

## RFQ – WLA Responsible Gaming Level 4 Recertification Independent Assessor (Q&A) #1

1. RFQ p4 states the Responding Contractor will include the cost of services, in a separately sealed envelope. Since this solicitation is to be submitted by email, how do you prefer the cost be submitted? **Please submit a separate file labeled as “Cost Proposal” separate from the Technical Proposal.**
2. RFQ p5 states the Responding Contractor may include one redacted hardcopy of its Bid. Since this solicitation is to be submitted by email, how do you prefer the Redacted Copy be submitted? **The redacted copy of the Bid may be submitted electronically via email or through the Anthony Downey’s secured file dropbox:**  
<https://pdcliquid.lotterync.net/filedrop/anthony.downey@lotterync.net>.
3. RFQ section 2.4 Bid Evaluation refers to Attachment D as a sample contract however Attachment D includes Equal Opportunity Forms. Are the Equal Opportunity Forms required to be submitted with the bid response? This is a highly specialized service that will be challenging to subcontract.

Here in the UK we have no such thing as a 'minority business'? It seems like we have to score points in this in order to get over the bar for any response to your RFQ? Please do let me know if this disqualifies us.

**We apologize for the confusion. The Equal Opportunity Forms were inadvertently excluded from the RFQ. Responding Contractors may submit Affidavits A and B or Affidavit C (Affidavit C only in lieu of Affidavits A and B if the Responding Contractor is utilizing its own workforce).**

Attachment A, #4 – At this time, for bid submission, would the NCEL accept the last four digits of Social Security Numbers for Company Officers instead of complete numbers for privacy concerns? **Yes, our third-party investigation company requires a full social security number in order to conduct the background check. However, Responding Contractors may submit the completed forms directly to the NCEL Security Threat Analyst’s secured file sharing site: <https://pdcliquid.lotterync.net/filedrop/timothy.rink@lotterync.net>.**

Would NCEL allow the “Acknowledgement and Authorization for Background Check” forms to be provided upon award? **Yes, due to various Stay-at-Home orders issued in various States, the NCEL will not require the submission of the Acknowledgment and Authorization for Background Check form until contract award.**

If these forms are required at the time of bid submission, is it required for each to be notarized? Given that many states are currently observing mandatory shelter-in-place orders, obtaining notarization may be logistically challenging during this time. **The NCEL is currently researching options to fulfill this requirement.**

4. Attachment A ,#11 – Please confirm that the reference to Attachment C (Authorization For Contractor Investigation) should be Attachment B (Authorization for Contractor Investigation). **Confirmed.**
5. Attachment A, #12 – Please confirm that the reference to Attachment D (Authorization for Individual Investigation) should be Attachment C (Acknowledgment and Authorization for Background Check). **Confirmed.**

NCEL is asking for both an assessment and program audit as part of its WLA RG Level 4 Recertification. Does NCEL intend to use the assessment report to identify gaps within its current RG program to be able to address these before submission? **Yes. The NCEL intends for the assessment (or review) of the current RG status to be completed in the fall to identify areas of improvement and close those gaps prior to the writing of the Level 4 submission. The assessment within the RFQ with a date of completion by Oct. 1, 2020 is the initial assessment for the NCEL’s current responsible gaming and corporate social responsibility program. In that stage, the Successful Contractor will be supplied with documentation for each of the 10 elements — in the form of an excel file — detailing where the NCEL stands with its tasks from the previous Level 4 submission and how it has continuously improved. The independent assessor’s report, required by the WLA to accompany the Level 4 application, is to be completed before the submission date of May 1, 2021. That will follow after the Level 4 submission has been written.**

Also, will NCEL use the assessment report to write its Level 4 recertification submission document or will this be completed in advance of the assessment? **The NCEL recognizes some confusion with the terminology of assessment. For clarification purposes, this edits the Scope of Services language within the RFQ. The NCEL is asking for a review of its current responsible gaming and corporate social responsibility program to be done by Oct. 1, 2020. This will help the NCEL identify areas of improvement and write the Level 4 submission. The NCEL is also asking for an independent assessment required by the WLA to ensure accuracy and reliability of said submission. This is intended to be completed after the draft submission has been written.**