



ADDENDUM NO. 3 TO ALL OFFERORS:

Reference: Request for Proposal: **RFP# 5116MG**

Commodity: **Mobile App Development**

Dated: **September 24, 2020**

All offerors are required to acknowledge all RFP addenda in their proposals.

Proposal due date is hereby extended to **3:00 EST on October 5, 2020.**

2nd Round of Questions and Answers

1. Q: Is there a language (e.g. React Native, Swift, Kotlin, Objective-c) the Lottery had in mind that the winner would have to use? Or is this open for discussion?

A: No, there is no development language preference. The Lottery is open to different recommendations from Offerors.

2. Q: For the Application Development Contract #5116MG where are you expecting the development team to be located? On-site in Richmond, VA or on our own site?

A: Yes, the mobile app development team may be located off-site.

3. Q: In the RFP you mentioned that proof of concept shall be submitted in Application Programming Kit (APK) format, but in Addendum #1, you mention that offers should provide the proof of concept submission as both an APK and an IPA file. Can you please clarify how we need to submit the proof of concept?

A: Offerors should provide the proof of concept as both an APK and IPA file.

4. Q: Which are the native games we need to add? Are those in webview or natively developed?

A: For iOS, games will need to be added natively. For Google store, they could potentially be added via webview. The Lottery will share its roadmap for game releases with the awarded Offeror.

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5. Q: What are the expected changes other than iLottery during the upgrade from light mode to full mode?

A: The incorporation of iLottery functionality into the “full” Android app and the removal of CTAs tied to the “light” version would be the only significant differences.

6. Q: Other than promotions what level of UI flexibility the app will have?

A: Content management will be handled by the Lottery to the maximum extent possible.

7. Q: Will both light and full app have the interactive lottery animations?

A: Yes, both “light” and “full” versions would be expected to include interactive lottery animations, such as those for Keno.

8. Q: Do we have alpha releases for this application?

A: The Lottery’s expectation is that the initial release of the mobile app would include the functionality outlined in section A “Existing App Functionality” and section B “Additional App Requirements” of the RFP. The Lottery may, at its discretion, choose to release the MVP of the app without one or more of the items included in the RFP.

9. Q: Are we undergoing A/B testing or does the user feedback is for evaluation purpose only?

A: User feedback would be for evaluation purposes. Initial and or future phases of the app may include the ability for A/B or multivariate testing as well as capabilities to support personalization.

10. Q: Can digital credits converted to actual currency?

A: Item #6A under additional app requirements references the ability to convert winnings from retail Lottery games, which would typically be cashed at a retail location, into a funding mechanism for the digital wallet. A Lottery app user would be able to use those funds to purchase Lottery products via the app and/or website, by adding the funds into the Player’s Lottery wallet. Alternatively, the player could “cash” the draw or Scratch ticket

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into the app, and then use the withdrawal mechanisms currently available to deposit their winnings into an existing ACH account or debit card. Please note that while this is a “future state” capability, offeror is expected to be able to support this functionality based on the timeline established by the Lottery and its online gaming partner.

11. Q: Can the ticket barcode can be scanned more than once?

A: It depends on the scenario. If a player was using the app to validate the winning/non-winning status of the ticket and/or prize amount, then the ticket could be scanned multiple times. If the player was using the ticket barcode to scan to enter into a 2nd Chance promotion, then the ticket barcode could no longer be used to enter into that promotion, though it may be eligible for other 2nd Chance promotions depending on what is currently active. If a player used the ticket barcode of a winning ticket to deposit funds, then that barcode could no longer be used to “cash” in for digital wallet funds again. If the barcode has already been redeemed for digital funds, it may still be eligible for entry into a 2nd Chance promotion, depending on the conditions of entry for that promotion.

12. Q: In iLottery is demo version is a free play mode?

A: Yes.

13. Q: Lottery purchase and other transaction will happen via 3rd party payment gateways and these will not be part of light version of app?

A: Correct. Deposits, payments, and withdrawals to a player’s Lottery wallet will not be part of the “light” version of the Android app. They would be part of the iOS app.

14. Q: For any requirement, if we need to use an azure resource then can we use that directly or we will need an approval for that component to use?

A: It depends on the nature of the requirement and the resource needed. Certain azure resources need approval by the STAR committee before use, especially those pertaining to security such as account log-in.

15. Q: VA Lottery proposes TLS level security. Other than this will there any special requirement for data security like data encryption at rest or any guidelines related to data handling?

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A: The Lottery is subject to Commonwealth of Virginia Information Technology Resource Management Hosted Environment Information Security Standard SEC 525 ([SEC525 Hosted Environment Information Security Standard](#)) and Multi-State Lottery Association (MUSL) security regulations require data be encrypted in-transit and at-rest to ensure that collected data is protected from interception and modification.

16. Q: VA Lottery proposes Data warehouse for analytics purpose, so do we need to have separate component or service which will push related data in it with required data model changes?

A: Awarded vendor will need to provide all data pertaining to the Lottery to the Lottery in CSV file format through SFTP.

17. Q: Are we open to use latest version of the swift and android or do VA Lottery looking to develop in a specific version the apps?

A: See Addendum #1, Question 80. Offerors are expected to provide their best recommendations on a development platform and approach that will best meet the requirements of the RFP

18. Q: In regards to the statement “ Data may include, but is not limited to, jackpot amount, time remaining, number of entries, etc. ”, is it accurate that we will be able to fetch “number of entries” information from a provided endpoint in real-time?

A: Yes, information on number of entries available for a particular 2nd Chance promotion or other game is a datapoint that is available from the Lottery. It can be provided on a daily or near real-time basis by and as determined by the Lottery.

19. Q: Is it accurate that we will be provided with an API from a third-party system(s) to submit ticket codes for processing and success/fail response handling? If not, can you clarify the extent to which the Offeror must provide the core system for 2nd chance entries and ticket code management?

A: Yes, it is accurate that the Lottery will be providing information and API documentation regarding our 2nd Chance promotion entry applications. The Lottery is not looking to alter its existing 2nd Chance promotion entry application and ticket code management at this time. Offeror is expected to leverage the existing 2nd Chance API, as well as other

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integrations (such as account login), to allow a player to enter a ticket into a 2nd Chance promotion via the app.

20. Q: In regards to the statement “integration of the Keno animated live drawing feed” is the Lottery seeking the Offeror to create a brand new animated game that plays out current and past drawings, or are we integrating an existing animation (to be provided by Lottery or a third-party)) into the app experience?

A: The Lottery expects the Offeror to integrate an existing animation or video feed provided by a Lottery partner into the mobile app.

21. Q: Is it accurate that the first pricing line is for fixed-firm pricing to deliver all functionality in response to Section III(A) and Section III(B) requirements and nothing outside of these two sections? If not, can you please clarify further as to what sections must be included in this pricing line?

A: All sections should be included in the pricing with the exception of Section III(C) – Optional Features

22. Q: Is it accurate that any functionality contained in Section III(C) does not need to be priced as part of the proposal submission? If not, can you please clarify any instructions related to pricing for these items?

A: These are optional features and therefore not absolute requirements. If you are able to offer these or any other additional features, please include them in your proposal. Page 34 of the RFP requires Offerors to provide a list of the optional features and proposed price for each.

23. Q: Regarding the statement “ Please also include a list of the optional features you propose and cost for each .”, may be the Offeror use TBD pricing or is the Lottery seeking fixed-firm pricing for any proposed options?

A: The Lottery would prefer to see pricing for each feature. TBD may be used if pricing cannot be provided for a specific reason. Please include that reason in your response.

24. Q: In regards to the statement “which shall include, but is not limited to, a Service Level Agreement (SLA)”, is the Lottery looking for the Offeror to provide their SLA conditions as part of the submission or will these be negotiated with the successive Offeror?

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A: Please propose a recommended SLA. All aspects of the Offeror's submission may be negotiated.

25. Q: Does Virginia Lottery have a preference towards working with an existing or already contracted vendor/partner?

A: No.

26. Q: Are there any types of games NOT planned or legally able to be in the app, that are available on the web today?

A: No.

27. Q: Would you be open to a Canadian agency that works with clients in the US currently or do you have a local preference?

A: The Lottery does not have a local preference.

28. Q: Considering that all delivery guarantees have been removed by the major courier companies, would you be open to a digital only submission?

A: No. Please see Addendum One, Question #4 for submittal requirements. Offerors may submit hardcopies or just USBs.

29. Q: Could you let us know what the budget would be for this work?

A: No. Addendum One, Question #2.

30. Q: Can we have a demo account to explore the existing application?

A: Offerors are encouraged to create a MyGameRoom account via the app, and on the valottery.com website if they meet the requirements to create an account. A demo account can be provided to the awarded Offeror.

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31. Q: Can we develop this app using an offshore team?

A: Please submit a response that best meets our requirements. There are no requirements on offshore teams.

32. Q: Is the existing App developed as Native, Hybrid, Web and Progressive Web Apps

A: The Lottery's existing app is Hybrid.

33. Q: Should new database be designed or existing database be utilized?

A: The Lottery expects the selected Offeror to make a recommendation on database (new or using the Lottery's existing data warehouse) to provide the best solution based on the RFP requirements.

34. Q: Should new mid-tier or back-end services be developed for existing features, or are all the services available and need to be re-used for mobile application development?

A: Most back-end functionality is existing and available to support existing features. Some new technologies and approaches may be implemented by the Lottery as part of this project. The Lottery expects the selected Offeror to work with existing gaming partners and 3rd party vendors to ensure the timely integration, testing, and rollout of the functionality outlined in the RFP.

35. Q: Current application opens a browser shell in the app to create new account. Should this remain the same or the create new account needs to be designed inside the mobile app?

A: The Lottery is open to different approaches to support both the login and the registration process.

36. Q: Is there any preferred tech stack for developing the mobile application, or can any technology stack be used?

A: No. Offerors are expected to provide their best recommendations on a development platform and approach that will best meet the requirements of the RFP

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37. Q: “The Lottery currently has an existing mobile app to perform various functions”. Are you using cross platform IDE or individual platform for developing the app?

A: Offerors are expected to provide their best recommendations on a development platform and approach that will best meet the requirements of the RFP, including the need for “full” and “light” versions for Android and to address the 4.7 guidelines from Apple.

38. Q: Is Bluetooth-related features still relevant in this proposal or is it totally obsolete?

A: The Lottery does not expect to use Bluetooth to facilitate iLottery gaming transactions, although there are other potential uses for Bluetooth technology more generally within the app.

39. Q: Is the process of iLottery ticket similar to creating physical lottery ticket? Is there any expectation of including a QR code along with barcode?

A: Potential offerors can refer to valottery.com to see a representative example of the Lottery’s existing “Play Now” iLottery offerings. Those include both interactive instant win games, as well as more traditional draw games such as Mega Millions and Powerball. The process of creating a “digital playslip” (similar to bubbling in a paper playslip to select numbers, add-ons, drawings, etc.) would be included in the app, and the Lottery expects the selected Offeror to work with the Lottery’s existing gaming system vendor to determine a suitable method to display that information within that app (such as a QR code or barcode), so that it can be correctly read and interpreted by the Lottery’s hardware, such as gaming system terminals and vending machines.

40. Q: “Contribution to sales and customer acquisition and satisfaction goals”.

Can you outline what is your current sales and customer acquisition process & what are your satisfaction goals and what is your expectation from us of how we can be a part of this? Would this require storing data which could be used later or is there a different understanding?

A: Additional information on the Lottery’s sales, customer acquisition, and satisfaction goals and processes will be shared with the awarded Offeror. In terms of the mobile app and satisfaction goals, the Lottery plans to establish and track satisfaction scores for the app specifically. User feedback and satisfaction responses will help to establish drivers and improvements that will need to be implemented by the selected mobile app partner.

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41. Q: Should tutorials contain only images and texts or streaming video tutorials and animations are also preferred?

A: The Lottery is open to the recommendations of Offerors regarding different creative approaches to tutorials.

42. Q: How would you like the navigation to be managed? Should an admin login be used in to the application or a standalone web application be used for internal admins to use any kind of administration?

A: Navigation content items (ex: Mega Millions and associated destination within the app, Promotions> eXTRA Chances, etc.) should be managed by the Lottery. The Lottery is open to recommendations on navigation and content-management from Offerors on how this can be accomplished to best meet the needs of the RFP.

43. Q: Are navigation categories customized by Virginia Lottery Admin applicable for all lotteries or does it need any customization to be applied for each game and lottery?

A: Any navigation categories would need to be customized for, and customizable by, the Virginia Lottery.

44. Q: Is adding or removing new games, 2nd Chance or other content done in mobile application? If yes, do we need to develop a separate app for Admin functionalities?

A: Yes, adding or removing games, 2nd Chance promotions, and other content should be available for content management by the Lottery. The Lottery is open to recommendations on navigation and content-management from Offerors on how this can be accomplished to best meet the needs of the RFP. No, it is not necessary to develop a separate app as long as admin functionality for Lottery users is available via a web portal or other means.

45. Q: Removal of games is understood. Would like to know how addition of games is envisioned if a totally new game has been introduced? Assumption is all existing API and UI could remain somewhat similar; only the navigation parameter would be different. Please help us understand your vision.

A: That assumption is correct, although this hypothetical scenario assumes that the new game the Lottery might be launching is similar enough to current games to leverage existing content. The Lottery launches new Scratchers, Print 'n Play games, and instant

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win games on a set schedule, and new offerings in those categories would be able to be supported with existing templates. New draw games would potentially require additional development to incorporate into the mobile app, such as integrating drawing results in a different way or format. However, the Lottery makes those major changes on a less frequent basis, and would be able to provide its partners with adequate lead time to support their portions of any project of this nature.

46. Q: Can Promotional Assets, technically be seen as alerts/notification pushed to the user/app?

A: No. Promotional Assets refer to promotional content displayed within the app once loaded, while the alerts/notification is intended to refer to push notifications as outlined in Section B, "Additional App Requirements."

47. Q: As stated, ticket scanning functionality is an existing functionality. Do we reuse the same or identify new vendors or API to integrate? How would you like these features to be tested during development time?

A: The Lottery would like to use existing ticket validation APIs to support ticket scanning for entry into 2nd Chance promotions, redemption into a player's iLottery wallet, and for validating winning/non-winning status. The Lottery expects that these functionalities can be tested in a lower QA environment as determined by the Lottery to validate functionality prior to publishing the app. The Lottery can assist with providing test tickets and accounts to facilitate this testing prior to and after the launch of the app.

48. Q: Ticket Scanning functionality as mentioned is about the capability of reading different codes, barcode, QR code etc. and get results. On entering into the 2nd chance promotions, is there any manual intervention required to proceed further?

A: The Lottery would like to have a manual entry option for ticket validation as an alternative or back-up should the ticket scanning functionality fail or becomes temporarily unavailable.

49. Q: Are there multiple search criteria or should it be sorted only by date?

A: Lottery information should be searchable and filterable by a number of criteria, including by date, price point, game category, winning status, ticket status, and other criteria.

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50. Q: How different is the scanning process in 2nd Chance Promotions? Will scanning be similar to any other ticket scanning? Would it contain previous entries for that session or from past history too?

A: The process for scanning tickets into 2nd Chance promotions is similar to the process of scanning a ticket to validate a winning/non-winning status. The transaction would be singular, information on previous entries scanned, either during the current or a previous session, would be contained within a player's account, and not within a different ticket barcode. In some scenarios, successful ticket entry is simply a record of an entry into a draw. In other scenarios depending on the 2nd Chance promotion, those previous entries may be tied to a token for gameplay, and/or the claim flow for an instant win prize.

51. Q: Is there any approval flow involved before activating the user, for new registrations?

A: Yes, new registrations to create an account with the Lottery go through a process to validate age and identity before an account can be used. The Lottery also requires geolocation within Virginia prior to a player making an iLottery purchase.

52. Q: Does the authentication API use username/password or OAuth, Open ID, OKTA or any other similar mechanism, or does it use SOAP?

A: The Lottery has multiple mechanisms to support login and registration. Information and documentation on the Lottery's APIs will be shared with the awarded Offeror.

53. Q: Does the application support only one Single Sign-On Provider or more than one SSO providers?

A: While there are multiple SSO APIs available to the Selected vendor, the Lottery expects the app to need to support only one SSO provider. Available options can be reviewed with the awarded Offeror, and the Offeror is expected to work with the Lottery to determine the best approach from among the available options.

54. Q: "Offeror shall have the ability to design draw games screens to include in future opportunities to incorporate Play Now Calls to Action (CTA) depending on app version." Does "designing draw games" mean designing the UI and mapping the API?

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What does designing here mean? Please substantiate your answer with an example.

A: Correct, “designing” refers to the user interface as well as the look and feel of those screens. As an example, the Lottery might decide to add a new draw game to its portfolio. In the “light” version of the app, the player might be encouraged to create a digital playslip for the game for use at retail, or to download the “full” version of the app to play using their phone. For users of the “full” version, the CTA would be to play the draw game by purchasing a ticket with the player’s numbers.

55. Q: Please provide more details on what is expected for the CTA functionality.

A: Among many possible uses, the CTA should be able to link to different pages within the app, display HTML, video, images, or other content as determined by the Lottery, link to a location where the “full” version of the app can be downloaded, or trigger a widget that will enable to completion of an iLottery purchase.

56. Q: Does the app provide the support information of Print 'n play games or should the users go to the lottery terminal for playing the print 'n play game?

A: Basic information about Print ‘n Play games should be included within the app. This includes details such as games currently available, current Rolling Jackpot information, prizes and odds, how to play instructions, and winning pattern combinations. The Lottery expects to work with the selected Offeror to define requirements as part of the app development process.

57. Q: Our assumption here is to integrate with Keno system and display the content based on type. Meaning, if it is binary how would it animate live drawing feed? Is it expected as simple number or should the content be shown as-is?

A: There is an existing Keno animation feed that should be able to integrate with the mobile app.

58. Q: (Responsible Gaming) Is this more of showing alert/notification based on time spent, frequency and money. A separate static screen will display content on responsible gaming.

Is this just displaying information on programs/policies and tools that aim to provide a fair and safe gambling environment and experience to minimize gambling-related harm in app

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or is there more to this? Is there an expectation for users to accept the T&Cs and to store their responses for each game, or just for informative purposes only?

A: The Lottery offers a variety of responsible gaming tools to its players within its iLottery offering, and well as information and programs. Selected Offeror would integrate these responsible gaming tools as part of the app when a player logs in to their account. Players have the ability to self-exclude (including from 2nd Chance promotions), as well as the ability to set limits on purchases and deposits.

Additionally, the Lottery's new regulatory oversight of casinos and sports betting may require the development of a more comprehensive and integrated responsible gaming program. The Lottery expects the selected Offeror to adhere to and implement any functionality or development changes required by this new program.

59. Q: Are Android and iOS app requirements different?

A: Yes. Please see RFP for details on the items such as the "light" and "full" versions for Android and the Apple 4.7 guidelines.

60. Q: Do we need an Admin login within the app or a standalone web app to manage the Push Notification Capabilities?

A: Please see Questions #42 and #44.

61. Q: Ability to personalize app content based on login status, screens view, link from an externally trackable source (email, social, etc.) in a future state as determined by the Lottery. Please elaborate on the requirement.

A: The Lottery strives to create a 1-to-1 relationship with consumers, and personalization presents an opportunity to share relevant and timely content with its players. For example, if a player is logged in to the app, information such as 2nd Chance promotions entered, upcoming 2nd Chance drawings that a player has entered, active iLottery purchases for drawings, or eligible bonus offers could be presented differently to a player. Offerors should propose their best solutions for using personalization within the mobile app.

62. Q: Ability to ensure wagering is available only for users physically located in Virginia. Our assumption here is there are existing coordinates API/Data to use. If the user

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physically moves out of Virginia, how will this be handled? Please provide wagering requirements.

A: Geolocation prior to an iLottery purchase is currently handled by one of the Lottery's existing gaming partners. The intent of Section B, #5 (Geo-Positioning) was to be able to leverage mobile device capabilities (such as GPS) to help more accurately identify a user's location and supplement existing location information.

63. Q: "Ability to integrate with the payment/account wallet systems provided by Lottery partners."

Are there multiple partners? Should wallet be shown as aggregate or for each system/type data?

A: There is a singular player account wallet for each Lottery player, which is managed by one of the Lottery's gaming system partners.

64. Q: Ability to allow players to redeem physical winning Scratcher or draw game tickets for digital credits or funding, through the ticket scanner functionality outlined above and a secured API with the gaming system provider, at a future state as determined by the Lottery.

Is this more of a future preparation with a mock API? Please confirm.

A: This is a future state item that is currently prioritized on the Lottery's digital roadmap. The selected Offeror is expected to support this capability within the app on a timeline determined by the Lottery, and in coordination with the Lottery's gaming system partner responsible for the online player wallet.

65. Q: Ability to use existing balances from a player's digital wallet to fund a purchase at retail. This shall be implemented at a future state as determined by the Lottery.

Is this more of a future preparation with a mock API? Please confirm.

A: This is a future state item that is currently prioritized on the Lottery's digital roadmap. The selected Offeror is expected to support this capability within the app on a timeline determined by the Lottery, and in coordination with the Lottery's gaming system partner responsible for the online player wallet.

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66. Q: Two separate apps need to be built, light and full, is this correct? Or just an authorization that will show these additional menus?

A: The Lottery is open to different approaches to how to accomplish the “light” and “full” functionality, as long as it does not cause issues with approval of the “light” version within the Google Play stores.

67. Q: How is In-App Messaging different from sending emails? Is in-app messaging a chat application?

A: In regards to Section B, Item #12 of the RFP, in-app messaging for surveys and reviews differs from emails in that in-app messaging would be displayed within the app based on a triggered condition (login, number of pages viewed, etc.), whereas an email would be sent to a user’s email inbox, which is not related to the app. For example, an anonymous user might be prompted to rate the app after interacting with it for a pre-determined length of time. In-app messaging is not a chat application.

68. Q: Existing app has retail locator but additional functionality mentioned here was seen as optional requirement

A: Correct, retail locator is listed under Section C “Optional Features.” Offerors are encouraged to provide separate pricing as outlined in the RFP if they are capable of supporting this functionality.

69. Q: Winner Gallery: Is this managed by lottery, based on winner, in different application or do we need to create a system for lottery to manage and then tie them to the user or to a general view?

A: The Lottery is interested in the Offeror’s recommendations on the best way to support winner awareness within the app. As outlined in the RFP, Section C, Item #5 (Winners Gallery), content could be manually added by the Lottery or included within the app as an automated feed from a 3rd party data source. It could differ based on the content displayed, the game played, the amount won, winner location, and other criteria.

70. Q: What are the various types of reporting possible? For ex: csv file, json file, SSRS reporting, Chart reporting, etc. Will this reporting feature be part of mobile or standalone application?

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A: The Lottery is open to recommendations from vendors on different possibilities to provide reporting on the app to the Lottery. In addition to the requirements outlined in Section D (Reporting), the selected Offeror would need to ensure that app data required by the Lottery is sent to the Lottery's data warehouse. The Lottery is open to additional reporting recommended by the vendor including separate dashboards or standalone applications if it best meets the requirements of the RFP.

71. Q: "Effectiveness of push notifications: The understanding here is, in the app, we will be data mining user activity when they are using the system. Does a report need to be created?"

A: Yes, the selected Offeror would be expected to capture and track information on user activity occurring within the mobile app to effectively track and optimize the effectiveness of push notifications and messaging content. By including the requirement in Section D (Reporting), it is expected that the selected Offeror should be able to create and provide a report of the effectiveness of push notifications to the Lottery, as well as provide recommendations on potential improvements and optimization opportunities.

72. Q: This is in regards to the requirement to submit an IPA (iOS version) of the proof of concept. In order to do this effectively, Offeror has a variety of choices that require some coordination with the Lottery to accomplish. Some of those options include obtaining deviceID metadata from the devices that will install the IPA in advance of making the build, or setting up email invites to TestFlight accounts, or using an Apple Developer Enterprise Account which is only for organizations of 100 employees or more. Would it be possible for the Offerors to coordinate with the Lottery in order to discuss and determine the best mechanics for delivering the IPA?

A: Yes, vendors can coordinate with the Lottery to support the proof of concept requirement. If log-in information is required, Offerors are encouraged to set up Guest accounts for the Lottery. The Lottery requires six (6) guest accounts.

73. Q: Will we have access to anyone in the current development if we have any additional questions? If yes, how much access can we have with them?

A: Offeror will have access to Lottery resources.

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74. Q: Since we don't know the current scope of current data or schema can you give us a specific plan for data migrations from old application to new application or is it something we need to estimate.

A: It depends on the proposed data model for the app. The Lottery requires all data in files sent to us on a daily basis either through full loads or incremental.

75. Q: Will you provide a database schema for existing application with some data?

A: The Lottery doesn't have a separate schema for the mobile app. The Lottery stores all data from all channels in one single database.

76. Q: Can you provide a list of all third-party integration which occurs in current application?

A: Existing partners for third-party integrations are address in Question #56 of Addendum #1. Additional integrations would also be required with one of the Lottery's gaming system partners, IGT, the Lottery's survey partner, VerintForesee, and digital tools such Firebase. As data required to support the app is potentially available from multiple sources, this list is not all-inclusive. The Lottery expects to work with the selected Offeror to establish the best approach to integrating the necessary 3rd party services into the app.

77. Q: What is the process of the UX/UI approval?

A: A basic overview of the UX/UI approval process would potentially include initial research, stakeholder interviews, requirements development, design, demos, internal reviews, feedback, and approval.

78. Q: Is there a specific app/web technology you would prefer or is it up to us to suggest?

A: Please see questions #1, #17, and #36.

79. Q: Is there a preferred technology you would prefer for the mobile app?

A: Please see questions #1, #17, #36, and #78.

80. Q: Could you please clarify whether the results are to be drawn from the backend or they will only be published in the proposed CMS.

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A: They will be pulled from the backend.

81. Q: Will retailers have any login access to the Lottery app?

A: Retailer access to the Lottery app is not planned at this time.

82. Q: What is the expected format of the tutorial? Video, Animation, Text, etc.?

A: Please see question #41.

83. Q: Add all the games will be 3rd party instigation or any game development is expected from us?

A: This RFP is for development support for a new mobile app, not game development.

84. Q: IS the draw game a 3rd party integration? Can we get more details on how it is played?

A: Sourcing winning numbers results for draw games would require an integration with the Lottery or a 3rd party. Information on how draw games are played is available at: <https://www.valottery.com/alldrawgames> .

85. Q: You have mentioned that "screens to include future opportunities to incorporate Play Now Calls to Action". Do we consider this part in current scope?

A: Yes. The Lottery plans to add additional draw games to its iLottery offering over the coming fiscal year, so the selected Offeror would be expected to support the addition on those games into the mobile app as they become available.

86. Q: Please provide functional details on the game.

a. Print n Play

A: Information on Print 'n Play games can be found at <https://www.valottery.com/printnplay> and <https://www.valottery.com/rollingjackpot> .

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87. Q: Please provide functional details on the game.

a. Keno

A: Information on Keno can be found at <https://www.valottery.com/data/draw-games/keno> .

88. Q: Please provide functional details on the game.

a. 2nd chance promotions

A: Information on 2nd Chance promotions can be found at <https://www.valottery.com/gameroom> .

89. Q: Responsible gaming: You have mentioned that this module will include messaging feature. Is messaging is between plays? Please give us more details on this.

A: Please see Question #58.

90. Q: For Secure Identification

For integrate finger print and face recognition to user's ID. We are assuming that the registration/ login will be authenticated by an existing third-party system. Please confirm

A: Yes, that is correct.

91. Q: What do you exactly expect w.r.t. content personalization?

A: Please see Question #61.

92. Q: How does the wagering work in the application? Only people in Virginia can play it?

A: Correct, you must be geo-located within the borders of Virginia in order to deposit or purchase Lottery games.

93. Q: Which external games are to be integrated in the proposed application? Please provide elaborated details on this.

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A: The Lottery will share the iLottery games roadmap with the awarded Offeror. The Lottery expects the mobile app to support all games we require.

94. Q: iLottery: Which 3rd party games are to be integrated in the proposed application? Please provide us more details on this.

A: All iLottery games are 3rd party games.

95. Q: MyProfile: Which 3rd party widgets are expected to be integrated? Please provide the exact list.

A: The list can provided to the awarded Offeror.

96. Q: Since our USA office is recently Started and have very little experience – Can we use our Parent Company Experience, which is 20 years old Entity operating from India.

A: Please use experience relating to the Offeror that is submitting.

97. Q: Will there be new games developed specifically for the apps, or will the same games available on the web be used within the apps?

A: The Lottery expects to use the existing library of games available on the website for the app as well. The Lottery is open to recommendations for how to incorporate “app-exclusive” games as part of a broader digital games strategy.

98. Q: Can players purchase tickets or add a balance to their Lottery Wallet within the app(s), or will this occur exclusively at a retail location or on the Lottery's website?

- If purchases are to be made within the apps, is the Virginia lottery willing to pay fees associated with In App Purchases required by the Apple App Store and Google Play Store?

A: Players can add funds to their Lottery wallet on the website, and the Lottery plans to explore future opportunities to fund digital payment methods at retail in the near future. The Lottery has not reached a final determination on if or how in-app purchases should be available within the iOS app, and would be open to recommendations from Offerors. The Google Play Store does not allow gambling content, so in-app purchase

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fees for the Google Play Store are not a concern due to the existing requirements for a “light” and “full” version of the app.

99. Q: In reference to Addendum 1 Question 79: What attributes/classifications determine the primary segments (i.e. "segments #4, #3, and #1") for focus?

A: There are many inputs into segmentation characteristics, including age, game preference, attitudinal characteristics, media habits, income, and more. Additional information on the Lottery’s segmentation will be shared with the selected Offeror.

100. Q: Please confirm that the MSA markup is not part of the 50 page limit.

A: The Lottery assumes that when referring to MSA you are referring to the Special Terms and Conditions. Redlined changes to the Special Terms and Conditions are not part of the 50 page limit.

101. Q: Please confirm that pricing should be submitted as part of the MSA markup.

A: Pricing should be submitted as requested in the RFP.

102. Q: Due to security restrictions on the iOS platform, we face limitations in how we can distribute the iOS proof-of-concept app. The simplest solution to these limitations is to distribute the app through Apple's TestFlight software beta testing program. TestFlight only requires you to provide us with the email addresses of users you wish to test the app, and those users can then install the POC app through the TestFlight app on their device. In addition, we could provide you with a hard copy of an unsigned xcarchive file of the POC app on usb, which could then be used with the Lottery’s Apple signing certificate and provisioning profile to export a Lottery signed app on various iOS devices. Is this distribution approach acceptable to VA Lottery?

A: Please see Question #72. Platforms such as TestFlight or AppCenter are an acceptable approach to distributing the iOS app and can be coordinated with the Lottery. Please see question #72.

103. Q: In Section X, The RFP asks for a single price for mobile development of the described app.

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1. How should respondents Handle varying architecture? Building Native vs. with web technologies will impact costs, should we cover both costs or price our preferred approach?
2. How should respondents handle “Offerors are invited to propose any additional features they are able to provide which may be of interest to the Lottery” in this price? Should we respond with the cost of only the required features or should our budget include the optional features we determine will have positive user impact (or include those as an additional line item)?

A: Please see Questions #21 and 22. Please price your preferred approach while proving additional pricing for any other approaches you are proposing. Optional features should be priced separately as separate line items.

104. Q: General – Can the Lottery confirm that Pricing is not included in the 50-page limit?

A: Pricing is included in the 50-page limit.

105. Q: General – Can the Lottery confirm that the confidential information sheet is not included in the 50-page limit?

A: Confidential information sheet is not included in the 50-page limit.

106. Q: Section III. Statement of Needs, A. Existing App Functionality, 3. Promotional Assets – Can the Lottery confirm if APIs exist for the data-integrated promotional assets (e.g., jackpot remaining, time remaining, number of entries, etc.) and how often they are updated?

A: Data, promotional content, and player information is available through a variety of methods. Lottery would be able to provide things like XML feeds for jackpot amounts and APIs for 2nd Chance promotions. Content can also be managed through the Lottery’s existing CMS via content APIs, though this is not a requirement of the project.

107. Q: Section III. Statement of Needs, A. Existing App Functionality, 5. Winning Numbers – Can the Lottery confirm if results of the latest winning numbers and jackpot results are to be displayed in real time?

A: Yes, latest winning numbers results and jackpot results would be available in a data feed within minutes of the drawing, once confirmed and entered by Lottery operators.

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108. Q: Section III. Statement of Needs, A. Existing App Functionality, 9. Print 'n Play – Can the Lottery clarify how often the 'frequently updated feed from the Lottery' is updated?

A: Print 'n Play Rolling Jackpot information is updated automatically approximately every two minutes.

109. Q: Section IV. Proposal Preparation and Submission Requirements – The RFP states that each hardcopy should be accompanied by an electronic version on a jump drive. In the Q&A issued by the Lottery on September 9, the answer to question #4 states that Offerors may submit a sealed hardcopy or sealed USBs with a redacted and non-redacted version. Can the Lottery clarify if both physical hardcopies and USBs are required, or if Offerors can just submit their proposals electronically on USBs?

A: Due to the concerns that were voiced about the ongoing pandemic, the Lottery has decided to allow Offerors to either submit sealed hardcopies with a redacted and non-redacted USB or submit original and five copies via sealed individual USBs containing redacted and non-redacted copies.

110. Q: Section X. Pricing – Can the Lottery please clarify whether the positions and estimated hours included in the post-launch support table (200 hours) are placeholders that are to be defined by Offerors, or are they simply estimated benchmarks for evaluating price proposals?

A: They are estimated benchmarks for evaluating price proposals.

111. Q: Section X. Pricing – The RFP states that Offerors are encouraged to submit additional labor categories. Should such categories be included in the post-launch support table or in a separate table presented by the Offeror? If the categories are to be included in the post-launch support table, can the Lottery clarify how the total estimated cost will be evaluated since labor categories will inevitable vary between proposals?

A: Please submit additional labor categories in a separate table.

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