



## ARKANSAS LOTTERY COMMISSION REQUEST FOR QUALIFICATIONS FOR QUALITY ASSURANCE TESTING

### I. Introduction and Summary

- A. General: Pursuant to Ark. Code Ann § 19-11-801 et seq. and Section 7(D) of the Major Procurement Rules of the Arkansas Lottery Commission (ALC), the ALC requests submittal of qualifications from firms (Respondent) with proven experience in quality assurance testing of online and instant ticket gaming systems.
- B. Background: The Arkansas Lottery Commission is an instrumentality of the State of Arkansas. It plans to employ approximately ninety (90) people statewide and plans to staff a headquarters located in Little Rock, Arkansas and possibly two (2) district offices by the start-up of instant ticket sales around or before October 2009. The ALC is committed to maximizing revenues for specific scholarship education programs in Arkansas by providing entertaining lottery products and quality customer service to retailers and players, while maintaining its integrity and the integrity of its games.
- C. Submittal of Statement for Qualifications: Responses to this RFQ must be submitted to the evaluation facilitator before **3:00 p.m. on Friday, August 14, 2009**.
- D. Issuance of this RFQ does not constitute an offer to purchase the services or a commitment on the part of the ALC to award a contract pursuant to this RFQ. The ALC reserves the right to reject any and all submissions submitted in response to this RFQ, in whole or in part, and to award a contract pursuant to this RFQ or cancel this RFQ if it is considered to be in the best interests of the ALC. The ALC further reserves the right to make changes to this RFQ at any time and from time to time by issuance of written addendum/addenda, amendment(s) or clarification(s). Any changes to this RFQ will be posted on the ALC's website.
- E. All data, material and documentation originated and prepared for the ALC pursuant to this RFQ will be available to the public in accordance with the Arkansas Freedom of Information Act, §25-19-101 et seq. However the ALC will make reasonable attempts to maintain the confidentiality of any trade secrets or proprietary information if Respondent properly identifies the particular data or other materials which are trade secrets or proprietary information in writing by page, paragraph and sentence or upon submission to the ALC of the data or other materials to be protected. Respondent also should state the reasons such confidentiality is necessary. However, under no circumstance will the ALC be liable to any firm or to any other person or entity, for any disclosure of any such trade secret or confidential information. The ALC may not consider submissions in which all or a substantial portion of the submission is declared by the Respondent to constitute trade secrets or confidential information.

- F. Any award resulting from this RFQ cannot be assigned in whole or in part without the prior written approval of the ALC.

**II. Scope of Services Required:**

The ALC is seeking the services of a qualified firm to ensure that the ALC's online and instant ticket gaming systems perform according to its contractual agreement with the online gaming and/or instant ticket Vendor. In order to be considered qualified, a firm must:

- A. Demonstrate competency and experience with the following types of tests: anomaly testing, business cycle testing, configuration testing, failure and recovery testing, functional testing, audit trail testing, installation testing, interoperability testing, operations testing, performance testing (including performance profiling), load testing, stress testing, regression testing, security and access control testing, usability testing, and volume testing;
- B. Be qualified to conduct and evaluate acceptance testing of gaming systems technology in compliance with the Multi-state Lottery Association regulations and guidelines; and
- C. Be able to audit gaming systems according to Gaming Standards Best Practices.

**III. Submittal Requirements:**

Please provide the following information about your firm:

- A. A statement of qualifications relating to the respondent's experience and knowledge in the areas described in this RFQ including total number of years experience providing the requested services.
- B. A list of individuals employed by your firm, including their resumes, who will be carrying out the services requested in this RFQ.
- C. Client References – a list of three (3) references and their contact information where similar services were performed in the last three (3) years.
- D. Fee Schedule – Please provide a copy of current fee schedule, including the total amount of compensation for provision of requested services. The Respondent must also certify that the fees are firm for at least sixty (60) days after **Friday, August 14, 2009**.
- E. A sample list of at least 5 successful projects and your firm's role in those projects.
- F. Availability to the ALC from August through December 2009.
- G. Agreement to promptly notify the ALC should there be any changes in the firm that would materially affect their ability to perform the Scope of Services required in Section II of this RFQ.

**IV. Other Information**

The ALC reserves the right to accept, reject, and evaluate any and all responses, and to change the scope of this RFQ. Any response submitted during this RFQ process becomes the property of the ALC. The ALC will not be liable for nor pay any costs incurred by the respondent in preparation of a response to this RFQ or any other costs involved, including travel and time for interviews.

**V. Evaluation of Qualifications**

Evaluation of qualifications will be performed by the ALC. The respondents may be invited for an oral interview. The RFQs will be evaluated and scored on the following minimum criteria which will be rated by the following points:

|  |           |
|--|-----------|
| 1. Qualifications .....                        | 40        |
| 2. Experience with similar projects .....      | 30        |
| 3. References .....                            | 20        |
| 4. General Accessibility and Availability..... | <u>10</u> |
| TOTAL Points.....                              | 100       |

Responses must be delivered before **3:00 p.m. on Friday, August 14<sup>th</sup>, 2009**. Respondents should provide three (3) copies of the Statement of Qualifications. Questions concerning this RFQ should be directed to the following:

Bishop Woosley  
Director of Procurement  
Arkansas Lottery Commission  
Post Office Box 3238  
Little Rock, AR 72202

The RFQ containing the necessary requirements and determined to be the most advantageous to the ALC will be considered. Proposals which are received that are incomplete and do not contain all submission requirements may be deemed unresponsive and will not be considered for selection.