

Number	Questions	Answers
1	How many named users will be accessing the Employee Information Portal?	IV-2 A. There are approximately 300 employees in the headquarters and 7 area offices throughout the Commonwealth who will use the lottery employee web portal.
2	How many concurrent users will be estimated to access the Employee Information Portal at peak time?	The proposed solution must meet the Service Level Requirements (Service Level Matrix - Appendix J) based upon the maximum user-base of 300 as defined by the RFP
3	What are the current usage statics of the current PA Lottery sites (internal and external)?	The present system does not provide this information, so current usage statistics are not available. The selected offeror must "provide usage statistics and reporting to the Lottery Technology Support Staff" as a requirement of the RFP. (IV-3.4. Lottery Information Portal – Employee. [H] & IV-3.3 Lottery Information Portal – Retailer [G])
4	How many concurrent users will be estimated to access the Retailer Information Portal site at peak time?	The proposed solution must meet the Service Level Requirements (Service Level Matrix - Appendix J) based upon the maximum user-base of 15,000 as defined by the RFP
5	What is the acceptable recovery time for system failure of both environment?	Support and Maintenance Function System Availability : System Restoration is defined in the Service Level Matrix (Appendix J - #5)
6	Is there a need for ongoing HelpDesk support?	IV-3.3 G. The Retailer Information Portal must provide the PA Lottery a method for authorized employees to support all users of the Retailer Information Portal with user account setup and management, administration, content management, assisting users via a help desk and support for all functional areas of the portal. The portal must provide usage statistics and reporting to the PA Lottery Technology Support Staff on demand. Section IV-3.1 Technical Requirements [H.] defines the types of customer support required, and the scheduling of this is defined by phase in section IV-4. Tasks.
7	Based on the structure of the RFP, it appears that there will be no requirement for any integration or interaction with any other existing application or database of the Commonwealth. In other words, this Portal and its supporting infrastructure would be totally standalone. Is this assessment accurate?	Lottery Portal is a separate and distinct portal, however the RFP includes its functionality within the Commonwealth. IV-1. A. General and Background Information. The PA Lottery employs a back office application (MIS) that interfaces with the Scientific Games system. The MIS processes and retains all data necessary for the successful operation of the PA Lottery. The MIS will be the source for all existing data necessary for this Project, and will be an additional repository for any new data which is collected through the life of this Project as deemed necessary by the PA Lottery. No integration to other Commonwealth Agency systems is required.
8	Can you provide feedback on why no offeror was selected as part of the original RFP?	This is irrelevant to the RFP.

9	Can you please tell us who is the current vendor of the existing lottery web portal and lottery employee portal that this procurement will replace?	The current solution is provided by Information Services Group (ISG).
10	Is Scientific Games International Inc., allowed (under PA procurement rules) to provide a response to this procurement?	Yes. The RFP establishes the criteria for submission.
11	Can you provide budget information – not specific allotted dollars but has the project been budgeted for 2011 or will it be budgeted for 2012?	The Commonwealth does not release budget information on an RFP.
12	The RFP suggests this is a design build operate and turnover project – is that correct?	Yes, as specified in Part IV.
13	Will the lottery consider new cloud based backup and security technologies?	PA Lottery will consider and evaluate cloud based backup and security technologies consistent with the requirements of the RFP.
14	Will the lottery be using multiple tablet devices as part of the mobile technology – dell is listed but will there be additional devices added	Specific mobile technology, as appearing in Appendix K, will be utilized.
15	One of the changes from the original RFP is the need for two references. Can you please explain the change	The requirements of the original RFP are irrelevant to this procurement.
16	With the timeline set forth does the lottery desire to have a functional working system before the end of 2011	No. See Section I-4 Problem Statement for delivery times.
17	What is the current learning distribution model for on-going and new hire workforce develop of Lottery employees, SLA's, and Lottery Retailers	Lottery Employees: technology, classroom Lottery Retailers: classroom, one-on-one instruction
18	Does the PA Lottery have any historical information about support volumes for Level 1 and Level 2 issues? Number of calls, number of emails, average response time, average repair times, etc	The existing system does not provide this information, so it is not available.
19	The number of end-users to support is clear (15,000 retailers, 300 internal employees), as are the hours of support (M-F, 7AM - 5PM). Does the PA Lottery see value in extending support hours? If yes, to what levels?	The PA Lottery may review the hours during the life of the contract, otherwise the offeror is directed to respond to the request for proposal with its best solution given the specifications supplied and requirements specified.
20	Is the PA Lottery open to exploring tablets or like computing devices for field personnel or is the PA Lottery wishing to stay with a Windows based tablet PC computing platform moving forward? If our proposal includes PC tablets will our response be considered compliant	Proposals must be based on the current equipment as set forth in Appendix K.
21	Is the PA Lottery seeking to replace the current mobile computing devices, (Dell Latitude Tablet XT)?	No.
22	Do the field personnel have the need to make voice calls on these computing devices	No.
23	Is the 5 years of "Lottery" Project Management experience mandatory	Yes, see Section III-1.
24	How many end users need to be trained	This may depend on the solution that is provided. Based upon the total users supported, the offeror should respond to the request for proposal with its best solution given the specifications supplied and requirements specified.
25	Will you allow a prospective vendor to present the proposed solution prior to the BAFO stage of the procurement cycle	The offeror must set out its proposed solution in the technical submittal as required by the RFP. After the evaluation of the proposals that are submitted, a BAFO may be conducted. Demonstrations will only occur during the BAFO.

26	What is the timeframe for selecting the winning vendor	Section 1-12 anticipates within 120 days of receiving the proposals, that is, however, merely an estimate.
27	What is the expected timeframe for finalizing a contract after the winning vendor has been selected	Section 1-12 anticipates within 120 days of receiving the proposals, that is, however, merely an estimate.
28	If the Commonwealth provides hosting, when will the hardware be available for setup by the vendor	If the Commonwealth decides to provide hosting, the terms of the hosting will be determined under Appendix A, Section 21.
29	Must the new mobility application run on the current Lottery mobile hardware?	Yes, See Appendix K
30	If an upgrade or replacement of the hardware is required can vendors assume the replacement cost be borne by the Lottery?	Yes, Replacement of the current mobile computing devices is not within the scope of this RFP.
31	Will the vendor be compensated for the effort required to convert the application to work with the new mobile hardware ?	Should the replacement of mobile technology be required during the duration of the contract with the Commonwealth, and changes are required of the application which are out of scope of normal hardware configuration; "Commonwealth shall use the contract change order process to modify the contract as required (See Appendix A, Section 21 – Changes)"
32	As a previous RFP was issued for this product and related services, and as there was a Q&A issued for that RFP, can we assume that any or all of that Q&A is valid for this RFP ? If it is partially valid, can the Q&A be reissued to identify which parts are valid ?	The previous RFP and any questions and answers related to that RFP are irrelevant to this RFP.
33	Reference II-1 C. on Page 23 Please clarify what the Lottery means by replace. Is this project to develop, from the ground up, a new lottery retailer web portal and lottery-employee portal? Can the proposed solution be based on an existing software solution used by other lottery customers?	The PA Lottery seeks to select a different solution which meets the needs described in the I-4. Problem Statement. Modification of the existing system is not acceptable.
34	Reference Page 26 B. What is the expected annual spend for this contract	The Commonwealth does not release budget information in an RFP.
35	Reference Appendix C Hosting Service Fees - Will the successful vendor be able to modify the projected hosting service fees for Years 4 and 5 to reflect expansion of the application hosting requirements and/or upgrades in hardware/software/maintenance products and licenses	Offerors will be required to honor the rates proposed in their Cost Matrix for years four and five. The Commonwealth will use the change order process set forth in Appendix A, Section 21, if the application hosting requirements expand in those years.
36	Reference Appendix C Hosting Service Fees - If the successful vendor initially hosts the application and the Commonwealth opts to bring it in house, how will the successful vendor be compensated for the associated transition activities from the vendor's environment to the Commonwealth's	As described in section I-4. Problem Statement, "If, during the term of the Contract, the Commonwealth determines it is in its best interest to host the solution at an alternate location, the Commonwealth shall use the contract change order process to modify the contract as required (See Appendix A, Section 21 – Changes)" Should the Commonwealth require the change of hosting site, the contract change order process will address changes including the "price, timetable, specifications, and other terms and conditions of the Contract"
37	Reference Appendix J Service Level Matrix - If the Commonwealth opts to host the application can the successful vendor assume it is no longer responsible for the related service level requirements in Appendix J	Service Levels Requirements pertaining to hosting would no longer be applicable.

38	Given the schedule contemplated for the project, with Phases 1 and 2 delivered before requirements are complete for Phases 3 and 4, how do you anticipate that we would be able to effectively design the architecture for the overall system (especially data structures)?	The offeror is expected to explain how it will effectively design the architecture for the overall system within its proposal.
39	What is the business reason for the 4 and 6 month deadlines for Phases 1 and 2? Are there other options for project delivery schedule	The business reasons are irrelevant to this RFP. These timelines are requirements of the RFP.
40	(A) Is there a comprehensive list of interfaces to the new system, (B) and the service levels required both into and out of the new system?	A: No comprehensive list exists. See answer to question 7. B: SLA's are described within the RFP.
41	What is the transaction volume between PA Lottery, Retailers and Corporate Accounts	See answer to question 3
42	Is the retailer information portal navigated to from the main lottery page – should some information be carried over?	A hyperlink will be established from the PA Lottery's website to the retailer information portal. No shared data will be carried over from the PA Lottery website.
43	Besides the mention of IBM MQ, is there any additional information regarding current systems architectures or technology specification for applications or integration	No, the offeror is directed to respond to the request for proposal given the specifications supplied and requirements specified.
44	Given the Commonwealth IT standards, we are assuming the following technologies are in use or are preferred; can you validate our assumptions: * SAP as the primary ERP system,* SAP Data Warehousing, * SAP Business Objects and Crystal reports, * IBM DB2, Oracle and SQL Server as DBMS * Oracle Web Center as the main portal technology * Oracle Weblogic and IBM Websphere Application Server	See answer to question 7. Lottery Portal systems do not directly interface with other Commonwealth systems. IBM MQ is the only connection.
45	In Section II-4 of the RFP, it states that Offerors must provide at least 2 references from Lottery projects in the last five years, but in the evaluation criteria, there is no mention of this in the weighting of proposals. While a PM with lottery experience is mandatory, is offeror experience in Lottery projects required?	Section II-4 Work Experience states "Offerors must provide at least two (2) customer references from a lottery industry project completed within the last five (5) years." Offeror is company proposing. This is a mandatory requirement for submitting a responsive proposal.
46	Appendix F, Retailer Information Portal - Security - "Allow retailers and corporate accounts to manage and create users for their accounts...": Does each retailer/corporate Account to have their own Admin page? Do they have an LDAP for user credentials? Will all users be in the LDAP ? Is there a limit on the number of users per retailer/corporate account?	The requirement indicates that the retailer/corporate account must be able to administer its own user accounts within the portal. [the number of sub-accounts is not limited] The ability to leverage Commonwealth/Agency identity stores for usage with the proposed portals at this point in time is undetermined..
47	Appendix F, Retailer Information Portal - Security - "Create a method for users to reset their passwords for the retailer information portal...":Is this a manual reset by a Central Helpdesk Administrator or the Retailers and Corporate Account Administrators will do it?	Primary retailer/corporate account password reset are required to be made via a manual reset by a Helpdesk/Administrator. Secondary/sub retailer/corporate account password resets will be managed by the Primary retailer/corporate account.
48	Appendix F, Retailer Information Portal - Security - "Notification for new retailers...": Who is this notification for? Is this email? Automated Phone? Notification on Website? Mobile device?	The Lottery seeks a solution that will provide the means of indicating that the new primary retailer accounts have been created within the portal system, such that the retailer can be made aware of its availability and the required access credentials. The end result will be the creation of mailed correspondence to the retailer.

49	Appendix F, Retailer Information Portal - Retailer Dashboard - Does all information for the dashboard come from a data store or is it from an API or web service call?	A data store is a required component of the requested solution, which will supply the portal data including the dashboards required.
50	Appendix F, Retailer Information Portal - Retailer Dashboard - Display Winners from the past accounting week...": Is this a all winners or only winners from the Corporate Account or Retail?	This data would be limited to the specific retailer account.
51	Appendix F, Retailer Information Portal - Retailer Dashboard - "Option to edit scheduled reports...": What does edit mean – edit the report layout or only the schedule	"Edit" pertains to the format (export) and frequency of delivery of the scheduled report.
52	Appendix F, Retailer Information Portal - Retailer Location Data - Displays information pertaining to the retail location or selected store within a corporate account...": Where does this information come from – datastore, API call, web service call?	See answer to question 49.
53	Appendix F, Retailer Information Portal - Retailer Location Data - Profile": Where does this information come from – datastore, API call, web service call	The RFP is looking for the offeror to host the database (store) themselves, and are therefore free to develop their own data store. A data store is a required component of the requested solution, which will supply the portal data including the dashboards required.
54	Appendix F, Retailer Information Portal - Reports - Where does the reporting information come from?	See answer to question 53
55	Appendix F, Retailer Information Portal - Game Closing - "Provide a game closing dashboard that provides game closing functionality...": Are there specifications for this dashboard? What data does it include?	The Game closing dashboard will provide a means of relaying the status of instant games in terms of recently closed, games nearing closure, and any relevant notices on instant game closings. Complete specifics will be acquired in information gathering.
56	Appendix F, Retailer Information Portal - Retailer Dashboard - Is the graph rendered on the portal or displayed from a file?	See answer to question 38
57	Appendix F, Retailer Information Portal - Transaction Data and PCT Event Files - "Provide a solution for distribution of data and files from MIS to specified corporate subscribers...": Is this data set defined already? Do all corporate subscribers have the ability to receive data?	This is not a core specification, and would require further and full requirements gathering. The offeror is directed to respond to the request for proposal with its best solution given the specifications supplied and requirements specified.
58	Appendix H, Employee Information Portal - "It is required to include a secure method for employee log on...": Is there an LDAP or single sign-on capability in place already, or a standard you prefer?	No sign on method in place now, and no standard we prefer.
59	Appendix H, Employee Information Portal - "Develop a process and system to deliver and provide easy access to retailer specific information...": What is the latency of this information, is it real time?	The data feed to the proposed system will not be supplied real-time, but as provided by the Lottery's backoffice system.