



STATE OF INDIANA

Request for Proposal 23-72828

**Indiana Department of Administration
On Behalf of Indiana Gaming Commission**

**Gaming Laboratory Certification Testing Services
January 30, 2023
Attachment E**

The content of this document has been prepared by BMM North America Inc., (DBA BMM Testlabs), exclusively for the perusal of the Indiana Gaming Commission.

**23-72828 BUSINESS PROPOSAL
ATTACHMENT E**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

2.3.1 General (Optional) - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

BMM North America, Inc. dba. BMM Testlabs (BMM hereafter) is proud of being the oldest independent test lab focused specifically on gaming and wagering testing. We have been providing testing and compliance services on behalf of regulators and government agencies worldwide since 1981.

In 2001, BMM opened our first office in the United States, located in Las Vegas, Nevada, which is now our world headquarters. From this base, BMM is systematically growing our business, serving numerous government regulatory bodies and jurisdictions.

BMM focuses our efforts on providing worldwide coverage for the fast-growing regulated gaming markets. With representation in 14 locations around the world, we service approximately 440 separate gaming jurisdictions and employ a staff of approximately 520

BMM's Global Map



Global oversight of BMM is conducted by BMM International headed by BMM's Global CEO, Martin Storm. BMM International provides global services to our business regions and local entities in the areas of sales, human resources, finance, licensing, and operations. Our regional operations are separated into three specific regions, Australia/Asia/South Africa, North America, and Europe/South America. The regions are managed by BMM executives along with regional and local managers of Operations, Sales, Service Delivery, Technical Compliance, and Quality Management.

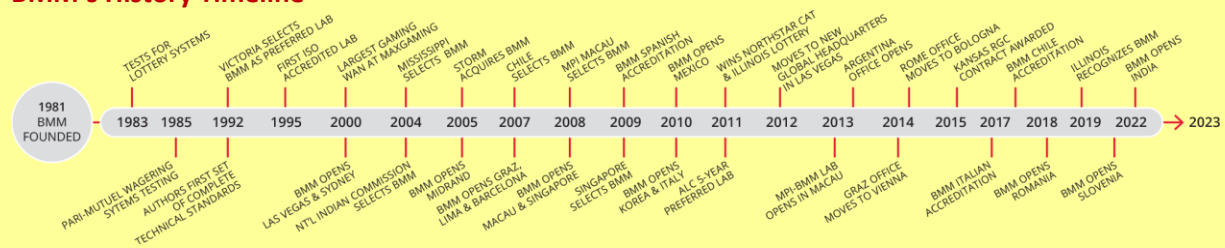
BMM has been providing testing and compliance services on behalf of regulators and government agencies worldwide since 1981 and specifically for the State of Indiana since 2014. Our mission is to provide exceptional client services by delivering outstanding results. We strive for success in meeting our mission by addressing the four Cs in our own business and when working with our clients. The four Cs are:

- Complexity
- Control
- Compliance
- Cost

BMM provides a rich engagement model which reduces complexity and enhances control for our clients, while increasing product compliance and typically reducing the total cost of compliance. We do this by clearly understanding our clients' products and development style and assisting them in delivering compliant products more efficiently. This allows our clients to move forward in development with a clear understanding of requirements for compliance and reduces unnecessary resubmissions for compliance purposes.

As an overview, below are BMM corporate highlights including company milestones and a listing of some of our clients.

BMM's History Timeline



BMM Support

BMM has successfully supported our clients for almost four decades and we are confident in our ability to continue meeting the needs of IGC. The support available to IGC staff is available 24/7/365, free of charge. It is BMM's policy to respond to all calls within 30 minutes of receipt. We maintain all necessary certified hardware and software in a secure manner which enables us to recreate any product configuration we have certified.

We will continue responding to the needs of IGC based on the policies categorized below.

- **Within Standard Business Hours:** Normal business hours are Monday through Friday from 8:30 AM to 5:00 PM Pacific Time (BMM North America staff members are generally at work immediately before and after these hours). In the US, we request personnel call the main number (702-407-2420) to be directed to the appropriate BMM engineering personnel.
- **Outside Standard Business Hours:** 24/7 phone support is available if an incident has occurred requiring an urgent level of support to the regulator. We request calls to be directed to 1 800-791-6536 where you can leave a message that will be responded to within 30 minutes.
- **24/7 Email Support:** Our email support is available at bmmfieldsupport@bmm.com when an incident has occurred or if an operational question arises of a less urgent nature. This can also be used to enter an inquiry of a non-urgent nature.

Moreover, BMM's primary contact from our Technical Compliance Department will continue to work with IGC staff and provide direct mobile access. This is in addition to the availability and policies described above.

Incident Response Times

As mentioned above, BMM will provide a response time for the initial contact within 30 minutes. Rectification, diagnosis, and analysis of the incident and/or further information is provided in 80% of the cases within 24 hours. Rectification, diagnosis, and analysis of the incident and/or further information is provided in 100% of cases within 48 hours. In all cases, an incident report is typically ready for dispatch within 5 days of the incident resolution.

2.3.2 Respondent's Company Structure - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

BMM Response:

Ownership Structure: LLC

Legal form of the business organization: Corporation

Organizational Chart: Please see **Appendix 1**

Formal Name: BMM North America, Inc, d/b/a BMM Testlabs

Structure of Business: Privately held Limited Liability Company

State of Filing: Organized under the laws of Delaware, March 21, 2005 – Please see **Appendix 2 for Incorporation Documents**

Physical address, mailing address and principal place of business: 815 Pilot Road, Suite G, Las Vegas, NV 89119

2.3.3 Respondent's Diversity, Equity and Inclusion Information - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the

State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

BMM Response:

BMM Testlabs' commitment to diversity is reflected in our recruitment processes, our working environment, and the service we deliver. We are dedicated to promoting an inclusive culture where people are encouraged to succeed to the best of their ability. Our workplace aims to embrace inclusivity, diversity and promote equality of opportunity.

BMM North America currently does not have a Board. The majority of BMM North America's management team is female and nearly 40% of the team are people of color. As part of our commitment to Diversity, Equity, and Inclusion program, BMM supports and is most proud of our Next Generation Initiative which provides financial support and internships for tribal youth in the areas of leadership and STEM studies.

Please see Appendix 3 Diversity, Equity, and Inclusion Policy (CONFIDENTIAL)

2.3.4 Company Financial Information - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

BMM Response: BMM's two most recent financial statements are included in **Appendix 4 (CONFIDENTIAL)**. Since we are a privately held company, financial information is highly confidential.

Some points of interest to IGC:

- The financials of BMM North America, Inc. (BMM) are audited by Hutchinson and Bloodgood LLP (H&B), a member firm of PKF International which is a global network of independently owned accounting and consulting firms. Founded in 1922, H&B has provided 95+ years of service in the areas of tax planning, auditing, information technology consulting, business valuations, and business advisory.
- Most recent audit opinion: "In our opinion, the consolidated financial statements referred

to above present fairly, in all material respects, the financial position of BMM North America, Inc. and Subsidiary as of December 31, 2020 and 2021, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.”

- BMM strictly adheres to all the rules and regulations regarding the financial statements including balance sheets, statements of income and retained earnings, statements of cash flows and notes to accounts.
- The financial statements are prepared and presented in accordance with generally accepted accounting principles and audits are performed in compliance with the widely accepted auditing standards.
- BMM works on accrual-based accounting so that all known liabilities are brought into the statements regardless of payment status.
- BMM North America, Inc. has a current ratio of 3.8:1 indicating extremely low financial risk.
- No irregularities were discovered in any accounts maintained by BMM on behalf of others.

BMM’s successful track record in delivering quality engagements combined with the financial stability noted above make BMM a partner of choice in continuing the IGC partnership.

2.3.5 Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

BMM Response: Martin Storm, Global CEO, is personally and financially responsible for the correctness of all and any financial information included in this proposal. Auditing processes are included in **Appendix 5 (CONFIDENTIAL)**.

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

Contract Term Identifier and Header	Suggested Language Change	Rationale for suggested change
Does Not Apply	Does Not Apply	Does Not Apply

2.3.7 References - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so.

The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to idoareferences@idoa.in.gov. Please provide the customer information for each reference.

Customer 1	
Legal Name of Company or Governmental Entity	Massachusetts Gaming Commission
Company Mailing Address	101 Federal Street, 12 th Floor
Company City, State, Zip	Boston, MA 02110
Company Website Address	www.massgaming.gov
Contact Person	Cristian Tavares
Contact Title	Gaming Technical Compliance Manager
Company Telephone Number	857-324-3002
Company Fax Number	617-725-0258
Contact E-mail	Christian.taveras@massgaming.gov
Industry of Company	Gaming Regulator
Customer 2	
Legal Name of Company or Governmental Entity	Colorado Division of Gaming
Company Mailing Address	17301 W. Colfax Avenue, Suite 135
Company City, State, Zip	Golden, CO 80401
Company Website Address	www.colorado.gov/revenue/gaming
Contact Person	Kenya Collins
Contact Title	Director of Administration
Company Telephone Number	303-205-1330
Company Fax Number	303-205-1342
Contact E-mail	kenya.collins@state.co.us
Industry of Company	Gaming Regulator
Customer 3	
Legal Name of Company or Governmental Entity	Washington State Gambling Commission
Company Mailing Address	P.O. Box 42400
Company City, State, Zip	Olympia, WA 98504-2400
Company Website Address	www.wsgc.wa.gov
Contact Person	Jamie Doughty
Contact Title	Lab Administrator
Company Telephone Number	360-486-3511
Company Fax Number	
Contact E-mail	jamie.doughty@wsgc.wa.gov
Industry of Company	Gaming Regulator

Customer 4	
Legal Name of Company or Governmental Entity	West Virginia Lottery
Company Mailing Address	900 Pennsylvania Ave.
Company City, State, Zip	Charleston, WV 25302
Company Website Address	www.wvlottery.com
Contact Person	Dustin LaMar
Contact Title	Deputy Director, Video Lottery
Company Telephone Number	304-558-0500 x235
Company Fax Number	
Contact E-mail	dlamar@wvlottery.com
Industry of Company	Gaming Regulator
Customer 5	
Legal Name of Company or Governmental Entity	Michigan Gaming Control Board
Company Mailing Address	3062 W. Grand Blvd. Suite L-700
Company City, State, Zip	Detroit, MI 48202-6062
Company Website Address	www.michigan.gov/mgcb
Contact Person	Robert Franklin
Contact Title	Gaming Lab Manager
Company Telephone Number	313-456.1612
Company Fax Number	
Contact E-mail	franklinr3@michigan.gov
Industry of Company	Gaming Regulator

2.3.8 Registration to do Business – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

BMM Response: BMM is registered with the IDOA and is fully up to date with our business registration in the State of Indiana. Certificates of registration to do business can found in **Appendix 6**.

2.3.9 Authorizing Document - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

BMM Response: Travis Foley is legally authorized to commit BMM contractually. Please see **Appendix 7** for the Authorization to Bind BMM.

2.3.10 Diversity Subcontractor Agreements -

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

Does Not Apply

- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

BMM Response: BMM supports the minority, women, veteran business community and subcontracting specific business to organizations that share our values and steadfast commitment to mutual clients.

BMM is not declining to engage with MBE, WBE, or IVSOB at this time. However, given the uniqueness of the work performed by independent testing laboratories it is incredibly difficult to identify meaningful partnerships with Indiana Veteran Owned Small Businesses and Indiana Minority and Woman Owned Businesses to support the delivery of the requested services. Most services provided by BMM are heavily regulated globally severely limiting what services can be outsourced.

Despite not having finalized any letters of commitment at this time, BMM is committed to continue to work to identify opportunities where BMM can engage with such services for the State of Indiana and expects to do so once a meaningful partnership can be identified.

2.3.11 Evidence of Financial Responsibility – Removed at request of the agency.

2.3.12 General Information - Each Respondent must enter your company's general information including contact information.

Business Information	
Legal Name of Company	BMM North America, Inc dba BMM Testlabs
Contact Name	Travis Foley
Contact Title	EVP/Director
Contact E-mail Address	travis.foley@bmm.com

Company Mailing Address	815 Pilot Road, Suite G
Company City, State, Zip	Las Vegas, NV 89119
Company Telephone Number	+1.702.407.2420
Company Fax Number	+1.702.407.2421
Company Website Address	www.bmm.com
Federal Tax Identification Number (FTIN)	88-0510757
Number of Employees (company)	Total Globally: 520, BMM North America: 75
Years of Experience	41
Number of U.S. Offices	1
Year Indiana Office Established (if applicable)	N/A
Parent Company (if applicable)	BMM International, LLC
Revenues (\$MM, previous year)	See audited statements in Appendix 3
Revenues (\$MM, 2 years prior)	See audited statements Appendix 3
% Of Revenue from Indiana customers	<6%

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

BMM Response: Yes, BMM has a disaster recovery plan.
See Appendix 18 Disaster Recovery Plan (CONFIDENTIAL)

- b. What is your company's technology and process for securing any State information that is maintained within your company?

BMM Response: BMM maintains no personal identifiable information related to the State. All proprietary or confidential State information maintained BMM is stored on an encrypted platform. Data is protected by AES 256-bit encryption when data is written to object storage and while data is at rest. Furthermore, snapshots of BMM's data are taken in 10–15-minute intervals with six months or greater of retention.

Additionally, BMM utilizes a managed SOC infrastructure which includes incident response, 24/7/365 monitoring, mitigation of cyber threats, and proactive threat intelligence.

2.3.13 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

BMM Response: BMM is a trusted partner to numerous state government accounts globally for more than 38 years. Recently, we conducted device and GSA S2S protocol testing for the Atlantic Lottery Corporation. Following the completion of the project Mr. Byron Bridger, Director Marketing/Destination for the Atlantic Lottery commented, "Working with BMM over the last eight years, we have always been pleased with the quality of both the work executed

and the time within which work is completed. Most recently, BMM showed exceptional flexibility and patience as we worked through a very complicated end-to-end system and VLT replacement project. The value proposition for ALC is strong with a high-quality team providing on-time work with great service and we look forward to a continued working relationship with BMM."

BMM's experience in serving state governments extends well beyond testing and certification services. Below we have highlighted our testing services that ensure compliance with all jurisdictions with whom we do business as well as the expanded services we provide.

Our experience in testing services includes:

- Hardware and software random number generators
- Gaming devices
- Progressive controllers and progressive gaming devices
- On-line slot monitoring systems
- Cashless wagering systems
- Bonusing and promotional systems
- Protocols (SAS, GAT, G2S, S2S, GDS)
- Redemption systems
- Race and sports systems
- Keno and bingo systems
- Interactive gaming systems
- Wireless gaming systems
- Sweepstakes and pull-tab systems
- Dealer assisted and fully automated electronic table games
- Live table game mathematical evaluations
- Traditional and video lottery systems

In addition to testing, BMM has worked with state governments and provided services such as:

- Consulting for regulatory models
- Drafting of technical standards
- Project management
- Providing expert testimony
- Forensic evaluations
- Education and Training through the BMM Academy
- Systems and floor audits
- IT security and penetration testing

BMM consistently works as a trusted partner and advisor to our clients and IGC. Our communication style and account management promote an environment of complete transparency and accountability. BMM's history includes strong experience with government agencies with long lasting relationships that continue to grow stronger year after year.

2.3.14 Experience Serving Similar Clients - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

BMM Response: BMM has provided similar services as requested in this RFP including:

Nevada Gaming Control Board

BMM created a proprietary testing checklist approved by the Board. We are registered and provide the following services:

- Review and certification of both software and hardware random number generators
- Evaluate table games and table game variations
- Certify new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, entertainment tax systems, race and sports systems, and cashless redemption kiosks
- Certify cashless wagering systems and cashless wagering system modifications
- Certify inter-casino linked systems and inter-casino linked system modifications
- Certify mobile gaming systems and mobile gaming system modifications
- Certify interactive gaming systems and interactive gaming system modifications

Colorado Division of Gaming Enforcement

BMM created proprietary Colorado checklists reviewed by the Division. We were awarded a contract and are authorized to provide services relating to the testing of slot machines and other gaming devices and associated equipment and software:

- Certify new gaming devices and gaming device modifications including interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, and cashless redemption kiosks
- Certify cashless wagering systems and cashless wagering system modifications

Iowa Racing & Gaming Commission

BMM is designated as a Commission Testing Facility and provides gaming equipment testing and certification services. These services include:

- Certify new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, and cashless redemption kiosks

- Certify cashless wagering systems and cashless wagering system modifications

Louisiana State Police Gaming Enforcement Division

BMM is recognized and provides the following services to the Division:

- Evaluate table games and table game variations
- Certify new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, entertainment tax systems, race and sports systems, and cashless redemption kiosks
- Certify cashless wagering systems and cashless wagering system modifications

Missouri Gaming Commission

BMM created a proprietary testing checklist reviewed by the Commission. We are licensed and provide the following services:

- Evaluate table games and table game variations
- Certify new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, and cashless redemption kiosks
- Certify cashless wagering systems and cashless wagering system modifications

Mississippi Gaming Commission

BMM is licensed and provides the following services to the Commission:

- Evaluate table games and table game variations
- Certify new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems
- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, entertainment tax systems, race and sports systems, and cashless redemption kiosks
- Certify cashless wagering systems and cashless wagering system modifications

Ohio Casino Control Commission

BMM is recognized and provides the following services to the Commission:

- Evaluate table games and table game variations
- Certify of new gaming devices and gaming device modifications including electronic table game systems and gaming device interoperability with cashless wagering and slot monitoring systems

- Certify gaming associated equipment and gaming associated equipment modifications including progressive systems, on-line slot management systems, bingo systems, entertainment tax systems, race and sports systems, and cashless redemption kiosk
- Certify cashless wagering systems and cashless wagering system modifications

2.3.15 Payment – Removed at request of the agency. Not Applicable.

2.3.16 Extending Pricing to Other Governmental Bodies – Removed at request of the agency. Not Applicable.

Appendices

Appendix 1: BMM Organizational Charts

Appendix 2: Incorporation Documents

Appendix 3: Diversity, Equity, and Inclusion Policy-(Confidential)

Appendix 4: Financial Statements (Confidential)

Appendix 5: Financial Reporting and Auditing Processes (Confidential)

Appendix 6: Certificate of Registration to do Business

Appendix 7: Authorization to Bind BMM

Appendix 18: Disaster Recovery Plan (CONFIDENTIAL)