

RFQ – Interactive Game Tutorial Services (Q&A) #1

1. **Section 1.0 Scope of Services** – In this section, the lottery mentioned that “This module will be hosted on the North Carolina Education Lottery digital platforms.” Would the Lottery please clarify if the hosting costs will be the Lottery’s responsibility? If this is not the Lottery’s intent, please clarify if the vendors prices should be inclusive of hosting?
The hosting would be on the lottery’s servers, do not include hosting fees.
2. **Cost Proposal** – In this section, the “Other Services and Hourly Rate” portion requires a cost per hour. However, for future game development or other additional features that are not based on cost per hour, could the vendors describe how the feature will be priced, such as cost per game development? **Cost per hour is for revisions and updates to tutorials previously developed and in use. For example. Cash 5 with Double Play has changes six months from go live. The hourly fee would be used to address these changes.**
3. Can NCEL confirm the scope of work only includes Carolina Cash 5, and the other games (i.e., Pick 3, Pick 4, Powerball, Mega Millions, Lucky for Life and Keno) are out of scope? **This proposal is focused only on Cash 5 with Double Play. It is desired that the authoring tool be able to be used to create tutorials for other games in the near future.**
4. How many case studies are required as part of submission? **There is a minimum of one required. Please share as many cases you feel are necessary to showcase your ability to deliver.**
5. Section 2.3 indicated deadline listed for January 19, while other areas of the RFQ indicate a deadline for January 29. Can you confirm if the submission deadline is January 19 or January 29? **The submission deadline date is January 29th, 2021 by 4:00pm.**
6. Given the current COVID-19 environment, would NCEL be willing to accept electronic bid submissions, such as email submissions? **Yes**
7. Is this intended to be installed on Gaming kiosks as well or only available via the lottery mobile app and website? **The current scope is for mobile app and website.**
8. Are there any technology preferences or restrictions (E.g. no react, no vue, etc.)? **No. please include preferred location of externally hosted library.**

9. What type of hosting is being used on the current site? Any server configuration that would limit the ability for a java script application to perform? **No, components will live in a single page of a page-model based website. We will host assets as required. We need to be able to easily configure/and alter components to utilize local resources for the component. Eg. we will host code and assets in a directory structure of our choosing – so this will need to be configurable in a single location in code.**
10. Are there any preferences around how the experience will be integrated into the site (E.g. iframe, javascript embed, HTML microsite) **Javascript, intra-page**
11. Are webpages already being used within the mobile application? Is this maintained by the lottery? **Yes & Yes, but not for this particular component / RFQ.**
12. Is the lottery IT department be responsible for ongoing support and maintenance? **The tutorial designed will be hosted by our Digital team. Should the module cease to function the contractor shall provide troubleshooting and problem resolution.**
13. Where will players access this experience? Our assumptions:
- Interactive game tutorial will be added to the How to Play page on the website **Correct**
 - Linked to this experience from other areas of the website and/or other marketing platforms such as social media posts, emails, etc. **Correct**
 - Per RFQ “Identify what is required to have the completed module work in a lottery driven mobile app.” We assume the interactive game tutorial will also be added inside the existing mobile app. **No. However, Website is mobile-friendly/responsive and *may* be included in an app webview at most.**
14. In terms of building the app to ensure extendibility of other games: Which other games are you expecting to build similar experiences? **Based on player reception it is anticipated that Keno, followed by all other draw games will have this functionality.**
15. What technology is your current mobile app using? **Webviews**
16. Is there a need to track players? If so, do we need to track any progress, scores, etc? **No**
17. What is the ideal length of this game demo? **Demo portion, excluding interaction portion is 15-45 seconds, looking for contractor to provide recommendation**
18. Aside from brand assets will there be SME’s (subject matter expert) that we will work with? **Yes, the Draw Product Manager will be available for all game questions, web developers will also be available as needed.**

19. Is there a defined budget for this project yet? If so, can you disclose that information?
Funds are available to support the rollout of all draw games based on reception of the Cash 5 with Double Play tutorial.
20. **Section 1.0 Scope of Services** – Is the lottery looking for a hosted solution or is it an artifact that we need to deliver (i.e., a zip of the source code and assets)? Does it need to be obfuscated? Does the game logic need to be entirely contained within the project (i.e., no API calls/external resources)? Deliverable package of assets for deployment, WITH the ability/flexibility to configure URI locations/directories to assets.
21. **Section 1.0 Scope of Services, Point no. 4 (page 3)** – How many game outcomes is the Lottery looking to have? What type of winning game outcomes for the 3-winning specified? Is it 1 jackpot win and 2 other tiers or is there something specific? Wins related to selecting add-ons like double play or ez-match? Up to 3 non-jackpot predetermined winning outcomes for the base game, up to two outcomes for Double Play, up to two outcomes for EZ Match, and up to two outcomes for the base game and the two add-ons played together.
22. **Section 1.0 Scope of Services** – For displaying the multiple different outcomes, can the player choose the different outcomes, or do they have to play through a couple games to see each? Play through
23. **Section 1.0 Scope of Services, Point no. 8 (page 3)** – Are intro and ending messages consistent or dynamic based on interactions? Is it just a language constant? The lottery is open to all approaches.