

**RFP – LC000068 SCRATCH-OFF TICKET PRINTING AND RELATED
SERVICES Q&A #8**

1. **General question:** Will the Lottery provide the current vendor’s staffing organizational structure for this contract, including the roles and number of full-time and onsite positions dedicated to supporting the North Carolina Education Lottery? Additionally, can the Lottery share whether any of these positions are currently held by minority employees?

Answer: We will not be able to provide details into the current contractor’s organizational structure. The RFP does callout specific full time positions the Lottery requires to support day to day business (see A.2.25 (e)), however, this does not cover all full-time positions that would be required to fulfill the requirements of the RFP. The Lottery is relying on each vendor to tell us these requirements based on the solution they design to fulfill the requirements of the RFP, which will vary by contractor and their recommended solution.

2. **1.4 Introduction (page 10):** This section of the RFP makes reference to additional Contractors in addition to the Primary Contractor. However, **Section 3.38.5 Performance Bond and Payment Bond** does not differentiate between Primary Contractor and additional Contractors with regard to the size of bond that must be provided. Would the Lottery consider a reduced bond value for additional Contractors and advise what that value is expected to be?

Answer: The Lottery will require \$2 million bonds for additional Contractors that serve as Secondary Contractors.

3. **1.14 Responsive Proposal Submission Criteria (p. 19–20):** The list of hard copy submissions in Section 1.14 does not include the Technical Proposal; however, the file “Scratch-off Ticket Printing and Related Services Check List.docx” provided in Appendix E includes “Technical Proposal – Hard Copy” as a Required Submission. Will the Lottery clarify whether the Lottery expects hard copies of the Technical Proposal in addition to the digital submission?

Answer: One hard copy of the Technical Proposal is required to be submitted.

- 4. 2.2.6 Current Lottery Business (page 37):** The RFP describes the current number of SciQ units and any future implementation plans. Could the Lottery please confirm that responsibility for replenishing the SciQ self-vending machines rests with the Lottery and not with the vendor?

Answer: The Lottery and retailers are responsible for replenishing inventory in vending equipment at retail.

- 5. 5.2.2 Base Price Primary (page 82–84):** In order to provide an accurate discounted price model with GGR bonuses, could the Lottery please provide the prize amount paid by game, in the same data format as the Excel file “FY20-25 Net Sales by PP - FY - FY WK” provided within the initial RFP release?

*Answer: See attached Portfolio for files referenced.
prize amount by game.*

- 6. 5.2.2 Base Price Primary (page 84) and section 5.2.3 Special Features Price Proposal – PRIMARY (page 85):** Could the Lottery please clarify what is considered “non-traditional shaped play areas” with examples? As this is also listed as a special feature, could the Lottery please clarify when it should not be treated as included in the base price?

Answer: Lottery considers non-traditional shaped play areas to be adjustments to the layout of winning numbers/letters/symbols and play spots while still fitting on typical sized tickets.

Examples:

- *Adjusting grid configurations/sizes/locations for crossword games, while still fitting on the front of a typical 4” wide ticket*
- *Adjusting locations of your numbers or winning numbers and locating them anywhere on the front of a standard 4” wide tickets*

- 7. A.2.17 Warehousing of New Tickets [Primary] (page 103–044):** Could the Lottery please confirm whether the current warehouse has the following features throughout the entire warehouse space: temperature control, humidity control, and backup power (e.g., generator)? Additionally, would the successful primary contractor be required, under this RFP, to have any of these features in its warehouse?

Answer: As a normal course of operations, we would expect the warehouse space to be temperature controlled and to have backup

power to ensure the continuing operations of the facility in the event of power outage. We do not require humidity control unless the Contractor recommends it based on their expertise of storing and properly maintaining inventory over the life of the product runs.

- 8. A.2.23 Returned Tickets [Primary] (page 106–107):** Would the Lottery please provide the average number of returns by price point per retailer per month or annually for the past 3 to 5 years?

Answer: Yes, see attached Portfolio for files referenced.

Average Monthly Returns By PP By Retailer.xlsx

- 9. A.2.26 Implementation Plan [Primary] (page 109):** Would it be reasonable to assume that the successful vendor will need to acquire from the current vendor warehouse roughly 45–50 active games and between 25%–40% on average of un-activated tickets remaining per game?

Answer: *In FY26, the Lottery has averaged 61.67 games in market. As of today, we have 60 games in market and that on average are 63.37% activated.*