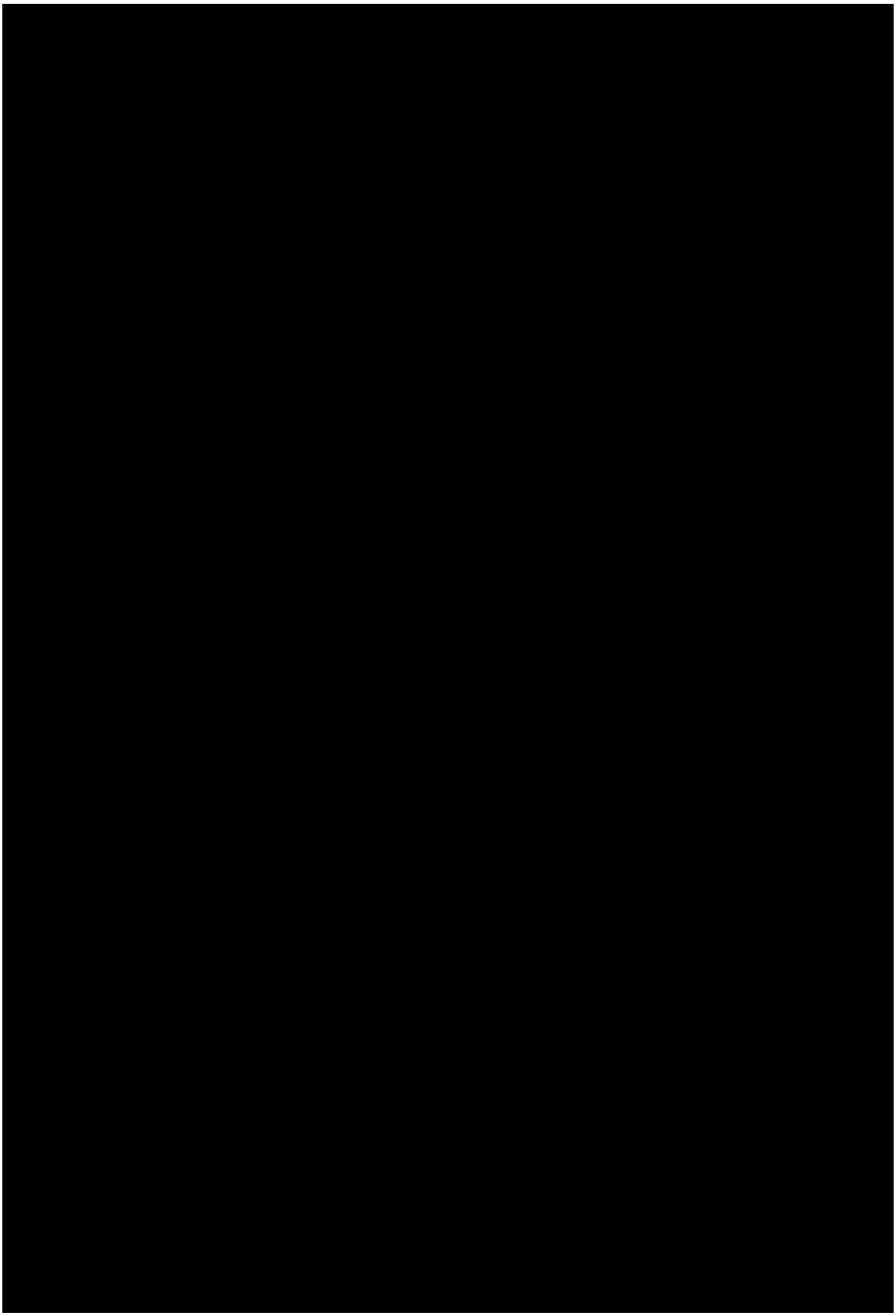


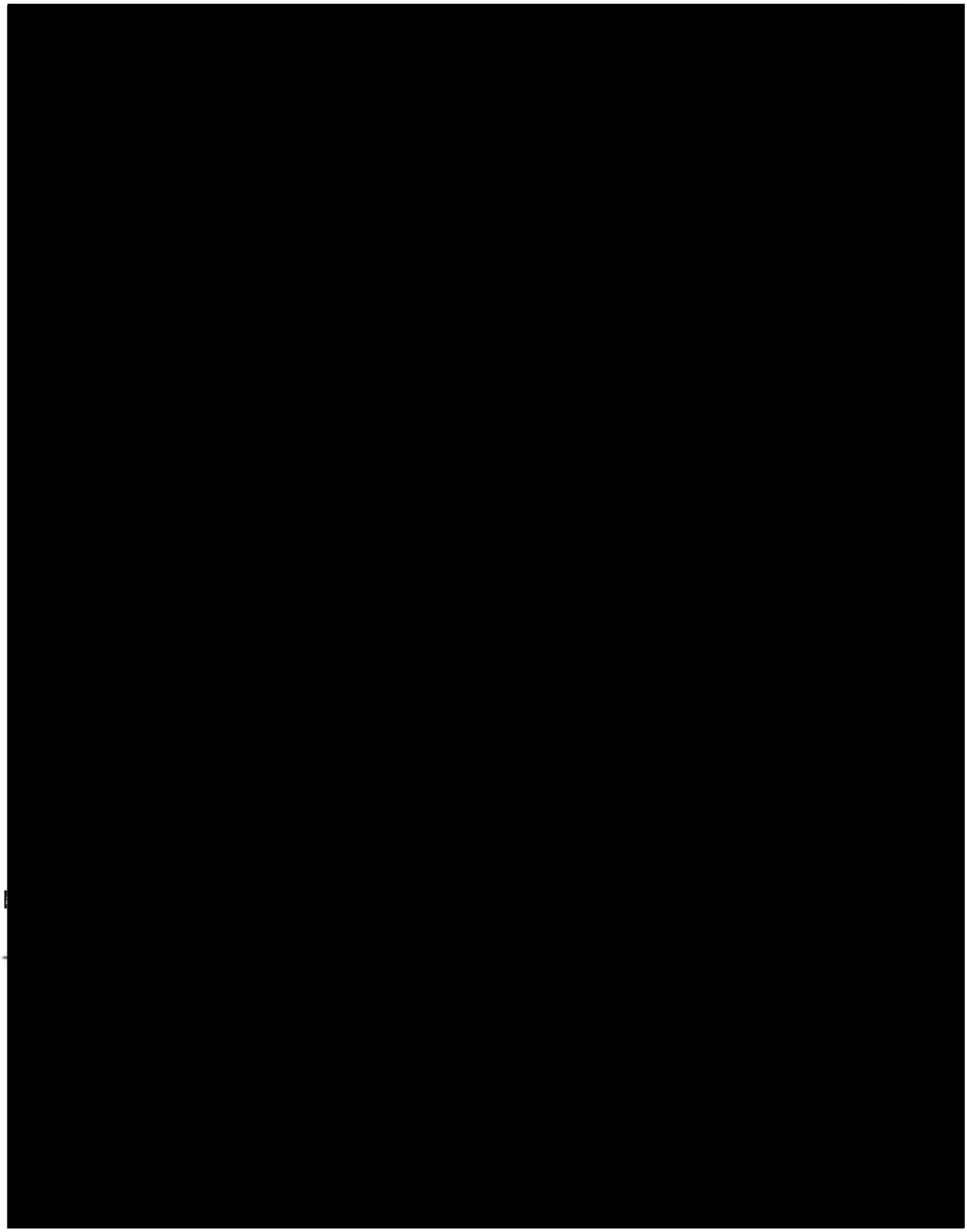


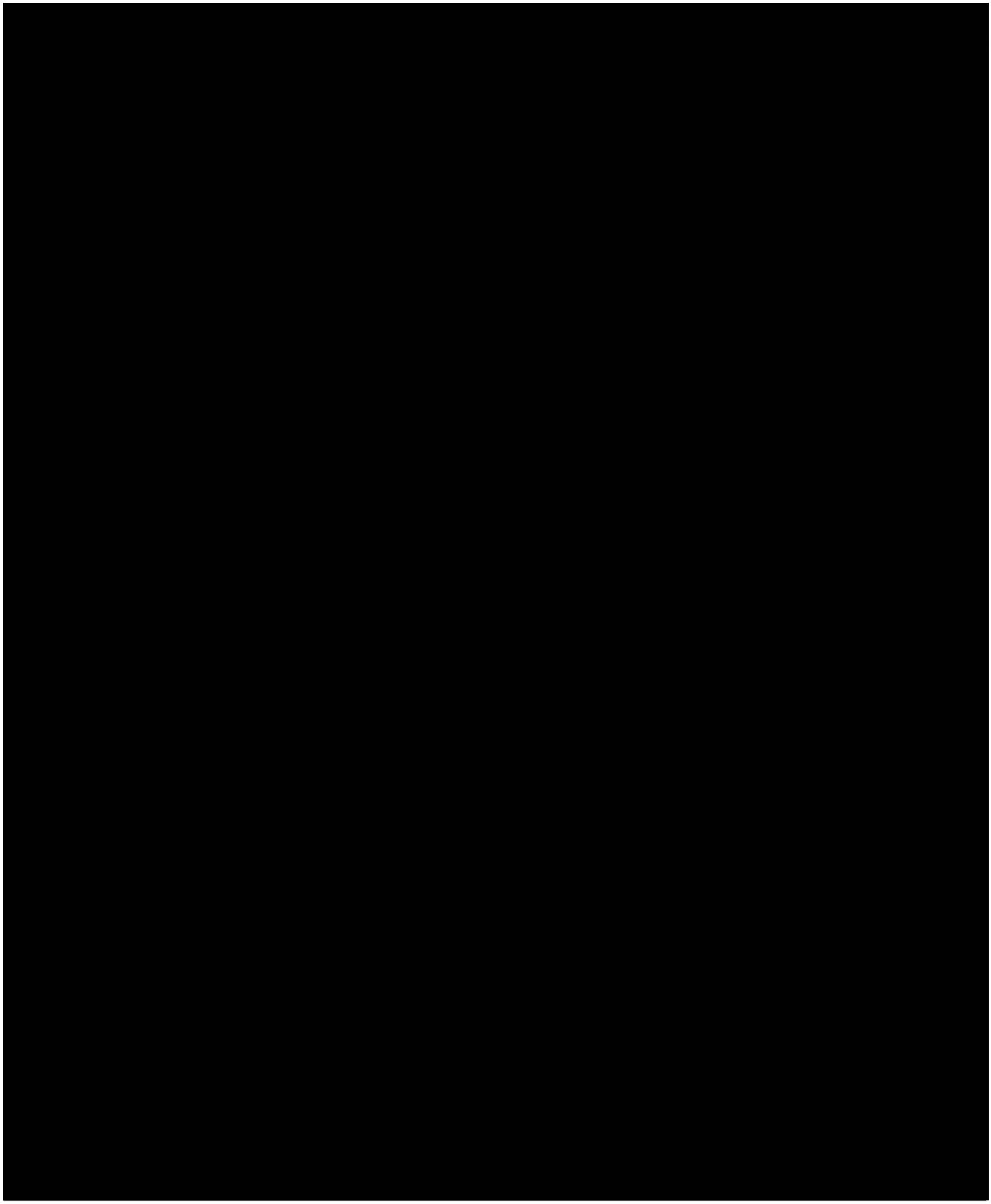


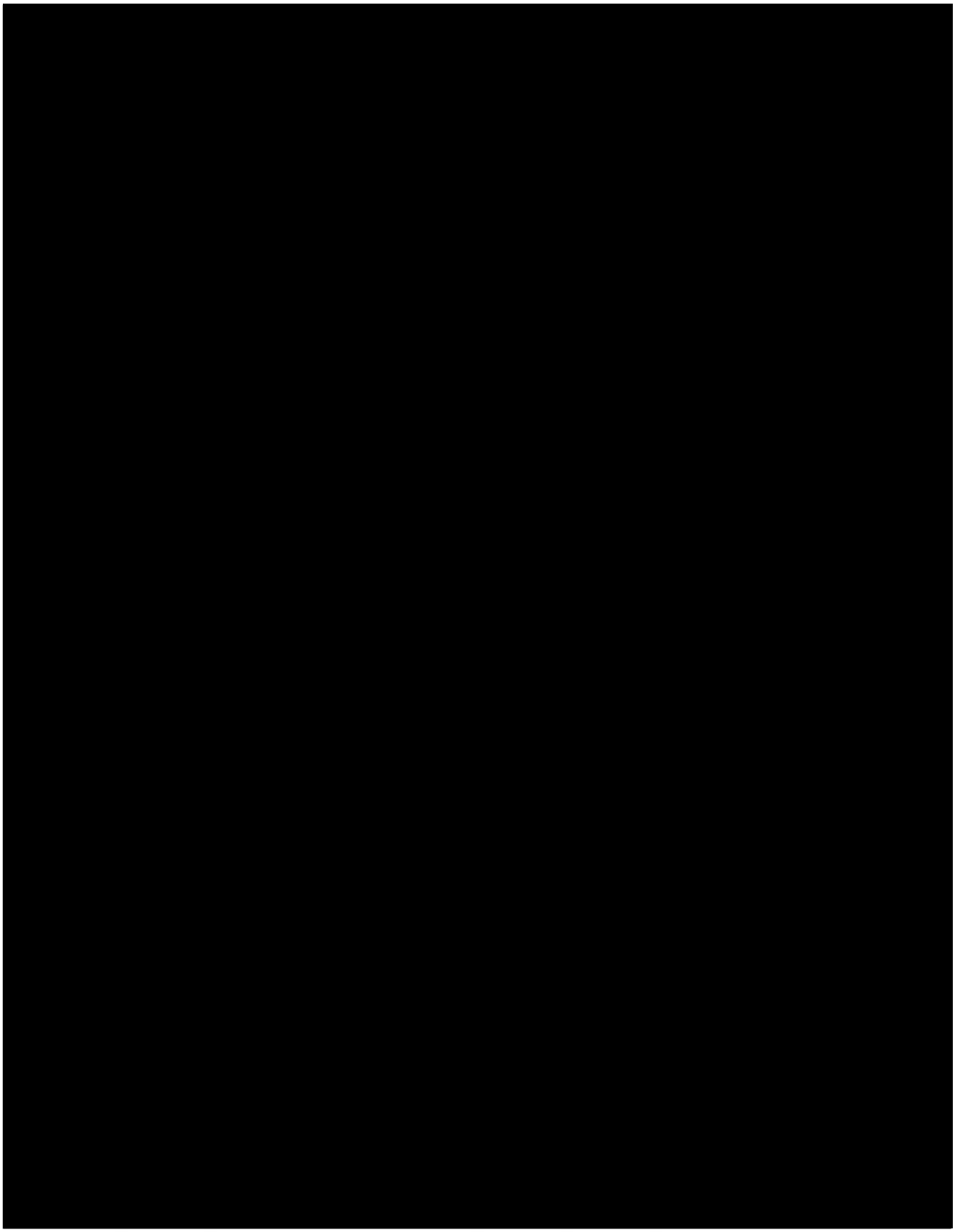


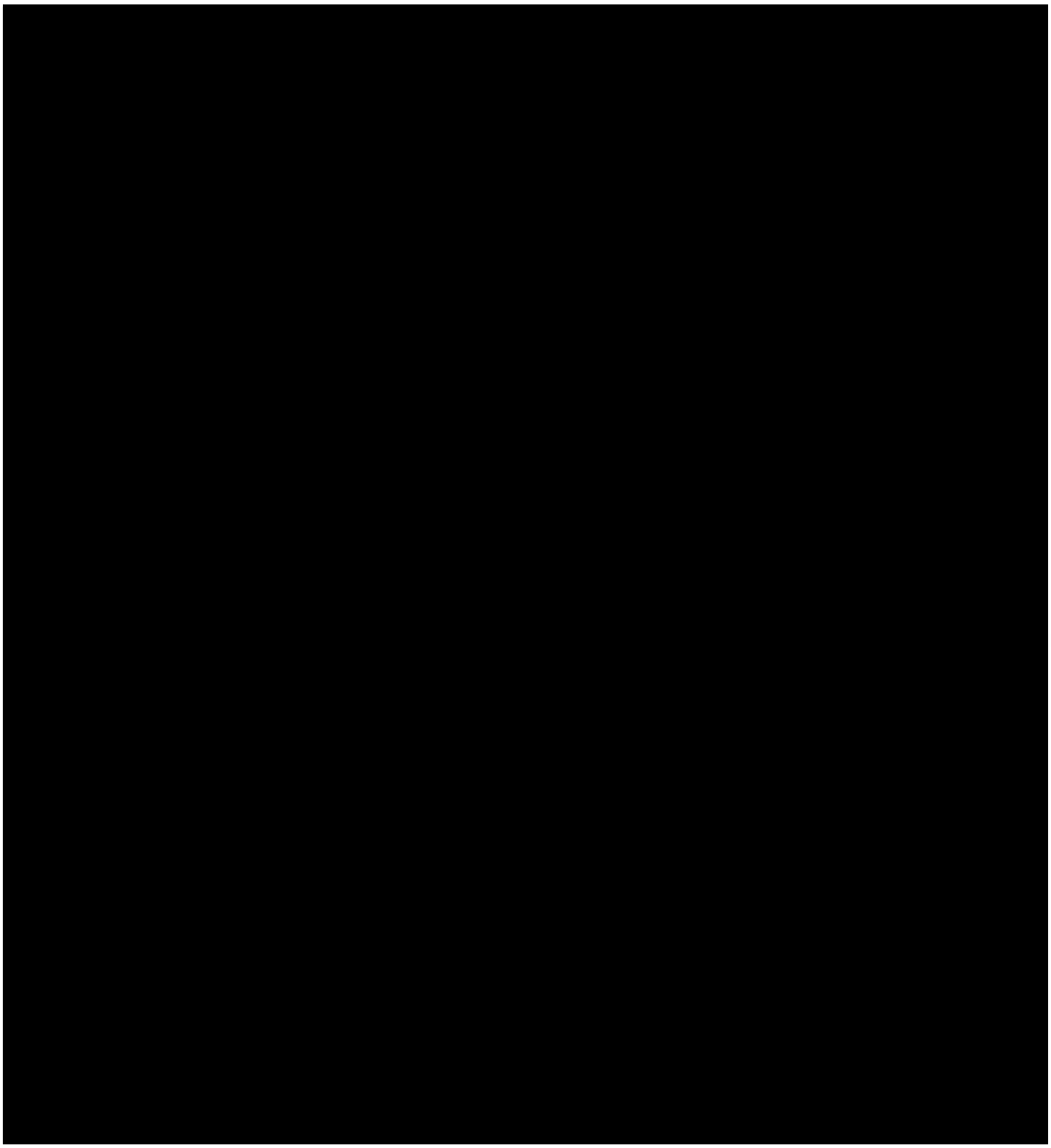


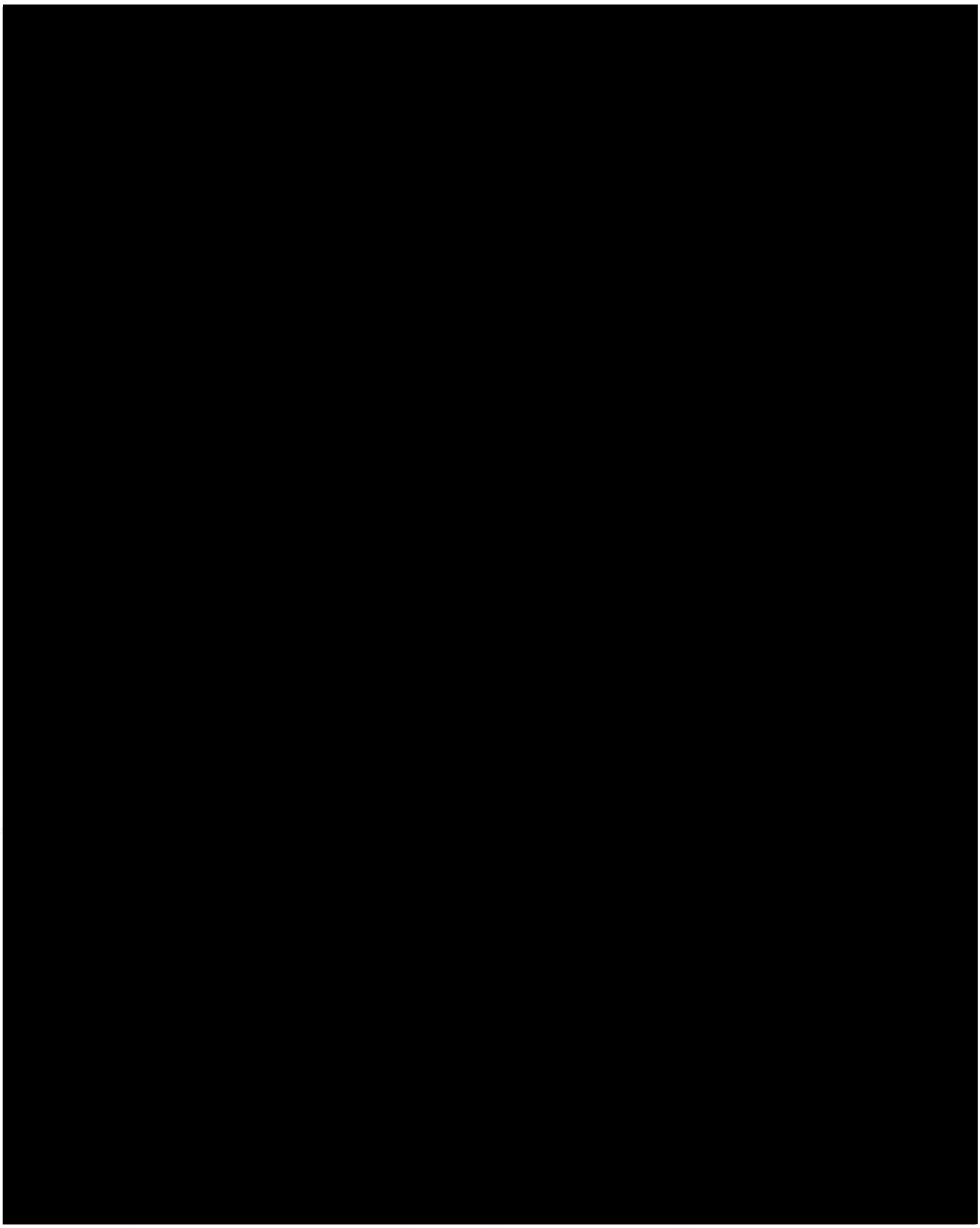


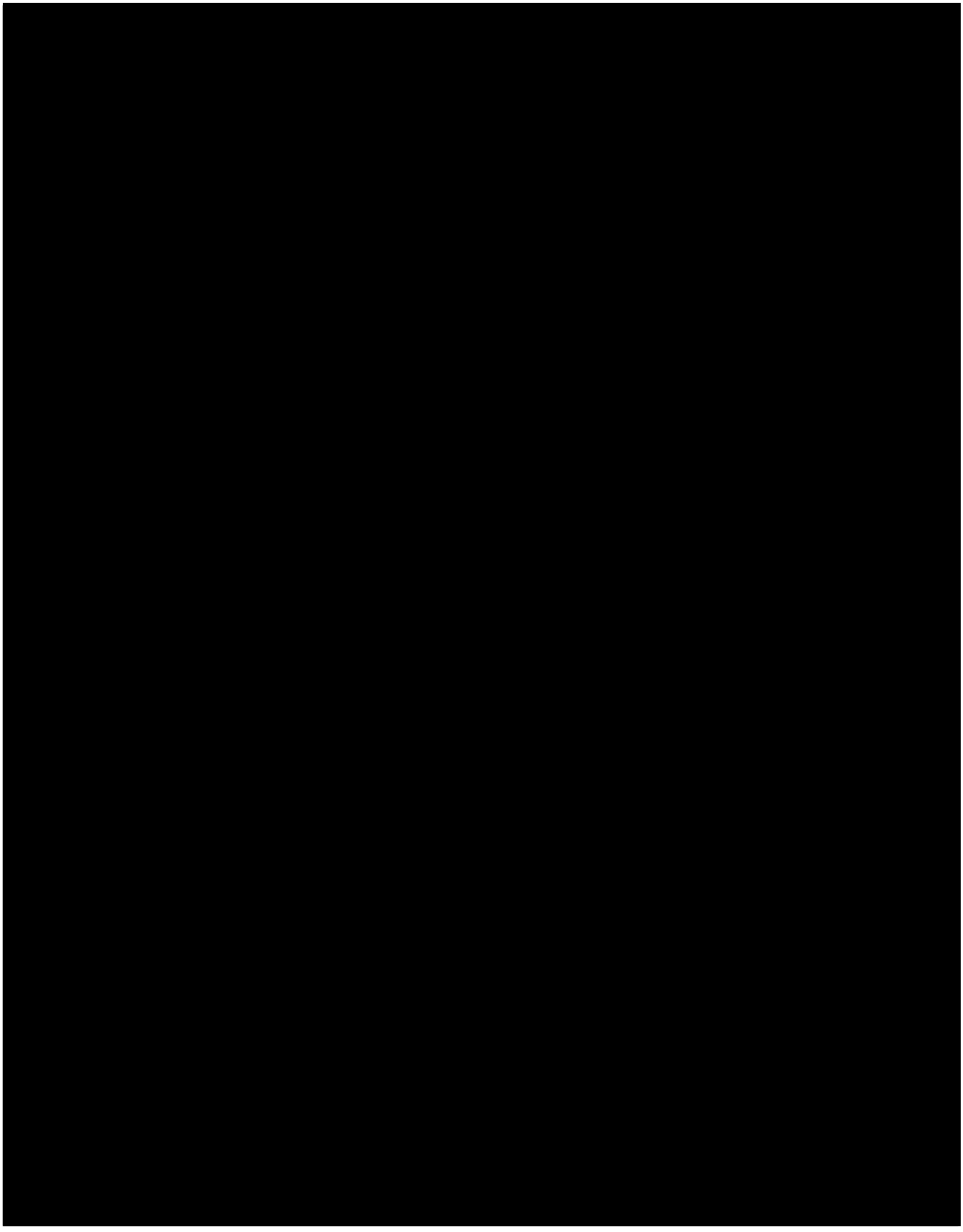




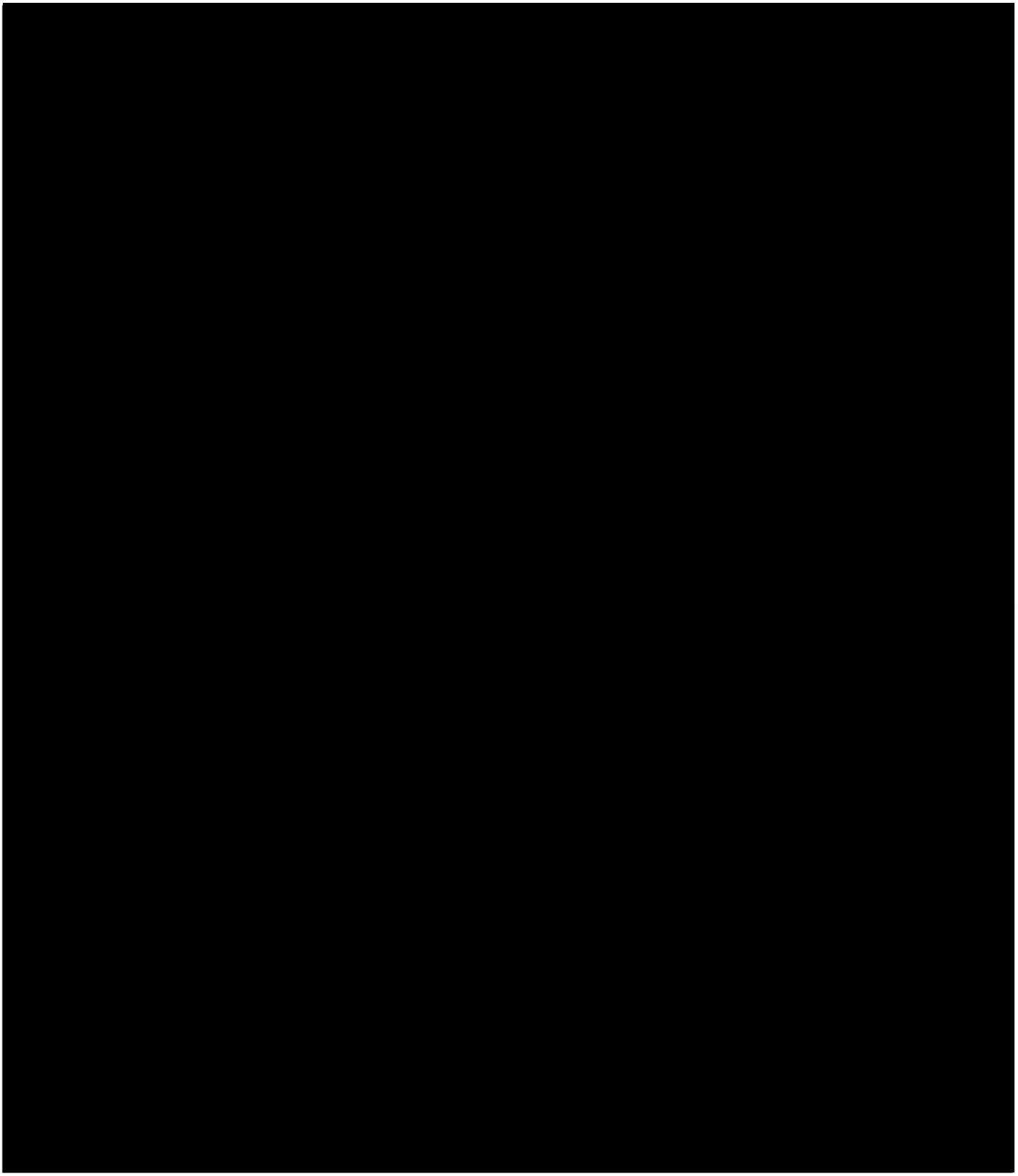


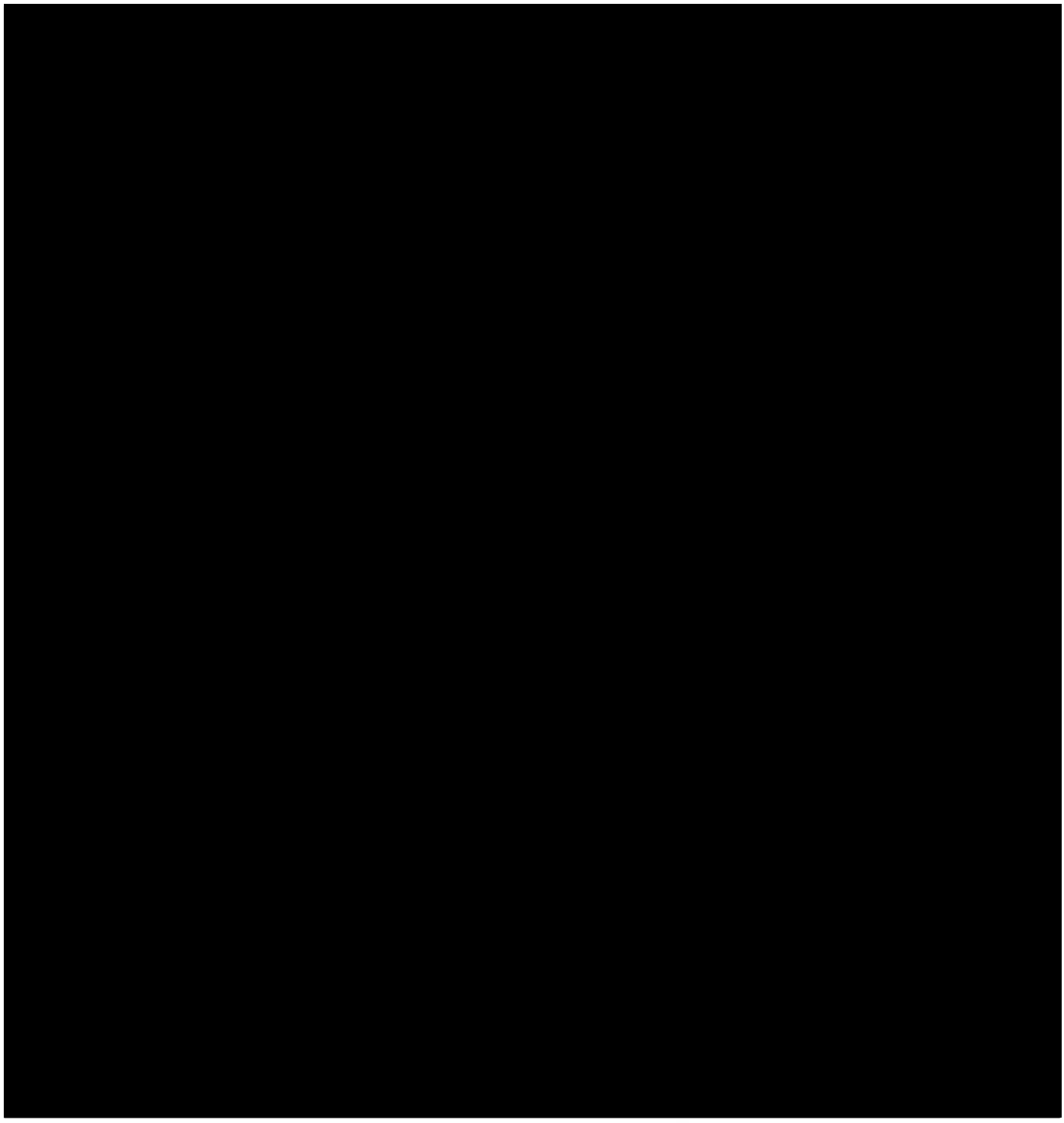


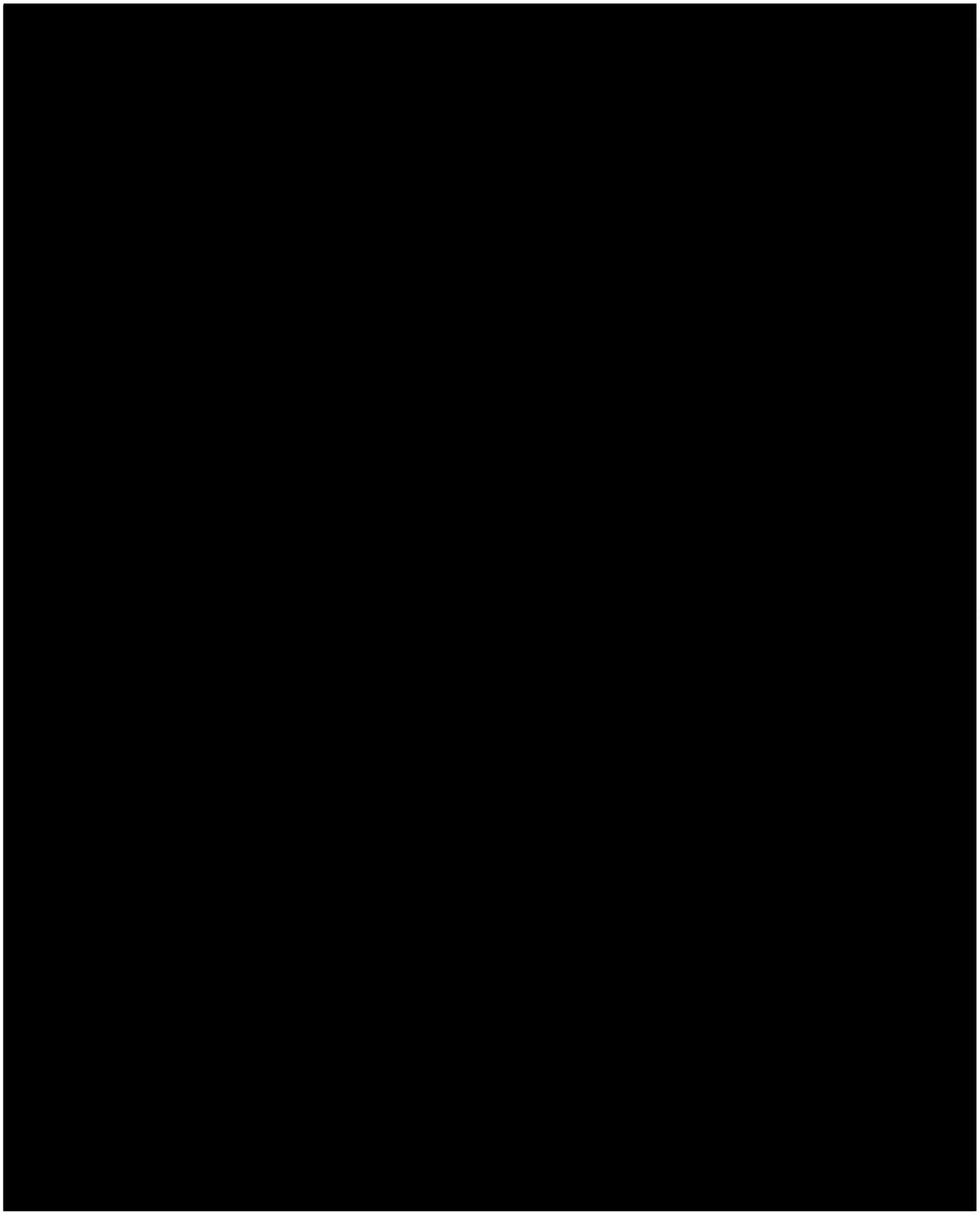


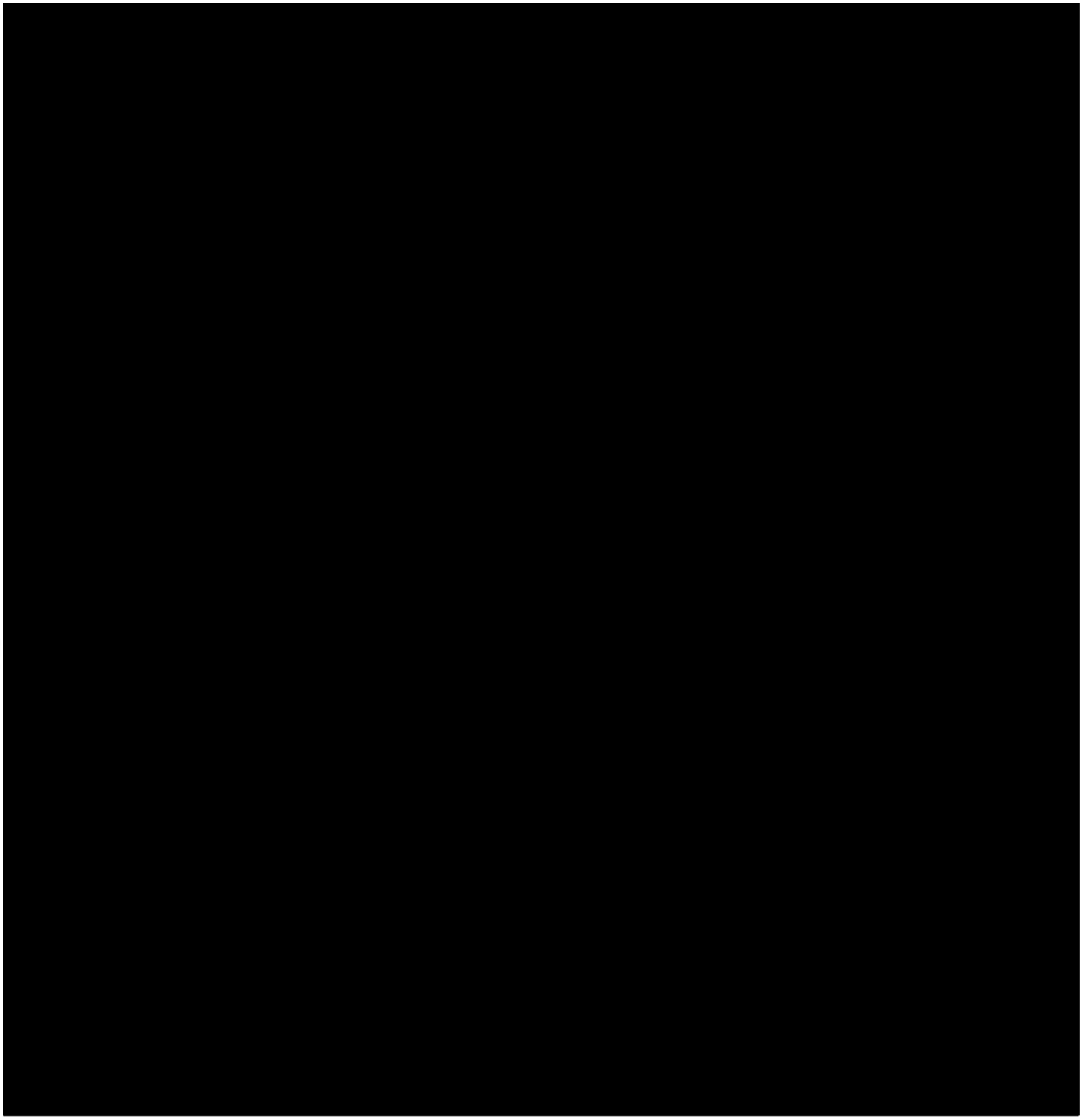


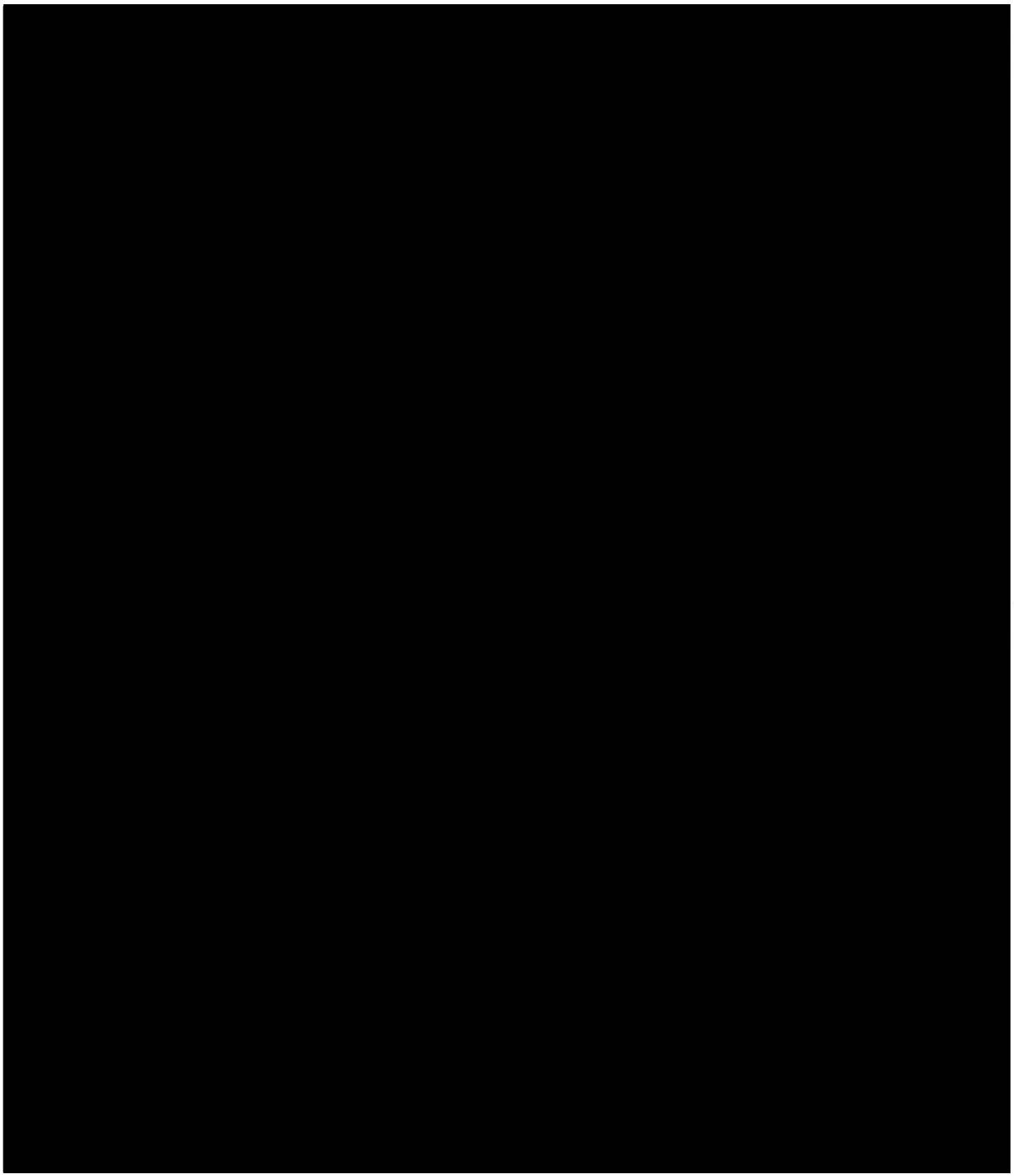


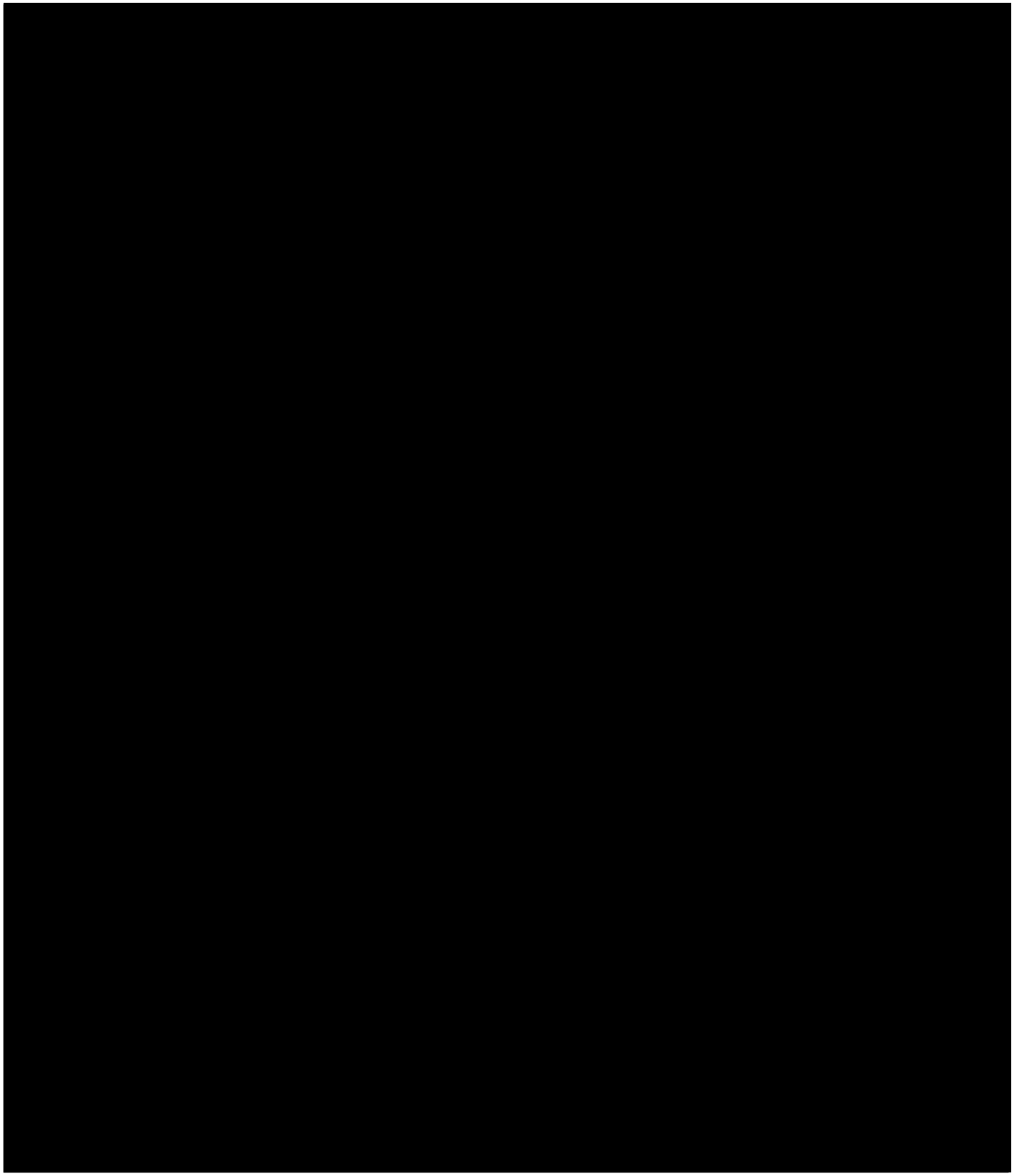




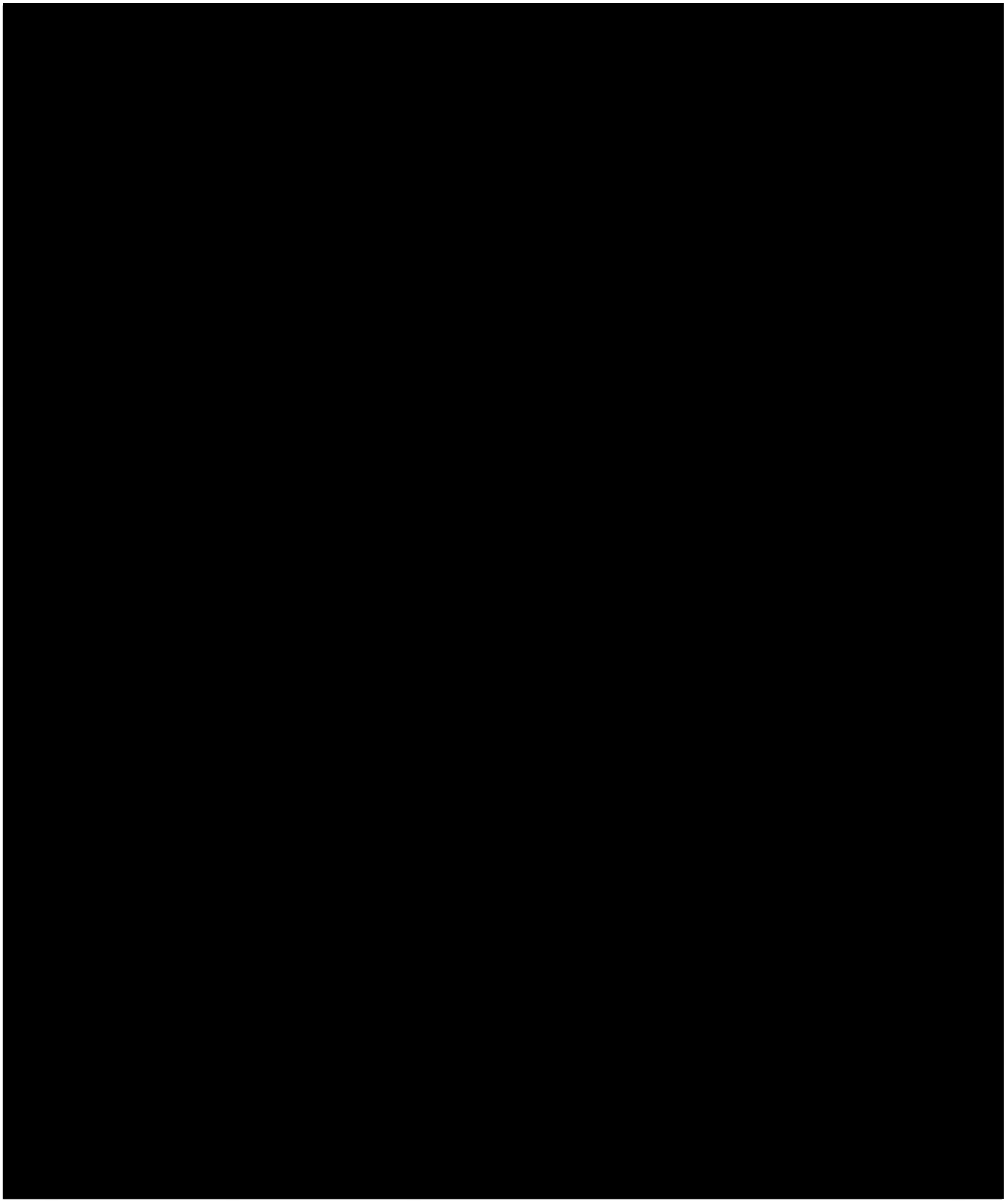




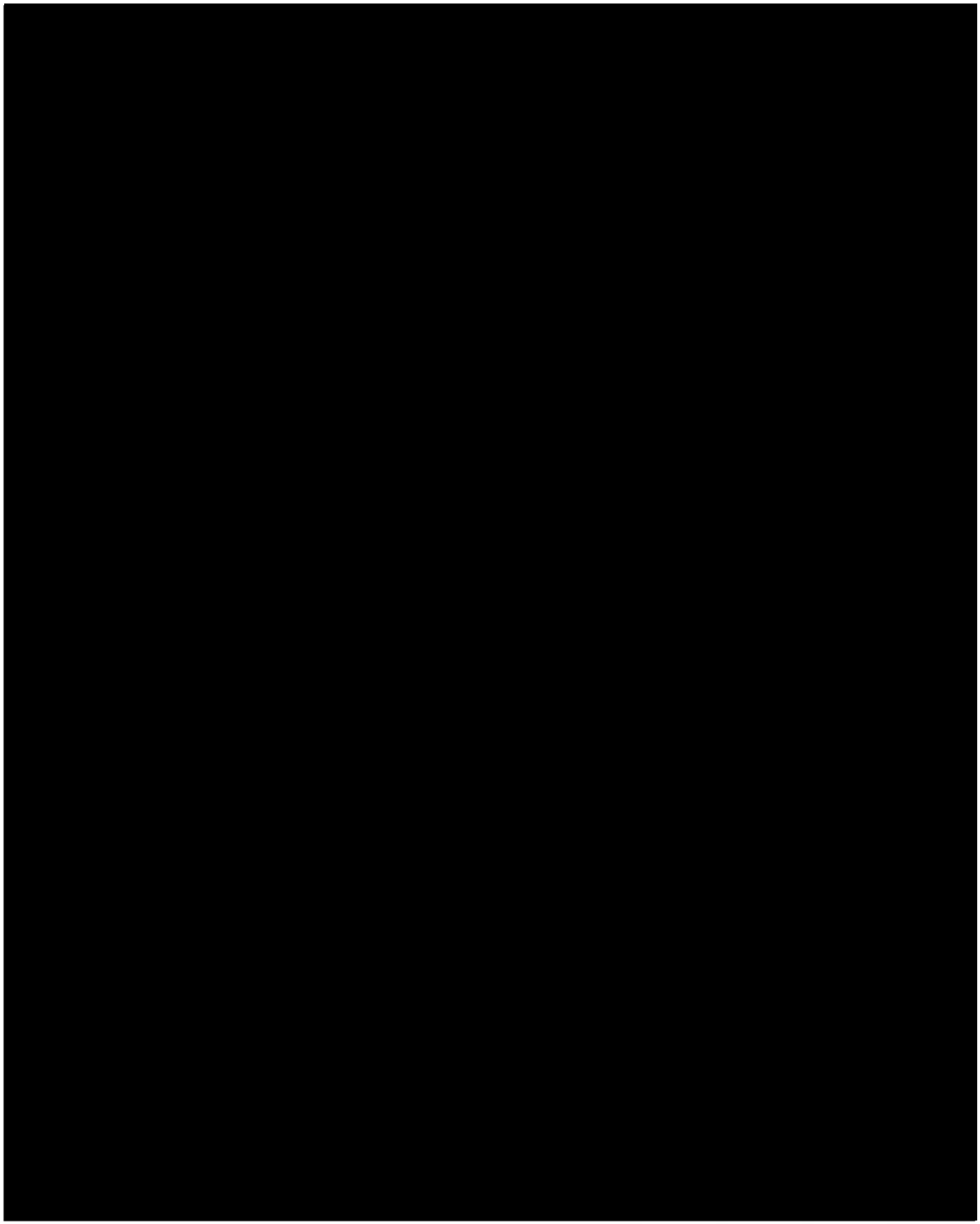


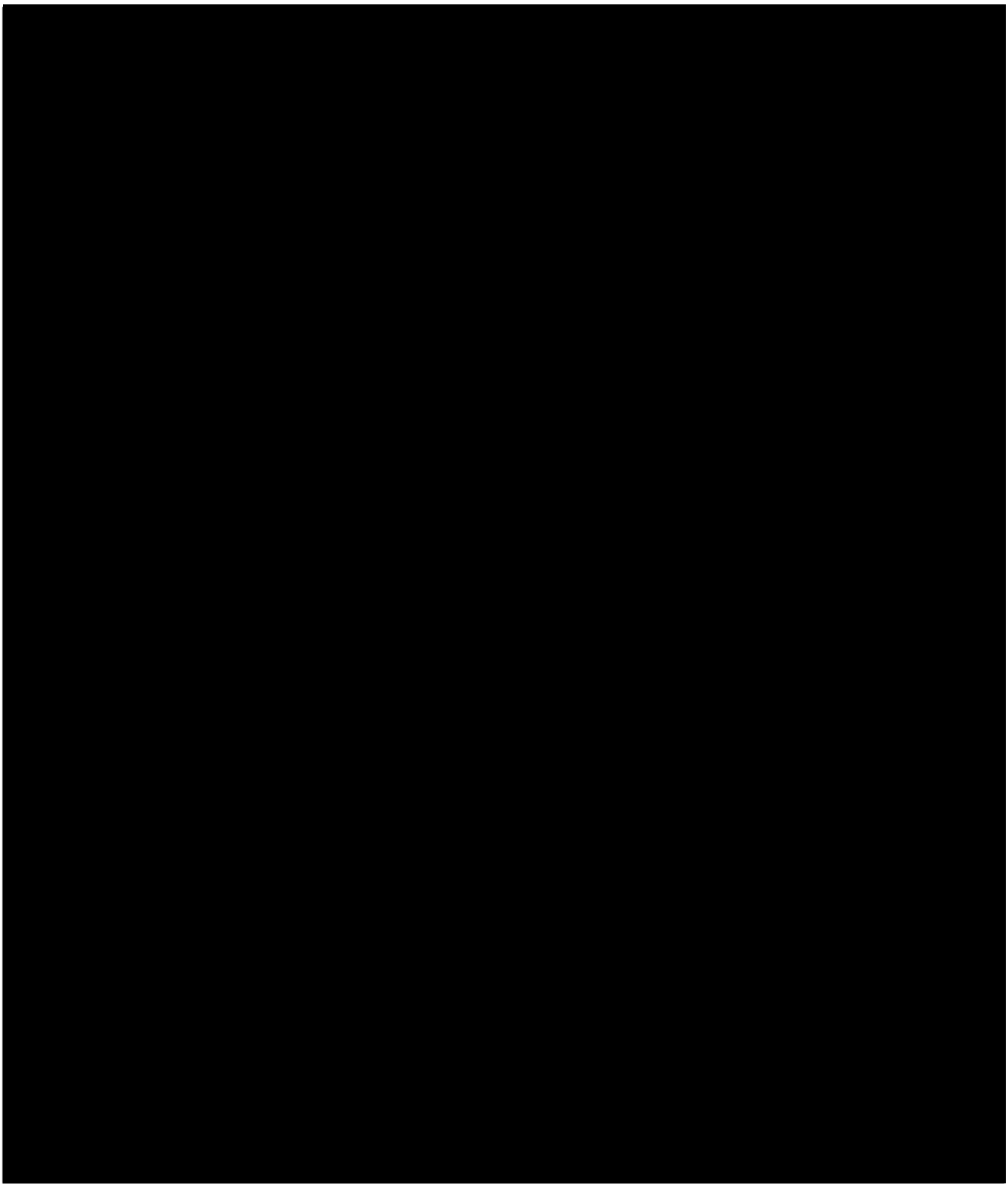




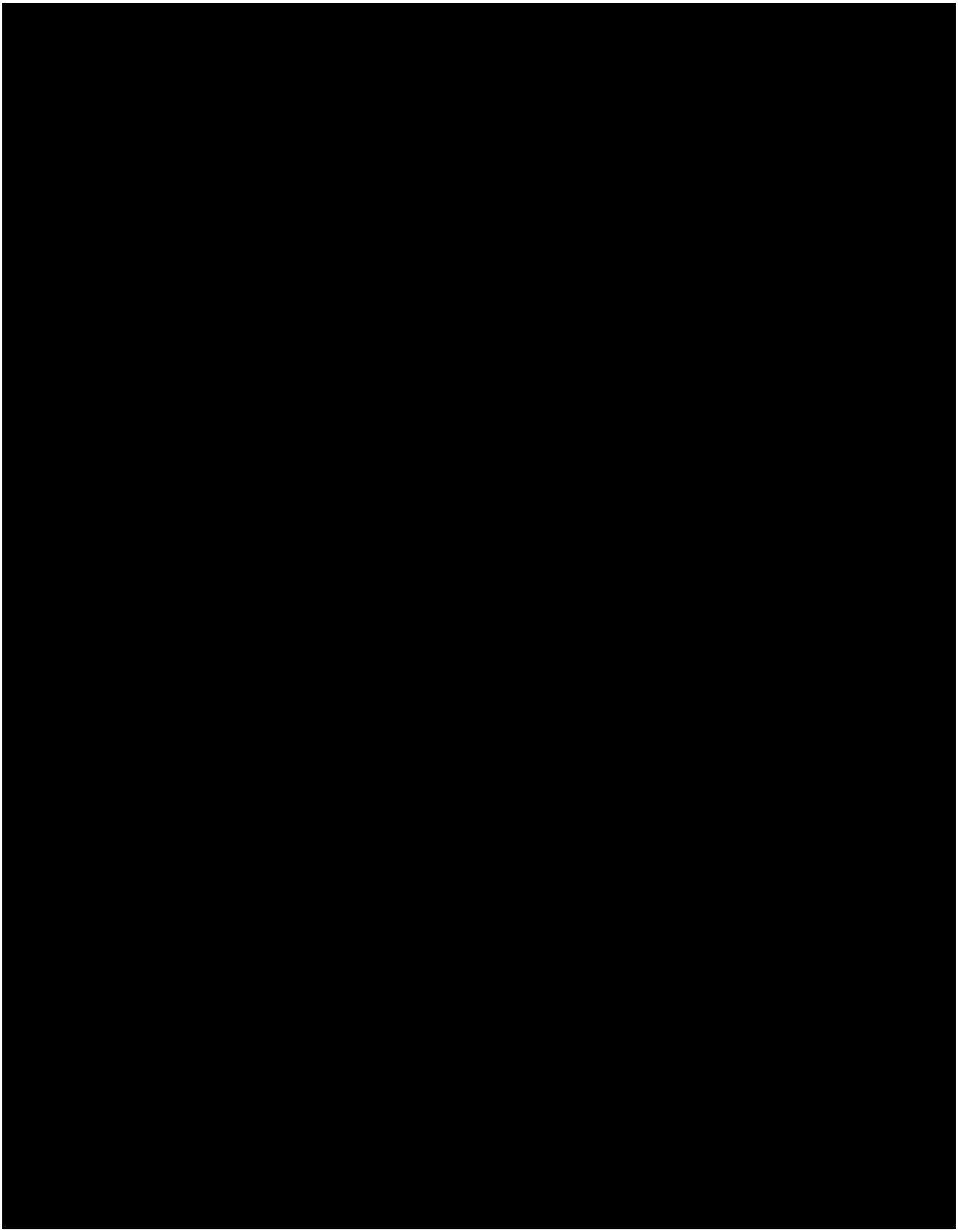


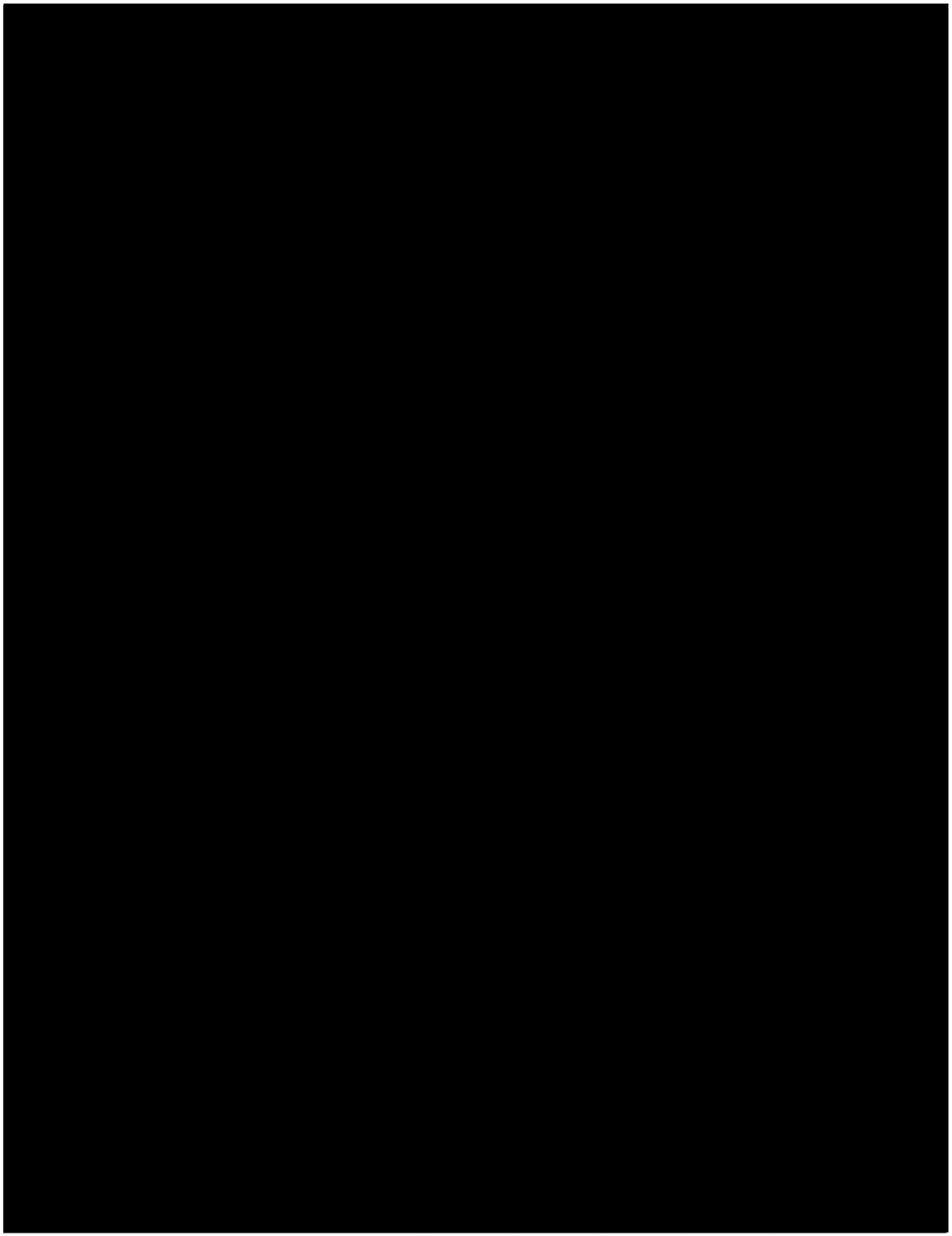














Exhibit

Failover PDC to BDC

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Failover PDC to BDC

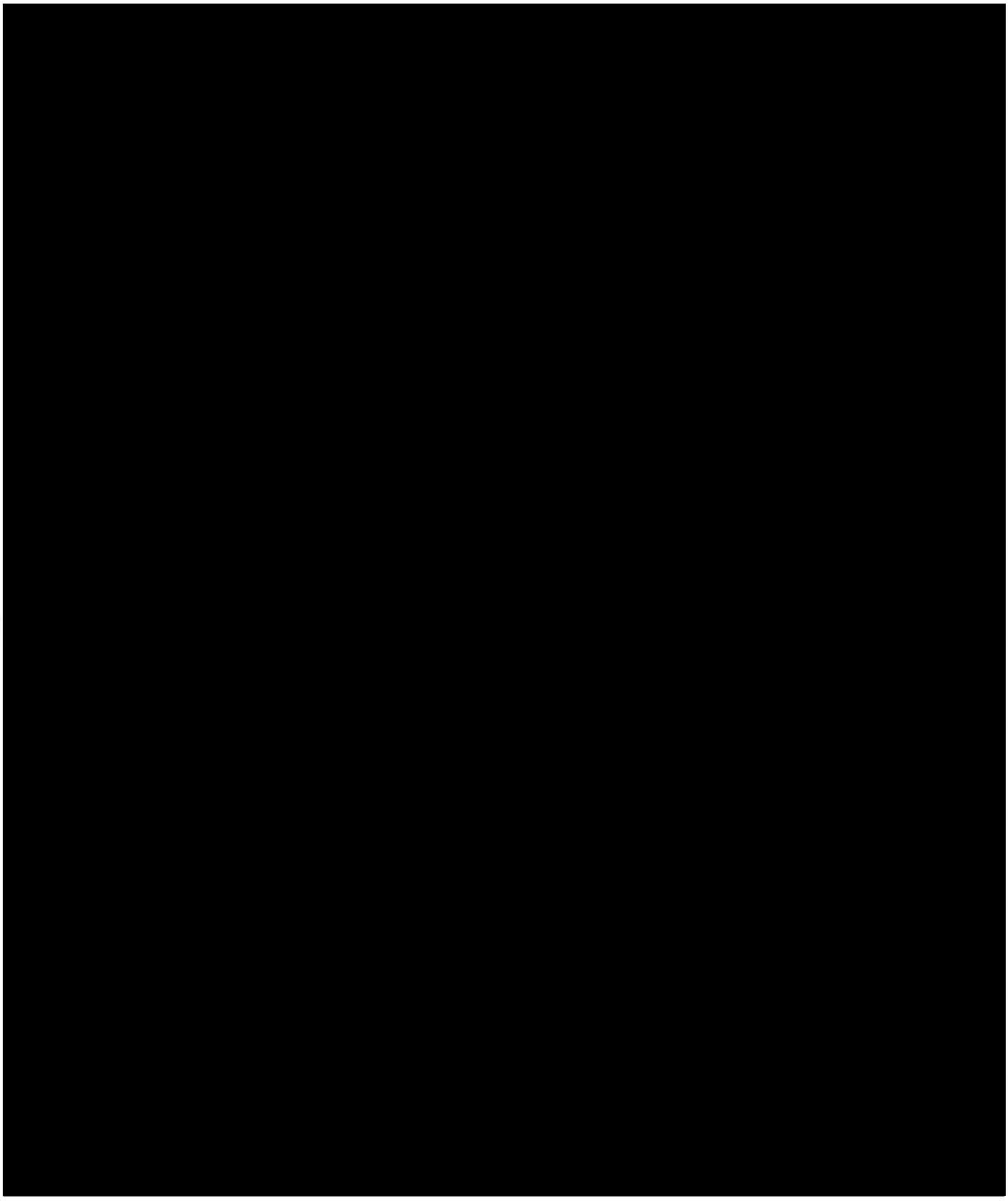
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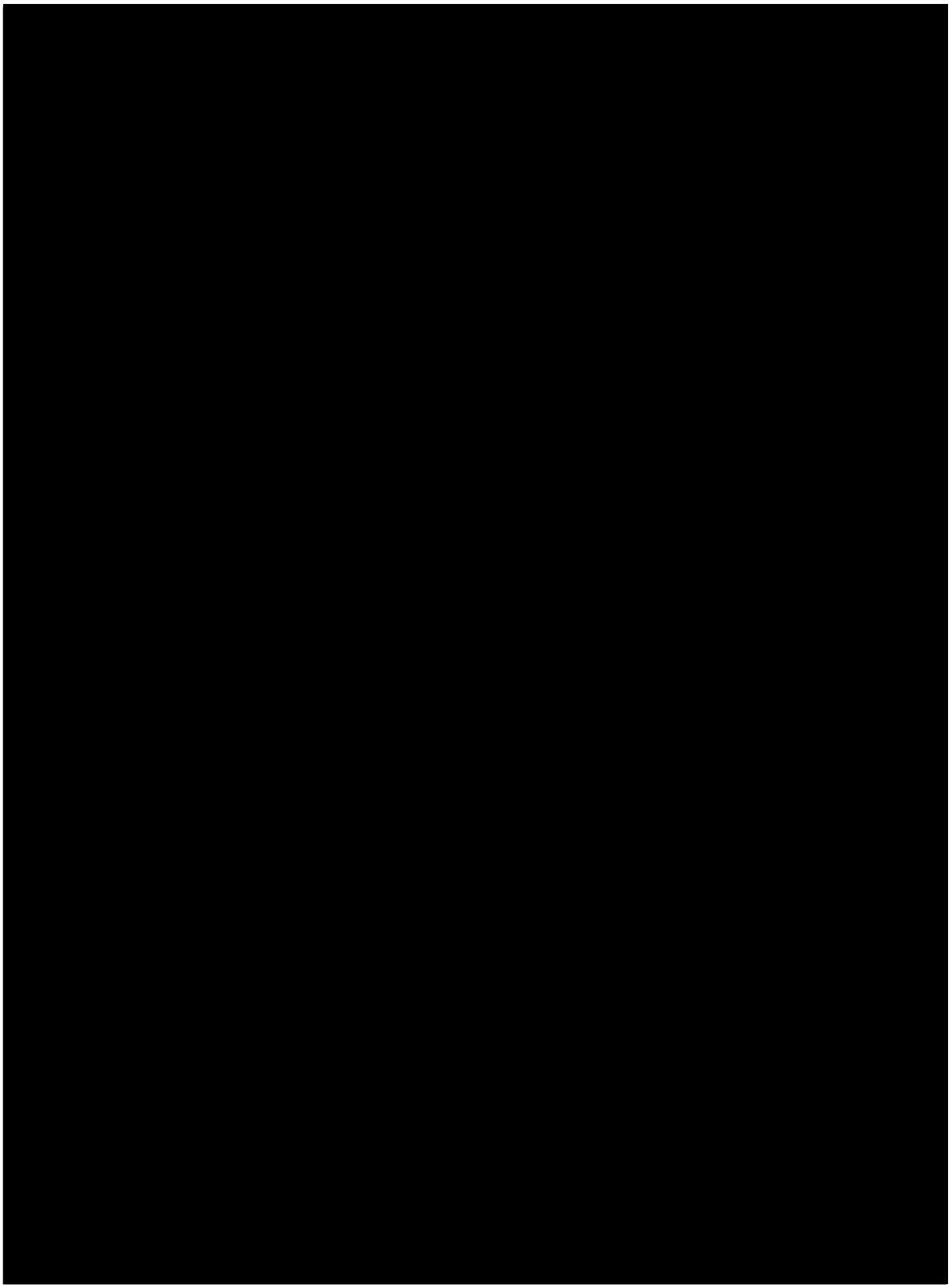
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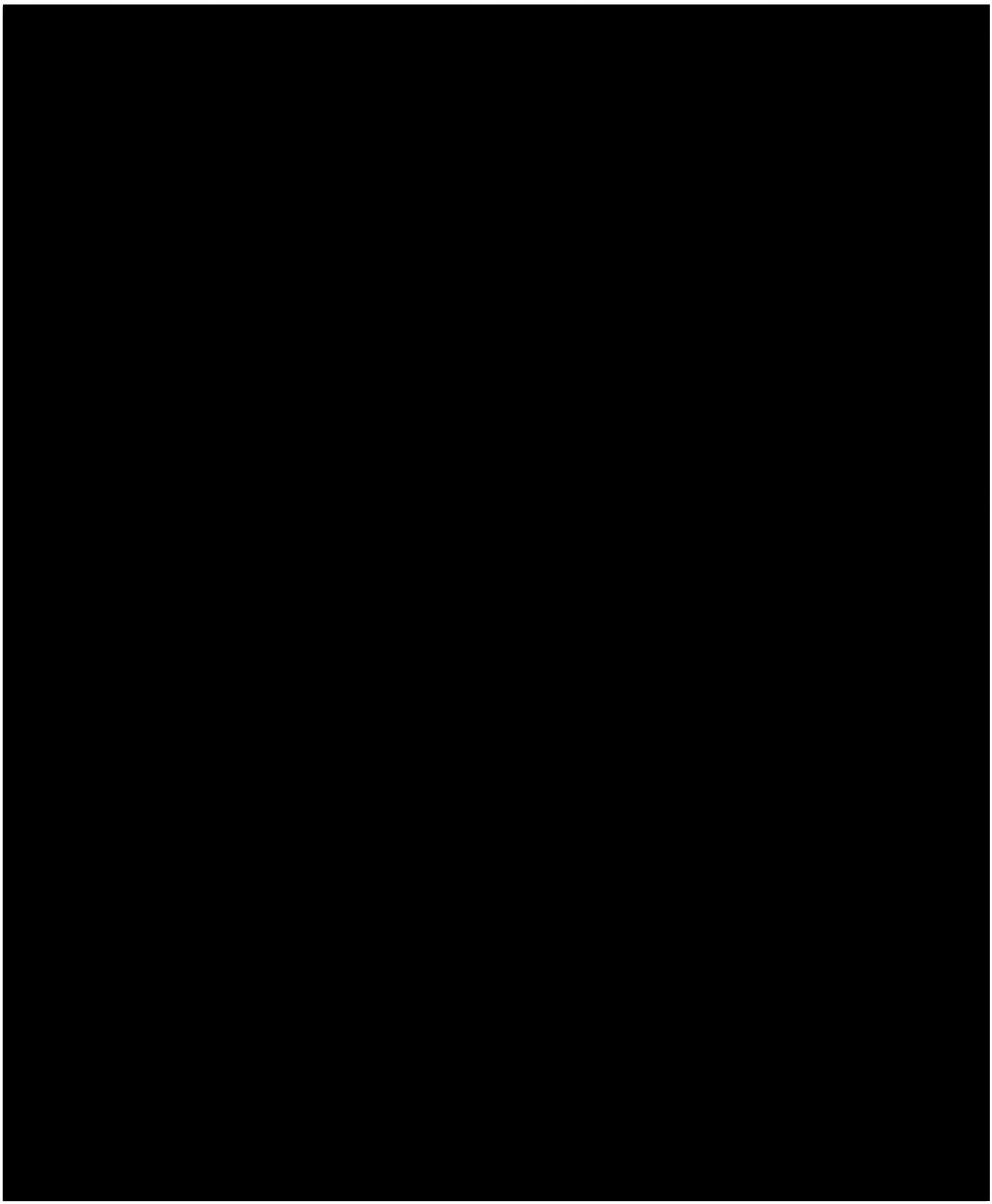
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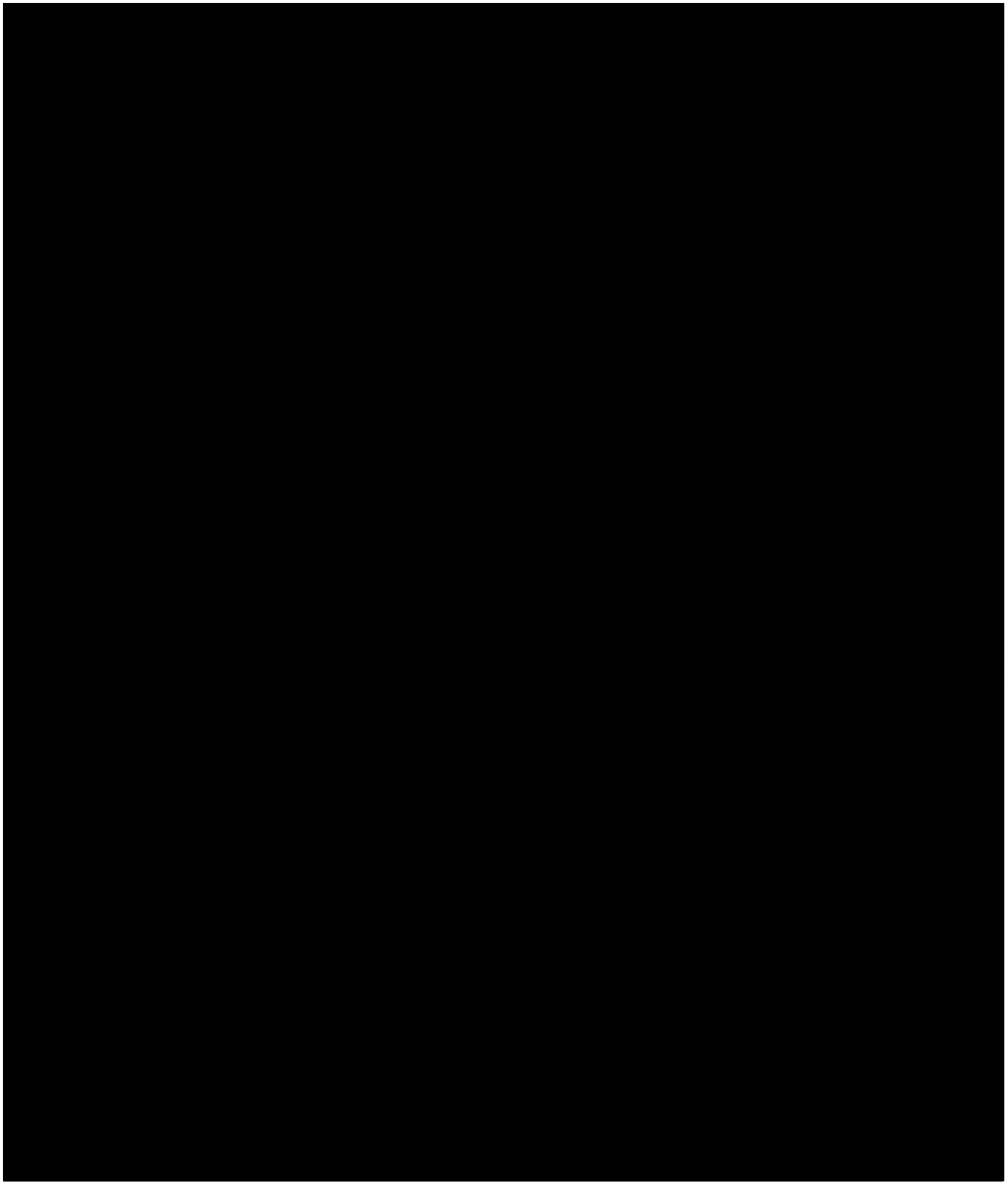




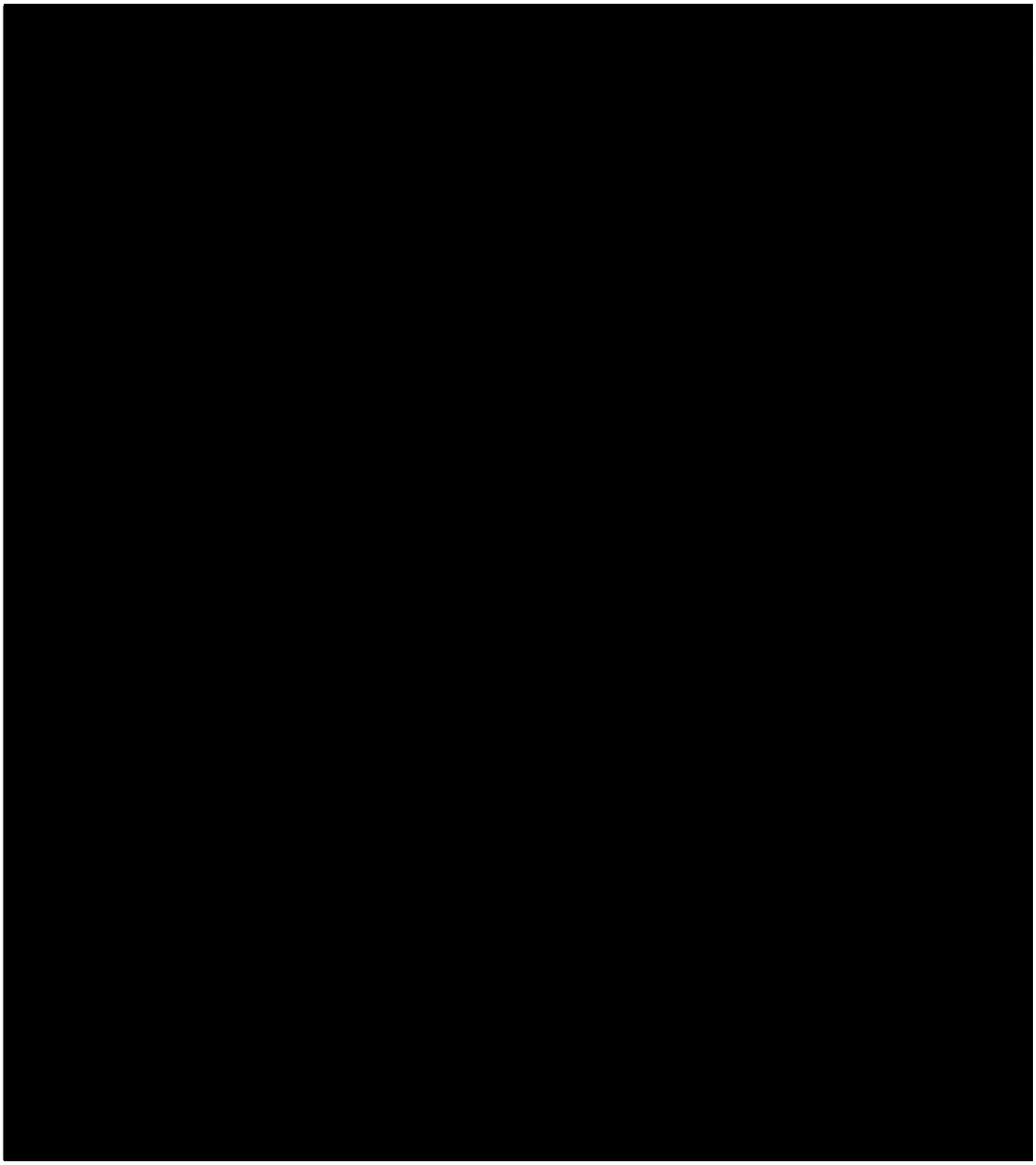


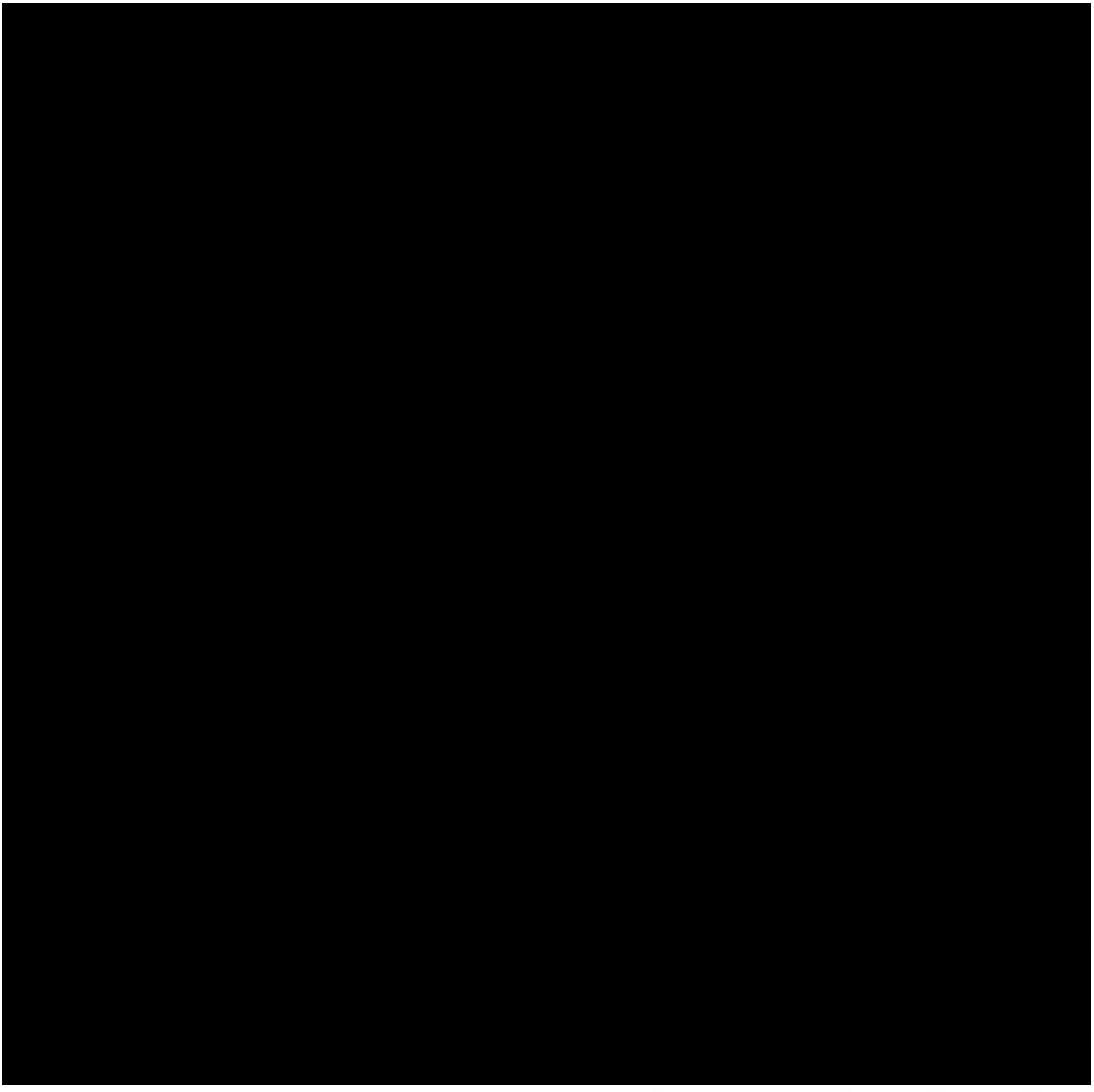


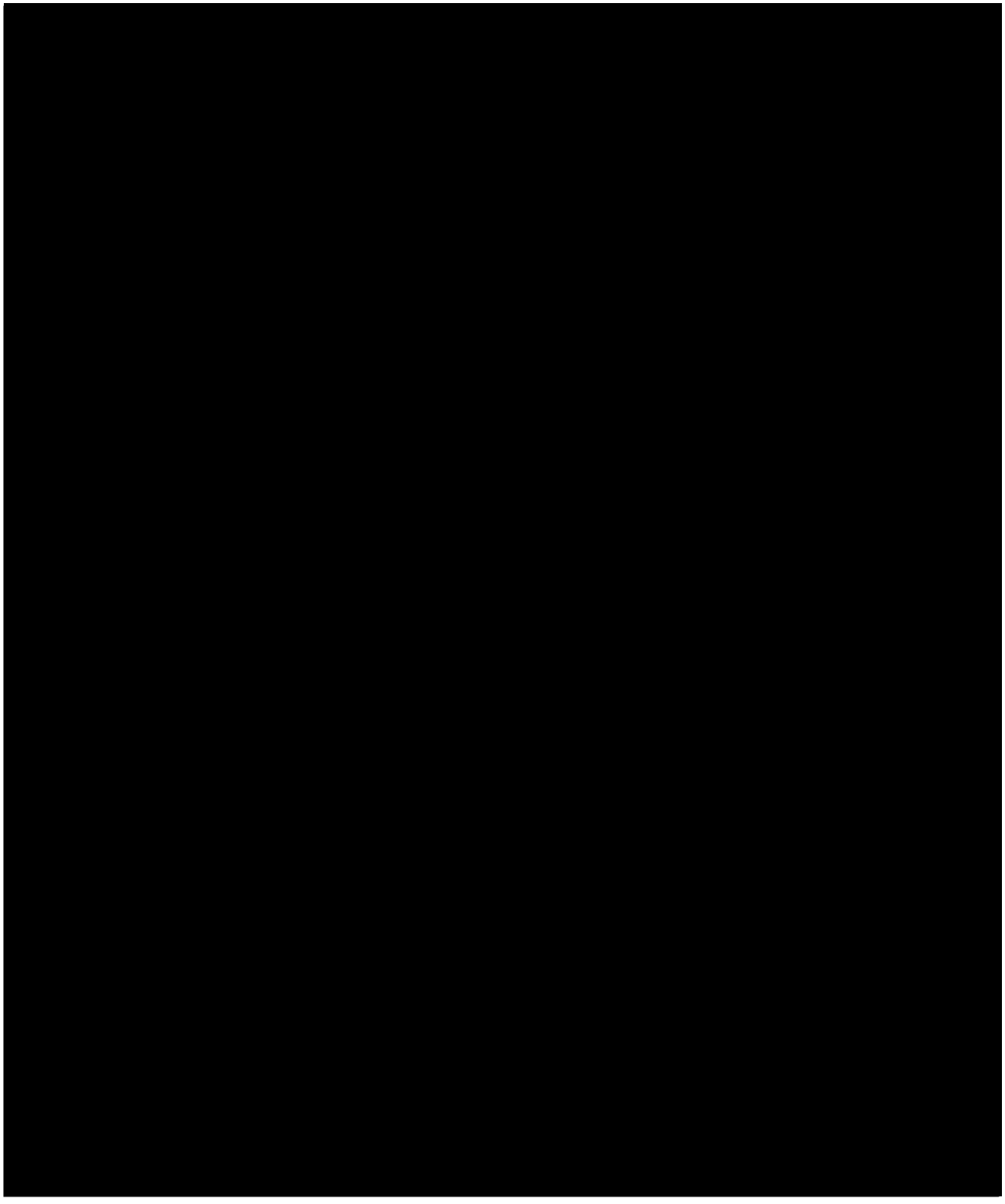


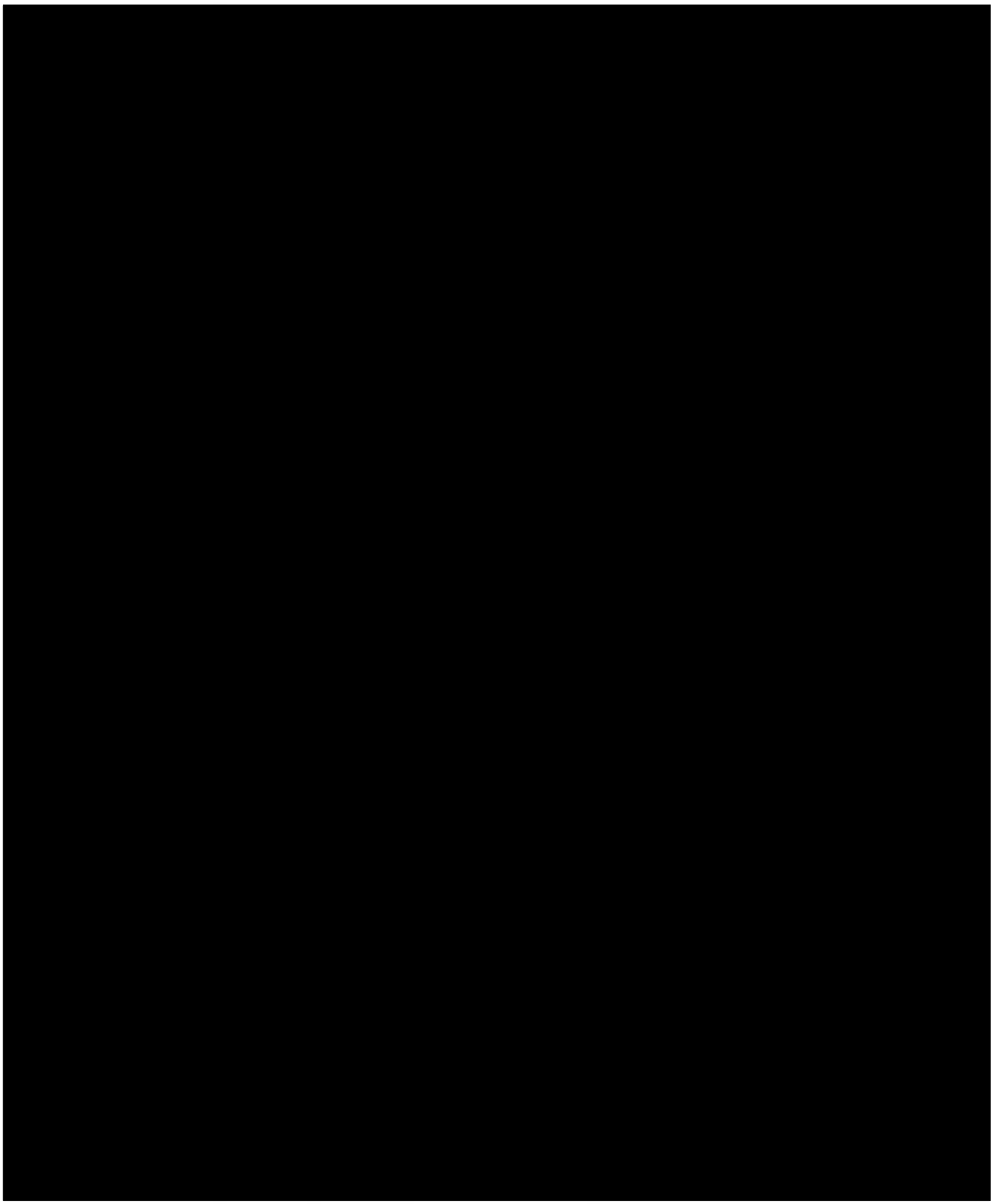


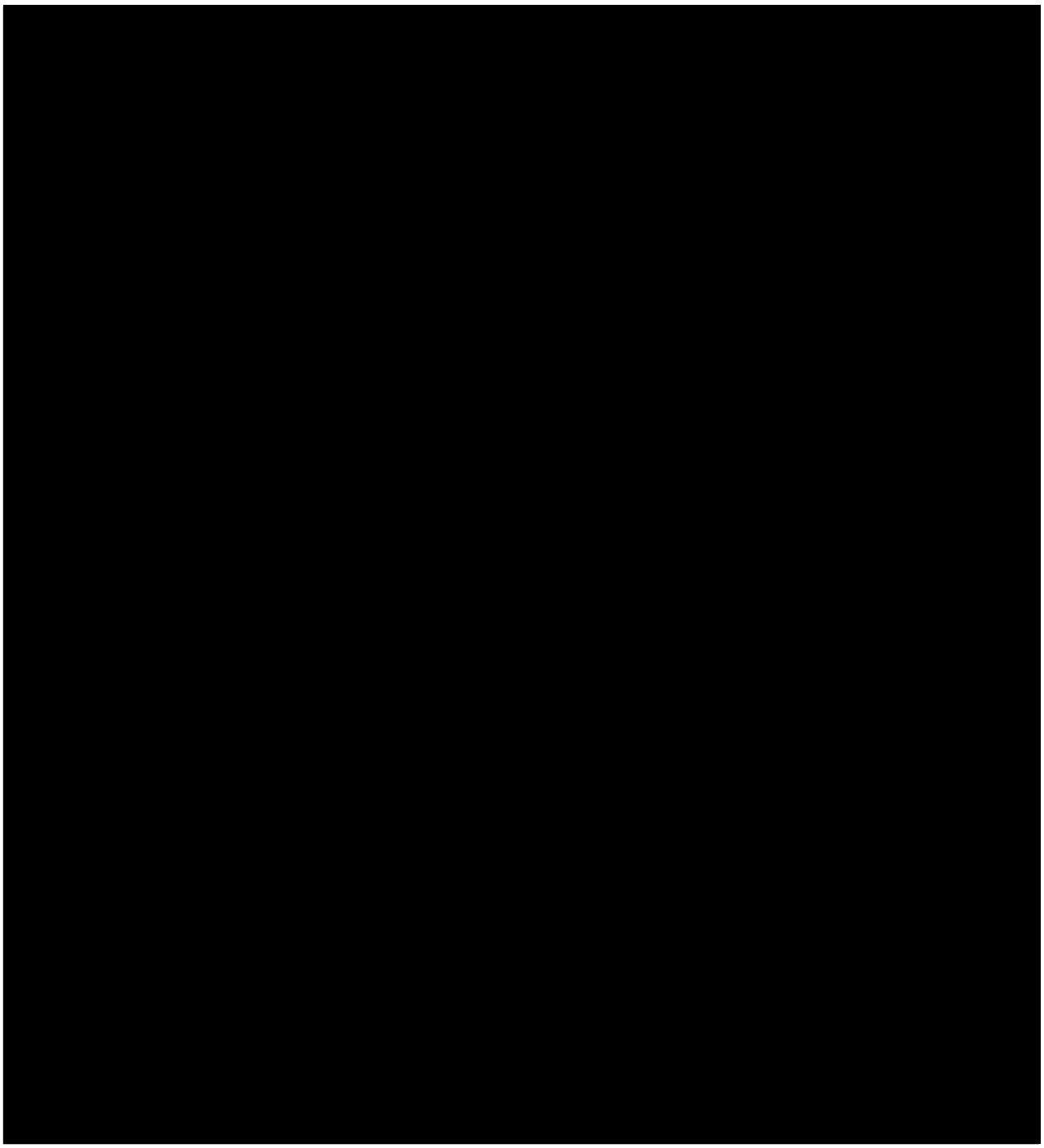


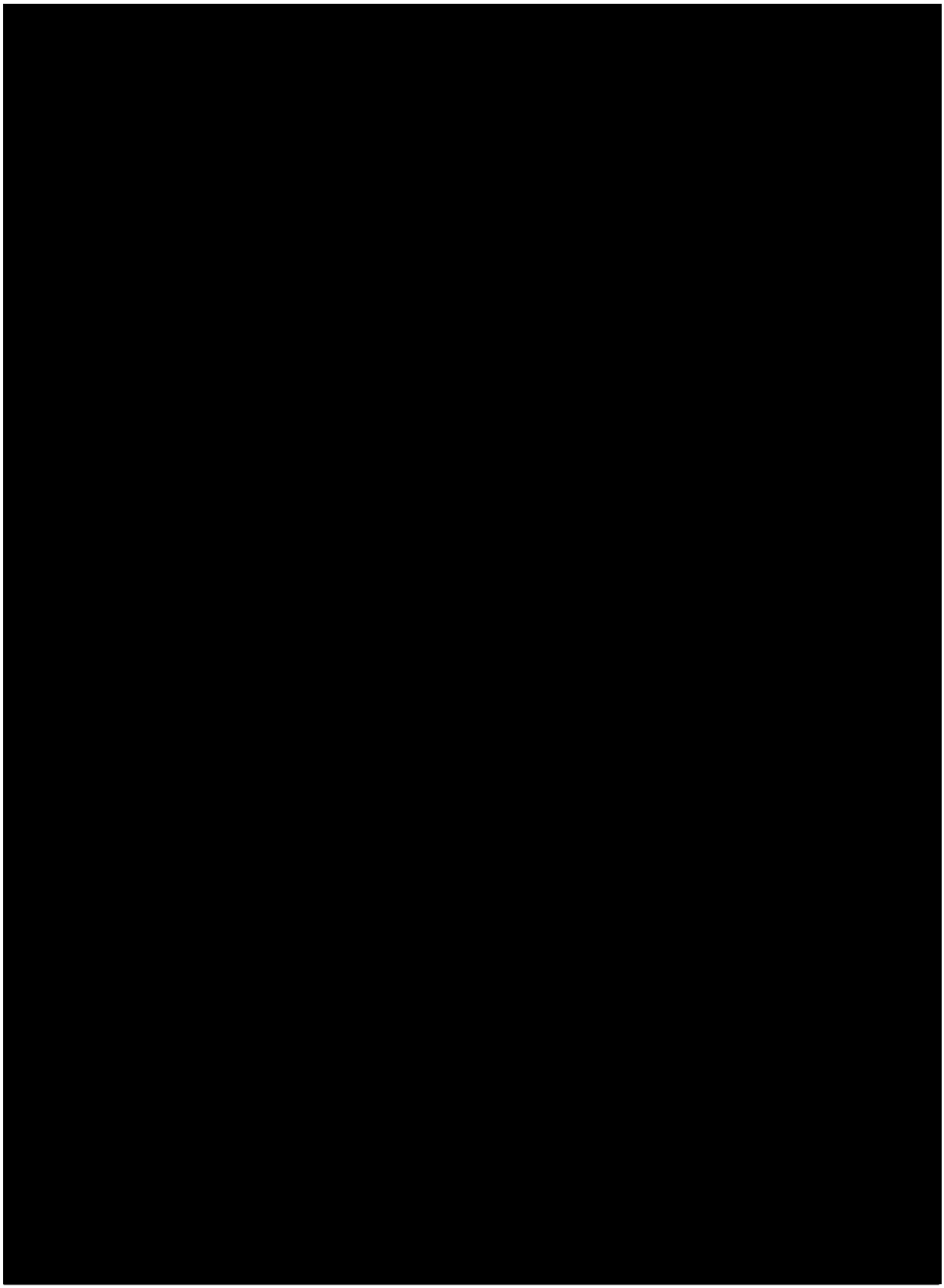




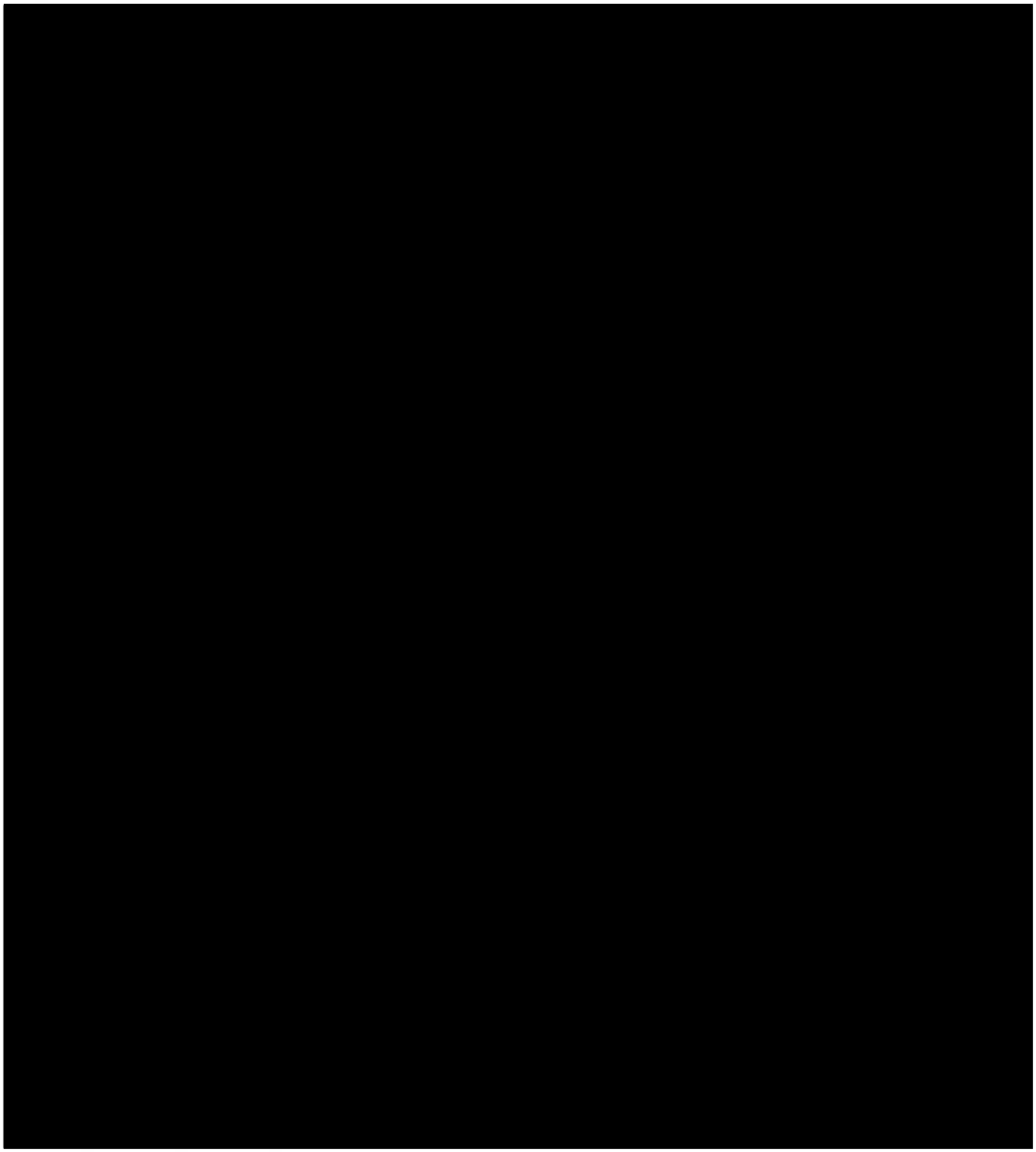


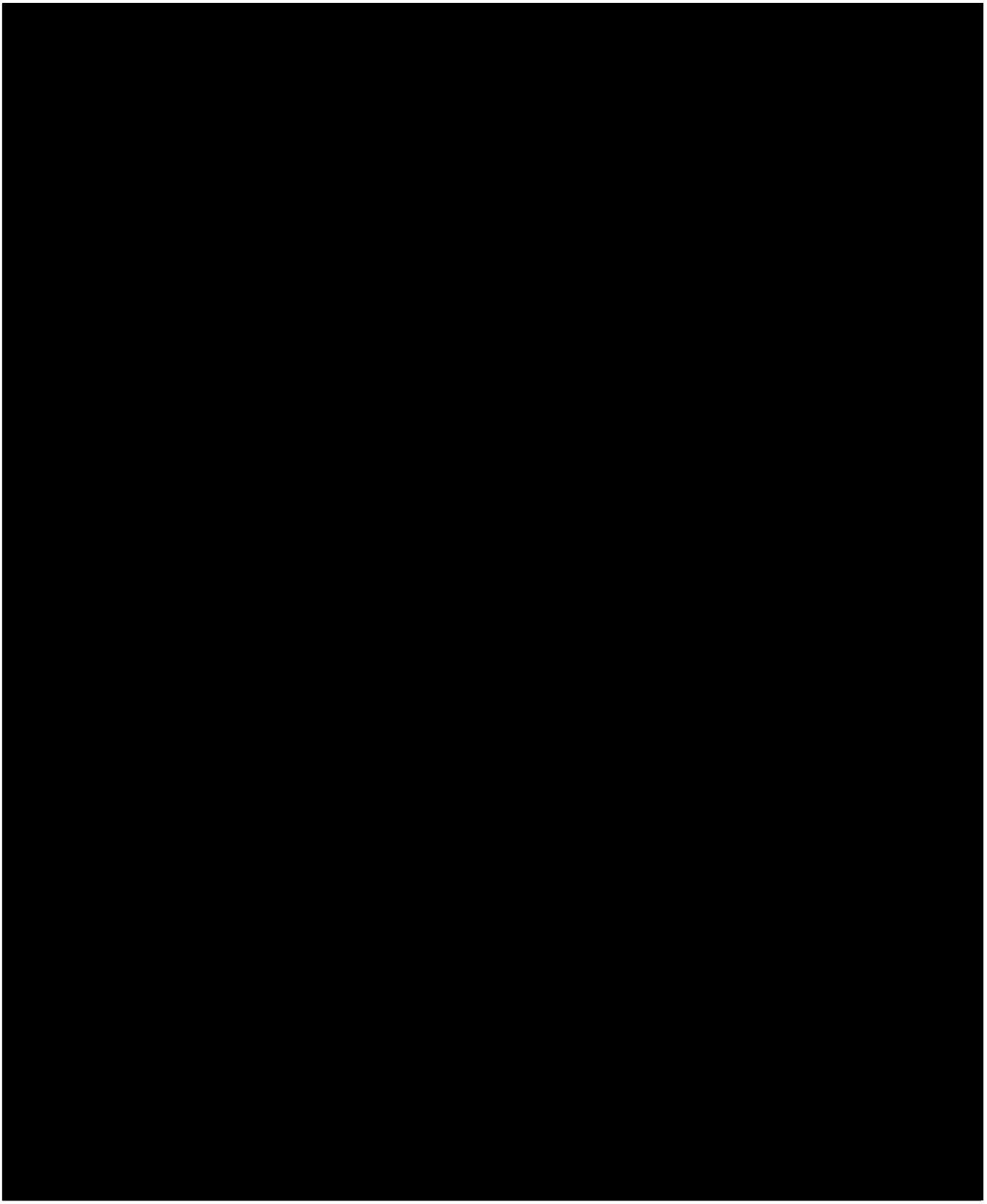


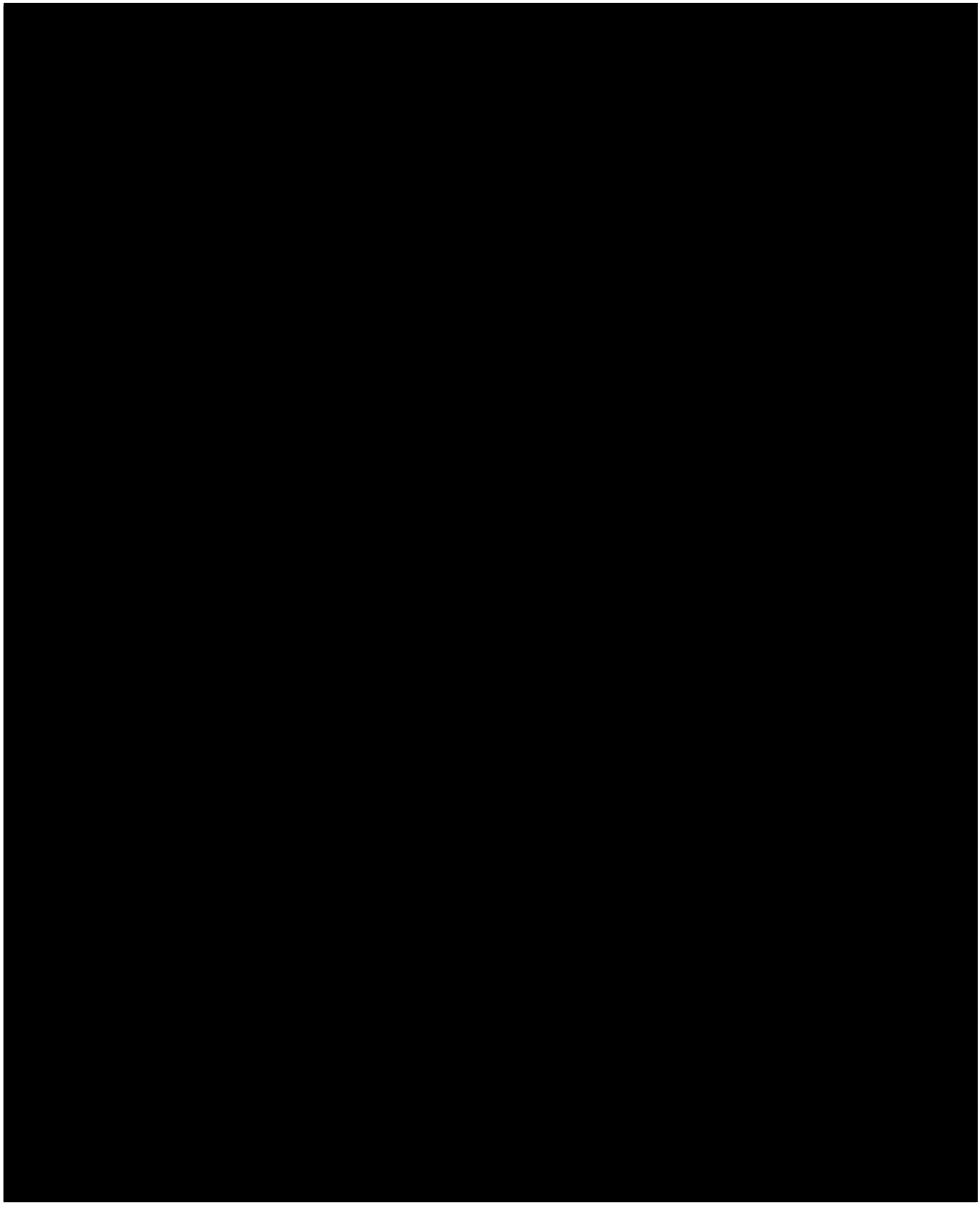


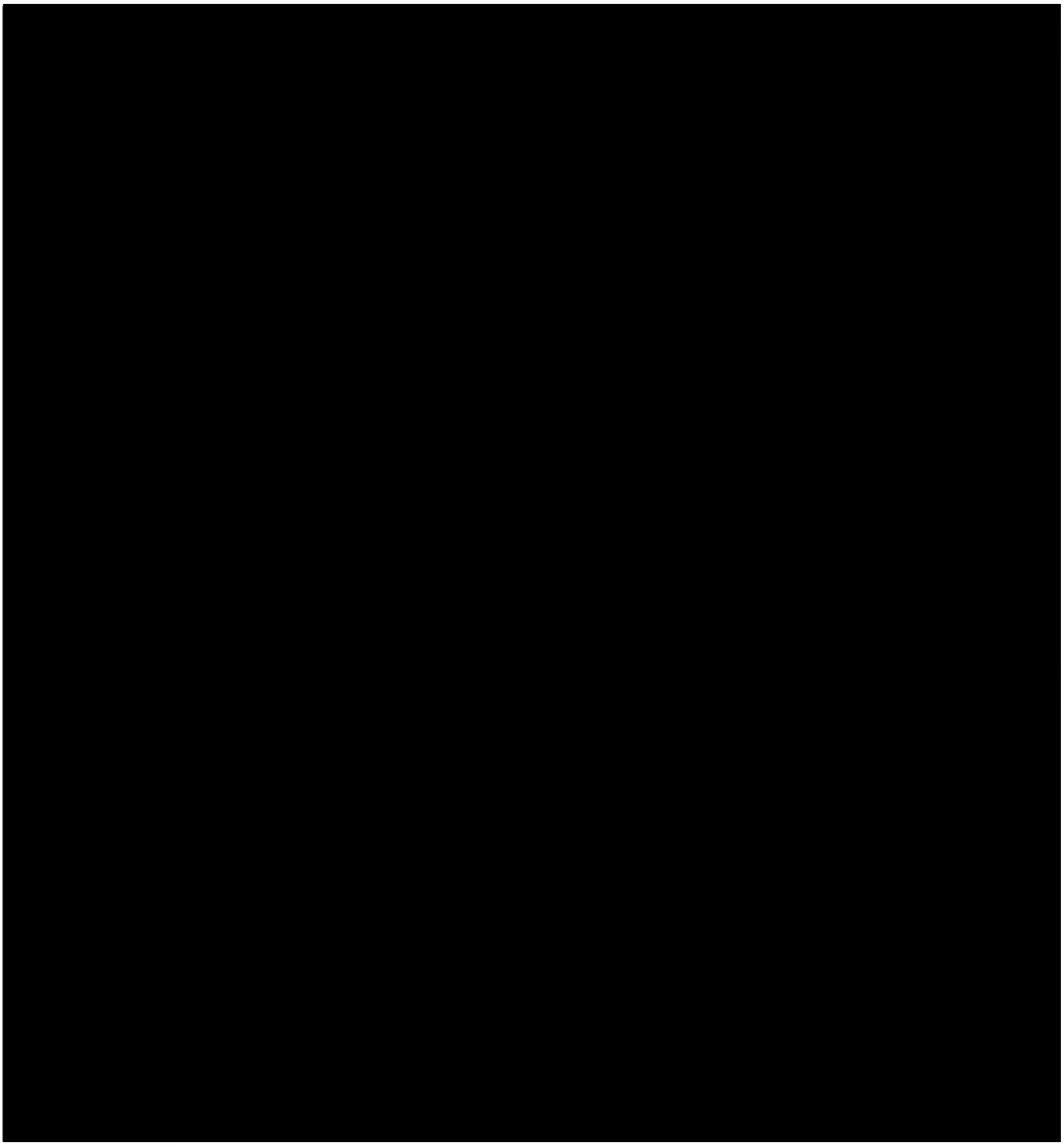




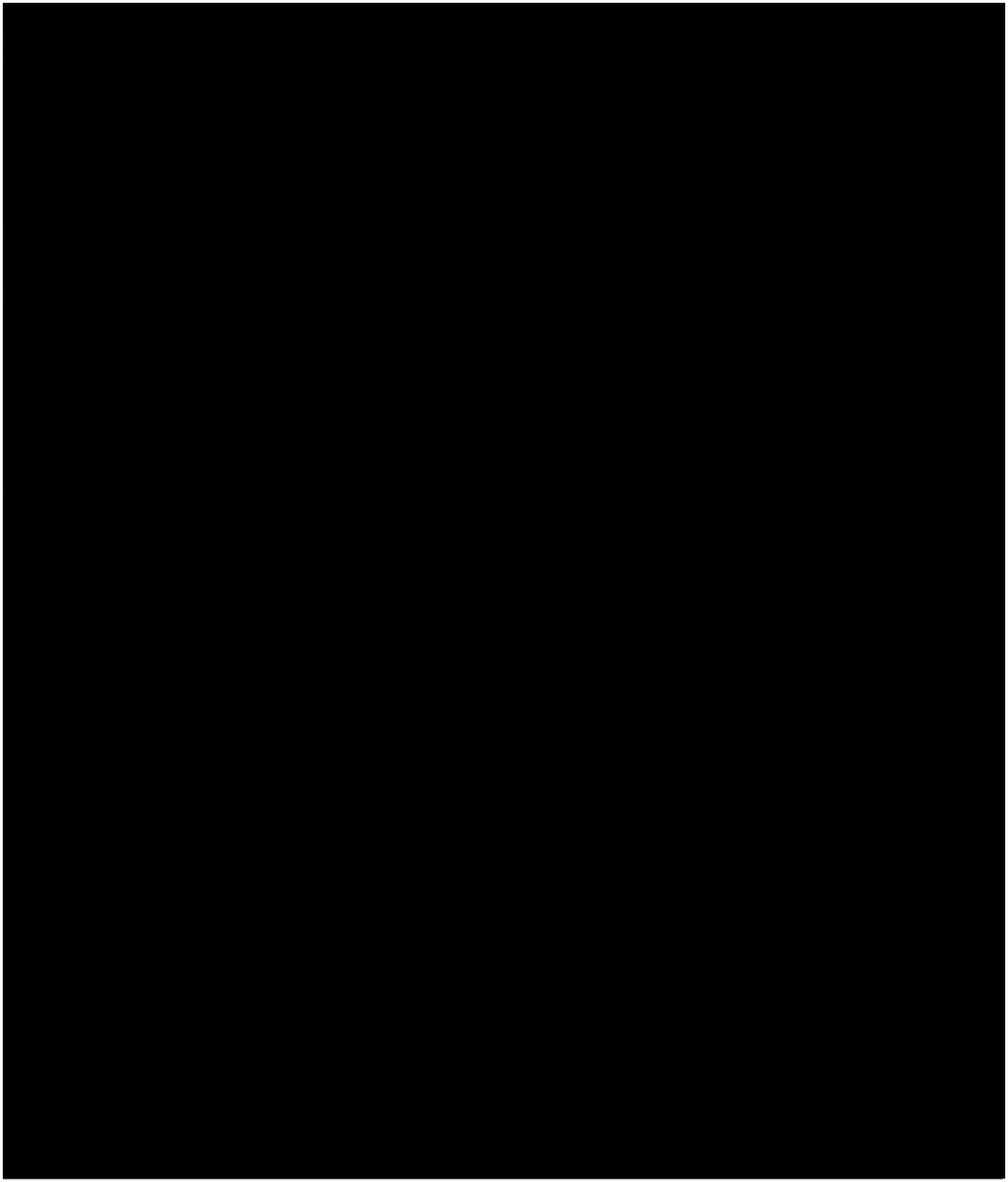


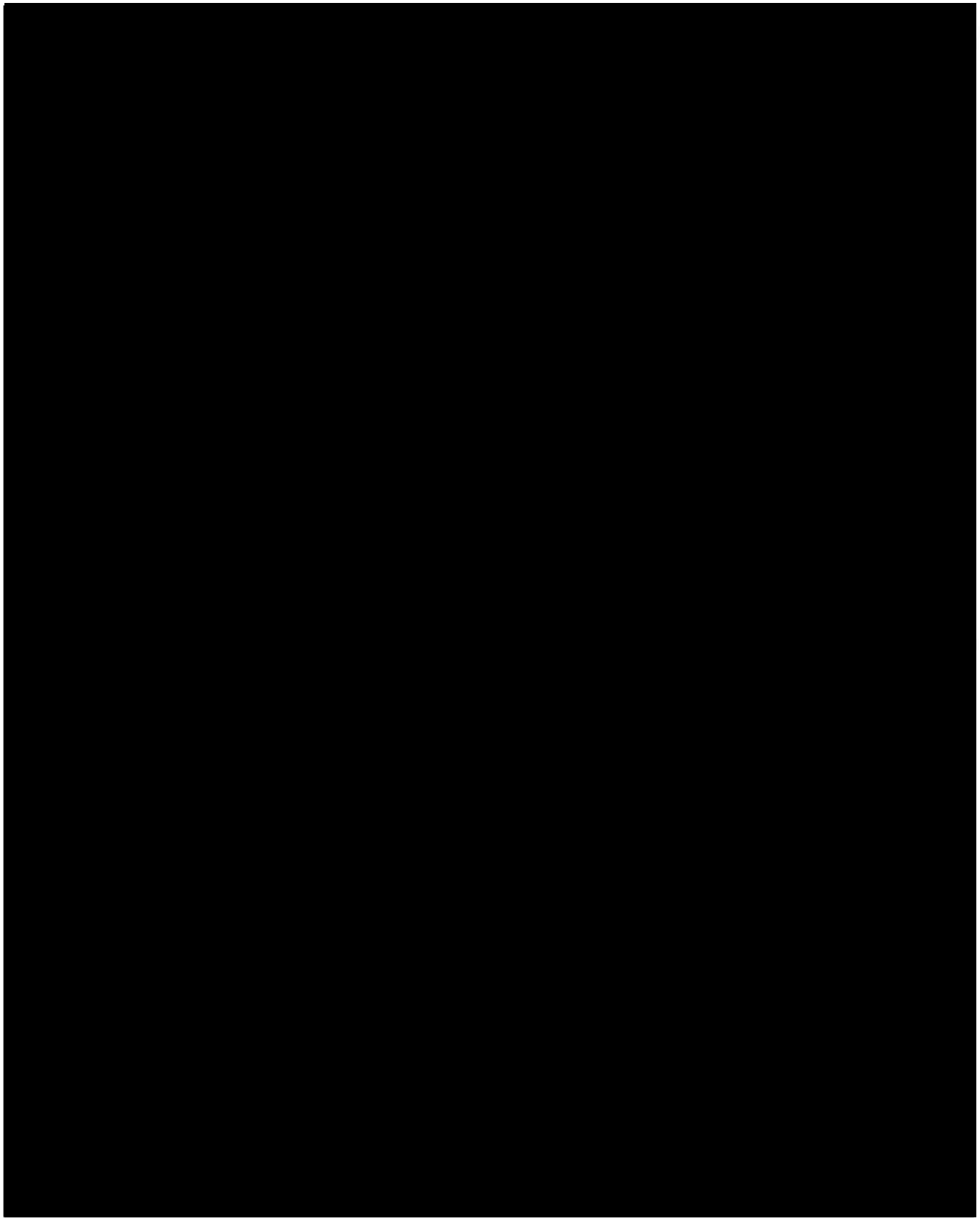


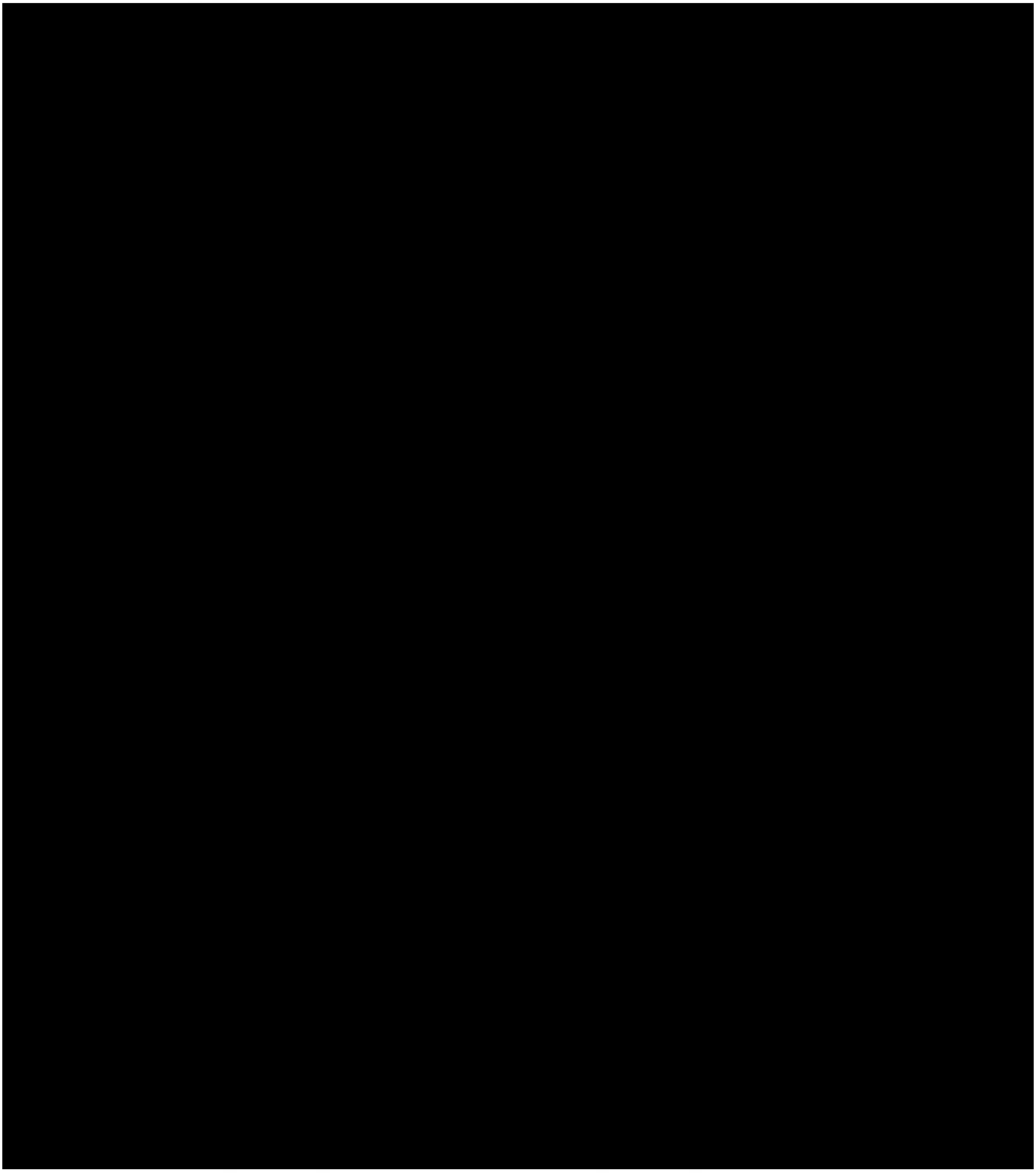




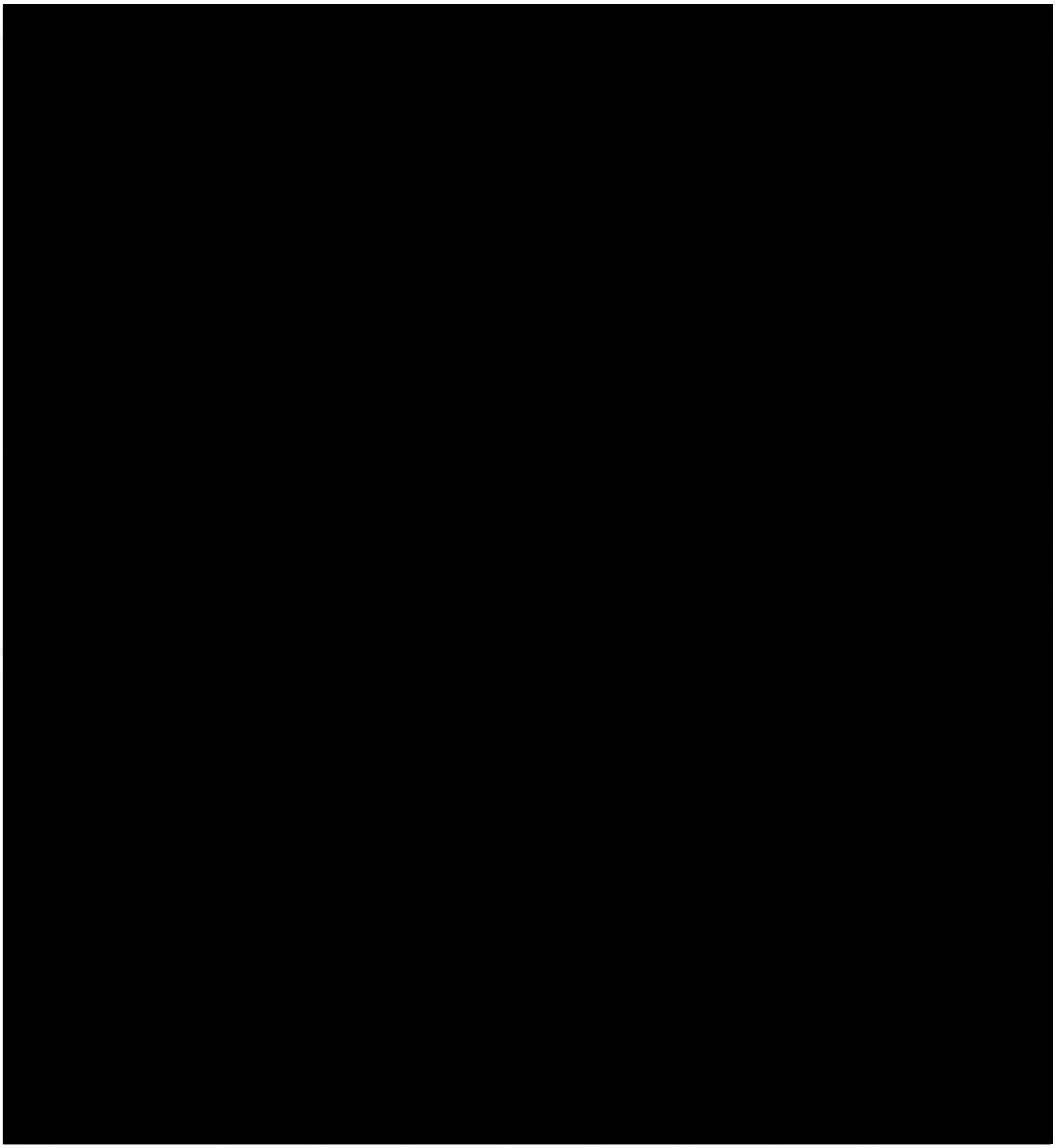


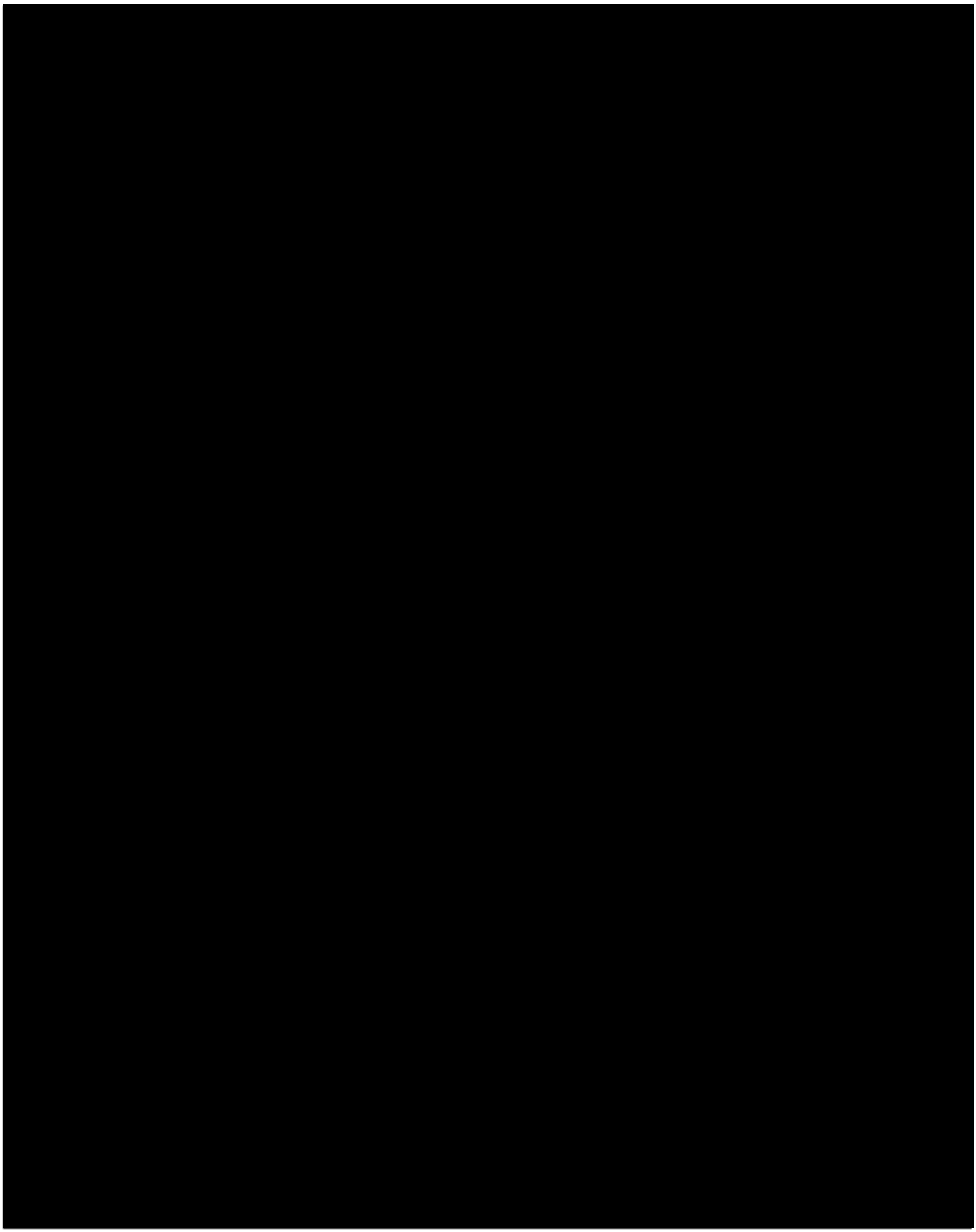


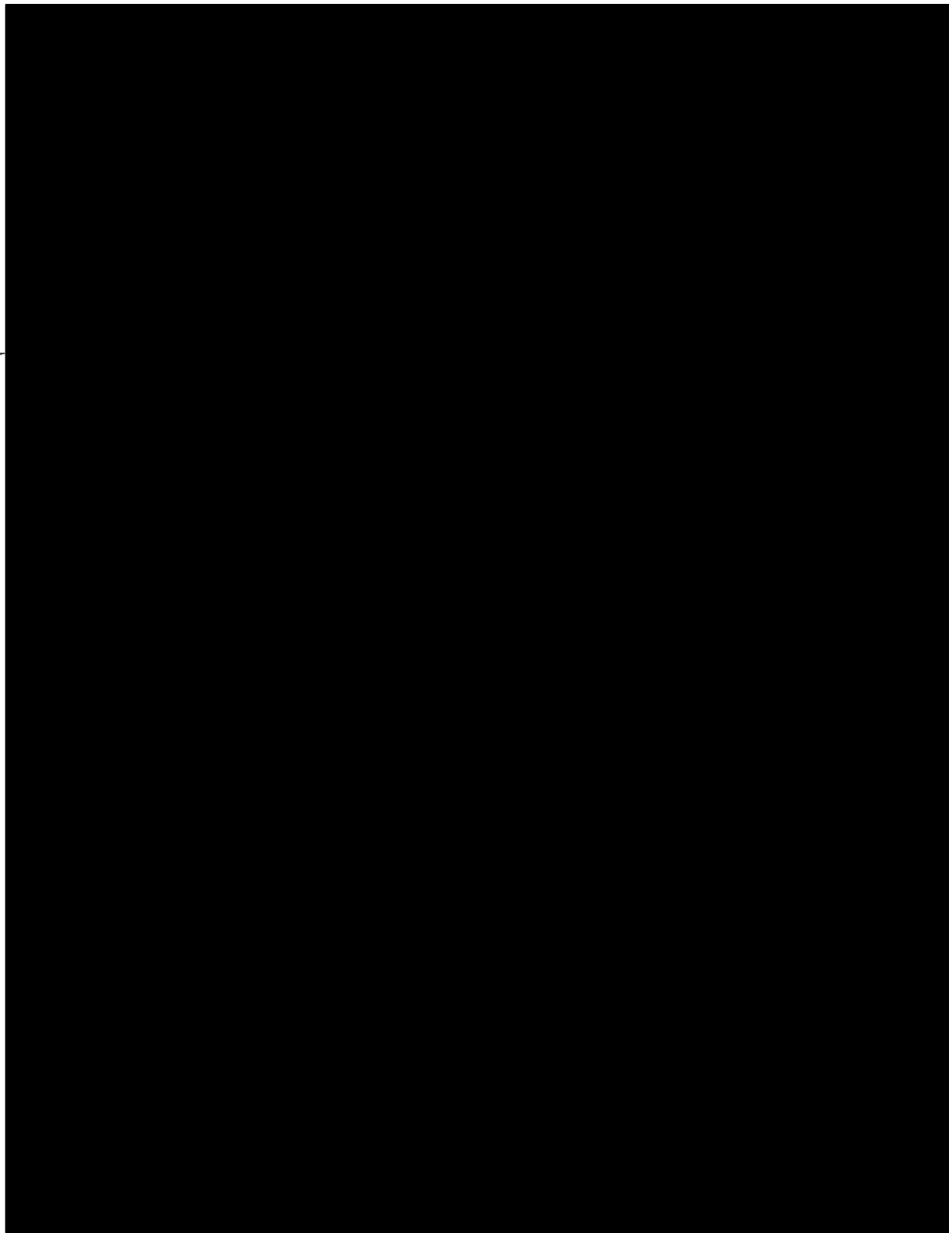


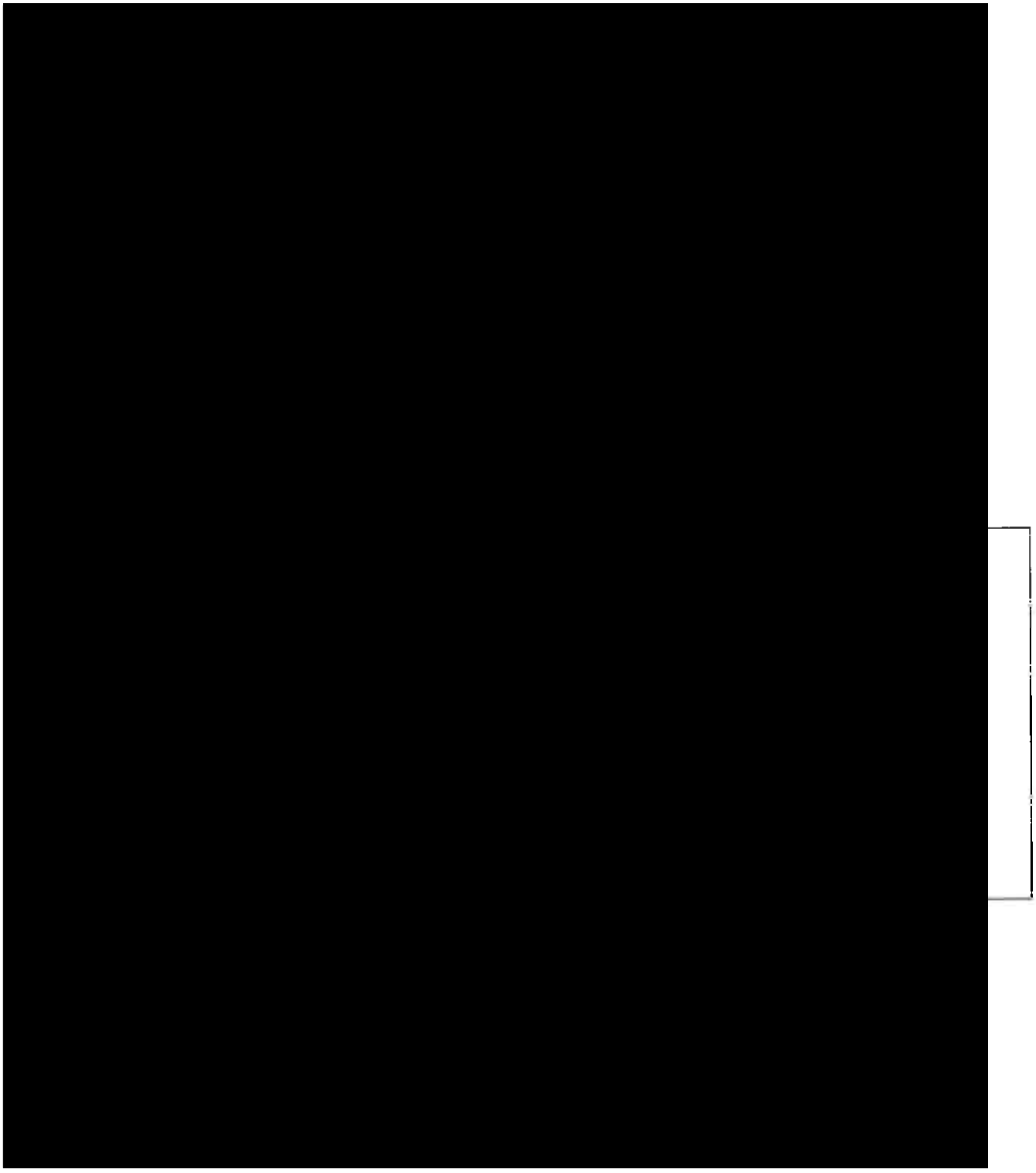


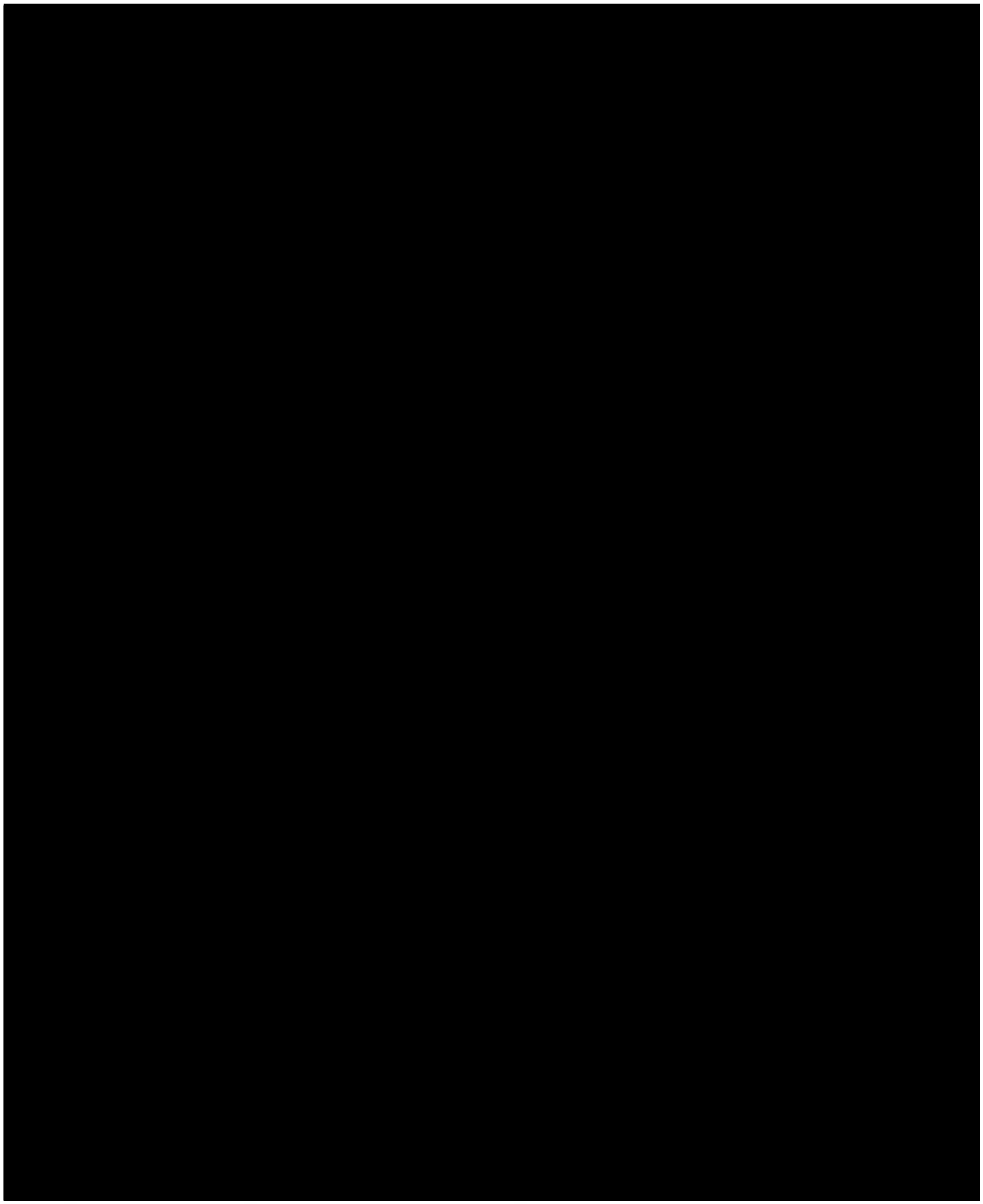


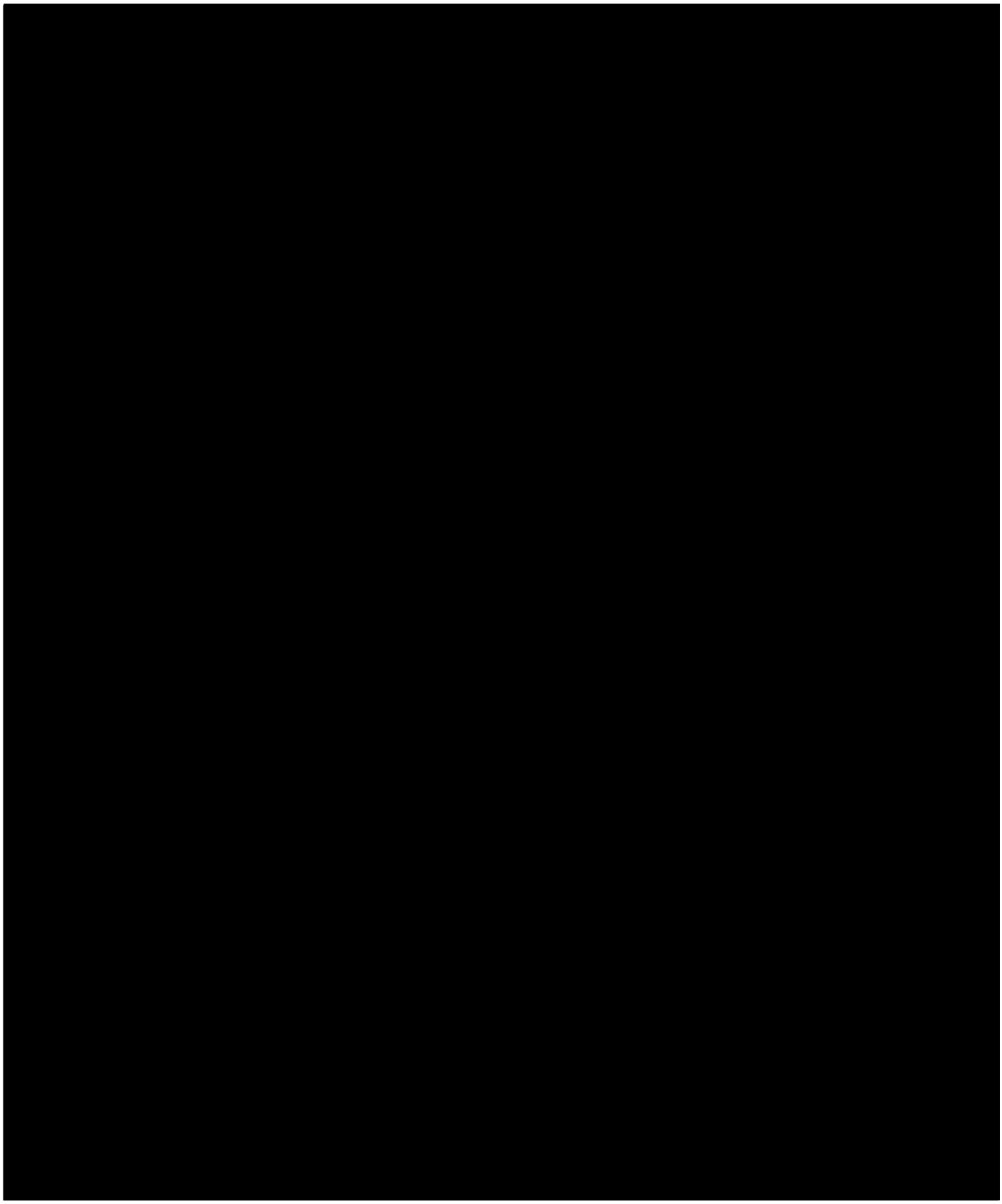


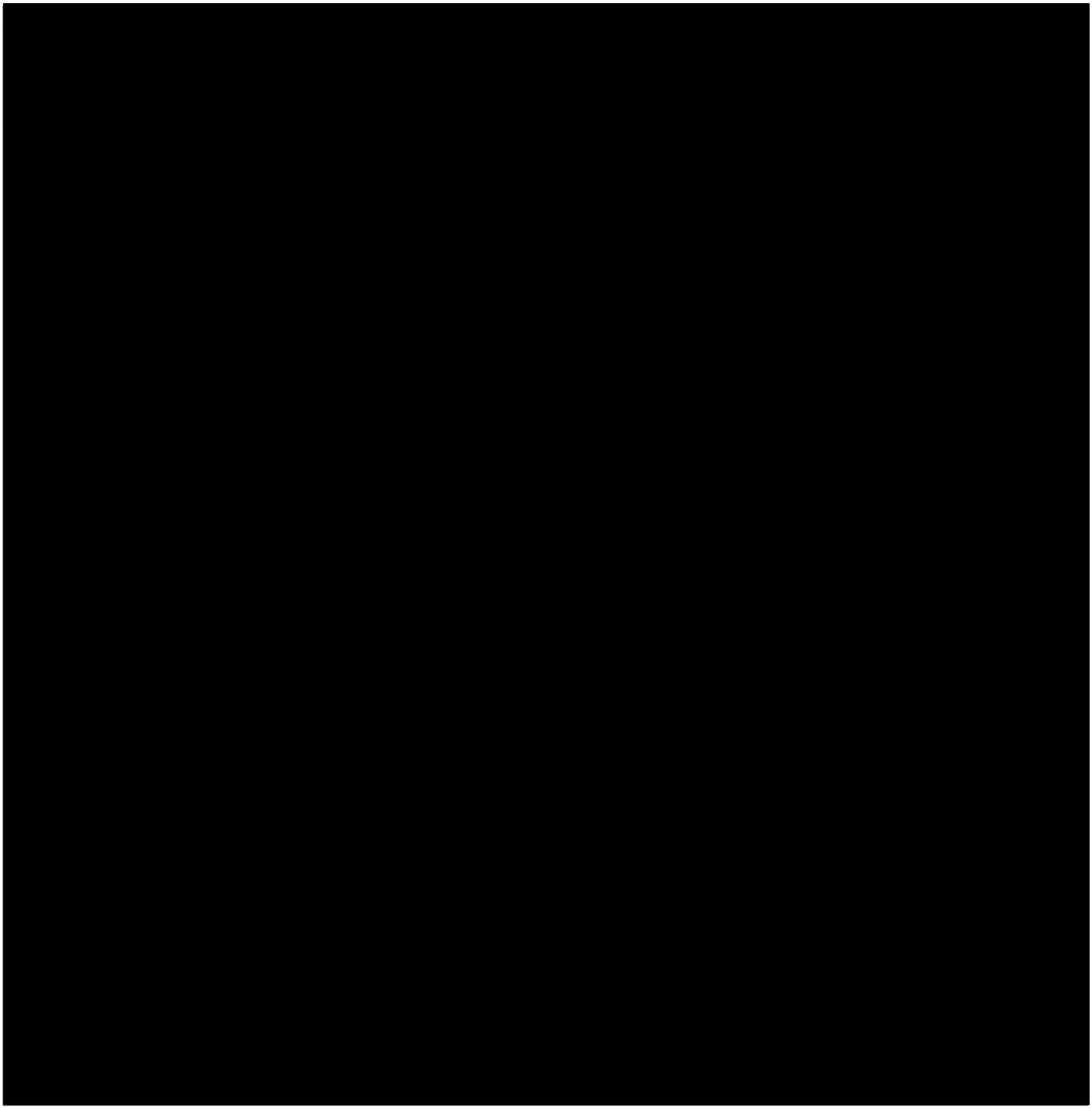


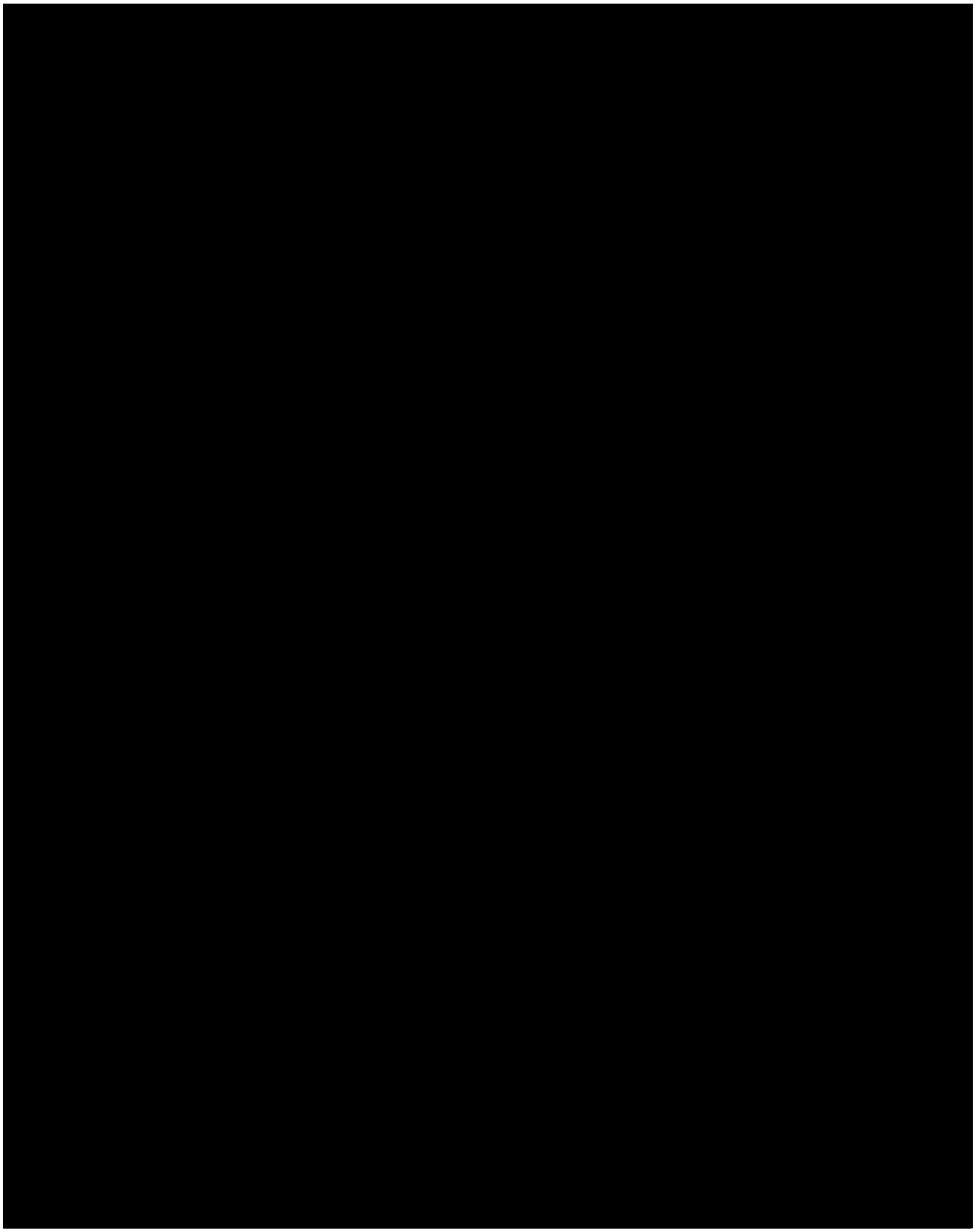


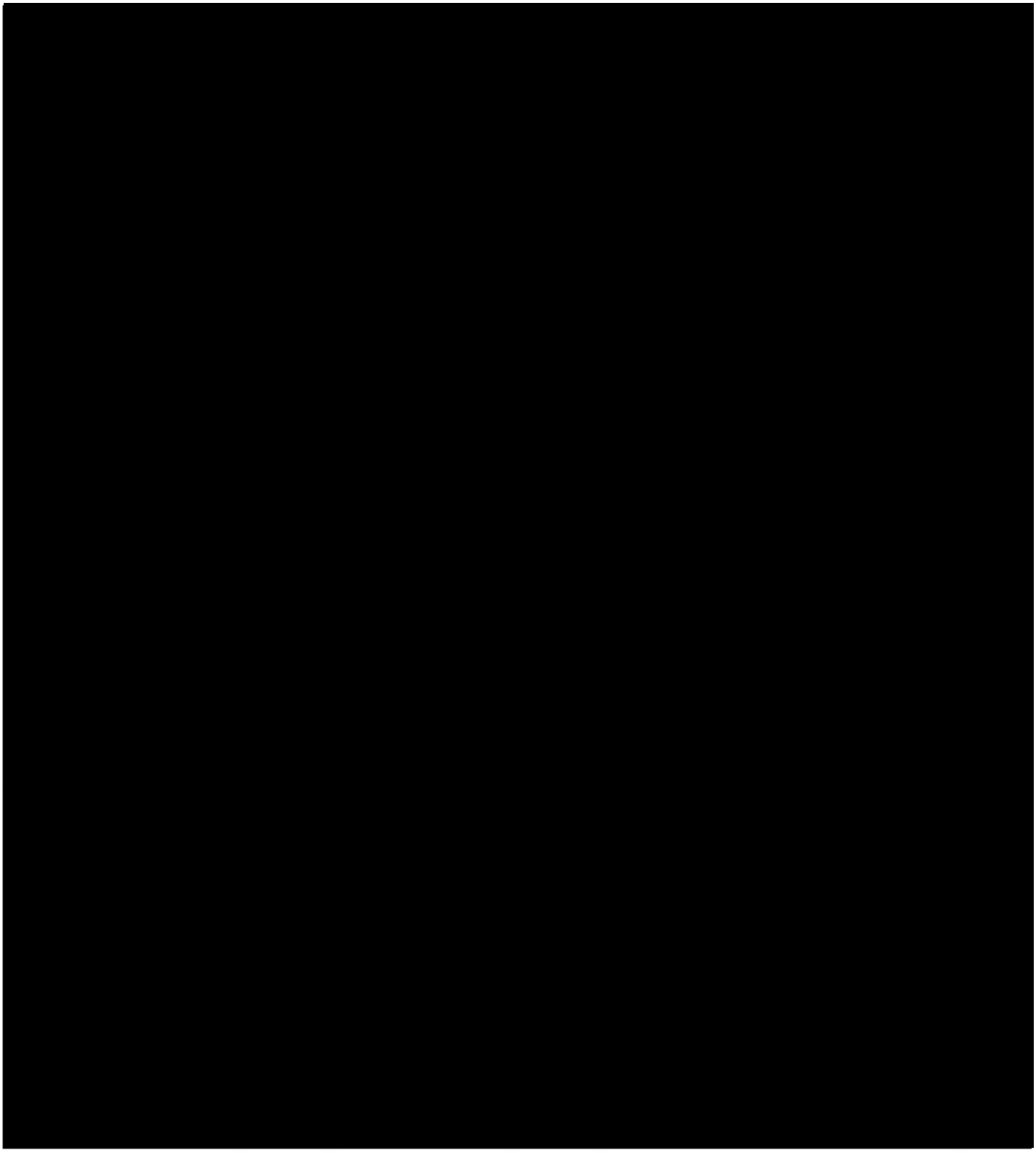














GTECH Hotline Escalation Process



Software Inventory List





Software Inventory List

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West Virginia Video Server Infrastructure



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West Virginia CMS Technology Team Organizational Structure

