

**NATIONAL VIDEO LOTTERY  
OF  
MACEDONIA**

**TECHNICAL DOCUMENTATION**

**REQUEST FOR PROPOSAL**

**INTERNET GAME CONTENT  
VENDOR COOPERATION**

**01-DS/2020**

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## **PART 1. – RFP CONTENT**

### **1.1. Introduction**

The National Video Lottery of Macedonia ("NVLM") is issuing this Request for Proposal (the "RFP") to invite interested Internet Gaming System – Game Verticals Provider ("Vendor") to submit offers for cooperation and to implementation of various game content (sports betting, live casino games, casino video lottery games, virtual sport games, poker, lottery games, bingo and keno) into an Internet Gaming System (the "Internet Gaming Solution" or "Solution") which is a backend technology platform, operations management and support services as well as an array of game content from multiple Vendors – maintained and supported by the Primary Vendor. The Solution may at some point in the future integrate with future Internet Gaming system which does not currently exist and is not included in this RFP.

Vendor is required to work with the Primary Vendor, integrating their respective products and services into the Primary Vendor's Backend Platform as well as assist the Primary Vendor in managing the Solution on behalf of NVLM.

As part of the Proposal evaluation, NVLM places great importance on the ability to 'go live' in a timely manner with a compelling array game content supported by best of breed products and services. As such, Vendors will be evaluated on their existing distribution and integration experience. Importance will be placed on game titles that have a solid track record in the online gaming sector.

### **1.2. Readiness for Production and Delivery**

NVLM requires that the software, technology or services proposed in the RFP already be operational in an European Internet gaming environment, with the exception that equivalent or improved newer releases/models or newly launched games are acceptable. NVLM will not consider or accept major configuration items that are at the specifications or conceptual stage, early in development, or are products only announced but not yet engineered and ready for manufacture and delivery.

### **1.3. Proposal Clarification Process**

NVLM may request clarifications from Vendors for the purpose of resolving ambiguities or questioning information presented in the Proposals. Clarifications may occur throughout the Proposal submission review and/or the Proposal evaluation process. Clarification responses shall be in writing and shall address only the information requested. Responses shall be submitted to NVLM within the time stipulated at the occasion of the request. Clarifications are for the purpose of resolving ambiguities and improving the understanding of NVLM regarding a Proposal. In no case does the clarification or any other process permit revision or supplementation of the Proposal offerings after submission. Clarifications are an opportunity to explain, but not enhance, the Proposal.

### **1.4. Offered Options**

An Offered Option is not identified in this RFP but may be identified by the Vendor and included in the Proposal. Vendors may offer options that NVLM may not have been aware of at the time the RFP was written. NVLM makes no commitment to quantity or timing for acquisition of Offered Options. NVLM is not obligated to consider an Offered Option a benefit.

### **1.5. Applicable Laws and Procedures**

In submitting a Proposal, Vendors certify that they comply with all Republic of North Macedonia laws applicable to its activities and obligations.

If a Vendor fails to comply with the above obligations, NVLM reserves the right to disregard the Proposal, terminate the Contract, or consider the Vendor in default.

The Contracting Vendor shall keep itself fully informed of and shall observe and comply with all applicable existing Republic of North Macedonia laws, local ordinances, regulations and codes, and those laws, ordinances, regulations, and codes adopted during its performance of the work.

## **PART 2. – TERMS AND CONDITIONS**

### **2.1. Introduction**

This section describes the terms and conditions that apply to the procurement and which will become part of the Contract executed pursuant to this RFP.

### **2.2. Vendor Responsibilities**

The Vendor will be required to assume responsibility and liability for delivery, installation and maintenance of all equipment, software, support services, and all contractual activities offered in its Proposal and for the provision of all other goods and services offered in or acquired by its Proposal, and will directly make such representations and warranties to NVLM, to which NVLM and the Vendor may agree, whether or not the Vendor is the manufacturer, product or direct provider of the equipment, software or services.

Vendor shall contract directly with NVLM, and shall accept full responsibility for and will be liable to NVLM for any subcontractors. To the extent that Vendor is required to contract directly with the Primary Vendor, the Vendor shall negotiate in good faith and shall be responsible for its subcontractors on matters that relate between the Vendor and the Primary Vendor.

### **2.3. Subcontractor Approval**

Any proposed subcontractors shall be subject to the prior written approval of NVLM. Subcontractors that provide significant or critical functions are subject to background checks of personnel and principals.

### **2.4. Vendor Error Liability**

A Contracting Vendor will be liable for any specific and definite financial obligations arising as a result of errors and faults by the Contracting Vendor's staff, agents, subcontractors, Game Content Vendors' systems. These cases include, but are not limited, to bet offerings and limits, database and reporting errors, financial transaction errors, bonus leakage, game related result errors as well as general errors with the code, other software and hardware.

### **2.5. Patented Materials and Processes**

A Successful Vendor shall only provide for the use of any patented design, material or processes to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of any necessary agreements with NVLM. A Vendor shall save and hold harmless NVLM, the Director, NVLM staff and agents from any and all claims arising out of the use of such patented design, material or process in connection with the work agreed to be performed under this Contract.

Should patentable or licensable designs, materials or processes arise from the Vendor's work under this Contract, the Vendor shall retain the rights to possess, develop and commercialize such items. NVLM shall be granted the right or license to employ said items indefinitely in the execution of NVLM business; however, NVLM shall not license, distribute or otherwise commercialize such items.

### **2.6. Use of Copyrighted or Trademarked Material**

A Successful Vendor shall have the obligation to ensure that use of materials does not infringe on copyright, trademark, or other intellectual property rights of third parties. This may require the Vendor to obtain permission for use, including payments made for such, to third parties. In particular, the Successful Vendor is required to pay all franchise and/or licensing fees for use of such material including game content employing symbols or names involving intellectual property rights to third parties.

If it is determined that use of certain materials constitutes infringements, then the Vendor is obligated to obtain permission or to cease such infringing use and provide NVLM with an equivalent product. The Vendor must indemnify NVLM from any damages sought as a result of the infringement.

Intellectual Property fees for third-party products, logos, trademarks, brands or labels that a Vendor deploys in the Solution under the Contract shall be included in the price. A Vendor may not separately charge NVLM an Intellectual Property fee for any items owned by the Contracting Vendor.

## **2.7. Exclusive Use of the Transaction Processing Systems**

Use of a Vendor's hardware and software configuration that processes transactions for NVLM must be exclusive to NVLM. Transactions from other sources shall not be commingled with other wager transactions of NVLM.

## **2.8. Hosting and Data Requirements**

Vendor is required to abide by laws and policies mandated by the Republic of North Macedonia. As such, Vendor is required to maintain a primary and backup facility that shall house all confidential player information. Such confidential player or customer information shall include, but is not limited to, personal data (e.g. individual records, personal identifiers or other customer specific information), financial data (e.g. credit card information, bank accounts), or any other sensitive detailed information.

All hosting and backup services must abide by Republic of North Macedonia law, with the goal of allowing the Vendor to select the most cost effective service within that criteria.

The location of the primary and backup hosting facilities shall be sufficiently distanced from one another to ensure the maximum integrity of the Solution, and as such shall be subject to NVLM approval.

## **2.9. Compliance with Industry Standards Associations**

All services, products, systems, and procedures to be employed by any Vendor must comply with the issue of standards current at the time of Contract performance as issued by any association—such as Payment Card Industry (PCI) and Data Security Standards ("DSS"), Telecommunication Industry Assoc. ("TIA"), etc.

## **PART 3. – TECHNICAL BACKGROUND INFORMATION AND SPECIFICATIONS FOR THE INTERNET GAMING CONTENT**

### **3.1. Introduction**

This section describes the products and services specifications for NVLM Internet Gaming System and Services (the "Solution"). Vendor must be capable of meeting the requirements to the extent the specifications relate the Vendor's product offering as well as adhere to Technical standards required by the laws of Republic of North Macedonia.

#### **3.1.1. Operating Hours:**

The ability to accommodate twenty-four (24) hour-a-day operation is required by NVLM.

### **3.2. Game Software Requirements**

#### **3.2.1. Game Software Certification:**

All game software that depend on Random Number Generator (RNG) must be approved and certified by an independent testing laboratory. Vendors will be responsible for the costs of independent testing.

#### **3.2.2. Randomness Testing:**

For all games offered that offer an element of chance, the Vendor shall provide evidence of randomness in the game play. This evidence shall be capable of being tested and verified. NVLM requires the Vendor to store game outcomes for the purpose of conducting periodic output based randomness testing. Such testing will be at the discretion of NVLM.

#### **3.2.3. Continuation of the Game Malfunction:**

Each game must be capable of continuing the current game with all current game features after a game malfunction is cleared. The current wager and all credits appearing on the player screen prior to the malfunction must either remain active or returned to the player.

### **3.3. Software Security and Control Features**

The Game system must provide particular features and functions to meet requirements for secure and efficient operation.

#### **3.3.1. Transaction Logging:**

All processing activities are to be recorded immediately on multiple electronic media. Backup, recovery and redundancy features will be supported using these log files for recovery, if necessary. The transaction logging process includes periodic checkpoints.

#### **3.3.2. Event (Game) Recording:**

All game processing activities, including play, winning events, other play related transactions, error conditions and operating system messages are recorded immediately so that these data are available to access by NVLM.

#### **3.3.3. Online Clock Reporting:**

The game system shall maintain an internal clock that accurately reflects the current time (in hours, minutes and seconds) and date that shall be used to provide for the following:

- Time stamping of significant events;
- Time stamping of reports;
- Reference clock for reporting;
- Time stamping of configuration changes.

If multiple clocks are used, then a means shall be provided that will update all clocks in devices attached to the system, including the gaming devices, at least once in each 24-hour period.

#### **3.3.4. Unique Transaction Number:**

The serial number assignment method used by the Vendor must account for the fact that transactions may reside for an extended period in the Game system.

#### **3.3.5. Transactions Protected:**

The Game system must ensure that transactions cannot be tampered with. NVLM reserves the right to review any and/or all Game system narratives and operational procedures to ensure data and System integrity.

#### **3.3.6. Game Application Monitoring:**

Real-time monitoring of transactions must be provided. NVLM shall receive immediate notification of abnormal System operations and their causes, such as selling or cashing problems, communication difficulties, computer downtime, etc.

#### **3.3.7. Configuration Management:**

The Contracting Vendor shall operate under a defined procedure for changes to documentation, procedures, specifications, program source and object code, and other major System components. Strict performance according to principles of configuration management is required:

1. Components shall be traceable, identifying the history, use, and location of a component.
2. A Contracting Vendor manages procedural and system controls such that only approved changes, on an approved schedule, can be made.

#### **3.3.8. Reporting:**

Authorized NVLM personnel may research transactions and operations when required for both standardized and ad-hoc reports. The database/System log will include detailed records of transactions. Reports on transaction log entries must allow standard queries and sorts as well as time stamping. Such reports may be accessed by all authorized employees of NVLM and other authorized individuals. Such reports shall be accessible via secure remote access.

### **3.4. Support Services**

The Vendor is required to provide NVLM twenty-four (24) hour-a-day support services as described below.

#### **3.4.1. Operations Services:**

The Vendor shall provide operations and monitoring services. These duties shall include System monitoring, report generation, file backups, start-up and shutdown tasks and various operational procedures to enable the correct operation of the System, including System recoveries.

#### **3.4.2. Technical Support Service:**

The Vendor is required to provide timely and committed fulfillment of NVLM requests for technical support and changes. The Vendor's Proposal must demonstrate the ability to deliver systems and software engineering support services for System management, System error correction, changes to NVLM's business rules and requirements.

#### **3.4.3. User Documentation:**

Quick reference guides on the correct procedures are required. Such documentation must contain, at a minimum, information and instructions on, obtaining and using the reports, adjustments and other required documentation.

The Vendor shall update training materials and any user and player documentation. Copies shall be supplied to NVLM by two (2) weeks prior to the start date of any change.

## **PART 4. - VENDOR RESPONSE FORMAT**

### **4.1. Introduction**

Each of the sections below should be answered in full. To the extent any section below does not require an answer, Vendor shall indicate a willingness or ability to comply with such statement. If the Vendor does not comply, please explain.

#### **4.1.1. General Experience**

4.1.1.1. Product Implementation History: Describe the time it takes to complete a standard game content integration for a newly regulated market offering sports betting, casino table games, video lottery, poker, keno and/or bingo in a geographically ring-fenced environment. Please make the example as relevant as possible to Internet Gaming Solution.

4.1.1.2. New Game Releases: If applicable, describe how new games are supplied and how often new games are released.

#### **4.1.2. Game Content Offering**

NVLM prefers Vendors that have both extensive experience of integration as well as well-developed product breadth. List the games that are currently available by the Vendor for Internet and/or remote gaming. List the game/titles and provide as much detail as possible to the below items.

Game Vertical (e.g. sport betting, casino table, video lottery, mini/side game, bingo, poker, live casino, scratch, skill etc.).

4.1.2.1. Game payout ratios or average rake (where applicable).

4.1.2.2. Release date (where applicable).

4.1.2.3. Release number (where applicable).

4.1.2.4. Platform available: Web, Mobile, Tablet, Android, IOS, Windows, Linux, etc.

4.1.2.5. Commercial Models: real money, play for free and/or virtual currency. Denote what is approved by app store, etc.

4.1.2.6. List any third party IP that is associated with the game (i.e. Franchised (branded) or a other 3rd party IP).

4.1.2.7. Owner/Developer of game (if licensed, if proprietary then respond 'proprietary')

4.1.2.8. The number of backend platforms the games are integrated with.

4.1.2.9. The number of operators that have licensed or offer the Vendor's games.

4.1.2.10. List the names of the independent certification companies that have approved the games/RNG. Specify for which jurisdictions if appropriate.

4.1.2.11. Denote if currently available in a land based gaming environment (and if yes, indicate if deployed in or any surrounding country).

4.1.2.12. Provide a URL, which features the Vendor's Game Content for NVLM to trial the games.

#### **4.1.3. Game Features: PRE-MATCH AND LIVE SPORTS BETTING**

4.1.3.1. List the sports, racing and other real time events covered by your solution. The minimally acceptable number of sports covered is 15. The minimally acceptable number of events monthly is 10000.

4.1.3.2. List the Live sport events covered. The minimally acceptable number of sports covered is 8. The minimal acceptable number of events monthly is 5000.

4.1.3.3. Game Play Options: List or describe the various game options/bets for the player for each sport. The minimal acceptable number of game options/bets for pre-match soccer is 500, basketball is 180.

4.1.3.4. Game bonusing options: Describe various game bonuses available (ticket bonuses, cashback, cash out, free bets, jackpots etc.)

4.1.3.5. Describe included integrated services like live scores, result history, team statistics, live video streaming etc.

4.1.3.6. Describe the operational risk management process, i.e. detection of fixed matches, suspicious betting patterns etc.

#### **4.1.4. Game Features: VIRTUAL GAMES**

4.1.4.1. List the Virtual games offered by your solution. The minimally acceptable number of games is 10.

4.1.4.2. Describe each Virtual game offered.

4.1.4.3. Game Play Options: List or describe the various game options/bets for the player for each virtual game.

4.1.4.4. Game bonusing options: Describe various game bonuses available for each virtual game (bonus rounds, free bets, jackpots, side games etc.)

4.1.4.5. Describe how the video, audio, quality of graphics of virtual games compares to that of other Virtual Game providers in the online sector.

#### **4.1.5. Game Features: CASINO AND VIDEO LOTTERY GAMES ONLY**

4.1.5.1. List the casino and video lottery games offered. The minimally acceptable number of games is 150.

4.1.5.2. Describe the volatility of the Vendor's Video Lottery games.

4.1.5.3. Game bonusing options: Describe various game bonuses available for each virtual game (bonus rounds, free bets, jackpots, side games etc.)

#### **4.1.6. Game Features: POKER ONLY**

4.1.6.1. Popularity: List the numerous poker variants currently available along with the percentage of the revenue that the poker variant represents for the Game Content Vendor.

4.1.6.2. Lobby Functionality: Describe player's options in using the lobby to find tables (Table lists, quick seat algorithms, different types of lobbies or open similar table).

4.1.6.3. Game Experience: Describe the software's capabilities to effectively manage the ecosystem to accommodate players with varying skill levels and other features to enhance player experience.

4.1.6.4. Table Features: List or describe the features that are connected to the table experience (e.g. multi-tabling, keyboard shortcuts, table tiling).

4.1.6.5. Game Variants and Features: List the unique game variants currently available as well as unique features. Highlight those that are top performing. (e.g. speed, webcam, rush poker variant, private games, tie-ins with Facebook etc.).

4.1.6.6. Filtering Options: List or describe table-filtering options (available games, stakes, Rake hands/min, table seats etc.).

4.1.6.7. Liquidity Division: Describe the capability to offer multiple network liquidity, i.e. the ability for players to participate in games across a larger network (international).

4.1.6.8. Game Play Options: List or describe the various game options for the player (e.g. hand history replayer, auto presets, variable betting slider, favorite seat, auto buy-in, player notes, time bank, avatars etc.)

4.1.6.9. Rake Management: Describe the Game Content Vendor's policy and strategy with regard to maximizing rake for the operator (e.g. charging higher per table, increasing player duration, increasing hand speed) while maintaining customer satisfaction.

4.1.6.10. Schedule Management: Describe the administrative tournament scheduling and table management tools. Include details such as various types of tournament prizes, batch uploading of tickets, etc.

4.1.6.11. Effective Rake Structure: Describe the ideal rake structure to maximize revenue and maintain customer satisfaction.

#### **4.1.7. Game Content Management**

##### **4.1.7.1. Game Content Management Tools**

4.1.7.1.1. Describe the Game Content Vendor's back-office module used to assist in managing player activities.

4.1.7.1.2. Describe the degree of control NVLM will have over the game parameters. Also describe if this differs for games from third party developers.

4.1.7.1.3. Describe the reporting capabilities of the Vendor. Provide a sample of standard available reports.

##### **4.1.7.2. Game Customization**

4.1.7.2.1. Describe the process for NVLM to customize the game. Is customization available within a supplied module, or does NVLM need to revert to Game Content Vendor's resources in order to customize the game.

4.1.7.2.2. Provide examples of games that have been customized for the various operators.

## **PART 5. – PRICING**

### **5.1. Introduction**

This section describes the manner in which the Vendors will submit pricing for NVLM's consideration.

### **5.2. Duration of the Price Proposal**

The Price Proposal must be valid for six (6) months.

### **5.3. Form of the Price Proposal**

The Vendor will acknowledge that this is the only form of compensation it will receive under a contract resulting from this RFP. The Vendor must submit pricing in the following format.

#### **5.3.1. Compensation Metrics:**

Pricing may be provided as a percentage of Net Gaming Revenue. (NOTE: for the purposes of the RFP, Net Gaming Revenue shall be defined as game revenue less game winnings less gaming taxes.)

#### **5.3.2. Pricing Mechanism:**

For products and services not specified in this RFP, the Vendor is encouraged to propose innovative functions, features, services, and solutions to NVLM, called Offered Options. These Offered Options must be clearly noted in the Technical Proposal (although without pricing information) and their corresponding prices listed in the Price Proposal as separate line item.

### **5.4. Pricing and Scoring of Options**

To make the evaluation tractable, the Evaluation Committee intends to score:

#### **5.4.1. Baseline Price:**

This is the pricing for specifications in this RFP.

#### **5.4.2. Offered Options:**

This includes suggestions described above by the Vendor not identified in this RFP.

Response Note: NVLM will not score Offered Options that are separately priced and designated outside of the Baseline Price as defined in the Vendor's Technical and Price Proposals. Such Offered Options may be considered at Contract negotiation time or later. Those Offered Options that are included within the Baseline price may or may not favorably influence the Vendor's Proposal score in the relevant technical section.

## 5.5. Price Quotation Sheet

### 5.5.1. Baseline Pricing

Vendors are required to quote the following items as a percentage of Net Gaming Revenue, carried to two (2) decimal places. TBD pricing is not allowed.

The Game Content Vendor may offer varying pricing for different games across varying product types. All products are based on Net Gaming Revenue. It is expected that the Vendor is offering most competitive rate in the Vendor's Proposal.

Game/Fee Type	Game Content fee % of Net Gaming Revenue
Casino Table Games	
Video Lottery/Casino Slot Games	
Live Casino Table Games	
Poker (rake %)	
Lottery games (lotto, bingo, scratch cards)	
Sports betting (pre-match)	
Sports betting (live)	
Virtual Games	
System maintenance (of Total Net Gaming revenue)	

### 5.5.2. Offered Options Pricing:

The Vendor may attach sheets for any Vendor-offered optional items. Clearly identify the items offered and the terms under which they are offered. Vendors are not required to submit any Offered Options. To Be Determined (TBD) pricing is permitted.

## **PART 6. – PROPOSAL EVALUATION AND CONTRACT**

### **6.1. Introduction**

This section describes the evaluation process that will be used to determine which Proposal provides the greatest overall benefits to NVLM. The ability of NVLM to evaluate a Vendor's Proposal is dependent upon the completeness and proper submission of the Proposal. The failure of a Vendor to provide information requested by this RFP, to submit according to the required format, or to respond appropriately to a clarification request or demonstration request, may result in rejection of the Vendor's Proposal or reduction in scoring during the evaluation.

### **6.2. Proposal Scoring**

A weighted scoring system will be used. The weighted scoring system will provide numerical scores that represent the Committee's assessments of the relative merits of the Proposals. The scores will be used to develop a preference ranking based on price factors. The scoring approach will involve grading price offer criteria, multiplying the grades by the weights available for each, and then summing up. Lower price fee quotation will represent higher point score.

The Proposals all contain the essential information on which the award decision shall be made. The information required to be submitted in response to this RFP has been determined to be essential for use by the Committee in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Evaluation Committee's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Committee.

The Committee reserves the right to:

- Reject any and all Proposals or portions of Proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in Proposals received.
- Request modification to Proposals from any or all Vendors during the contract review and negotiation.

#### **6.2.1. Criteria and Weights (Available Points):**

The total score for evaluation purposes is 100 points. A breakdown of the Pricing Proposal is found below.

<b>Game Type</b>	<b>Max.Score</b>
Casino Table Games	5
Video Lottery/Casino Slot Games	20
Live Casino Table Games	10
Poker	5
Lottery games	5
Sports betting (pre-match)	15
Sports betting (live)	15
Virtual Games	10
System Maintenance Fee	15
<b>Total</b>	<b>100</b>

### **6.3. Negotiations and Award**

The Evaluation Committee based on their review of the Proposal and their analysis of the evaluation criteria shall recommend to NVLM Director, the Vendor with whom he should consider negotiating. NVLM Director shall have final authority to award a contract to the Contracting Vendor in the best interests of NVLM.

In performance of any contract awarded pursuant to this RFP, Vendor will be required to comply with all applicable local laws, ordinances, codes, and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the Successful Vendor.