

**RFS 26-87776 Gaming Commission Compliance Testing
Att K**

STATEMENT OF WORK

I. EXECUTIVE SUMMARY

The purpose of this solicitation is to select a respondent that can satisfy the State's need for an Authorized Independent Gaming Laboratory. It is the intent of the IGC to enter into a zero dollar contract with Respondents that provide quality comprehensive, accurate, and consistent gaming laboratory Certification Testing Services and related services .

II. BACKGROUND AND CURRENT STATE

The Indiana Gaming Commission (IGC) seeks to enter into a contract with one or more independent gaming laboratories for the testing of electronic gaming-related equipment, technology, and devices ("games") for use in the state of Indiana. The testing is required before any game, software added or feature changed on any gaming device at a casino, racino, sport wagering platform¹ or a charitable gaming organization². Results of the testing and various reports are provided to IGC but all the costs are paid by the entity seeking to use the games.

III. SCOPE OF WORK

a. OBJECTIVES OF ENGAGEMENT

Upon request, provide IGC staff with flow diagrams/charts of each system (and its associated hardware/software) certified by the Respondent, depicting the inter-relationship of such system components. This documentation will be provided in addition to the reports that specifically describe which elements of the system components are to be field tested and verified by the IGC upon installation at an Indiana casino or qualified organization.

b. DELIVERABLES AND DEADLINES

Provide IGC staff with step-by-step procedures for each tool and/or mechanism used to verify the unique identification code or signature.

Maintain the ability to conduct any and all Certification Testing at a properly equipped laboratory located within the United States that maintains current

¹ This does NOT include iGaming.

² Only applies to charitable organization who have elected to have electronic pull tabs and/or electronic raffles

International Organization for Standardization (ISO)(17020 and 17025) certification. Provide proof that the respondent's United States laboratories maintain these certifications.

Provide IGC staff with online access, via secure communication protocol, to the laboratory's database of reports and documents generated pursuant to the requirements stated herein. Maintain a quality assurance mechanism to ensure uniform data and data entry processes.

Maintain a comprehensive database of items and technologies that have been the subject of Certification Testing by the Respondent. Database should be capable of tracking which items and technologies are or are not ultimately approved for use in Indiana by the IGC.

IV. PROJECT MANAGEMENT

a. PROJECT MANAGEMENT PLAN

Upon request, perform network penetration testing for gaming technologies including, but not limited to: mobile gaming devices, surveillance systems, wired network and wireless technology, servers, and networks.

Upon request, perform on-site audits of technologies, including, but not limited to: electronic gaming devices, electronic pull tabs, electronic raffles, sports wagering platforms, surveillance systems, mobile gaming devices, wired network and wireless technology, servers, iGaming platforms, and networks.

Maintain the ability to analyze/ independently develop testing for new technologies.

Provide ongoing testing and general regulatory assistance/support for items and technologies previously certified by Respondent and approved by the IGC for use in Indiana. Maintain at Respondent's place of business all hardware and software necessary to provide such assistance/support.

If legally authorized during the resulting contract, perform on-site audits of technologies related to iGaming platforms.

b. OTHER PROJECT STAFF

Maintain a staff of quality assurance professionals that is adequate to afford appropriate separation of responsibilities and independent work product verification of Certification Testing.

Provide all services using competent and properly trained personnel in accordance with the highest testing standards of the gaming industry. Respondent shall, at a minimum, employ personnel in the discipline of mathematics, engineering (mechanical, electrical, software), systems and communication protocol, compliance and quality assurance, and field inspections.

c. DOCUMENT MANAGEMENT

Provide a complete list of state gaming regulatory agencies in jurisdictions with commercial casinos that Respondent or any of Respondents' Affiliates have contracted with or provided services to since January 1, 2007. Include dates of the contracts and/or services and a brief description of the scope of work for each.

The Respondent's online database shall allow the IGC to view reports on all certified/uncertified, approved/disapproved, obsolete, and revoked gaming equipment for Indiana. The reports must be current as of the end of the previous business day. The obsolete and revoked reports must contain date of action and most current replacement software. It shall be the responsibility of the Respondent to prepare the report in whatever format the IGC requires to be able to integrate this report with other Respondents.

d. STATUS UPDATES AND REPORTING

Respondent will provide IGC staff, upon request, with a complete explanation of any of the Respondent's technical standards, test scripts, and/or Certification Testing results at no charge to the IGC.

Upon request by IGC staff, provide a summary report of any and all invoices directly billed to licensees or qualified organization for Certification Testing. The report shall include the following:

- o Date on which the submission was received by Respondent
- o Date rejected, withdrawn, or certified
- o Invoice number and date
- o Name of the casino licensee, supplier licensee, or other entity or individual for whom the services were rendered
- o Billable hours
- o Hourly rates

- o Invoice total
- o Any other information requested by the IGC

V. INDEPENDENT VALIDATION AND VERIFICATION

In the event the State determines that any independent verification and validation ("IV&V") oversight is required by the State during the term of this Contract, the Respondent shall comply with any such oversight during the term of this Contract, pursuant to which an independent third-party review may be conducted by a reviewer selected by the State, for the purpose of verifying that the Respondent has performed its obligations in compliance with the terms of this Contract. In the absence of any such IV&V oversight, the Respondent shall comply with any other appropriate methods or means for verification and validation required by the State during the term of this Contract for the purpose of verifying and validating that the Respondent has performed its obligations in compliance with the terms of this Contract. The Respondent shall provide all information and documentation requested during the State's IV&V oversight or verification and validation efforts related to this Contract and in connection with any IV&V oversight or verification and validation efforts related to an initiative of which this Contract is a part.

VI. COMPLIANCE REQUIREMENTS

Respondent must have experience providing Certification Testing services, or a substantial equivalent, for at least two (2) gaming regulatory agencies in jurisdictions with commercial casinos since January 1, 2007.

The Respondent shall provide technical responses within (12) hours after call receipt. IGC prefers more robust customer support, up to twenty-four (24) hours per day, seven (7) days per week, customer support/regulatory compliance contact for IGC staff.

Unless otherwise specified herein, furnish all material, labor, facilities, equipment, supplies, tools, machinery, and storage of the same necessary to perform the services required herein.

Maintain adequate resources and expertise to serve as the IGC's Authorized Independent Gaming Laboratory.

Respondent must be willing to undergo continuous accuracy and effectiveness monitoring and evaluation by the IGC if deemed necessary by the Executive Director, and that respondent will provide all related documents and information to IGC staff upon request.

During the duration of its contract with the State, respondent, and any Affiliate thereof, shall: (1) not knowingly conduct Noncertification Testing on items or technologies that have already

undergone Noncertification Testing by a different Authorized Independent Gaming Laboratory; and (2) develop and implement reasonable procedures to ensure the same.

VII. KEY PERFORMANCE INDICATORS

The State will use Key Performance Indicators (KPIs) to measure performance and outcomes of the Contract. The specific KPIs and their targets will be defined and agreed upon by the State and the Respondent during the initial phases of the requirements under the Contract. At a minimum, on time delivery at quality standards of the scope provided within the budget set forth in the Contract will each be measured. Additionally, the State will collect a modified Net Promoter Score from customers to this Contract in its discretion. Low ratings on the modified Net Promoter Score or failure to meet any other KPIs may be deemed, at the discretion of the State, to constitute default under the Contract.