

REQUEST FOR PROPOSAL
FOR
INFORMATION SECURITY
AUDIT SERVICES



RHODE ISLAND LOTTERY
1425 PONTIAC AVENUE
CRANSTON, RI 02920 401-
463-6500

www.rilot.com

SECTION A - GENERAL INFORMATION

1. LOCATION

- A. The Division of Lotteries of the Rhode Island Department of Revenue (hereinafter "RIL") is located at 1425 Pontiac Avenue, Cranston, Rhode Island 02920.

2. BACKGROUND

- A. The purpose of this Request for Proposal (RFP) is to obtain proposals from Vendors experienced in information security controls to perform an information security audit, concentrating on external and internal network risk assessment.
- B. The RIL has approximately 105 employees, organized under the following divisions: Office of the Director, Finance, Marketing, Security, Video Lottery Operations, Table Games Operations, and Sports Betting.
- C. The RIL offers traditional Lottery products - Instant Ticket games, several Online/terminal games (Daily Numbers, Wild Money, Keno, Bingo, Powerball®, Mega Millions®, and Lucky for Life®) and operates the two State Casinos (Twin River Casino in Lincoln, Rhode Island and Tiverton Casino, in Tiverton, Rhode Island) offering the Video Lottery Terminals (VLTs), Table Games, and Sports Betting).
- D. The processing for the traditional Lottery Product offerings, VLTs, and Sports Betting, is conducted through three (3) separate systems provided by the RIL's Central System Provider, IGT Global Solutions, Inc., whose headquarters are located in Providence, Rhode Island. IGT has a data processing center located in the RIL Headquarters Building in Cranston, Rhode Island. IGT's backup systems for traditional Lottery and VLT gaming are located in West Greenwich, Rhode Island. The IGT Sports Betting systems are located in Twin River Casino, with a backup system in the Tiverton Casino.
- E. Legislation passed in Rhode Island authorizing the RIL to offer Sports Betting. IGT (partnering with William Hill) was awarded the Sports Betting Service Provider contract, and on-premise Sports Betting went live in November of 2018 at the Twin River and Tiverton Casinos followed by the implementation of statewide mobile Sports Betting in September of 2019.
- F. IGT maintains a local area network supporting all of the gaming systems.

1. IGT has three (3) Online host systems running AIX as well as other supporting infrastructure running Windows Server /Desktop OS.
 - a. The Online system consists of IGT betting terminals at retailer locations, IGT validation kiosks, IGT ticket vending machines, Lottery desktop and mobile website, and IGT Lottery retailer portal reporting website.
 - b. This system manages the Online games (Daily Numbers, Wild Money, Keno, Bingo, Powerball, Mega Millions, and Lucky for Life) as well as the Instant Ticket games.
 - c. Two (2) central host systems are located at IGT's Data Center in Cranston and one (1) host backup system at IGT's backup Data Center in West Greenwich, Rhode Island.
2. IGT has four (4) Video host systems running LINUX as well as other supporting infrastructure running Windows Server /Desktop OS.
 - a. The Video system consists of IGT Video ticket validation terminals located at each Casino, site controllers at each Casino, which interface with the VLTs, and ticket self-redemption units at each Casino.
 - b. This system manages the VLTs, Video ticket validation terminals, and Video ticket self-redemption units.
 - c. Two (2) central host systems are located in IGT's Data Center in Cranston and two (2) host backup systems at IGT's Backup Data Center in West Greenwich, Rhode Island.
3. IGT has two (2) Sports Betting host systems running LINUX, as well as other supporting infrastructure, running Windows Server /Desktop OS.
 - a. The Sports Betting system consists of kiosks, betting terminals, and odds board displays located at each Casino, and Android, desktop, and iOS mobile apps to permit mobile wagering.
 - b. The system interfaces with William Hill's odds feed that supports the IGT system.

- c. William Hill does have remote access to the system.
 - d. One (1) host system is located in the Twin River Casino in Lincoln and one (1) host backup system in the Tiverton Casino in Tiverton.
- 4. It is important that the selected Vendor identify, review, and diagram the systems, and all interconnection points between the systems noted above, to ensure that these systems and identified connection points are properly secured and monitored and include that information in the final report.
 - 5. All processing of gaming transactions is performed by the IGT system(s). The IGT networks supporting the gaming systems are Cisco and Juniper based networks. The RIL and the IGT Data Center are both located within the same building. It is important to distinguish that the RIL maintains a separate internal corporate network from the IGT gaming system networks.
- G. The RIL is subject to annual external audit by the Rhode Island Auditor General's Office as well as other external IT security audit firms.

3. LENGTH AND TYPE OF CONTRACT

- A. The term of this contract shall commence on the execution date of the contract. The term of the engagement is for three (3) years and may be terminated by either party with adequate advance written notification (minimum of thirty (30) days) of its intent to terminate such relationship.
- B. The RIL requests that each system area be priced separately in submitted bids to offer some flexibility in the priority and scheduling of their evaluation, as well as a total cost for performing the entire evaluation.
- C. The system areas are as follows:
 - 1. IGT /RIL Video system
 - a. Four (4) host systems and supporting hardware, which includes review of the IGT ticket validation terminal hardware/ software and connectivity used at each Casino.

2. IGT/RIL Online system

- a. Four (4) host systems and supporting hardware, which includes review of the retailer terminals, ticket checkers, and self-service terminal/ticket vending machine hardware/ software and review the type of connectivity used at each RIL retailer for these devices to connect to the IGT central system.

3. IGT/RIL Sports Betting system

- a. Two (2) host systems and supporting hardware, which includes a review of the tills, kiosks, mobile app and connectivity used by each of the devices on the IGT Sports Betting system.

- D. The RIL reserves the right to accept proposal(s) in whole or in part and to negotiate terms, conditions, and provisions in addition to those stipulated in this RFP.
- E. The RIL reserves the right to award this contract on price alone.
- F. The laws of the State of Rhode Island, including the State's General Conditions of Purchase, shall govern any contract(s) resulting from this RFP.
- G. Prior to final award, if selected Vendor is out of state, the Vendor will be required to file an "Application for Certificate of Authority as a Business Corporation/Foreign Business Corporation" with the Rhode Island Secretary of State's Office; website address www.sos.ri.gov.
- H. It is the policy of the RIL to make every effort possible to assure the participation of small, minority, and female-owned businesses pursuant the General Laws of the State of Rhode Island.
- I. The purpose of this agreed upon procedures engagement will focus primarily on IGT's compliance with policies, standards, and practices adopted by the RIL to safeguard all computerized aspects of the RIL games. This engagement must also evaluate the security posture of IGT's systems and the associated networks they communicate on.
- J. IGT's Policies and Procedures must be reviewed and compared to the RIL existing Policies, Procedures, and Standards to ensure that IGT is in compliance. Further, the selected Vendor is to review all IGT and RIL Security Policies, Procedures, and Standards to identify any additional areas where information systems security controls could be improved or

enhanced. The RIL will provide all external audit reports to the Vendor selected to perform this security audit.

- K. The RIL plans to conduct a pre-bid conference to answer questions relating to the specific and technical details of the engagement.

SECTION B - WORK TO BE PERFORMED

1. AUDIT PHASES

- A. The RIL is looking for this review to occur in two (2) phases:

Phase 1 - Selected Vendor will attend on-site meeting at the RIL to go over, gather, and review system information (hardware, software, documentation, etc.) for all the systems in the scope of the agreement. The goal of this meeting is to ensure that the selected Vendor has all the information necessary to finalize the audit plan, determine, and develop any areas that need review, and/ or need additional attention during Phase 2 of the review. Phase 1 will also include physical tours/walkthroughs of all locations housing equipment in the scope of this agreement.

Phase 2 - On-site visit where the selected Vendor will perform audit activities discussed and agreed upon in Phase 1. Phase 2 can be performed immediately following Phase 1 but must be started no more than two (2) weeks following Phase 1.

2. INFORMATION SECURITY STANDARDS

- A. The RIL has listed below the *Information Security Standards* included in the scope of this engagement that are applicable to each system area defined above.
 - 1. *System and Application Development Resources* must be protected accordingly to ensure only authorized personnel may access such resources. Change management, version and distribution controls should be in place for all implemented systems and applications. All system and application development or modifications must be supported by a thorough, documented test plan; and only applications completing the test plan and approved by the RIL Information Security Administrator should be implemented into production. Program directories and files must be secured with appropriate file access permissions granting the least required privileges, rights, and attributes.
 - 2. *Local Area Network Administration* by IGT should adhere to the following standards:

- a. All nodes should be registered on the network.
 - b. All remote users must be properly and securely authenticated by the accessed network.
 - c. Verification that remote sessions are properly logged, reported, and reviewed.
 - d. IGT employee exiting procedures, whether terminated or voluntary, are to be followed to disable user account access.
 - e. All remote passwords must be periodically changed.
 - f. A list of persons issued remote passwords must be maintained.
 - g. Gateway accounts permitting remote access must be disabled until access is needed.
 - h. Policies for the management of routing and bridging must be operational.
 - 1. Procedures to enforce network security policies must be operational.
3. *User Account Management and Administration* should adhere to the following guidelines:
- a. Each user must have a personal account with a unique login name, password, and user identification code.
 - b. Accounts with System Administration privileges must only be used when these duties are required to be performed . System Administrators must utilize their non- administrative account for normal user activities.
 - c. All "Guest" type accounts should be deactivated.
 - d. Accounts not used for thirty (30) days must be disabled for login and removed from the system when it is determined that the user no longer needs access.
 - e. After a predetermined number of logon attempts, the user ID being utilized must be automatically disabled by the system, and the System Administrator must be notified.

- f. Identify system accounts that are needed for the system to operate.
 - g. Each system using passwords to protect an account must have a password policy that is in compliance with the RIL IT security Policies and Procedures.
 - h. Test accounts must be limited and controls must be in place to describe purpose of test account, who requires the test account, and how long the test account will be active. There should also be details describing the test accounts access to systems, how the account is monitored, and who has access to the test account.
4. *Information Security Responsibilities.* Detail the effectiveness of the Central System Provider's current process of performing information security responsibilities. Responsibilities include, but are not limited to:
- a. Ensuring that IGT's Policies and Procedures are in compliance with the RIL Policies and Procedures and are being adhered to.
 - b. Performing a GAP analysis against the RIL and IGT IT security policies. The review of these policies must be done on site.
 - c. Ensuring IGT performs a gap analysis on a scheduled basis or when IGT makes policy changes that were previously compliant with the RIL Policies and Procedures to ensure a policy conflict is not occurring.
 - d. Assigning ownership responsibilities for all assets including physical and data assets, including databases, files, operating system, and application software. IGT must document and review all physical and data assets on a scheduled basis.
 - e. Managing system accounts, user profiles, and user access privileges; creating and granting access privileges to user accounts in accordance with resource owner specifications; and ensuring access privileges are revoked and resources transferred to authorized employees when an employee's status changes.

- f. Oversee and monitor its systems to review and ensure that system user accounts have the correct access privileges assigned for all the systems it supports for the RIL.
 - g. Monitoring compliance of the employees, vendors, consultants, contractors, etc. to the security requirements.
 - h. Ensuring a response to security violations and concerns by reviewing existing incident response handling procedures.
 - 1. Serving as a mechanism for the on-going review of data information protection considerations, in the light of technical, environmental, or statutory changes that may anse.
 - J. Conducting reviews of computing security, including network access, on a regular basis.
 - k. Ensuring IGT performs annual employee IT security re-certification and meeting industry best practices for all Data Center employees.
5. *Computer Viruses and Malicious Program Logic.* Each operational unit should have established procedures that will protect the unit from computer viruses and malicious program logic. These procedures should provide the framework for procedures on prevention, detection, and eradication of viruses. These procedures include but are not limited to:
- a. Automated protection via constant updating of virus detection master files,
 - b. Virus "scanning" performed upon all systems on a scheduled basis,
 - c. Ensuring all users know what is expected of them regarding virus protection policies,
 - d. Confirming procedures exist for the official reporting of any detected viruses, and
 - e. Ensuring that the an IT security-related events escalation policy is in place.
6. *Data Back-up, Storage, and Recovery.* Confirm the existence of Policies and Procedures that have been developed and implemented regarding the various RIL central system data back-

up, storage, and required recovery. These shall be reviewed to determine if:

- a. Data is being backed-up on a regularly scheduled basis,
 - b. Appropriate encryption practices are utilized to protect sensitive data stored on all the systems and that there is secure storage of backup media,
 - c. There are copies of this data being stored on-site as well as off-site,
 - d. The back-up and retention schedule is able to supply all needed data for any given recovery procedure; and
 - e. All pertinent personal computer (non-network) files are backed-up on a scheduled basis.
 - f. The formal disaster recovery plan has:
 - Been reviewed and updated within the past twelve (12) months,
 - Effective monitoring of the plan's state of readiness,
 - Confirmation that the Central System Provider's backup Data Center has all the components to function as a primary Data Center to process transactions, and
 - Confirmation that a failover test to the backup system has been performed at least annually.
7. *Network Vulnerability and Intrusion Testing.* Inspect, identify, and test all points of access that currently exist on the Online system, Video system, and Sports Betting system network. This includes:
- a. Reviewing the access levels (internal and external) defined on all systems. Once all required information has been gathered, review all systems for any type of vulnerabilities. Report on all appropriate security features available to each system. Make note of all appropriate features that have not been 'enabled'.
 - b. Reviewing configurations defined on IGT firewalls, routers, switches, and all other miscellaneous network hardware located to ensure that controls have been established that would block unauthorized individuals from gaining access

to any of these devices. The review of these configurations must be done on-site.

- c. Ensuring that all devices such as firewalls, routers, switches, and all other miscellaneous network hardware connected to the Online and Video systems meet EOL and EOS requirements.
- d. Performing vulnerability and penetration (where applicable) to ensure:
 - No unauthorized ports are open,
 - Latest device patches/updates have been applied,
 - Vulnerabilities within utilized version of software,
 - Penetration Testing of the IGT Online/Video/Sports Betting systems (where possible),
 - Network scan of the IGT networks,
 - Network scanning is scheduled during off hours during the system maintenance windows or during off-peak times as mutually agreed upon by the RIL and IGT, and
 - Reporting on all areas where known vulnerabilities exist.
8. *Wireless Networking.* Perform a scan of all wireless devices located within the RIL building and at both Casinos.
9. Perform a security review of the door access privileges and camera coverage of the communication/ server rooms that secure IGT equipment at both Twin River and Tiverton Casinos to ensure that these areas are being properly secured and monitored.
10. Perform a vulnerability scan of the RIL's retailer website.
11. Perform a vulnerability scan of the RIL's website, www.rilot.com .
12. Perform a vulnerability scan of the website www.sportsbetrhodeisland.com and the app servers that support the Rhode Island mobile Sports Betting platform.
13. *Test System Connectivity with Production System.* Perform a review of how the IGT test systems are interconnected with the live production systems on the IGT network to ensure controls

exists to restrict and prevent production data from being copied to the test system, manipulated, and placed back onto the production system. Also, note any high-risk areas with regard to how and where the test systems are placed and accessed within the IGT network.

14. *ISO/IEC 27001:2013* standards must be utilized and enforced. Compliance with current industry standards is of top priority, thus the selected Vendor should be familiar with the ISO standards and should review if IGT is familiar with and following the standards.
15. Selected Vendor shall confirm any other current certifications held by IGT, including but not limited to the World Lottery Association (WLA) Security Control Standard (SCS), and confirm IGT's compliance with the requirements of the certification(s) held.
16. While performing the review of the selected standards, the selected Vendor is to meet with the RIL on a scheduled basis to discuss all of the findings up to that point in time. For each meeting, the Vendor will produce a detailed narrative of all the findings that require discussion.
17. Once the audit of the selected standard(s) is completed, the selected Vendor is to provide the RIL with all its findings in a formal written report, which highlights the risk level (low, medium, high), and recommended solution to each finding.
18. Any written reports pertaining to this audit must remain confidential.

SECTION C - REQUIREMENTS OF RESPONDENTS

1. BID RESPONSE REQUIREMENTS

- A. Bidder shall provide a description of its expertise, including, but not limited to:
 1. A brief history of its organization, including the number of years it has been in business, major clients, organizational structure, trade affiliations, and any parent/ subsidiary affiliation with other entities,
 2. The names and/ or positions of those individuals who will work on the RIL account, and their levels of expertise,

3. An outline of the organization's expertise in providing information security services similar to those listed in this RFP, and
 4. Any unique qualities Bidder has that will enhance the services supplied pursuant to this RFP.
- B. The Bidder shall provide the names and functions of the specific individuals who would be assigned to work on this project for the RIL. The RIL has the right to reject any personnel, and the selected Vendor will have the obligation to immediately replace said personnel. The RIL has no obligation to disclose the reason said personnel was rejected.
- C. To allow for a complete evaluation of the integrity, background, and character of a potential Vendor, each Bidder, and parent corporation if the Bidder is a subsidiary corporation, shall disclose the following:
1. The details of any conviction, judgment, and the nature of any investigations by local, state, or federal law enforcement authority in a state or federal court against the Bidder or any allegation related directly or indirectly to any business activity,
 2. The details of any litigation during the past three (3) years that is completed, in progress, or pending between the bidding Vendor and any party, private or governmental,
 3. The details of any bankruptcy, insolvency, reorganization, or any pending litigation involving fraud or deceit against the Bidder; and
 4. Who, if anyone, will get a commission or other value from bidding Vendor, if Vendor is selected.
- D. Failure to provide the detailed information required by the RFP may result in disqualification of a bidding Vendor from the evaluation process. Award of contract shall be at the sole discretion of the RIL.
- E. The RIL may refuse to award a contract to a Vendor, or any affiliated entity, if any of the following apply:
1. False statements have been made in any information provided in the above-required disclosures, and/or
 2. Any of the entities, or principals of entities, have been convicted of an offense involving dishonesty, fraud, or any gambling-related offense.

F. The bidding Vendor shall state whether or not any of the following have occurred during the last two (2) years:

1. The bidding Vendor was assessed any penalties under any of its existing or past contracts, and if so, indicate the public jurisdiction, the reason for the penalty, and the penalty amount of each incident;
2. The bidding Vendor has had to delay or nullify any contract; and/or
3. The bidding Vendor, subsidiary, or intermediary company, parent company, or holding company was the subject of any order, judgment, or decree of any state or federal authority barring, suspending, or otherwise limiting the right of the bidding Vendor to engage in any business, practice, or activity.

2. FINANCIAL INFORMATION

A. Financial disclosure shall include either:

1. Bidding Vendor's complete financial statements (including, but not limited to, income statement and balance sheet) for each of the two (2) most recently completed fiscal years audited by a certified public accountant verifying that the audit was conducted; or
2. In the event that the bidding Vendor's income statements and balance sheet are not independently audited, the Vendor's income statement and balance sheet for each of the two (2) most recently completed fiscal years and copies of bidding Vendor's income tax returns for those same years shall be provided.

3. INTERESTED PERSONS

A. Bidding Vendor's proposal must disclose, to the best of the bidding Vendor's knowledge and belief, any persons who work for the bidding Vendor who meet the following criteria:

1. Are directly or indirectly related to IGT;
2. Are directly or indirectly related to the RIL;
3. Have or will have an economic interest in any contract by and between bidding Vendor and the RIL ("Interested Persons"); and/or

4. Have any existing or prior working relationships with IGT Corporation.
- B. Failure of selected Vendor to identify and disclose any and all Interested Persons to the RIL may render the contract void at the sole option of the RIL.
- C. If at any time subsequent to the execution of a contract any person meets the above criteria and thus becomes an Interested Person, Vendor must notify the RIL in writing of the existence of such Interested Person(s) within two (2) business days of Vendor's knowledge thereof. The existence of such Interested Person(s) may be grounds for the termination of the contract at the sole option of the RIL.

4. REFERENCES

- A. Bidding Vendor shall provide the names of three (3) clients who have contracted with the bidding Vendor within the last three (3) years for information security services similar to those being requested in this RFP. The list shall include the following information:
 - Company Name
 - Contact Name
 - Address
 - Telephone Number
 - Detailed Description of the Type of Service(s) Performed
- B. In addition, if bidding Vendor has provided services to other Lotteries, bidding Vendor shall list those Lotteries. The **RIL** may contact any company or references listed and inquire about the quality of services supplied by the bidding Vendor.

SECTION D - ADDITIONAL REQUIREMENTS OF SUCCESSFUL VENDOR

1. NON-DISCLOSURE

- A. Selected Vendor understands that during the term of this contract, Vendor may have access to information, data, and concepts that are of a highly confidential or sensitive nature. Due to the sensitive nature of the data that may be provided to the Vendor, Vendor expressly agrees that it shall maintain this data in confidence and that it shall not use this data for any purpose other than its performance for the RIL under this contract.

2. RIL PRIZES

- A. No officer or employee, or any blood relative living in the same household with any officer or employee, of the selected Vendor shall be entitled to a RIL prize during the term of this contract.

3. SUBCONTRACTING

- A. If any part of the contract between the RIL and the selected Vendor is to be subcontracted, the bidding Vendor shall state in writing in the proposal a description of the subcontractor's organization and the proposed sub-contractual arrangements. The subcontractor must comply with all security and insurance requirements. The selected Vendor is prohibited from subletting, conveying, assigning, or otherwise disposing of any contract resulting from the RFP, its rights, title, or interest therein, or its power to execute such agreement to any other company, corporation, or entity without the previous written consent and approval of the RIL. In the event the RIL approves the use of subcontractors in performance of this contract, the selected Vendor is not relieved of its responsibility and obligation to meet all the requirements of this RFP.

4. PERFORMANCE GUARANTEE

- A. If the selected Vendor is a subsidiary corporation, its parent corporation shall also be required to enter into agreement and unconditionally guarantee the performance of the Vendor under the agreement.

SECTION E - BONDS AND INSURANCE

1. LITIGATION /PERFORMANCE BONDING

- A. Each bidding Vendor shall submit, with its bid, a litigation bond in the amount of twenty-five thousand dollars (\$25,000.00).
 - 1. A claim upon the bond may be made by the RIL if the bidding Vendor brings any legal action or protest against the State of Rhode Island, RIL, or any individual member thereof, or any employees of the RIL, over the award of the information security audit contract; and the RIL is the prevailing party at the conclusion of the litigation.
 - 2. The bond shall remain in effect for one (1) year from the bid submission date. Bidding Vendors may request, and the RIL may grant, a release of the bond after six (6) months from the bid submission date in return for a release and covenant not to sue in a form acceptable to the RIL. The selected Vendor may request

such a release, and the release may be granted at the time of the contract execution.

3. The selected Vendor will be required to submit, at the time of the contract execution, a performance bond in amounts to be specified by the RIL based on the amount of the contract. The bond must be executed by a company authorized to do business in the State of Rhode Island and must meet the approval of the RIL. The bond shall be maintained in full force for the term of the contract.
4. The selected Vendor will also be required to submit, at the time of the contract execution, a payment bond (if subcontractors are to be used).

SECTION F- EVALUATION AND SELECTION

1. EVALUATION

- A. The RIL intends to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. All responses will be reviewed and scored by an Evaluation Committee. The Committee will evaluate each proposal that is properly submitted and provide its findings to the RIL Director, who will make the final selection.
- B. All proposals submitted must meet a minimum evaluation score of twenty-five (25) points in order to have the pricing component evaluated. Any proposals scoring less than twenty-five (25) points will be dropped from further consideration.

Quality of Bid Response	10 Points
Experience	15 Points
Financial Stability	15 Points
Price	<u>60 Points</u>
	100 Points

- C. An award will be made to the highest-evaluated Vendor who, in the sole judgment of the RIL, meets all of the requirements of the specifications, terms, and conditions contained herein.
- D. Bidders are to understand that the criteria used in the selection process are both objective and subjective and that price is not the only determining factor. The RIL expects the Bidder to respond to each section of the RFP within their response. Experience, financial resources, capabilities of the Bidder, and other relative matters will also be taken into consideration.

- E. The RIL reserves the right to determine which Bidders have met the requirements of this RFP and to determine whether any deviation of the requirements of the specifications, terms, and conditions contained herein is merely minor or technical in nature.
- F. The RIL also reserves the right to accept bids which, in the opinion of the RIL, deviate in a minor or technical manner.
- G. The RIL reserves the right to accept or reject any, or all, bids, and proposals, award on price alone, cancel the solicitation, waive any technicality, and/ or conduct additional negotiations as necessary in order to act in the best interests of the RIL.

2. SELECTION

- A. The Evaluation Committee will submit written findings, including the results of the evaluations, to the RIL Director, who will make the final selection for this solicitation.
- B. Upon receipt of the Committee's report, the Director is free to engage in dialogue with members of the Committee. The Director may take as much time as necessary to review the report and query the Committee.

SECTION G - RESPONSES

1. COMPLIANCE WITH FORMAT

- A. All responses must conform to the RIL's request. Bidders, in their responses, must refer to the specific sections in this RFP.
- B. Responses must be submitted in a manner that will enable the RIL Evaluation Committee to analyze each Bidder's response fairly and arrive at a meaningful comparison of proposals.
- C. Except for preprinted attachments or similar material, all pages of the proposals must be clearly numbered in sequential order.

2. RESPONSE REQUIREMENTS

- A. Responses not conforming to the requirements of the RFP will not be considered.
- B. All responses must be valid for one hundred twenty (120) days from the proposal submittal due date listed herein.

3. PREPARATION COSTS

- A. All proposals are submitted at the bidding Vendor's sole risk and expense. Under no circumstances shall the RIL be responsible for any cost or expense incurred in submitting a response to this solicitation, including travel.

4. REJECTION RIGHTS

- A. The RIL reserves the right to reject any or all proposals.
- B. Any proposal not containing sufficient information to permit a thorough analysis may be rejected, as may any response that fails to meet the minimum requirements detailed in the RFP.

SECTION H - COMMUNICATIONS

1. RESTRICTIONS ON COMMUNICATIONS

- A. Contact with RIL personnel is limited to written questions sent to the attention of the Evaluation Committee either by e-mail (tkiernan@rilot.ri.gov) or faxed to 401-463-5669 by the date and time stipulated herein.
- B. Contact with any RIL personnel or officials elected or appointed in the State of Rhode Island in an effort to influence the awarding of this contract shall be grounds for rejection of Bidder.
- C. Prior to the approval of a contract, Bidders shall not represent themselves to any party, including RIL staff, retailers, or vendors as having the endorsement of the RIL.
- D. Extraordinary requests for exceptions to these restrictions may be directed, in writing, to the RIL Director.
- E. Any Bidders causing or attempting to cause a violation or circumvention of this ethical standard may, in the sole discretion of the RIL, be disqualified from further consideration.

SECTION I - SCHEDULE OF EVENTS

1. SCHEDULE OF EVENTS

- A. The RIL reserves the right to change the dates listed below. If changes are made, all known potential Bidders receiving the original RFP will be contacted directly.

RFP Release	Thursday	02/06/2020
Written Questions Due	Thursday	02/20/2020
Responses to Questions	Thursday	02/27/2020
Proposals Due	Thursday	03/12/2020
Technical Proposals Opening	Friday	03/13/2020

SECTION J- SUBMITTAL AND FORMAT

1. INSTRUCTIONS FOR RESPONSE SUBMITTAL

- A. The original and five (5) copies of the Bidder's proposal, including all attachments, in the same order as the specific sections of the RFP, as well as the original and five (5) copies of the Bidder's pricing, must be received by the RIL no later than 4:00 p.m., EDST, on Thursday, March 12, 2020. Public opening of the technical proposals (not pricing) will be held on Friday, March 13, 2020, at 10:00 a.m. EDST.
- B. Any proposals received after 4:00 p.m. EDST on Thursday, March 12, 2020, will not be accepted.
- C. Proposals and pricing sheets must be submitted in separate envelopes addressed to:

Gerald S. Aubin
Director
Rhode Island Lottery
1425 Pontiac Avenue
Cranston, RI 02920

- D. Each envelope should be clearly marked to indicate its contents as follows:

"Sealed Bid - Pricing Proposal"
"Sealed Bid - Technical Proposal"