**Gaming Board for The Bahamas**

# Request for Proposal




# Central Monitoring System

**September 2024**

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**Centerville House**
**2nd Terrace & Collins Avenue**
**Nassau, N.P., The Bahamas**

The Gaming Board for The Bahamas ("GBB") is pursuing the acquisition of third-party services to aid the GBB in its duties. In this regard, the GBB is issuing this solicitation to provide a solution to centrally and electronically monitor the gaming activities of the various gaming operators licensed in The Bahamas. These services will include the provisioning of hardware, software, communications, ongoing operations, field support services, administrative services, and, potentially, other support services. These other services could include various ad hoc analytic and investigative services as required and authorized from time to time by the GBB.

## BACKGROUND

In 2014, new Gaming legislation was enacted in The Bahamas, which superseded earlier gaming legislation. Effectively the Gaming Act 2014, ("the Act") recognized both the touristic and local gaming activities that were ongoing at the time and brought them under a single regulatory umbrella, extending the allowable and regulated gaming activities to include most state of the market games and game forms. The Act also authorized the GBB to collect all taxes and fees and empowered the GBB to develop processes and implement technologies to regularize all the gaming activities recognized within the Act. The GBB is in the process of fulfilling that mandate and this solicitation is to provide capabilities to enable the GBB to carry out the relevant duties efficiently and effectively.

### Gaming Activities

Currently there are fundamentally two (2) types of legal gaming operations active in The Bahamas. There are the "Las Vegas style" casinos and the storefront "Gaming House Operator". There are three (3) "Las Vegas style" casinos, namely: Atlantis (on Paradise Island, New Providence), Baha Mar (New Providence) and the Resorts World Bimini Bay (Bimini). The "Gaming Houses" are multiple, and each operator has multiple locations on multiple islands. They had de facto operations for some time, prior to regularization, but now these "Gaming Houses" are currently licensed by GBB. These "Gaming Houses" operate out of storefront locations throughout the islands and offer "internet based" gaming within The Bahamas. There are seven (7) licensees, each with multiple locations. Total retail locations are estimated at approximately three hundred and sixty (360), but that number could grow in the future. It is anticipated that the Gaming Houses will be monitored on a System to System (S2S) basis with location detail captured and reported but the number of locations to which connections are required should be limited. Current monthly Gaming House and Casino activities are included in an attachment which the bidders may use in bidders' sizing and financial estimates. The "Gaming Houses" will be the initial focus of any Central System implementation.

## Game Types

Las Vegas-style Casinos

The Las Vegas style casinos have the following traditional game types:

- Slot machines to include server based
- Table Games
- Race Book
- Sports Book
- Keno
- Poker
- Games of skill

Additionally, the 2014 legislation allowed for the following:

- Internet wagers
- Mobile wagers
- Proxy wagers

Gaming Houses

The storefront/retail Gaming House Operators can operate many of the same game types as the Las Vegas Style casinos, except on a virtual basis. This means that premises are delivered via thin or thick client, or are web based so long as the transaction remains within the jurisdiction. In any case, the "Gaming House" systems track all play. The Gaming Houses also take "numbers" bets, using the games and draws from numerous US States, as well as other, jurisdictions as the basis of their game types and winning number determination. A player of the "Gaming House" must be a domestic player as defined in Section 2 (1) of the Act (attached) who may, for example, place a wager (purchase a Bahamas based ticket), based on the Pick 3 lottery game of Florida (either the mid-day or evening draw). The player's number selection is then compared to the winning number drawn by Florida. A winning number gets paid based on the payout table of that particular Gaming House Operator. While this payout may vary by game and operator, The Bahamas sets a minimum payout, currently set at 75%. The games offered by the various Gaming House Operators are solely up to the Gaming Houses. It is entirely possible that the Gaming Houses could offer more than fifty (50) different numbers' games from various state 3 and 4 number games up to various Lotto style 5 number games. The GBB could issue regulations in the future for limitations to the games or for reserves which might need to be carried based on games offered which could limit the variety of games. Currently, various offerings are anticipated to be available during this tender. An example of the games offered by one of the "Gaming House Operators" is as follows:

- Ohio – 3 and 4 ball
- New York - 3, 4 and 5 ball
- Michigan - 3 and 4 ball
- New Hampshire - 3 and 4 ball
- California - 3 and 4 ball
- Texas - 3 and 4 ball
- Florida - 3, 4, and 5
- Missouri - 3 and 4 ball
- Idaho - 3 and 4 ball
- Georgia - 3 and 4 ball
- New Jersey - 3 and 4 ball
- South Carolina - 3 and 4 ball
- Vermont - 3 and 4 ball
- Pennsylvania - 3 and 4 ball
- Kentucky - 3 and 4 ball
- Illinois - 3, 4, and 5 ball
- Virginia - 3 and 4 ball
- Louisiana - 3 and 4 ball

In addition to the numbers' games, the Gaming Houses offer various interactive gaming. These interactive games can be as extensive as one might expect from all types of online gaming to include:

- Interactive slot machines – without limitation to the type of slot other than the display capability.
- Interactive table games (including poker)
    - Player v player
    - Player v house
- Physical game operation (live dealer or electronic) with interactive betting
- Sports betting
- Race betting

The integrity of the games is subject to regulation, testing, and evaluation by the GBB but may require services related to this tender to support those activities. The chart below summarizes the current Gaming House proposed providers and the systems contained in their proposals to the GBB.

## Player Eligibility

The brick-and-mortar Las Vegas style casinos are solely frequented by the tourist visitor.

The retail Gaming Houses are limited to a statutorily defined group of persons, who must have accounts established with the operator in order to game online. The monitoring of activities may include, at some time, the account activities of players for fairness, accounting accuracy, and anti-money laundering requirements similar to Title 31 compliance.

Current regulations are that all gaming must be done within the geographical boundaries of The Bahamas regardless of the player's residency. The operators are responsible for validating minimum age requirements and for developing responsible gaming standards and processes.

## Operator Systems and Technology

Under the Act, all operators are required to have games and systems that are standards compliant and certified to be so. Computer based systems used for game operation and/or for game and financial play tracking are required to be certified by a reputable and recognized third party firm that has tested the games and/or components including software, systems used for games and play monitoring, and reporting for compliance to industry recognized and published standards. All gaming devices must be tested and certified to the GLI technical standards.

| Operator/ Name | Trading/ Name | System | Manufacturer | Notes |
|---|---|---|---|---|
| T.I.G. Investments Limited (WT003) | Percy's Island Games | Casino<br>Sports Book<br>Lottery | Digital Gaming Solution – Costa Rica | |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| Paradise Games Bahamas Limited (WT004) | Paradise Games | Casino<br>Sports Book<br>Lottery | Digital Gaming Solution – Costa Rica, Multislots, Regency Systems Limited, Proprietary UK Developers | Slots, Poker, Blackjack, Roulette and Sports |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| FML Group of Companies Limited (WT005) | Nassau Games (FML) | Casino<br>Sports Book<br>Lottery | Artiflex Technology Games OS<br>Tumi Entertainment | Web Design Development, Turnkey iGaming Software Solution, Sweepstakes |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| Playtech Systems Limited (WT007) | Island Luck | Casino<br>Sports Book<br>Lottery | Playtech Systems Limited, Amigo Tech Inc, KSA Consultancy, Royal Soft Gaming | Spin, Slots, Poker, Keno, Tables |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| Jarol Investments Limited (WT008) | Chances Games | Casino RSL Multislot, Amigo Tech Casino, Webshopmatic, Royal Soft Gaming | Regency Systems Limited, Amigo Tech Limited, KSA Consultancy, Royal Soft Gaming | Spin/Slots/Video Poker, Keno, Tables, Casino Games, Lottery, BackOffice, Sports Book |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| GLK Limited (WT0010) | A Sure Win | Lottery<br>Amigo Tech Casino, Racebook | Webshopmatic, Amigo Tech, Digital Gaming Solution – Costa Rica | Online Lottery Games/Sports Book, Electronic Casino Games Race and Sports Books |
| **Operator/ Name** | **Trading/ Name** | **System** | **Manufacturer** | **Notes** |
| Bahama Dreams Web Café Limited (WT0012) | Ultra Games | Casino<br>Sports Book<br>Lottery | Playtech Systems Limited, Amigo Tech Inc, KSA Consultancy, Royal Soft Gaming | Spin, Slots, Poker, Keno, Tables |

## OBJECTIVE AND SCOPE OF SERVICES OF THIS TENDER

As part of the Act, the GBB has been chartered with all regulatory and tracking activities over the industry. Among other chartered activities of the GBB included are the tracking of play, the collection of tax revenue and fees, and the oversight to ensure the games are fairly administered. To support the GBB in its activities, the GBB has determined that leveraging its efforts through technology could be advantageous to its effective and efficient discharge of its duties. The GBB therefore is seeking proposals for a central system ("central system") that could be used in The Bahamas. This central system would be used by the GBB to monitor and collect data on all games and wagers that are system based or have standard methods for collection and on the net gaming revenues of all other games. This data will be sourced from the operators' games or systems as close to the availability of that data as is feasible and practical. The central system provider will work with the GBB to establish processes for implementing this collection according to existing industry standards and for establishing any needed standards and procedures as might be additionally required to facilitate this data flow. The gaming operators must implement the standards per the regulations developed by the GBB. It is the plan of the GBB to implement this capability in stages. The initial stage will be on a System-to-System (S2S) basis with the "Gaming House" operators as the first operators to be implemented. The GBB will then make the determination of any future stages for other operators or individual gaming device (e.g. slot machine) connectivity.

## CENTRAL SYTEM

The central system defined to include all elements of software, hardware, and services that are to be contractually provided by the vendor. The GBB desires a single contractor to be responsible for all elements of the central system. To the degree that the central system has elements from various commercial vendors, the provider shall be responsible for the integration of all elements and components to provide for the contracted needs of the GBB. The central system provider is expected to form commercial arrangements with other technology and solution vendors as needed to deliver the integrated solution to the GBB.

### Residency

Each of the operators, whether traditional Casino or Gaming House, will have their systems located in the legal boundaries of The Bahamas. The Central System, at least in its primary configuration, is intended to be resident within the legal boundaries of The Bahamas. The provider may have flexibility in the location of backup, failover, and disaster recovery capabilities. The provider may also have flexibility in the location of administrative, analytic, and support services. The options for location of these backup and service provisioning are to be specified in the Vendor's proposal and will be subject to negotiation with the GBB.

There are several commercial providers of conditioned data center space and hosting services in The Bahamas. Examples include Cable Bahamas and Secure Hosting. Several of the gaming operators avail themselves of these commercial providers for space or hosting services.

### Connectivity

The gaming operators are responsible for cooperation and providing the connectivity to their servers / devices to be monitored. The central system provider will be responsible for coordinating with the operators to implement the most efficient and cost-effective solution while still meeting the requirements and standards of

the GBB. GBB will review all configurations but the performance and management to requirements are the responsibility of the central system provider and the operators.

It is expected that the initial connectivity with both the Gaming House operators and the Las Vegas style operators will be on a system-to-system (S2S) basis. The exception will be if a game to system (G2S) connection to the central system is required to any gaming devices because of any limitations in the S2S configuration. It is legislated that all Gaming House gaming systems have connectivity to their servers and that sufficient detail is available at the server level to meet the GBB monitoring requirements. GBB recognizes that even "thin clients" devices at the Gaming House operators have some processing and storage capabilities. The operators would be required to provide the detailed connectivity necessary for the complete monitoring of gaming activity. At some time in the second phase, which may occur during the life of this contract, the GBB may specify connections to each gaming device of an appropriate nature and technology. The central system provider should anticipate that this might be a need and include pricing options to extend this capability for the various sized gaming facilities in the jurisdiction.

## Standards

The GBB requires that connectivity and transactions are in accordance with the best practice standards available. The GSA adopted standards are the desired standards. In addition, the connectivity should be secured to industry best practices as well. The GBB expects the central system provider to assist to specify the best approach that complies to these standards and to supplement those standards definitions from its own experience and best practices when necessary.

## Features

The Appendix contains a list of features that the GBB would find desireable in its central system solution. The list is not intended to be all inclusive and the GBB expects that the providers will have significantly more capability than the minimum listed in this document. The provider should include a list of those features in its solution that are additive to those in the appendix. The GBB would further review the capabilities of the provider and will expect that it continually invests in expanding and improving the technology and functionality available in its central system. The successful provider will demonstrate and contractually commit to future improvements and that the version of the central system operated for and provided to the GBB will be maintained functionally equivalent to the best that the provider has in use anywhere for any other customer. This maintenance to "best provide to market" will be included in any pricing and will be part of the contract. As noted, the GBB plans to work with the Central System provider to implement the capabilities in stages. The GBB understands that some functionality in the appendix may not be required in the initial stages. The provider should bear this in mind when pricing their response so that the pricing is appropriate to the required functionality as of each stage of the implementation.

## PRICING

It is the intent of the GBB to, as closely as possible, have each operator's responsible for the cost of the activity of the central system that is attributable to their operation known to the GBB. The cost of connectivity specific to each operator may be borne by that particular operator depending on policy decisions and the provisions of the Act. The Central System provider will have the capability to identify to and for the GBB the direct and allocable costs for each gaming operator.

The Vendor shall state its proposed pricing to provide all goods and services, equipment, hardware, software, and personnel required by this solicitaion for providing a central system. This includes all elements of the central system located at the provider's primary data center, a hot back-up located off site from that center, software, and all other central system components required by this solicitation. This pricing is to be inclusive of any and all setup costs including those that may be billable to the gaming operators. One-time start-up fees and any on-going monthly support fees for each gaming operator shall be provided. While those costs specific to each operator may be recovered from the relevant operator, GBB wants to be informed of those those costs required specific to each operator for connectivity between the operator and the central system. All costs related to the provisioning of the central system beyond the direct connectivity with the operator, including all connectivity to the GBB and its systems are to be borne and quoted by the central system provider. The central system provider will be compensated based on a model to be proposed by the provider and negotiated with the GBB. Any specialized services required of the central system provider by any particular operator will be borne by that operator, but the GBB may negotiate the pricing of those services, so they are equitable across all operators.

It is required that the central system provider maintain accounting records specific to gaming operator for those items of pricing that are uniquely identifiable. Other items of pricing should be maintained in pools that can be allocated based on driver variables. Statistics of these activity variables will be maintained by the central system provider and reported by the provider to the GBB to support recovery of these charges from the gaming operators. The pricing proposed should also include administrative and investment recovery costs and management fees. The central system provider will report all of these elements to the GBB.

While the above suggests a particular model for the financial arrangement between the GBB and the central system provider, the GBB is open to negotiating and would welcome alternative models that the central system provider might propose.

The proposal shall be for an initial period of five (5) to seven (7) years with renewable terms to be negotiated with the provider. The Vendor may propose alternate terms as an option in their proposal.

The form of the proposed pricing and/or cost recovery shall be left to each provider. The pricing information shall be clear and complete. The GBB is flexible in the pricing model that might be proposed to include such options as "cost plus", "percent of revenue", "fixed plus variable plus fee". Any pricing element quoted in dollars shall be quoted to the cent denomination. Any pricing element quoted in a variable rate or percentage shall be to the decimal place needed for clarity to resolve to a cent denomination when calculated.

The currency of contract will be the Bahamian dollar unless otherwise negotiated. All transfers will occur through the bank specified by GBB.

## TIMELINE

The GBB has established the following timeline for planning purposes only. Each bidder will supply their expected timeline in their bid. The GBB desires as accelerated a process as prudently possible and recognizes that some operators will be able to react more quickly than others, allowing for a staged rollout of capabilities.

- **RFP Issuance:** October 3, 2024
- **Q&A from Prospective Suppliers:** October 3 – October 18, 2024
- **Visits to Reference Sites:** October 11 – October 25, 2024
- **Proposals Due:** October 31, 2024
- **Determination of Award:** November 7, 2024
- **Specifications to Gaming Operators:** November 14, 2024
- **Initial testing with Gaming Operators:** December 12, 2024
- **First Operator live on Central System:** January 31, 2025

## INDEPENDENCE

The GBB is sensitive to the potential for both actual and the perception of conflict of interest. The central system provider will, therefore, provide a statement that there is nothing in their solution that has or could reasonably be perceived to contain a conflict of interest with any of the system operators of Las Vegas style or Gaming House Operator listed in this solicitation. GBB recognizes that several central system providers in the market have a broad array of products under their ultimate parent companies. Any provider proposing will, therefore, include a statement of the independence of their central system product and services and their corporate standards, inclusive of an independent testing lab registered in this jurisdiction, for demonstrating and maintaining the non-conflict status.

## REFERENCES

The central system provider shall provide the GBB with references from three (3) exemplar customers for whom they provide a solution of similar complexity and nature. The GBB will determine the applicability of the reference to their potential use in evaluating any potential provider. The GBB may, at its discretion, choose to visit one or more of these reference customers. The bidder is responsible for fully facilitating such a visit.

## COST RESPONSIBILITY

Any bidder is fully and solely responsible for any costs they incur in the process of bidding and /or securing this contract. Until such time as contract is negotiated and executed, the GBB nor its consultants bear no responsibility for any costs incurred by any potential bidder responding to this tender. The negotiated terms of the contract will determine the timing and extent of any fees to be paid to any successful bidder(s).

## CONTRACTING AUTHORITY

The GBB will be the contacting authority within The Bahamas.

All technical questions regarding this tender should be directed to:

**Ian Tynes, Secretary**
1-242-397-9200 or 1-242-424-2067
ITynes@bahamasgamingboard.com

All legal questions regarding this tender should be directed to:

**Crystal C.C. Knowles, Chief Counsel**
1-242-397-9254 or 1-242-827-3083
CCKnowles@bahamasgamingboard.com

# ATTACHMENTS

Representative Monthly Volumes

| Representative Monthy Volumes | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Slots | | Tables | | Race/Sports | | Undifferentiated | Undifferentiated |
| | Bet | Revenue | Bet | Revenue | Bet | Revenue | Bet* | Revenue |
| Casino 1 | $ 40,000,000 | $ 6,600,000 | $45,100,000 | $5,600,000 | $2,150,000 | $ 111,400 | | |
| Casino 2 | $ 40,000,000 | $ 6,600,000 | $45,100,000 | $5,600,000 | $2,150,000 | $ 111,400 | | |
| Casino 3 | $ 2,112,704 | $ 384,951 | $ 1,113,850 | $ 199,837 | | | | |
| Casino 4 | $ 1,214,659 | $ 135,111 | $10,901,075 | $2,477,785 | $ 96,634 | $ 17,516 | | |
| Gaming House 1 | | | | | | | $ 1,849,711 | $ 462,428 |
| Gaming House 2 | | | | | | | $ 3,713,530 | $ 928,383 |
| Gaming House 3 | | | | | | | $ 3,909,051 | $ 977,263 |
| Gaming House 4 | | | | | | | $ 3,833,183 | $ 958,296 |
| Gaming House 5 | | | | | | | $ 18,280,810 | $ 4,570,202 |
| Gaming House 6 | | | | | | | $ 4,235,173 | $ 1,058,793 |
| Gaming House 7 | | | | | | | $ 4,720,658 | $ 1,180,165 |
| Gaming House 8 | | | | | | | $ 562,021 | $ 140,505 |
| Gaming House 9 | | | | | | | $ 572,032 | $ 143,008 |
| | | | | | | | * Based on 75% payout | |

***Desired Features and Technology***

*A.1 GENERAL*

**A.1.1** The GBB may decide to enter into a contract with a qualified Vendor to provide the design, development, implementation, lease, operation, and maintenance of a Central Monitoring and Control System ("Central Management System or central system") for Gaming Devices and/or Systems. Since many of the games are delivered in virtual environments, the “device” may indeed be the system on which the

game is housed. For the remainder of this document and for the purposes of the GBB, any reference to "gaming device" may be a physical device or the system which virtualizes the activity that would occur if the device or game were physical. These Devices and/or Systems to be monitored and tracked include:

- traditional slot machines (Class II or Class III), independent of or integrated with gaming servers which provide libraries of game content, control facilities for remote game configuration including pay tables, or other features of the extended understanding of "server based gaming";
- interactiveized game environments;
- traditional table games or the systems tracking play of these games;
- lottery style number games;
- parimutuel games;
- Sports and Race book;
- Any system on which the virtual version of these games is provided and/or managed; or
- other games of chance or skill which the GBB may specify.

**A.1.2** The operating model preferred by the GBB is one where the infrastructure (servers and storage) necessary for both the Primary and Back-up sites called for in this document be located within the legal and geographical jurisdiction of The Bahamas. The GBB will entertain options in which the backup/disaster recovery center is located outside of the jurisdiction. The provider will demonstrate said location will have no limiting affect on the operations and requirements of the GBB nor place it under any jurisdictional limitations of access to data or functionality nor in any way restrict The Bahamas sovereignty over its operations. There are commercial data centers available in The Bahamas to provide facilitated and conditioned space and other services. It should be noted that during term of this engagement use of government data facilities may be possible. As noted, the GBB is open to other operating models, however concerns about data security and sovereign immunity for data stored "in the cloud" or outside of The Bahamas must be addressed. Certain personnel services may be provided remotely, but the GBB desires that as many services as practical be resident within the geographical jurisdiction.

**A.1.3** Vendors must submit proposals encompassing all of the services required in the solicitation and may not submit proposals for only certain services of the solicitation. Vendors are encouraged to reach out to other suppliers for those areas of functionality or technology that they may not be internally available. The Bahamas would prefer a single contracting and responsible party but is open to joint proposals so long as there is a clear line of responsibilty and The Bahamas is not limited by the arrangement. Vendors may submit, and are encouraged to do so, alternatives to achieving the objectives that in the Vendor's experience and professional competence are more efficient and cost effective. In the case of these options, Vendor should include the comparison, including financial, of the RFP described capability and the Vendor's recommneded option(s).

**A.1.4** The Vendor shall continuously coordinate the implementation of the central system and Wide Area Network ("WAN") with each of the regulated gaming operators to insure the smooth and timely installation of all components at the facilities.

**A.1.5** The Vendor shall be responsible for all costs, coordination, and maintenance as they relate to the

design, installation, training, testing, operations and support of the central system environment. Areas of the Vendor's responsibility specifically include, but are not limited to;

**A.1.5.1** All primary and back-up site communication lines, computer system components and peripheral equipment, including data center environmental equipment, mainframes/servers, front-end communications processor(s), printers, and tape drives.

**A.1.5.2** All communication lines and equipment to each gaming facility.

**A.1.5.3** All equipment at the gaming facility necessary for communicating with the central system and any gaming operator system or gaming device.

**A.1.5.4** All cabling infrastructure within each facility (installation, termination, and testing) that the gaming operator fails to provide timely to the central system provider's specification. The GBB will give the provider authorization upon notification of non-timeliness by the gaming operator.

a. From the Point of Entry in a Facility to the central system Wiring Closets
b. From the central system wiring closet to each gaming device or bank as appropriate
c. From the central system wiring closet to gaming facility back offices requiring connectivity or access to the central system. Areas include the accounting department for invoicing and GBB offices for monitoring or reporting
d. From each facility to central system Primary and Back-up Data Centers, as well as any providers network operations center

**A.1.6** Dispute Resolution – The GBB central system Project Manager shall have the final authority to resolve any disputes between the Vendor and the gaming operators, gaming device manufactures, etc. Failure to meet performance requirements may result in the assessment of liquidated damages by the GBB. A schedule for any damages will be established during negotiations. The bidder is to submit the set of performance metrics to which it is proposing to adhere during the contract.

**A.1.7** Player Account and Tracking Systems and Ticket-In/Ticket-out - The gaming operators may install their own player tracking systems. The central system shall be totally independent of any such player tracking system and the Vendor shall have no responsibility under the terms of the contract with the GBB, for the installation, management, or support of these gaming facility systems. The Vendor and central system shall be responsible for the polling and reporting of gaming device accounting and Ticket-in/Ticket-out meters or other gaming accounting as appropriate to the game type and/or as authorized by GBB.

**A.1.8** The GBB may enter into a contract with a qualified Vendor who can offer for use, in the future, integrated functionality for implementation of software based components of a Responsible Gaming framework that GBB may develop. For the initial installation, any responsible gaming requirements will be the responsibility of the gaming operator(s). The functionality could include use of the Gaming Standard Associations informed player class, and the ability to drop Responsible Gaming messaging and software to the gaming device level. This feature may include, but is not limited to, an interface to a locally hosted player tracking system located at each of the Licensee sites.

**A.1.9.** The GBB requests that Vendor's proposals include a defined option for an operational model and cost structure that would allow for transition of operational support for the central system application and/or network monitoring to GBB staff. The timing and specifics of this option would be further defined during contract negotiation.

**A.1.10** Innovative approach - The GBB is open to Vendor's proposing a solution that differs from the approach and technical details that are articulated in this solicitation so long as the capabilities are sufficient for all game types and gaming operations and accommodate the legislated needs of the GBB.

**The capabilities below are representative of those desired by the GBB. The specific implementations may vary by Vendor so long as the base capabilities are delivered unless otherwise agreed to in negotiations and contract between the Vendor and GBB. Because of the varied and developing nature of the gaming environments in The Bahamas and because much of that gaming will be server and web based, these capabilities may require alternate solutions than have been traditionally deployed in gaming facilities that were traditionally brick and mortar and slots based. The GBB is looking for useful, efficient, and cost-effective solutions to support the GBB in its legislatively chartered and professionally administered duties. The response shall note when variations of the capability are being proposed because of the S2S nature of the interface, because of operating conditions, or because of alternative cost or other efficiencies to the proposal.**

The following sections describe the capabilities for the provision of a Central Monitoring and Control System (central system) for The Bahamas' authorized gaming. The Vendor shall deliver all requirements that are proposed and contracted and shall be responsible for all technical functionality and business support.

- Installation and initial start-up of the central system located at the primary data center, a hot back-up located off site of that primary center, software, and all other central system components, with the potential exception of Telecommunications Network and equipment necessary to conect the gaming facility to the operator. The Vendor will provision this communication capability but the payment responsibility may be directly borne by the operator;
- Support of the initial number of gaming systems and/or devices upon start up of the central system and, potentially, the communication connecting each Gaming Facility to the central system
- Installation of all equipment related to the central system that is required to be located at each Facility; and
- Subsequent to the opening of a Facility, the support of additional gaming devices or system(s) that may be added.

It is anticipated that the GBB will issue multiple work orders over the Contract term, or any extension thereof. However, the GBB may not proceed with any portion of the work anticipated by the Contract and the Vendor shall not perform any such work unless a written work order is issued by the GBB or GBB's authorized agent.

For the purposes of the capabilities described below a:

- Gaming Operator may be any licensee, candidate or approved, who may be conducting gaming operations as defined in the relevant Gaming Act in the jurisdiction
- Gaming Facility may be any place from which a licensee may conduct gaming operations

- Gaming Device may be any device whether server, system, thick or thin client, slot machine, network connected device, or any other capability by which a player may place a gaming wager and play a game of skill or chance that is subject to the provisions of the relevant Gaming Act of the jurisdiction

*A.2 CENTRAL MONITORING AND CONTROL SYSTEM (central system)*

A.2.1 GENERAL REQUIREMENTS

The Vendor shall provide a central system with comprehensive functionality which shall include, but not be limited to, gaming activities, sales, validations, inventory management, marketing/promotional support, and information management reporting. The Vendor shall provide the following to the GBB on a lease basis for the duration of this Contract and any extension thereof:

1. Computer hardware and software, with full redundancy, and WAN to support gaming device operations.
2. A central system which shall meet all performance requirements specified in this solicitation.
3. A central system which shall be operational each and every day (24 hours per day, seven days per week, three hundred sixty five/six (365/366) days per year), or during such times established by the GBB.
4. Implementation, maintenance, day to day operation, and resolution of outages on its portion of the WAN which links the gaming facilities, devices, and systems within the Facilities and any associated communication/networking equipment involved in the operation of the gaming device network. There shall be no cost to the GBB or to the Facilities in resolving Telecommunication Network problems and/or repairs, including problems, which involve wiring or devices used to connect the gaming devices to the central system.
5. The development and maintenance of a reconciliation capability such that the reconciliation capabilty balances between the transaction stteam captured data and any periodic tax and other reporting submitted by the gaming operators. Vendor will assist in the specification and development of this capability.
6. Any other item, equipment or facilities deemed necessary by the GBB for the efficient operation of the central system.

A.2.2 OPERATIONS PROCEDURES

The Vendor shall:

1. Create and document the procedures for computer operations staff, especially regarding failure situations, in a straightforward manner.
2. Provide documentation on how the central system will maintain the required availability and how upgrades will be performed with minimal downtime throughout the term of the statement of work.
3. Provide documentation on how the central system is compatible with and will interoperate

with all gaming devices using current GSA industry standard protocols (G2S and S2S).

4. Document the processes and procedures on how the GBB shall be able to activate, monitor, de-activate, and re-activate an individual gaming device up to a whole facility. GBB recognizes that individual device connectivity is not in their initial planning but Vendor should note how they might implement some form of "shut down" of the operator or game should that be the desire of the GBB.

### A.2.3 REDUNDANCY

The Vendor shall provide and operate Primary and Back-up Sites including, but not limited to, facilities, equipment, and staff. The Vendor shall provide a gaming activities telecommunication transport path between its Primary and Back-up Data Centers and any GBB centers and the gaming facilities. The intent of the GBB is to assure central system capability survival in the event of a major outage. Each of these transport paths shall be capable of supporting all of the gaming traffic, the traffic needed between the Data Centers, and the traffic between the Data Centers and the GBB.

The central system computer shall be a state-of-the-art, fault-tolerant, redundant, high availability system. All computer system components and peripheral equipment, including front-end communications processor(s), system printers, tape drives, or other devices must be similarly fault-tolerant and redundant and maintain high availability. No performance degradation or loss of system functionality shall occur with the failure of a single system component.

The central system's storage management solution shall provide fault tolerance and scalability. In case of a failure in any one system the remaining system(s) shall immediately assume the load without loss or corruption of any data and transactions received prior to the time of the failure, with minimal service disruption and no loss of processing continuity.

Primary System recovery from a one-system failure shall be accomplished immediately while still maintaining current transactions. This includes the ability to fully service the communications network supporting the gaming devices and management terminals.

Back-up System recovery from a Primary Site failure shall be accomplished immediately without loss of any transactions. This includes the ability to fully service the communications network supporting the gaming devices and supplying management terminal functions.

### A.2.4 Central System REQUIREMENTS

1. The central system shall have the capability to support the gaming devices and Facilities authorized by the GBB and be scalable for future enhancement or growth. The central system, as delivered and installed, shall be capable of supporting a network of gaming devices, systems/servers, and associated controllers as are currently implemented in The Bahamas during peak transaction performance.
2. The central system shall operate on a universally accepted gaming industry open protocol (e.g., Gaming Standards Association SAS, G2S, S2S) to facilitate the ability of the maximum number of gaming device manufacturers to communicate with the central system and shall be capable of controlling all brands and models of gaming devices currently approved in a

regulated jurisdiction.

3. In the event the operator has a gaming device or system that cannot be made to connect via a GSA standard interface, the gaming operator will be required to propose a solution or petition for an exception by the GBB. In such case the GBB may authorize a custom interface. The incremental cost of any such interface is to be paid for by the gaming operator. The gaming operator will petition the GBB for approval of such non-standard solution and the GBB will, upon approval, issue a work order to the central system provider.
4. The central system shall provide the capacity for at least an eleven (11) digit dollar amount ($99,999,999,999) for gaming device sales and prizes/winnings.
5. The central system shall be configurable and capable of future scaling and expansion of transactions, storage, Facility locations, and number of gaming devices.
6. Alarms and monitoring devices shall be in place and shall automatically notify the GBB if the central system goes down. All levels of sensing such as environmental and system/network availability shall be considered and captured. The Vendor shall notify the GBB based upon notice and escalation procedures as approved by the GBB.
7. At the direction of the GBB, the central system shall be able to immediately start or cease gaming functions by disabling or enabling any individual gaming device, any group of gaming devices, or all gaming devices. The Vendor shall provide for a process of executing a shutdown command from the central system that causes gaming devices to cease functioning and a process of executing a startup command from the central system. Both automatic and manual shutdown capabilities shall be available from the central system. The central system shall have the functionality to disable and enable gaming devices at any gaming device Facility and system wide with a single command for each type. The equivalent of this capability should be available for interactive and server based operations.
8. When communication between the central system and a gaming device is disrupted, the components shall automatically resume processing as soon as communication is restored without any loss of data.
9. The central system shall provide a warning for each gaming device when polled meters or their interactive or soft count equivalent are outside of expected parameters. This will allow the Vendor and the Facility to proactively react to inaccurate or suspected inaccurate “meter” readings. The central system shall provide the setting and monitoring of thresholds that provide an alert to the GBB in the event any and all meters fall outside of the established threshold values.
10. The central system shall provide a single point of entry for all management functions from secure browsers on the GBB's WAN or Interactive Private Network (VPN).
11. The Central System shall be capable of accepting and processing adjustments to include specification of a dollar amount and explanation for the adjustment. Posting of adjustments shall be allowed from either Management Terminals and from computer files supplied by the GBB. The central system shall provide a single screen for meter adjustments which will allow all adjustments to key meters to be made on a single screen.
12. When appropriately authorized by the GBB, The central system shall provide the capability for gaming devices to operate for up to seventy-two (72) hours without connection to the central system, with all data being collected and stored without loss by the site controllers or

their equivalent.

13. The functions of the central system shall not be obtrusive for the players, for employees who require real-time monitoring of security events, financial transactions, or service of the gaming devices. Performance of the central system shall not degrade noticeably during normal functionality. In addition, the central system shall provide capacity to accommodate gaming device populations, play volumes, and event recording consistent with all specifications.
14. Time Synchronizing:
    a. Multiple systems in the configuration, such as a clustering of processors, shall have a time synchronizing mechanism to ensure consistent time recording and reporting for events and transactions.
    b. The Primary and Back-up System shall be time-synchronized, to ensure that both Systems always have all transaction data.
    c. Synchronization with an external time standard shall be provided.
    d. The Primary and Back-up System shall be fault tolerant and able to fail over immediately in the case of a primary failure.

A.2.5 POWER-UP AND POWER FAILURE RECOVERY

During a central system power-up or power recovery, the Vendor shall monitor the central system and all gaming devices/servers to ensure the proper response and functioning of all gaming devices/servers. The Vendor shall respond to any central system reauthorization request within five (5) minutes. The Vendor shall establish a manual intervention process for corrective action for any gaming device/server that does not respond or fails to function properly, including communications and coordination with the Facility.

A.2.6 HARDWARE

A.2.6.1 The Vendor shall establish with GBB a protocol for obtaining approval in writing or electronic equivalent from the GBB before making any enhancement or modification to the hardware configuration or procedures. This protocol will allow for fixes of an emergent nature.

A.2.6.2 All hardware and ancillary peripherals making up the central system shall be new equipment that has not previously been used or refurbished unless previous approval has been received from the GBB.

A.2.6.3 The Vendor will maintain the hardware / operating system and interactiveization platform to fully satisfy the performance needs of the GBB in a cost efficient manner. Vendor will provide replacement elements and upgrades as needed to maintain necessary performance of the central system.

A.2.7 SOFTWARE

A.2.7.1 Changes to Software

The Vendor shall establish with GBB a protocol for obtaining approval in writing or electronic

equivalent from the GBB before making any enhancement or modification to the operating software, configuration, or procedures. This protocol will allow for fixes of an emergent nature. The Vendor shall run a software utility on a daily basis that checks to ensure software libraries have not been modified in order to prevent unexpected and non-approved software changes. The System shall automatically generate and send daily, in electronic form, to the GBB a report of the results of the software utility check.

A.2.7.2 Software - Version Maintenance for GBB Operations

The Vendor will maintain the most current version of their central system application running on the GBBs platform. Major version upgrades must be operational at GBB within 6 months of their release to general availability. This currency will be maintaned for all elements, whether “owned” by the central system provider or licensed/open sourced from third parties.

A.2.7.3 Software Licenses and Escrow

All software installed by the Vendor, as well as any maintenance or enhancements to that software, and all program documentation supplied by the Vendor for the duration of the Contract, shall be licensed to the GBB for the duration of the Contract and any extensions at no additional cost. The Vendor shall provide to the GBB, or place in escrow with an escrow agent, in a form acceptable to the GBB, up to date copies of all software source code and related documentation developed (or modified) by the Vendor, to operate the System and games. The purpose is to provide the GBB access to and use of the software source code for auditing or continued operations should the Vendor suffer any condition such that it could not continue operations. If the Vendor supplies existing software for which the Vendor or others have copyright/ownership rights, the Vendor shall either provide the source code directly to the GBB, in a form acceptable to the GBB, or shall place the source code in escrow with an escrow agent or demonstrate to GBB why an exception should be granted. Any exceptions must be granted in writing or electronic equivalent by the GBB. The Vendor shall provide certification of the escrow process and require the escrow agent to provide written notification to the GBB upon receipt of the source code. Any changes to the GBB versioin of the central system shall be immediately archived as part of the software upgrade process and notification provided to GBB by the escrow agent of the successful archiving.

A.2.7.4 Protocol Simulation

1. The Vendor shall furnish specifications, protocols, and formats of messages to/from the central system. This also includes communication between central system devices. The Vendor shall provide any technical assistance to operators and/or their system suppliers to implement these protocols.
2. Protocol Simulator. The central system shall have the capability to test and support the protocol(s).
    a. The simulator shall adequately support and exercise all of the transactions and message types that are to be used by the communications protocol.
    b. The simulator shall be capable of generating common communication errors to confirm that the gaming device / server software is properly handling the event (i.e., malformed messages, no acknowledgement, incorrect cyclic redundancy checking ("CRC"),

incorrect data, etc.).

c. The simulator shall provide for performance/volume testing.
d. An operations manual or other suitable documentation shall be available with the simulator.
e. The simulator shall run on standard, freely available equipment such as a PC or the equivalent. Alternatively, the supplier may loan suitable simulator hardware to all approved users.

A.2.7.5 Software Validation

1. The central system shall initiate a signature validation command whenever any gaming device / server is enrolled.
2. If a gaming device / server fails the signature validation test, it shall not be possible to enable that gaming device / server into normal mode without manual intervention at the central system level. A central system generated report for both validated and failed gaming devices / servers shall be submitted daily to the GBB.
3. One (1) of the following methods of signature check reference storage must be implemented:
   a. Game software image storage: All game software images that exist in the gaming device shall also be stored in the central system. The game software images stored in the central system are used for signature calculations and are subsequently used to validate the signature calculation results reported from the gaming device.
   b. Pre-calculated signature results storage: The table of signature results shall have at a minimum often ten (10) entries. These entries shall be generated from randomly selected seed values for each game and repopulated on a daily basis. The utility program used to generate the signature check result table shall be approved by the GBB.
   c. Other method proposed by the Vendor and accepted in writing or electronic alternative by the GBB.
4. Both the game software image and pre-calculated signature results are sensitive data files that shall have appropriate security such as password protection and file encryption.
5. If the image used for validating the gaming device software is comprised of more than one program or device (for example, a gaming device may have one main program and one game program) the central system shall have the functionality to allow the operator to load each component individually and the central system shall combine the individual images based upon the scheme supplied by the gaming device manufacturer to create the combined image.

A.2.6 SURVIELLANCE REQUIREMENTS

The Surveillance System must have the following capabilites:

I. Automated response to alarms (e.g send email notification, start recording, etc.)
II. Video Analystics Support
III. Continuous Recoding on Motion or Alarm

IV. Multi-stream camera support
V. Mobile device support (IOS/Android)
VI. Robust video managememt recording features
VII. Remote live view
VIII. Video Playback
IX. Record on motion
X. Integrated site map
XI. PTZ Control
XII. Multi-stream camera support
XIII. Integrations to 3rd party system (e.g. Electronic Access Control Integration)
XIV. Video Wall with Controllers for 5 Operators
XV. Onvif Profile S 2.4 conformance

A.2.7 SURVIELLANCE LOCATIONS

Proposed locations for DVR/NVR & Video Wall monitoring

I. Nassau Main Office
II. Nassau Main Office Monitoring Room/ Video Wall
III. Freeport Main Office (Based off-site on another island in The Bahamas)
IV. Freeport Casino (Proposed location based off-site on another island in The Bahamas)
V. Bimini Main Office (Based off-site on another island in The Bahamas)
VI. Bimini Resorts World Casino Office (Based off-site on another island in The Bahamas)
VII. Atlantis Casino Office
VIII. Baha Mar Casino Office

A.2.8 ACCOUNTING REQUIREMENTS

A.2.8.1 The central system shall monitor the operation of each gaming device, accumulate relevant data, and create reports using the following information or equivalaent as appropriate to the game and play:

1. Number of cents wagered;
2. Number of cents won;
3. Number of cents paid out by a printed ticket or session equivalent;
4. Number of cents accepted via a printed ticket or session equivalent;
5. Number of cents accepted via currency, ticket, or other instrument of value;
6. Number of cents transferred to the gaming device electronically;
7. Number of cents transferred from the gaming device electronically;
8. Number of cents paid out via hand pay or canceled credit;
9. Number of cents paid out via jackpot;
10. Number of cumulative credits representing money inserted by a player;
11. Number of cents on the credit meter;
12. Number of games played (handle pulls or equivalent);
13. Number of games won;

14. Number of times the logic area was accessed;
15. Number of times the cash door was accessed;
16. The individual person who accessed the logic area and the date and time it was accessed;
17. The individual person who accessed the cash door and the date and time it was accessed;
18. The number of all promotional credits (Cashable and non-cashable) received at the game;
19. The value of all promotional credits (Cashable and non-cashable) received at the game;
20. The number of all promotional credits (Cashable and non-cashable) sent from the game;
21. The value of all promotional credits (Cashable and non-cashable) sent from the game; and
22. The number and value of other electronic credits including, but not limited to, Debit Cards, Gift Cards and Smart Cards.

A.2.8.2 The central system shall receive all meter-reading or equivalent counter data in near real time in an on-line, automated fashion. At a minimum, the central system shall poll all gaming devices or servers on an hourly basis. Manual reading of meter values may not be substituted for automated requirements.

A.2.8.3 If and when the GBB decides to implement controls physically to the individual gaming device level, the central system shall acquire and report the gaming device game meters and not an external or "casino management system" meter incrementation process. Once specified by GBB, the central system shall read and report using the full set of actual gaming device meters.

A.2.8.4 The central system shall be able to process all gaming device game meter sizes and record lengths with scalability for future growth or enhancement.

A.2.8.5 Support for Promotional Credits. The Central System shall provide a breakout of promotional credits by gaming device Facility, which shall include both cashable and non-cashable promotional credits. In addition, the GBB may establish a threshold of non-taxable promotional credits on an annual basis. The central system shall report on the status of promotional credits within that threshold. In the event the threshold is surpassed the central system shall continue to breakout the promotional credits but include the credits over the percentage as taxable win.

A.2.8.6 The central system vendor shall be required to provide a daily report to the GBB that does a side-by-side comparison to the central system meter reads, the operator meter reads, and the actual cash count, when relevant, for each gaming device and game operating on an gaming device.

A.2.9 LOCAL AND WIDE AREA PROGRESSIVE GAMES OR GAMING DEVICES

A.2.9.1 The central system shall be able to report progressive jackpot games, either stand-alone or linked games, at a single or multiple facilities. The central system should also have the ability to include reporting for progressive jackpot games linked to multi-jurisdiction licensed facilities.

A.2.9.2 The central system shall be capable of producing reports that clearly demonstrate the method used to arrive at the jackpot amount. This includes the documentation of credits contributed from the beginning of the polling cycle (including those from the time period immediately following the previous

jackpot) and all credits contributed up to and including the polling cycle that includes the jackpot signal. Credits contributed to the system after the jackpot win occurs, in real-time but during the same polling cycle, shall be considered to have been contributed to the progressive jackpot amount prior to the win.

A.2.9.3 The central system shall produce fiscal reports that support and verify the economic activity of the game(s), indicating the amount of and basis for, the current jackpot amount (the amount currently in play). Such reports shall include but not be limited to:

1. An aggregate report to show only the balancing of the progressive link regarding Facility-wide totals;
2. A detail report in a format that indicates for each gaming device, summarized by location, the cash-in/cash out (or equivalent) and credits-played/credits-won totals, as such terms are commonly understood in the industry.

A.2.9.4 Each progressive controller linking one or more progressive gaming devices shall be submitted to be evaluated by the GBB's certified independent testing laboratory, and be approved by the GBB.

A.2.9.5 If applicable, there shall be a progressive entry authorization log within each controller and the log shall be completed by any person gaining entrance to the controller. The log shall be entered on a form suitable to the GBB to provide an audit trail of any Vendor staff or authorized individual who gains access to the progressive controller.

A.2.9.6 If applicable, a progressive meter or progressive controller shall keep the following information in nonvolatile memory which shall be displayed to the GBB or Facility upon demand:

1. Number of progressive jackpots won on each progressive meter if the progressive display has more than one winning amount.
2. Cumulative amounts paid on each progressive meter if the progressive display has more than one winning amount.
3. Maximum amount of the progressive payout for each meter displayed.
4. Minimum amount or reset amount of the progressive payout for each meter displayed.
5. Rate of progression for each meter.

A.2.10 ASSET TRACKING (The Vendor should state their capabilities in this area and should propose this capability as an option to the GBB)

A.2.10.1 The Vendor shall provide jurisdiction-wide asset management for all gaming devices, including asset tracking, hardware status, location, maintenance history, inventory status, spare parts and whether the gaming device is Operator owned or leased. The asset management system shall include the following fields: Operator identification number, serial number, Location Asset Number, location, gaming device Manufacturer name, GBB permit issue date, game name, location, and last physical inventory date. The Vendor shall provide designated GBB employees with secure, internet browser based, update and report capability to the asset tracking system.

A.2.10.2 The Vendor shall provide the ability for the GBB to track all gaming devices jurisdiction-wide, including both gaming devices that are operational on a gaming device Facility floor and gaming devices that are not currently active. This means each gaming device shall be tagged and tracked based on an overall designation (Serial number, individual asset number) for the entire life of the gaming device while within the GBB jurisdiction.
A.2.10.3 Asset Tracking must be integrated with the central system.

## A.2.11 REPORTING

### A.2.11.1 General Requirements

All reporting shall be deliverable by electronic distribution. Physical printing shall not be required unless specifically directed by the GBB. The report distribution will either use the GBB's Electronic Document Management (EDM) system or one provided by the central system vendor. GBB currently uses the DocuWare product but may use some other product in the course of this contract. The Vendor will support the report distribution via the GBB selected/implemented software including if the GBB changes that software during the life of the Vendor's contract with the GBB.

All data shall be extractable / exportable to such tools as Excel, Access, text format, etc. All reports shall be exportable with and without headings in CSV format and shall be printable in PDF format.

1. The central system shall provide a chronological report of any or all transactions by date, time, transaction type, Facility number, transaction number and any other sort option as required by the GBB. .
2. The central system shall provide two types of reporting tools: Regularly Scheduled Reports and Ad Hoc Reporting capability. The Vendor shall create new standard scheduled reports and Ad Hoc reports, within agreed upon schedules, throughout the term of the Contract as required by the GBB.
3. The GBB requires maximum flexibility in utilizing the information that is contained on the central system.
    a. The GBB requires that the Vendor maintain an application data model (such as a relational database) specifically for the GBB containing data elements and relationships to be agreed upon by the GBB and the Vendor.
    b. Data items shall be made current in real time or as close to real-time as possible.
    c. Database information shall include all information collected by the System.
    d. GBB System users shall be able to, using the relational database architecture, develop, modify, save and schedule individual reports.
    e. All information retrieved from the relational database architecture in user-developed reports shall be able to be indexed and sorted.
4. The System shall provide the ability for management users to inquire into a history for a specified range of dates. The information provided in response to such an inquiry shall detail all financial activity for the selected time period. The ability to select specific transaction types for a time period is also required.

A.2.11.2 Types of Reports

1. Central System Daily Report Requests - Pre-designed reports requested by the GBB from the central system shall be accurate and readily available to be generated by the GBB on demand. These reports shall include, but not be limited to, the following general types of reports which shall be based upon criteria and format as approved by the GBB. The GBB expects that the Vendor will have a substantial library of available and useful reports from the Vendors experience in other jurisdictions:

    a. Performance Reports
    b. Financial Summary Reports
    c. Transaction Reports
    d. System Audit Reports
    e. Error and Alert Reports
    f. Ad hoc Query and On-Demand Reports

2. Required Reports

    a. **Software Utility Check** - Provides the validation status of game authorization during the startup, normal operation and shutdown of each gaming device. (daily-section A.2.7.1).
    b. **Signature Validation** - A central system generated report indicating both validated gaming devices and gaming devices that failed the signature validation test, (daily – Section A.2.7.4 (2)).
    c. **Non-Reporting gaming devices (due to non-communications)** - A report by Facility, by gaming device Manufacturer's gaming device that summarizes the last polled date, by gaming device Manufacturer and serial number, reason for error, and poll address.
    d. **Non-Reporting gaming devices (communicating but no data reported)** - A report by Facility, by gaming device Manufacturer's gaming device that summarizes the last polled date, by gaming device Manufacturer and serial number, reason for error, and poll address.
    e. **Accounting Detail** Provide detailed accounting data by gaming device (daily).
    f. **Financial Summary Report** - A report by gaming device Manufacturer's that summarizes by date the amount played, amount won, net revenue, jackpots paid, number of gaming devices, and average net revenue by gaming device.
    g. **Prize Payout Report** - Calculates the prize payout percentage of each game on the basis of cents won divided by cents played.
    h. **Facility Report** - Contains the following information:
        1) Facility License Number
        2) Facility Name
        3) Facility License Number
        4) Facility Address
        5) Machine Serial Number or other unique game identifier
        6) GBB/Location Asset number
        7) Cents Played
        8) Cents Won
    i. **Transaction Report** - A report by Facility, gaming device Manufacturer and serial

number that summarizes the cash in, cash out, net revenue, amount played, amount won, progressive jackpot contribution, win frequency, payback percentage, net jackpot won, games played and games won.

j. **Game Preference Reports** - Provides game play statistics by trait type, string, by gaming device Manufacturer, or other parameters approved by the GBB.

k. **Hourly Game Play Report** - Tracks hourly game play data. The report lists the number of gaming devices actively reporting, cash in amount, cash won amount, average cash played amount per terminal and validations.

l. **Accounting/Promotional Credits** - Provides a breakdown of all gaming and promotional credits meters in relation to the each gaming device meters and overall usage by gaming device Manufacturer, serial number, or other parameters approved by the GBB, (daily - Section A.2.8.5).

m. **Progressive gaming devices** - Provides a breakdown of game, local and wide area progressive meters and jackpots. In addition, it will report the reinvestment (escrow) and payment values, (daily- Section A.2.9.2).

n. **Asset Tracking Report** - Provides a status by gaming device of key asset management parameters (as required - Section A.2.10). Requirement may vary from traditional because virtual nature of some of the gaming and of S2S implementation. Where appropriate and applicable, GBB desires the capability for this functionality:
   1) Serial Number
   2) Order, Shipment and Delivery Date
   3) Current Location (Manufacturer, Shipped, Facility, Warehouse...)
   4) Gaming device Installation Date
   5) Hardware replacements
   6) Hardware upgrades
   7) Ticket Printer Manufacturer
   8) Bill Acceptor Manufacturer
   9) Service Dates

o. **Central system Failover Testing** - Vendor shall conduct Failover testing twice a year and report all results of the testing to the GBB within five (5) days, (twice per year - Section A.6.2)

p. **Security/User Access Report** - Provides detailed audit trail of all user access at all levels including, but not limited to, applications, data and system level access, (bi-weekly - Section A.7.6)

q. **Security Violation Report** - Provides all alerts and violations to the central system for both external events (facility violations) or internal events (central system access or events), (as required - Section A.7.7.2)

r. **Security Update Report** - Provides all changes (additions, deletions and amendments) to the central system security schema, including new users, authorization levels, application and data access and central system configuration changes, (within seven (7) days of an event - Section A.6.7.1 (5))

s. **Daily Sweep Invoice** - Creates an invoice to be sent to each Facility stating the amount of tax liability for gaming device operations at the end of each gaming day. (Note: the

timing of data collection and invoicing is to be at GBB's discretion and according to policy. Daily should be the minimum but weekly and monthly may also be the timing required at implementation.)

t. **Hotline Report** - Provides information regarding service calls, dispatches and resolutions, (weekly - Section A.10.1 (5))

### A.2.12 OFF-SITE DATA STORAGE REQUIREMENTS

The Vendor shall keep back-up copies of all software and data required to support a full central system recovery without loss or corruption of data by maintaining said information in a secure location remote from either the Primary Site or Back-up Site. Data transport shall be via secure and reliable methods (electronically where feasible) and all back-up data, at rest or in transit, shall be encrypted or otherwise secure from unauthorized access. Secure system to system data transport for backup is preferred over physical media that must be transported. A complete audit trail of the generation, transport, retention and destruction of the back-up data shall be maintained and shall be available for review by the GBB.

### A.2.13 TRANSACTION INQUIRY

The Vendor shall provide to the GBB the ability to research transaction history files (search and view all transaction data) to verify the existence of any and all transactions. The purpose is to answer customer questions, to investigate fraud allegations, to gather information for presentation to courts as evidence, and similar such actions. The central system shall provide the ability to search in real time and view all transaction data.

## *A.3 NETWORK AND OPERATIONS MONITORING*

The Vendor shall provide a separate industry standard Network Monitoring System which shall be directly accessible in real time by the GBB. This system shall provide a single screen graphical display of the status of all WAN and LAN equipment on the network. Communications test and monitor capability shall be available at both the Primary and Back-up Sites. Network monitoring tools shall be able to interface and analyze protocols, view transaction data for performance and capacity analysis, and create visual and/or audible alarms to provide warning of problems. The capability shall be included to determine whether failure has occurred in the equipment at the Primary or Back-up Site, within the wide area communications network or at the Facilities down to the gaming device level.

The Vendor shall provide to the GBB a real time display of network and equipment status, which will provide view and report capabilities. The system shall advise the GBB of any Facility where service has been disrupted and shall attempt to determine whether the equipment is at fault or the Telecommunication Network is responsible for the service disruption. The System shall display the down time of any and all equipment and/or telecommunications circuit in the network over a period of time selectable by the operator or as specified by the GBB.

The Vendor shall be responsible for network monitoring and management. The Vendor's network administrative services shall include configuration processes, including escalation procedures.

## *A.4 PRIMARY AND BACK-UP SITE REQUIREMENTS*

### A.4.1 PRIMARY NETWORK OPERATIONS CENTER and TESTING LAB

The Vendor shall operate a Primary Network Operations Center (NOC) and Testing Lab, including but not limited to equipment and staff (24x7x365) which shall be used exclusively to support the GBB's Contract and shall be located in the jurisdiction of The Bahamas. (The cost of this, as with all elements of the Central System, shall be borne by the Vendor. The GBB or other government agency of The Bahamas may have conditioned space available but the Vendor should bid on the basis of provisioning their own space.)

The design and layout of this Primary Site shall be pre-approved by the GBB. The lab shall not be identified externally or internally as being the premises of the Vendor. The Primary site shall have a mirrored duplex setup of all essential functions and capabilities. Mirroring and failover among components of the Primary site shall be as instantaneous as required to support GBB operations without interruption.

In addition to the primary site, the Vendor shall provide a Dedicated Interoperability and Testing Lab. The Lab shall have the following capabilities unless otherwise agreed:

1. The Vendor shall work with the GBB to outfit dedicated space with adequate room to house its test system, gaming devices from multiple manufacturers, printers and reports, and other equipment the GBB requires to be tested. Such test devices may be located in a facility other than the controlled and conditioned space of the data center. The Testing Lab shall be designed to allow staff to conduct testing in a comfortable, user- friendly environment.
2. The Vendor shall provide the Testing Lab with its own independent system that is a complete set of computer systems and software consisting of the functionally duplicate configuration of the Primary System and have all combinations of equipment and system capabilities including all communication channels to allow any and all testing of central system and related hardware and software.
3. The Vendor shall provide a test environment for the gaming devices, including controllers (or technical equivalent approved by the GBB) and Central Control System emulation for gaming devices provided by each of the approved gaming device manufacturers or systems operators.
4. The layout and design of the Testing Lab shall be approved by the GBB.
5. The Testing Lab shall be available at all times to GBB personnel.
6. As operational configurations, processes, or devices change or upgrade, the testing and development systems shall mirror those changes, as possible in advance, to facilitate continued testing and validation in a technically realistic environment.
7. The physical area shall comply with all State and local building codes, laws, and rules for facilities of its type. The Vendor shall obtain proper permits and inspections.
8. Vendor shall supply electrical and network connections sufficient to support all equipment to be tested. The Testing Lab shall have a separate climate control.
9. The Vendor shall supply all Central System supported equipment required for testing to include hardware and/or software.

10. The Testing Lab shall be a secured area with limited access and shall be under video surveillance (24x7x365/366) at all times with live signal feed to the GBB.

A.4.2 BACK-UP SITE

The Vendor shall provide and operate a fully redundant hot Back-up Site including but not limited to facilities, equipment, and staff (24x7x365) which shall be located in a geography which provides conditions indepent of those that might have caused the failure of the Primary. This may include different power substation and communications than the Primary Site including sufficient geographical separation from the Primary Site. The Vendor may propose a Backup Site capability that is in another jurisdiction if it can show the cost efficiency and operational prudence of such a design and location is more risk prudent and more cost effective than a location within the jurisdiction. The GBB's prior approval is required of the location and configuration of the Backup site. With approval, the backup site may be located at a shared site with other business of the Vendor provided the Vendor can show that the site is functionally equivalent in all operations and it is has the same video monitoring with live signal feed to the GBB's headquarters.

A hot Back-up Site is defined as operating a system which receives a mirror image of all transactions on a real-time basis from the active system with the capability to automatically take over processing in the event of a failure at the Primary Site with minimal service disruption to the System and with no loss or corruption of data. The Vendor may propose a simplex configuration at the backup site if it can show the ability to establish, in a timely manner, the duplex capability upon catastrophic loss of the primary center.

A.4.2.1 The Back-up system(s) shall be of the same processing capacity and architecture as the Primary Site system(s) with exceptions noted and accepted within the contract. Any exceptions must be explicitly and specifically noted to the GBB and such exceptions explicitily approved.

A.4.2.2 The latest technology Redundant Array of Independent Disk ("RAID") shall be used to protect key data at the Primary and at the Back-up Site. Data transferred to and recorded at the Back-up Site shall always contain all most recent transactions, allowing a rapid Failover. The GBB and gaming Facility networks must be routed so as to permit transaction processing at the Back-up Site. Other communications to permit GBB operations must also connect to the Back- up Site. The Network shall have a routing mechanism independent of the Primary Site so that the Back-up Site can be reached without the Primary Site.

A.4.2.3 The Vendor shall provide a Back-up Site, which contains sufficient hardware to support the same requirements stated for the Primary Site with no single point of failure. The Back-up Site shall contain the capability to perform all functions associated with gaming devices, as well as being available remotely by communications from the Primary Site. The Back-up System shall have the same security specification as the Primary System.

A.4.2.4 The operational procedures for failure, transferring control to the Back-up Site and recovery shall be clear and concise. The Vendor shall provide and maintain an up to date disaster recovery plan with scheduled test dates included. The GBB shall have the right to review and approve all the Vendor's procedures.

A.4.2.5 Any access including dial-back systems shall be capable of logging remote logins. These logins shall be provided to the GBB upon request for audit purposes.

A.4.2.6 All Vendor's hardware and software, both Primary and Back-up Systems, shall be designed and operate such that there is no corruption of data or loss of transaction integrity.

A.4.2.7 The Vendor shall include in the Back-up Site selection criteria consideration of the sensitivity to potential adverse conditions such as earthquake, hurricane, flood, or local communications failure. At a minimum, the following shall be included in this Site:

1. Design layout shall be approved by the GBB. This space shall fall under the same fire protection and backup power requirements as the Primary site itself.
2. The Vendor shall supply cleaning services and pay for all utilities and services for this Site.

A.4.3 FIRE PROTECTION AND STRUCTURAL REQUIREMENTS

Both Primary and Back-up Sites shall meet the following minimum structural requirements:

1. Unless otherwise infeasible and approved by the GBB, Computer rooms and telecommunication rooms shall be separated from other areas by non-combustible construction having at least a two (2) hour fire resistance.
2. Walls shall be extended from structural floor to structural floor (or roof) above.
3. Fire doors shall be provided on all entrances into the computer room with a fire resistance rating at least equal to the wall in which the door is located.
4. Fire and smoke dampers shall be provided in ducts that pass through the computer room walls, floor, or ceiling.
5. The physical area shall comply with all state and local building codes, laws, and rules for facilities of its type. The Vendor shall obtain proper permits and inspections.
6. The physical facility shall be constructed in accordance with the standards specified in the current edition of National (US) Fire Protection Association (NFPA) publication No.75, "Protection of Electronic Computing/Data Processing Equipment."
7. The Vendor shall contract for or install and maintain in good operating condition fire detection, fire suppression, and automatic fire extinguishing systems of sufficient capacities to protect the computer rooms based on FM-200 or another GBB approved method. These systems shall be installed and maintained as specified by applicable National (US) Fire Protection Association (NFPA) and Bahamas or local jurisdiction Fire Marshal Standards. Any under floor areas shall also be protected by the automatic extinguishing systems.
8. An air conditioning failure detection mechanism shall be provided. The environmental controls (air conditioning system(s)) shall be interlocked to shut down upon activation of the fire extinguishing system or the automatic fire extinguishing system shall be installed with sufficient capacity to compensate for loss of extinguishing system through operation of the air conditioning systems.
9. All penetrations through the computer room(s), wall(s) or ceiling(s) shall be sealed tightly with material equivalent to existing floor, wall, or ceiling construction to prevent passage

of heat, smoke and water.

10. There shall be a water detection system covering all under floor areas of computer and media storage areas.
11. Fire proof storage for back-up media shall be able to withstand a minimum two (2) hour fire with no damage to the stored media.

A.4.4 POWER AND POWER BACK-UP EQUIPMENT

Both Primary and Back-up Sites shall comply, at minimum, with the following requirements:

1. The Vendor shall provide and maintain, in good operating condition, an uninterruptible power supply with batteries and electrical generating capabilities of, at a minimum, one hundred fifty (150) percent of the capacity needed to sustain all hardware, environments, equipment, communications equipment, and necessary lighting to conduct full capacity business until primary power is restored if a failure occurs.
2. If a raised floor is not used in computer areas, then the Vendor shall ensure that the designs and procedures utilized provide protection against electrical shocks and accidents. The GBB shall not have liability for any failing of the Vendor or his contractors.

*A.5 WIDE AREA NETWORK*

All wiring shall have disparate paths into the building with separate points of entry, disparate paths inside the building into the site controller closets, and redundancy inside the closets.

A.5.1 OUTSIDE WIRE

All outside telecommunications circuits shall follow disparate paths from both the central system Primary and Backup Sites to the separate disparate entry points at each Facility.

A.5.2 INSIDE WIRE

All inside wiring at each Facility shall follow disparate paths from the central computer room to the site controller closets and have redundancy within these closets.

Wiring within each Facility shall be a minimum of CAT6 cabling.

*A.6 DISASTER RECOVERY*

A.6.1 Disaster Recovery Plan

The Vendor shall develop an operational recovery and business continuity plan and provide it to the GBB for approval no later than forty-five (45) calendar days from Contract execution date. The plan shall be updated at least annually for the GBB's approval to ensure minimal interruption to service in case of an emergency, and shall include, but not be limited to, the following sections:

1. Business Impact Analysis
2. Risk, Threat and Vulnerability Analysis
3. Recovery Strategy
4. Emergency Response

5. Problem Escalation
6. Plan Activation
7. Recovery Operations
8. Plan Validation, Testing, and Maintenance schedules
9. Key personnel contact list to include GBB personnel

A.6.2 Central System Failover Testing and Demonstration

As directed by the GBB, the Vendor shall execute controlled Failover tests twice per year in coordination with the GBB and each gaming device Facility. Failover tests shall focus on three (3) key redundancy areas: Primary to Back-up Site; Dual Points of Entry; and Dual paths to the central system Wiring Closet. Vendor shall submit its test plan to the GBB for approval at least thirty (30) days prior to the test.

A remote method to monitor equipment at the Back-up Site shall be provided. The Vendor shall demonstrate that the Back-up Site is fully functional by operating in production from the Back-up Site at least twice a year for at least twenty-four (24) hours a day as directed by the GBB. The Primary Site shall serve as the hot Back-up in this scenario.

The Vendor shall conduct operational recovery and business continuity (Disaster Recovery) testing/exercises twice a year, to include full performance and end-to-end testing of all business processes and procedures, central system and component functionality. The GBB shall be allowed to observe the testing/exercises. All results of the exercises shall be reported in writing to the GBB within five (5) days.

The Vendor shall participate in the GBB's operational recovery and business continuity exercises twice per year.

The Vendor shall correct and retest any deficiencies discovered by audit findings or operational recovery testing within ten (10) days.

The Vendor shall automatically permit all gaming traffic to flow to the appropriate Network Host Center when the Back-up Site is invoked.

A.6.3 Destruction of Site

In the event of irreparable damage at the Primary or Back-up Site or of an unplanned, extended abandonment of the Site, the Vendor shall provide, at no additional cost to the GBB, those host processors, facilities, and other components necessary to resume gaming device sales under a two-Site operational scenario. Such host processors, facilities, and other components shall be furnished, installed and operational within thirty (30) days after the GBB declaring a disaster. Until a permanent Primary or Back-up Site can be re-established, substitute Sites shall meet GBB-approved environmental and security measures as specified herein for the Primary and Back-up Sites. The (Note: Vendor may propose alternate restoration timeframe as an option so long as the base timeframe is also included)

*A.7 SECURITY*

The GBB is concerned that a third party might eavesdrop on a circuit and gain access to data that might compromise the integrity of the central system. The central system shall provide encryption techniques

that shall eliminate and discourage attempts of this type. The GBB is also concerned that individuals may attempt to disrupt the service by tampering with the WAN in a way that will not compromise the data but will interfere with the ability of the Network to transmit data in a timely manner. The Network shall be made highly secure, and shall be designed to protect against a disruption of service and corruption of data. The network shall be continuously monitored and any significant outages reported to the GBB immediately - not to exceed one (1) hour elapsed time.

### A.7.1 SECURITY PLAN

The Vendor shall submit an infrastructure and data security plan to the GBB for approval no later than ninety (90) days prior to commencement of central system operations. The plan must be maintained and submitted annually for review and approval by the GBB. The plan should employ best practices (i.e. NIST SP 800-53 or ISO/IEC 27001) for protecting infrastructure and data.

At a minimum, the Vendor shall review the Security Plan annually, update as necessary and submit to the GBB for approval. The Plan shall include the following sections:

1. Business Impact Analysis
2. Risks, Threat and Vulnerability Analysis
3. Security Strategy
4. Personnel Security Practices
5. Physical Security
6. Data Security
7. Telecommunications (VPN, WAN, LAN) Operational and Physical Security
8. Telecommunications (VPN, WAN, LAN) Access Security
9. Protection of Software and Other Copyrighted Material
10. Plan Evaluation
11. Security Awareness/Training
12. Plan Maintenance

### A.7.2 PHYSICAL SECURITY

A.7.2.1 The purpose of the physical security component of the security program is to reduce the risk of data compromise due to physical break-ins or unauthorized access to equipment and data. The Vendor shall ensure that adequate protective measures are implemented for all computing resources.

A.7.2.2 All Vendor's offices, the Primary and Back-up Sites (whether contracted or otherwise), and secure areas at the gaming device Facilities shall be secured twenty four (24) hours per day so that only authorized persons designated by the GBB are permitted to gain entry into the sites and that such persons are restricted to authorized areas.

A.7.2.3 Access control requirements at the Primary and Back-up Sites and secure areas at gaming device Facilities shall include, but not be limited to:

1. The placement of computer room walls and windows shall limit access by unauthorized individuals.

2. The general structure of interior walls shall be secured and constructed from the floor to the true, not false, ceiling.
3. The computer room and each Central System wiring closet shall have secured access (i.e., proxy card, keypad, or keyed lock).
4. The computer room and entrance to each central system wiring closet shall have PTZ (pan, tilt, zoom) surveillance camera coverage.
5. The Vendor shall provide a log of all visitor access into the computer room and each wiring closet. All non central system related access shall be requested in writing and approved in advance by the GBB.
6. Site entry and control points shall be secured, guarded if available.
7. All key access doors shall be self-closing and self-locking with card reader access. Access history data shall be maintained for a minimum of ninety (90) days.
8. Recording-type closed circuit television shall monitor all vulnerable and sensitive areas. Any non-covered areas must be listed by the Vendor and approved by the GBB. The video monitoring system must have a time/date generator that appears on all recordings. The Vendor shall provide video monitoring systems, including backup and recovery of the monitoring capabilities, for the computer rooms at the Primary and Back-up Sites and for all secure areas at the Facilities so activities can be monitored and recorded (DVD or other digital on-line media, or server based) for security purposes remotely from the GBB's headquarters. Backup media (DVD, etc.) shall be kept for a minimum of one (3) months. The GBB desires options be proposed for longer retention periods.
9. All visitors and messengers shall be logged in and out of the secure areas and all visitors shall be escorted at all times while inside. Logs shall be kept for the life of the Contract (digital storage is desireable) and shall identify who allowed the access. In addition to the date and time, the purpose of the visit must also be reported.
10. Access authority shall be removed immediately upon change of assignment or termination.
11. A complete listing generated by the central system of the Vendor's staff and access levels shall be furnished to the GBB monthly.
12. The Vendor shall keep a current listing and/or memorandum authorizing access to GBB or other authorised Governmental staff and their access levels to the secure areas. Sensitive areas shall include, at a minimum, host systems and the communications equipment/workstations used to access host systems.
13. All Vendor employees shall receive, use, and be easily recognized by a photo identification badge that has been approved by the GBB.
14. The GBB shall approve the user access list.
15. The Vendor shall use positive identification using pass, key lock, badge system, cipher lock, biometrics, or other controls for employees, suppliers, and visitors to access the computer room.
16. The Vendor shall establish a control system to ensure identification of the individuals having possession of the keys, cards, and badges at any given time. The key, card, and badge inventory must be kept current at all times.
17. The Vendor shall, at a minimum, on a monthly basis review the list of assigned key cards or access rights and ensure that all persons on the list are still authorized employees.

18. The Vendor shall use logs or special badges for visitors to the computer room.
19. The Vendor shall control the computer room access of maintenance and other personnel.
20. The Vendor's or contracted facilities shall have and maintain Physical Intrusion Detection Devices at all entrances/exits at its secure areas, which shall be operational 24x7x365/366. Vendor must notify the GBB immediately of any unauthorized access or intrusion.
21. Vendor shall notify the GBB at least seventy-two (72) hours in advance of any planned visitor being granted access to any Vendor secured areas at any Facility.

A.7.2.4 At any time, personnel authorized by the GBB may inspect all premises of the Vendor or its sub-Vendors involved in the Contract to determine the degree of security and operational compliance. In addition, authorized GBB personnel or other party designated by the GBB shall also have access to interview any Vendor or sub-Vendor employee or authorized agent in conjunction with any audit, review or investigation deemed necessary by the GBB.

A.7.3 CENTRAL SYSTEM SECURITY

A.7.3.1 User account files shall not be in plain text format and shall be encrypted. The central system shall write to a log file and report on all successful and unsuccessful sign on and log off attempts made to the central system. The central system shall have the following security features:

1. It shall capture the user ID, user name, sign-on date/time and indicator that signify a successful/ unsuccessful sign-on.
2. It shall log and report all changes to the central system by all users logged on to the central system (including administrators).
3. All security log files shall be directly accessible by the GBB on a daily basis.
4. It shall lock out all users after three (3) unsuccessful log-on attempts.
5. It shall have the ability to assign users to groups and must have the ability to assign privileges to each group.
6. It shall expire a user's password at forty-five (45) days. Once an administrator has reset a user's password, the central system shall force the user to change his/her password upon the next login. Password expiration shall comply with Data Security Policies which exist or may be developed/modified from time to time.

A.7.3.2 The Vendor shall comply with all of the Security and Access Policies for both physical security and data security,
A.7.3.3 All components of the central system shall meet or exceed the ISO 15408 Common Criteria for Information Technology Security. For reference: http://www.iso.org/iso/home/standards/management-standards/iso27001.htm and http://csrc.nist.gov/cc/ .

A.7.3.4 The Vendor's System Administrator shall have the ability to deactivate / archive users from the system.

A.7.3.5 Secure Connections

1. There shall be no connectivity to the Central System from outside the central system network without prior GBB approval.
2. Any such capability, such as for remote monitoring or diagnosis of equipment or software, shall employ stringent security mechanisms such as message encryption, logging of sessions, Secure Tokens, etc.
3. Connections to other remote systems and terminals shall be protected by firewalls, encryption, secure shell (SSH), Interactive Private Network (VPN) or other means. Any routers shall route traffic only to addresses defined in their routing tables as valid.
4. The acceptability of any such security approach will be subject to GBB pre-approval.

A.7.4 DATA SECURITY

1. After the GBB has accepted the Central System in writing, the Vendor shall be prohibited from modifying the software or databases of the central system without the prior written approval of the GBB.
2. The GBB shall have the right to require, at any time, such further and additional security measures as deemed necessary or appropriate to ensure the integrity of the central system or the game(s).
3. Only persons authorized by the GBB may access:
    a. Sensitive or confidential data
    b. Software programs and central system documentation
    c. Computer rooms
    d. Disk, tape, and other media (DVD, CD) libraries and vaults
    e. Any other area deemed by the GBB to warrant such authorization
4. Data that is determined to be sensitive enough to warrant encryption while in storage shall be encrypted using a encryption level no less than 128bit Triple DES, also referred to as Triple Data Encryption Algorithm (TDEA) in NIST SP 800-67, or 3DES by cryptographers and security application vendors.
5. The Data Security Plan shall follow GBB-approved documentation standards and be available in hard copy and data format.
    a. Shared user accounts shall not be permitted.
    b. The applications and servers requiring authentication shall support the ability to enforce complex passwords, minimum life of password, maximum life of password and minimum iterations of passwords.
    c. The Vendor shall develop, document and implement a security program component that is appropriate for the level of sensitivity/confidentiality of the information being processed. The purpose of the data security component of the IT security program is to reduce the risk associated with the compromise or destruction of Vendor-controlled data. Content shall include rules for the storage and dissemination of data shared with other organizations. The data security program component shall include:

i. Vendor Security Policy Statements
ii. Software version control and its currency
iii. Access control techniques
iv. Data entry processes
v. Processing accuracy
vi. Distribution of output reports and introduction or release of data
vii. Data and program back-up
viii. Controls to prevent unauthorized use or removal of tape files, diskettes, and other media
ix. Data encryption standards for storage and secure management
x. Processing audit trails
xi. Application testing
xii. central system access violations
xiii. Intrusion detection notification and response procedures
xiv. Virus prevention, detection and removal
xv. Appropriate disposal of hardcopy data which may contain sensitive information or information which may allow compromise of information systems security

A.7.5 PROBLEM NOTIFICATION

All incidents or anomalies shall be reported verbally to the GBB immediately and shall be reported in writing to the GBB within twelve (12) hours of the event. At a minimum, incident and anomaly reporting shall include a description of the incident, its cause, impact on the operation and corrective action taken for each occurrence of central system failure, operator error, deviation from established procedures and those items where liquidated damages are applicable.

A.7.6 SECURITY REPORTS

The Vendor shall provide read-only access to the central system security access table or reports automatically generated from the central system without human intervention showing central system user privileges and authorities on a bi-weekly basis. These reports shall also include a copy of the user group/class assignments, authority levels, and active user names.

The Vendor shall provide from the central system e-mail notification without human intervention of report generation and certain file accessing as specified by the GBB. Vendor shall establish a procedure for reporting and notification of key alerts to the GBB. Changes to object code, key files, system value or options, security reports or network parameters shall be prioritized and reported/e-mailed based on severity and alert escalation process approved by GBB.

A.7.7 SECURITY PROGRAM UNDER THE CONTRACT

All computer systems provided by the Vendor shall meet or exceed standards set by the National Computer Security Center's Trusted Product Evaluation Program (TPEP), which tests commercial products against a comprehensive set of security-related criteria. All agencies, employees, and Vendors

of the jurisdiction are responsible for protecting information from unauthorized access, modification, disclosure and destruction.

A.7.7.1 Personnel Security

The GBB may initiate investigations into the background of any officers, principals, investors, owners, sub-vendors, employees, or any other associates of the Vendor it deems appropriate. Background investigations may include fingerprint identification. Principals, Key personnel, and key qualifiers who shall be performing services under the Contract and as determined by the GBB may be required to undergo a background investigation by the GBB.

1. The Vendor shall cooperate with such investigations and instruct its employees and sub-Vendors to cooperate. The GBB may terminate the Contract based upon adverse results of these background checks if the GBB determines that its integrity, security, or goodwill may be in jeopardy.
2. The ability to conduct such investigations shall be a continuing right of the GBB throughout the Contract.
3. The Vendor shall report any change in, addition to, or deletion from, the information disclosed to the GBB. The report shall be in writing and delivered to the GBB within seven (7) days of the effective date of the change, addition, or deletion. The Vendor shall report the involvement of any of the Vendor's employees, owners, or agents in any known criminal arrest (exclusive of minor traffic violations) or investigation.

A.7.7.2 Security Violation Reporting

The Vendor shall immediately report any security procedural violation, violation of law (e.g., theft), of equipment, software or material used or to be used in the performance of this Contract. The report shall be delivered personally or by telephone immediately but not later than one (1) hour of the discovery of the incident, followed by a written report within twenty four (24) hours, to the GBB.

*A.8 MANUALS AND DOCUMENTATION*

The Vendor shall provide with the central system, electronically to the extent possible, all associated operation manuals, service manuals, and relevant schematic diagrams. Operation manuals and service manuals shall be expressed in broad terms that are directly relevant to the complete central system.

A.8.1 Operational manuals shall:

1. Accurately describe the central system which the manual is intended to cover;
2. Provide adequate detail and be sufficiently clear in their wording and diagrams to enable a trained operator to use all functions in the application.

A.8.2 Service manuals shall:

1. Accurately depict the central system which the manual is intended to cover;
2. Provide adequate detail and be sufficiently clear in their wording and diagrams to enable a qualified repair-person to perform repair and maintenance in a manner which is conducive to the long-term reliability of the central system.

A.8.3 Circuit schematic diagrams shall:

1. Accurately depict the Primary and Back-up Sites, WAN and wiring at each Facility (when available);
2. Provide adequate detail and be clear in their wording and diagrams to enable qualified technical staff to perform an evaluation on the design of the component;
3. Be professionally drafted and satisfy the above requirements; and
4. Be kept up to date at all times with updates being delivered within five (5) days of any changes.

A.8.4 Delivery of Manuals and Documentation

All manuals and documentation shall be delivered to the GBB and copies shall be maintained at both the Primary and Back-up Sites.

*A.9 STAFFING*

A.9.1 GENERAL

The Vendor shall provide, manage, and be responsible for all personnel necessary to meet the requirements of the Contract and to provide a high quality of service to all Facilities and GBB personnel. Specifically, the Vendor shall provide all staff as required to meet the timelines identified in the final Implementation Plan and to maintain support for Service Level Agreements.

The Vendor shall at least annually over the Contract term update its organization chart showing the current staffing positions/categories and number/list of personnel assigned. The Vendor shall provide the GBB with policies regarding staffing, work schedules and vacations, which shall be approved by the GBB.

The GBB requires the following minimum Vendor staffing in certain key areas, with all positions being full-time unless otherwise specified. The Vendor shall provide On-going Support Staff which shall be permanent positions in support of all requirements for the duration of the Contract term as specified in Section A.8.3. The Vendor shall also provide Implementation Staff as specified in Section A.8.2 which shall be provided in support of the implementation of the Central System at each of the gaming Facilities as they open and become operational, and shall remain with the implementation until at least two (2) weeks after the commencement of gaming operations at a Facility. The Implementation Staff shall be separate individuals in addition to the On-going Support Staff. All staff assigned to this Contract shall be subject to licensing by the GBB.

A.9.2 IMPLEMENTATION STAFF-PLANNING & INSTALLATION

The Vendor will provide a staffing plan and description of the relevant need for each position as a function within the overall operations. The Vendor will provide a detailed job description for each position. The Vendor will provide the level of staffing needed for start-up of facilities and on-going operations. The project manager must meet the qualifications below or as agreed by the GBB. All positions of this contract are subject to a background check.

A.9.2.1 PROJECT MANAGER

The Vendor shall assign a Project Manager to coordinate implementation of each Facility who shall be the primary point of contact between the Vendor and the GBB for all implementation matters for a Facility. The Project manager must be a certified PMP and have a minimum of five (5) years experience of LAN/WAN infrastructure and/or Data Center build out project management experience.

The Project Manager

- performs day-to-day management of the project,
- identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project;
- is responsible for ensuring that work performed is within scope, consistent with requirements, and delivered on time and on budget;
- identifies critical paths, tasks, dates, testing, and acceptance criteria;
- monitors issues and provides resolutions for up-to-date status reports; demonstrates excellent writing and oral communications skills
- is responsible for providing timely communication and project updates to all stakeholders: GBB, Vendor, gaming device Manufacturers and gaming Facility operators.

*A.10 MAINTENANCE PROGRAM, SERVICE LEVELS AND SUPPORT*

A.10.1 HOTLINE (CENTRAL REPORTING SYSTEM)

1. The Vendor shall provide a central trouble reporting system ("Hotline") whereby Facilities may quickly and easily report problems.
2. The Hotline shall be located at a site which shall be approved by the GBB upon Contract award. The Vendor shall also provide a location from which it will support the Hotline if the primary call center becomes for any reason inoperable.
3. The Hotline shall provide, at minimum, a single toll-free number with sufficient lines to ensure that no more than one (1) call out of every one hundred (100) calls receives a busy signal when calling the Hotline. The Vendor shall associate the Hotline number(s) with a system capable of providing comprehensive ad hoc reporting including quality assurance monitoring. These records shall be provided to the GBB directly and immediately upon request.
4. The Vendor shall install and maintain an automated dispatch system for tracking all service calls and repairs which shall be flexible and include a database with ad hoc reporting. Access to this system shall be available to the GBB via a Management Terminal.
5. Reporting. The Vendor shall capture all information related to service calls, dispatches and

resolutions. Ad hoc Hotline reports shall include, at a minimum:

a. The date and time of the original call
b. The identification of the Facility and caller
c. The general nature of the trouble call
d. The date and time of dispatch
e. The date and time of problem resolution
f. What the technician found upon inspection
g. All comments associated with the service call
h. Whether or not the service call went into penalty status with liquidated damages applying

6. Recording

a. The Vendor shall record all incoming Hotline calls.
b. The Vendor shall maintain recorded calls for at least sixty (60) days from the date a call is received.
c. The Vendor shall make recorded calls available on-line to the GBB within twenty-four (24) hours of request.

7. Management

a. The Vendor shall allow the GBB to actively participate in the development and revision of the information resources developed to help Hotline operators handle calls.
b. The Vendor shall make a follow-up call to a Facility after an initial service request remains unfulfilled for more than two (2) hours beyond the required response time. The Vendor shall make an additional follow-up call daily, so long as the Facility's initial service request remains unfulfilled, to update the status of the request.
c. The Vendor shall provide Hotline operator access to information about the status of telecommunication lines.
d. The Vendor shall have a Hotline Quality Assurance and Training Program, which is subject to approval by the GBB.

A.10.2 FIELD SERVICE/SUPPORT

1. Facility Equipment. The Vendor shall arrive at a Facility location in which the Vendor has equipment and repair defective or poorly performing equipment within two (2) hours from the time the notice of the malfunction is received by the Vendor. Repairs shall be required 24 x 7 x 365. (Note: Options for response time may be proposed by the Vendor.)
2. Telecommunications Failures. The Vendor shall be responsible for resolving all telecommunications issues within two (2) hours from the time the notice of the issue is received by the Vendor.
3. Opening of a Facility. The Vendor shall provide a maintenance technician on-site at each Facility in which they have equipment 24 x 7 for at least a two (2) week period following commencement of gaming device operations at the Facility.

*A.11 ACCEPTANCE TESTING*

## A.11.1 INITIAL ACCEPTANCE OF CENTRAL SYSTEM

A.11.1.1 Acceptance Testing, as used by the GBB, means an extensive process by which the GBB , with Vendor support, verifies and demonstrates that

1. the delivered central system or its components meet all of the Contract requirements,
2. that all equipment to be installed is compatible with the central system and meets the GBB's standards for quality and are thus acceptable for deployment into the regularized gaming environment.

A.11.1.2 The GBB, with Vendor support, will conduct Acceptance Testing during the initial installation of the central system (Implementation Testing Section A.12.2) and on an on-going basis throughout the Contract term.

A.11.1.3 The GBB shall be able to conduct Acceptance Testing to determine gaming device, system, or server functions, and central system compatibility. The Vendor shall provide a method by which an independent testing laboratory for testing purposes can validate the compliance of any gaming device or server/system that may be deployed in the jurisdiction. If the gaming device fails the Acceptance Test conducted by the GBB or its agents/designee, the gaming device manufacturer will be responsible for making all modifications required by the GBB.

A.11.1.4 The GBB, or its designee, will conduct a series of Acceptance Tests, which the Vendor shall support. To support Acceptance Testing, the Vendor shall have the Primary Site, computer hardware, communications hardware, software, gaming device controllers, and test gaming devices installed and operational according to the accepted implementation plan. The GBB expects that this capability will be at least sixty (60) days prior to the scheduled date for the first use by the GBB in monitoring a gaming device. The Backup Facility will be ready in a sufficient timeframe for testing and demonstrated readiness. This timeframe will be agreed in the approval of the implementation plan.

## A.11.2 FACILITY ACCEPTANCE

The GBB takes a comprehensive approach to Facility Acceptance and shall have the right to perform any acceptance test that it deems necessary at any Facility. The results of these tests will determine whether the GBB approves the Facility to implement the central system. The GBB shall have the sole right to determine the pass or fail decision for each of the Facility Acceptance and test components. The GBB shall have the sole right to assess liquidated damages upon the gaming operator or the central system Vendor for any delays for which the gaming operator or the central system vendor are responsible.

The GBB's Facility Acceptance Test script shall include, but is not limited to, the following:

- Validate Diverse Points of Entry into Facility
- Validate Disparate backbone paths
- Validate central system IDF complete
  - Room Construction Complete
  - Environmental systems functioning and tested
  - Phone Access available
  - Monitoring systems installed and operational
  - UPS available and tested
  - Fire Suppression Installed and certified Power and
  - Grounding installed tested All terminations clean and labeled
  - central system Racks installed, secured, and functioning
  - All wires neat using horizontal and vertical management
  - All Cabling/Terminations tested (certified)
- central system Communicating to Primary Site, Back-up Site and Facility
- central system Communicating to each gaming device

The Vendor shall provide written documentation to the GBB of expected results, actual test results, and status of each exception.

*A.12 IMPLEMENTATION*

A.12.1 IMPLEMENTATION PLAN

The Vendor shall have provided in its Proposal a proposed Implementation Plan. The Vendor shall submit, within thirty (30) days after Contract award, a detailed and finalized version of this Implementation Plan which, when approved by the GBB, shall become the basis for Implementation. This Implementation Plan shall include but not be limited to the following:

**Executive Summary** - This Summary shall provide the GBB with a concise but functional summary of each phase of the Plan, in order of progression, and shall provide a map for the GBB to use in reviewing the Plan. Each phase shall be listed in chronological order, beginning with the date of Contract award and providing a clear indication of the flow and duration of the project.

**High Level Implementation Plan** - This shall include a brief description, start and end dates, roles and responsibilities, dependencies, input and outputs and deliverables, and shall ensure a smooth start-up of the central system. This Plan shall include a timeline (Gantt chart), beginning with the Contract award date.

1. Implementation
   a. The central system and components shall be delivered and operational by a date which will be specified by the GBB in coordination with the Facilities, and shall commence live operations at that time. All central system hardware, software, equipment, staff and

all other necessary requirements shall have been successfully tested by both the Vendor and the GBB and shall be in place and operational by the specified date.

b. Once the Vendor resolves all exceptions noted during its testing, the software and/or hardware shall be made available to the GBB for Acceptance Testing. The Vendor shall provide the GBB with a copy of its test scripts and all test results (interim and final) before the Acceptance Testing date. The test system shall mirror the production system. Any differences between the test system and the production system shall be approved in writing by the GBB.
c. The GBB will make the pass/fail decision for each test. The Vendor shall provide sufficient staff to fix any problems found during the GBB's Acceptance Testing and shall resolve any exceptions noted during the GBB's testing within the timeframe specified in the Implementation Plan.
d. The Vendor shall provide operational support during the GBB's Acceptance Testing.
e. The Vendor shall provide simulators for processing transaction volumes through the system.
f. Project Reporting and Monitoring Requirements:
    1) The Vendor and the GBB shall have, at minimum, weekly implementation reviews.
    2) The Vendor shall prepare weekly reports on the progress toward the goals and deadlines stated in the Implementation Plan. Reports shall be submitted electronically to the GBB in an agreed format such as Microsoft Project.

2. Definition of Business Requirements:

a. During the first thirty (30) days after the Contract start date, a team of Vendor business analysts shall thoroughly familiarize themselves with the GBB's business processes, including the Facilities' business processes, related to gaming devices. The team shall observe the business processes and meet with end users as needed.
b. At the conclusion of this thirty (30) day period the Vendor shall deliver to the GBB a separate business requirements specification ("Business Requirements") document for each major functional area. The purpose of the Business Requirements document is for the Vendor to demonstrate its understanding of the GBB's business requirements. The GBB will review and approve these documents within thirty (30) days of receipt. The documents shall address each business process currently performed by the GBB and the Facilities' business processes. The documents shall identify any modifications to current processes. At a minimum, the Vendor shall produce a separate Business Requirements document for each of the following functional areas that apply to the central system:
    1. System Administration
    2. Maintenance
    3. Accounting and Billing
    4. Gaming device Operations and Audit

3. Software Requirements Specification ("SRS")

a. Upon receiving the GBB-approved business requirements documents, the Vendor shall develop corresponding Software Requirements Specification ("SRS") documents. The

Vendor shall deliver these documents to the GBB for approval no later than forty five (45) days after receipt.

b. The SRS documents are to specify the functionality of the software applications that will be provided by the Vendor at Start-up in support of the GBB's business processes related to gaming devices. The startup software shall function as described in the SRS documents, which shall include, at a minimum, the following:
    1) Each specification shall reference the corresponding business requirement or process in the corresponding business specification document.
    2) For each specification the Vendor shall indicate if the functionality exists in the Vendor's base system. If it does not exist, or if modifications to the base system functionality are required, the Vendor shall provide an estimate of the time it will take to develop the new functionality or modify the existing functionality. The estimate, development and or modification shall be at no additional cost to the GBB.
    3) For each specification the Vendor shall identify how the GBB may test the functionality in Acceptance Testing. Optionally, the Vendor may also identify how its own staff may test the functionality.
    4) GBB approval is required for any subsequent changes to SRS documents. The GBB may identify changes during software development and Acceptance Testing.

4. If modifications or enhancements are required, the following shall apply:

a. Software Development:
    1) The startup software shall meet the GBB's business requirements, and future changes to the software shall be accomplished in a timely manner while accurately meeting those business requirements.
    2) The Vendor shall demonstrate its understanding of the GBB's business requirements and processes before software applications for the central system are written or modified. The GBB shall be given the prior opportunity to thoroughly understand and agree to the functionality of the planned software applications. This goal applies to the development of any initial software applications as well as to subsequent software releases.

A.12.2 IMPLEMENTATION TESTING

The GBB takes a comprehensive approach to Acceptance Testing and shall have the right to perform any acceptance test that it deems necessary. The results of these tests will determine whether the GBB accepts the central system. The GBB shall have the sole right for determining the pass or fail decision for each of the Acceptance Tests and test components.

1. The GBB’s testing, to be facilitated and supported by the Vendor will have variations depending on the type of gaming operation under testing. The GBB would expect that its user Acceptance

test scripts shall include the functional equivalent, depending on game and game type, of the following:

a. Verify Terminal Identification and Validation at sign on
b. Manual and Automatic Disabling and Enabling of gaming devices based on full floor, zone, bank or individual gaming device
c. Verify TITO or equivalent deposit/payment mechanism accuracy
d. Verify central system and gaming device general functionality and response time
e. Verify all central system Reporting and Accounting is accurate and complete
f. Verify Real-time Polling of Full set of gaming device Meters
g. Validating of full set of gaming device Meters
h. Performing validations and balancing accounting reports
i. Performing validations and balancing performance reports Performing transaction look-ups
j. Test of a full floor sweep or its functional equivalent
k. Test of distribution and response of daily report of liability and/or periodic invoice.
l. Validate and balance the results of a meter-test during installation. Balance all reports with all available data:
    - Gaming Device Financial
    - Facility Financial
    - Winning Data
m. Verify exporting of reports - all formats Printing and validation of all security reports
n. Verify Asset Tracking Software
o. Verify system Facility circuit Failover
p. Verify central system Failover
q. Verify Facility failure/site controller failure and data recovery when back online
r. Checking for proper central system response to thresholds by forcing the central system to reach its failure levels (transactions, meters, etc.).
s. Forcing gaming device failures to verify proper system notification (including create print jams, disconnect power and communication cables, door opens, etc.)
t. Forcing Primary and Back-up System failures to verify proper central system recovery (including disconnect power and communication cables, improper central system operation, etc.)
u. Forcing gaming device, network and System failures by volume testing System performance in transaction rate and capacity
v. Written documentation of expected results, actual test results, and status of each exception

2. All new programs and any changes to existing programs made by the Vendor shall be tested thoroughly by the GBB prior to installation. Acceptance Testing is used to assure that all programs used by the Vendor's operating and support systems and stated in this solicitation are performing accurately and reliably prior to installation. In addition, testing also ensures that all accounting, management reporting and Facility support functions are operating accurately and reliably prior to implementation. All software installations, including network applications and central system applications, shall be approved in writing by the GBB prior to installation.

3. The GBB intends to execute comprehensive Acceptance Testing prior to implementation of the central system and for subsequent software releases. The GBB will approve the Vendor's development and execution of the Acceptance Test. The Vendor, however, shall be responsible for the quality of the System and software releases GBB approval for the implementation of software based on Acceptance Test results does not diminish the Vendor's responsibility for the quality of the software.
4. The GBB requires that Acceptance Testing be a cooperative effort between the Vendor and the GBB. The Vendor shall provide a system dedicated to Acceptance Testing. This test system shall be independent of the production systems. The Vendor shall have overall responsibility for the development and execution of the test scripts, but the GBB has the right to amend or reject the test plan. The Vendor shall assure that this test system is available to the GBB and that operational resources are available to assist the GBB in conducting and evaluating the Acceptance Testing.
5. When the Vendor is ready to deliver the central system, the GBB will determine whether the central system is acceptable according to previously agreed-upon criteria. The method for handling problems will be approved by the GBB. Before carrying out Acceptance Testing, the Vendor shall assist the GBB in identifying time schedules, procedures for evaluation, software/hardware environments and resources required, and acceptance criteria.
6. The Vendor shall perform extensive self-testing, de-bugging and quality assurance on all software prior to submitting it to the GBB for Acceptance Testing. All software submitted to the GBB for testing shall be fully operational and principally ready for production use. The GBB shall have the right to reject software that is not in Acceptable Testing condition.
7. During acceptance testing, the Vendor shall provide on-site personnel capable of modifying the operating System and all support systems. The on-site personnel shall be assigned to the GBB on a full-time basis during Acceptance Testing and be experienced with the specific hardware and software that is being tested.
8. The Vendor shall successfully meet the GBB's Acceptance Test requirements no later than one (1) week prior to the scheduled installation of any new software or System enhancements.
9. The GBB's requirements for Acceptance Testing include, but are not limited to, the following:

    a. The encryption scheme shall be in effect during all tests.
    b. The Vendor's test system shall include all gaming device types using all communication methods applicable in the live environment. The number and configuration of gaming devices to be used for Acceptance Testing shall be determined by the GBB.

10. Performance Criteria: The Vendor shall ensure that all central system support, including any network, software, hardware, and facility(ies), meets documented specifications and standards and shall pass performance testing criteria and be approved by the GBB in order to be in compliance with the Contract.

*A.13 GAMING DEVICE OPERATORS AND FACILITIES*

A.13.1 General

Each Facility is required to provide to the Vendor, at no cost, computer room space, HVAC, power and back-up power, cable infrastructure access to the gaming device floor and storage area for spare equipment.

A.13.2 Permanent Facility

A.13.2.1 The Vendor is responsible for the design, coordination, installation, testing, training and operation of all central system networks, internal and external connectivity and hardware for the permanent gaming device Facility.

A.13.2.2 The cost of installation shall be borne by the Vendor and recovered through the revenue structure of their contract. These desired terms and any available options are to be presented as part of the response to this solicitation. The actual terms will be negotiated between the GBB and the Vendor. The GBB reserves the right to negotiate with several operators simultaneously or sequentially to obtain the best result for the GBB in the sole opinion of the GBB.

A.13.2.3 All Wiring and data infrastructure installed by the Vendor for the gaming floor network shall be owned by the GBB. Wiring for the gaming floor network is to be controlled by the Vendor including final testing and all terminations. The Vendor shall be responsible for the monitoring and maintenance of all Vendor installed infrastructure within the gaming device Facility. Vendor shall have network infrastructure cabling tested and certified and provide the results to the GBB.

A.13.2.4 The Vendor shall provide to the GBB an "as built" wiring schematic for all wiring at each Facility.

*A.14 SERVER BASED DOWNLOADABLE GAMING*

Server Based Gaming solutions will give the GBB and its operators the ability to enhance the customers' gaming experience:

- by downloading games to a specific gaming device, group of gaming devices and/or progressive gaming devices from a central location;
- to reconfigure those gaming devices with new features or different games;
- to provide an array of services to players; and to deliver account-based gaming.

The reality of the “Gaming Houses” is that much of their gaming and much of the online gaming that will be available is solely a variant of “server” based gaming in which some or all of the game occurs at the server level. In some cases, the Gaming House operator and, perhaps, the “Las Vegas” style casino operator may have thin clients, mobile clients, or other technologies which will operate in a similar manner to the “server based” game.

With this as a reality, the Vendor shall provide all equipment, hardware, software and personnel necessary to provide the central monitoring, authentication and reporting for Server Based and Downloadable Gaming.

All gaming devices and servers shall communicate with an open protocol. The GBB's preference is for

a system architecture that is designed to GSA recommendations for Game to System ("G2S") and System to System ("S2S") protocols. The Vendor shall provide a system capable of handling a combination of thin, thick, and hybrid clients simultaneously. The Vendor shall recommend specific protocols and assist GBB with specific transaction set definitions and specifications required to implement the central system in all of these environments.

### *A.15 DELIVERABLES*

The Vendor shall propose the timetable and negotiate with the GBB for all deliverables required. The accepted Implementation Plan shall guide the timing for deliverables and for the active dates for each gaming operator/facility/game. The Vendor shall supply a list of intended deliverables and their delivery dates

## 6 ADDITIONAL TERMS AND CONDITIONS

### *6.1 ISSUING OFFICE*

The Gaming Board for The Bahamas
Attn: Ms. Bridgette Outten, Acting Secretary
4th Floor, Centreville House
2nd Terrace West and Collins Avenue
Nassau, N.P.,
The Bahamas

### *6.2 BIDDER COMMUNICATIONS*

Bidders should contact Mr. Ian Tynes or Mr. Audley Hepburn as the GBB authorized representatives with any questions and for further information. Contact Information for each is:

Mr. Ian Tynes
1-242-397-9262 or 1-242-424-2067
Itynes@bahamasgamingboard.com
Mr. Audley Hepburn
1-242-397-9216 or 1-242-376-4398
AHepburn@bahamasgamingboard.com

### *6.3 RESPONSE FORMAT*

The GBB is soliciting from among the best known providers in the industry across the globe to potentially contract with the GBB for their experienced solutions and alternative. The specific format of the Vendors repsonse is up to the Vendor so long as all of the elements of the response are included.

### *6.4 INQUIRIES ABOUT THESE REQUIREMENTS*

Bidders may make inquiries to the noted representatives of the GBB concerning this solicitation. Inquiries may be in the form of email. The responses to any inquiries will be shared with all potential Vendors to support the uniformity, completeness, and competitiveness of the responses to the benefit of the GBB. The GBB / WhiteSand publish a cutoff for inquiries at its discretion. Only written responses will be binding on GBB and only to the extent that these are then included in any final contract.

### *6.5 AMENDMENT OR WITHDRAWAL OF solicitation*

If GBB decides to amend or clarify any part of this solicitation, any written amendment will be sent to all recipients of this solicitation. GBB reserves the right to amend the solicitation at any time prior to the deadline for submission of responses, to send out additional requirements for response at any time even after submission by the Vendors for supplemental responses, and to terminate this procurement in whole or in part at any time before or after submission of responses.

### *6.6 COSTS*

Costs that are not specifically identified in the bidder's response, and accepted by GBB as part of a contract, will not be compensated under any contract awarded pursuant to this solicitation. The GBB will not be responsible for any costs or expenses incurred by bidders responding to this solicitation.

### *6.7 CLOSING DATE*

Responses received after the response due date and time specified in this solicitation may be rejected. Individual requests for extension of the time for submitting responses will be denied but the GBB may grant extended time to all respondents. All responses become the property of GBB.

### *6.8 ACCEPTANCE OF RESPONSE CONTENT*

The entire contents of the bidder's response shall be binding on the bidder. The specifications and contents of a successful bidder's response may be incorporated into the contract.

### *6.10 RESPONSE DURATION*

The bidder's response shall remain in effect until any contract with the bidder is executed or the bidder withdraws its proposal.

### *6.11 CONFIDENTIALITY*

Bidders shall demonstrate that they can comply with all jurisdictional laws and regulations relating to confidentiality and privacy, and security of personal information.

### *6.12 INCORPORATION OF SOLICITATION*

This solicitation and the selected bidder's response may be incorporated into any contract awarded because of this solicitation to that bidder.

### *6.13 OPTION TO MODIFY SCOPE OF WORK*

GBB reserves the right, at its sole discretion and at any time after release of the solicitation and during the contract term, to modify, increase, reduce, or terminate any requirements under the contract, whenever GBB deems necessary or reasonable to reflect any change in policy or program goals. GBB additionally reserves the right, at its sole discretion and at any time after release of the solicitation and during the contract term, to amend the contract to implement relevant jurisdictional statutory or regulatory requirements, judicial orders, settlement agreements, or any relevant jurisdictional initiatives or changes affecting GBB agencies. In the event of a change in the scope of work for any contract tasks or portions thereof, GBB will provide written notice to the contractor and will initiate negotiations with the contractor. GBB reserves the right to amend the contract accordingly, including payments under, or maximum obligation of the contract.

### *6.14 AUTHORIZATIONS AND APPROPRIATIONS*

Any contract awarded under this solicitation is subject to all necessary jurisdictional approvals, as applicable and is subject to appropriation of sufficient funding as determined by GBB.

### *6.15 ELECTRONIC FUNDS TRANSFER (EFT)*

All bidders must agree to participate in the Electronic Funds Transfer (EFT) program for receiving payments. The GBB may or may not use EFT at the onset of the contract and the Vendor must be prepared for either payment protocol. Additional information about EFT will be provided when the program is available. Upon implementation of any EFT program, Vendor will receive the appropriate forms for enrollment. This form, and all information contained on this form shall be considered confidential and not a public record and shall not be subject to public disclosure except through court proceedings.

### *6.16 ELECTRONIC COMMUNICATION/UPDATE OF BIDDER'S/CONTRACTOR'S CONTACT INFORMATION*

It is the responsibility of the prospective bidder and awarded contractor to keep current the email address of the bidder's contact person and prospective contract manager, if awarded a contract, and to monitor that email inbox for communications from the GBB, including requests for clarification. The GBB assumes no responsibility if a prospective bidder's/awarded contractor's designated email address is not current, or if technical problems, including those with the prospective bidder's/awarded contractor's computer, network or internet service provider (ISP) cause email communications sent to/from the prospective bidder/awarded contractor and the PMT to be lost or rejected by any means including e-mail or spam filtering.

*6.17 RESTRICTION ON THE USE OF THE GBB LOGO*

Bidders and contractors should not display the GBB logo in their bid package or subsequent marketing materials if they are awarded a contract.

*6.18 SUBCONTRACTING POLICIES*

Prior approval of the department is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Human and social service subcontractors are also required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

*6.9 JURISDICTION*

The contract will be subject to the laws under the jurisdiction of The Bahamas.

FINANCIAL PROPOSAL SHEET

The Vendor shall propose the pricing and all alternative pricing in the manner(s) they see best for clarity and undertstanding. The GBB will take any initial actions necessary for its comparisons. The GBB may ask for clarifications or, after review, request the Vendor to recast their bid information is some more specific form.

All Prices proposed shall be valid for the entire term of the Contract to include the Renewal Option period, if exercised, and any other extensions. Vendors are reminded that the number of Facilities, number of gaming devices, and startup dates indicated in this solicitation are estimates based on presently available information and are being used for price comparison purposes only. There is no guarantee of any minimum or maximum amount under the Contract anticipated to result from this solicitation, and thus no earnings are guaranteed to the Vendor.

The Vendor may have any of the following components or none, depending on their pricing approach and any alternative options they present:

- **CENTRAL SYSTEM FEE:** This might include the proposed price to provide all goods and services, equipment, hardware, software and personnel required by this solicitation for providing a Central System located at the GBB's primary data center, a hot back-up located off site, software, and all other Central System components required by this solicitation

- **GAMING FACILITY FEES:** This might include its proposed price to provide all goods and services, equipment, hardware, software and personnel required by this solicitation for providing a Central System which are required to be located at a specific Facility and the communications network connecting the Facility to the Central System.

- **GAMING DEVICE FEES:** This might include its proposed price to provide goods and services, equipment, hardware and software for specific types of gaming devices, servers, or other gaming mechanisms.

- **SPECIFIC SERVICE FEES:** This might include its proposed price to provide all goods and services, equipment, hardware, software and personnel required by this solicitation or optionally proposed for additional services that the Vendor might provide. These might include incremental fees to assist the operators in their setup, analytics or forensic services the Vendor might supply to assist the GBB analyze the compliance of gaming operators, and the like.

- **OTHER FEES:** This might include its proposed price for any services or deliverables that, in its experience, would be best priced incrementally or which may add additional value to the GBB.

The form of this pricing could be totally fixed, totally variable, or a combination of fixed and variable based on the activity basis of the cost driver of the particular service. The GBB expects some combination but is open to the best practice of the Vendor in its ability to deliver the most cost effective and fully featured solution to the GBB.