

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
1	Please provide the current House Rules and any information related to wagering rules, settlement logic, and dispute processes.	<p>Sportsbook Rhode Island® (“SBRI”) Retail House Rules are posted on the Bally’s Lincoln Gaming Facility and Tiverton Gaming Facility websites and can be accessed via:</p> <p><a href="https://casinos.ballys.com/lincoln/files/6452/12-24-25_Retail_Rules1.pdf">https://casinos.ballys.com/lincoln/files/6452/12-24-25_Retail_Rules1.pdf</a></p> <p>SBRI Online House Rules and Account Wagering Rules are posted on the SBRI app and website and can be accessed via:</p> <p>Online House Rules</p> <p><a href="https://sportsbetrhodeisland.com/en/info/rules">https://sportsbetrhodeisland.com/en/info/rules</a></p> <p>Account Wagering Rules</p> <p><a href="https://sportsbetrhodeisland.com/en/info/account-wagering-rules">https://sportsbetrhodeisland.com/en/info/account-wagering-rules</a></p> <p>The dispute process is in accordance with the House Rules. Currently, when a complaint and/or request is made to Player Support, either via the Host Facilities or SBRI’s call center, Player Support forwards the matter to the appropriate personnel for review and resolution based on the underlying circumstances. Pursuant to Section 20.24(O) of the Rhode Island Lottery Rules and Regulations, “[i]n the event of a dispute that cannot be resolved by a Sportsbook, a Player may submit a written appeal to the [Lottery]. The decision of the [Lottery] shall be final.”</p> <p>Settlement logic is in accordance with the applicable House Rules.</p>

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2	Please provide details of any existing CRM or customer engagement platform currently used by the Lottery, including integration points and customer journey configurations.	Please refer to Section 4(J) of the RFQ. CRM is included in the Scope of Work for the Service Provider. The integration points and customer journey configurations should be part of each Bidder's RFQ submission.
3	Please clarify whether the State expects the successful bidder to provide customer-facing support services (e.g., 24/7 helpdesk, chat, phone support).	Yes. Please refer to Section 4(J) of the RFQ for requirements related to CRM.
4	Please clarify which marketing functions the Lottery expects the successful bidder to support or operate, including advertising, campaign execution, bonusing configuration, and analytics.	Please refer to Section 4(K) of the RFQ. The Lottery expects the Service Provider to participate in all agreed upon advertising and marketing plans as approved by the Lottery. Bonusing (Free Play) configuration and analytics is the responsibility of the Service Provider. Bonusing budgets and plans require Lottery's approval.
5	Is the expectation that the system must automatically calculate and withhold taxes on qualifying player winnings in real time at the point of settlement?	Yes.
6	Is it expected that the remittance of withheld taxes to the appropriate tax authorities will be handled externally?	The Host Facilities collect all sports wagering-related revenue in trust for the State and will hold the bank account. Therefore, the Host Facilities will remit all required taxes and forms to the appropriate authorities.

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7	Are there specific thresholds, rates, or jurisdictional tax rules (e.g., federal vs. state) that the system must be pre-configured to support?	<p>In compliance with IRS rules, the system must file a Form W-2G for every person for winnings meeting or exceeding the applicable reporting threshold (\$2,000 for 2026), if the winnings are at least 300 times the wager. The IRS reporting threshold is subject to be adjusted annually for inflation.</p> <p>Federal income tax must be withheld from the winnings, if the winnings are at least 300 times the wager. If the winnings minus the wager exceed \$5,000, then 24% must be withheld.</p> <p>State income tax must also be withheld, currently at the rate of 5.99%, if Federal income tax is withheld following the same rules as Federal income tax.</p> <p>For any prize requiring the issuance of IRS Form W-2G, in accordance with R.I. Gen. Laws § 42-61.2-12, with respect to a person entitled to receive the prize who has an unpaid child support order(s) arrearage(s) in excess of \$500, after the payment Federal and State withholding, if any, must pay such winnings to the RI Family Court. To comply with this requirement, the system must be able to accept the daily file from the Lottery regarding patrons who are subject to this offset withholding requirement.</p>
8	Can the Lottery clarify whether “management reports” are limited to operational, player activity, and financial performance reports, or should this also include promotional performance reports, compliance-related reports (e.g., AML or Responsible Gaming), and system health or uptime metrics?	Bidders should submit all available reports that are responsive to Section 4(O) of the RFQ.

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9	Can the Lottery clarify what is meant by “audited” data for reporting purposes? Specifically, does this include immutable data, such as that generated from a secure transactional database with full audit trails?	The reference to “audited” pertains to whether or not data in a particular report is reviewed by an internal or external audit function to ensure that the data is accurate. Yes, the Lottery needs to determine if critical financial, transactional, and IT data is subject to audits to ensure that the data on reports is reliable and certifiable.
10	Please clarify the specific data types included in the conversion requirement (e.g., player data, wagers, financial transactions, configurations).	Pursuant to Section 4(Q) of the RFQ, “...a Service Provider must have the capability to export, convert, and import any data to and/or from another Service Provider the Lottery deems necessary.” If conversion is required, the Lottery shall determine the relevant data that will need to be migrated.
11	Please clarify the scenarios under which such data conversion would be required during the contract term.	The Lottery cannot comment on hypotheticals. The Service Provider must conform to the requirement referenced in Section 4(Q) of the RFQ.
12	Please indicate whether the Lottery intends this requirement primarily for initial migration, end-of-term transition, or potential mid-contract vendor change.	The Lottery cannot comment on hypotheticals. The Service Provider must conform to the requirement referenced in Section 4(Q) of the RFQ.
13	Please confirm whether the Lottery will define data schemas and formats for import/export operations.	When the Lottery requests specific data from the system, the Lottery will provide the schema and format for the import/export operation.
14	Please clarify the scope of mobile applications required under this RFQ, including whether the existing mobile sportsbook must be replaced or integrated.	<p>Please refer to Section 1 of the RFQ, which provides the following excerpt:</p> <p><i>Currently, the Lottery is contracted with IGT, a Nevada corporation, to provide equipment, technology, services and/or products related to both Retail sports wagering and Online sports wagering through November 25, 2028, with the option to renew for an additional five-year term. Commencing on November 26, 2026, the Lottery, in its sole discretion, may elect to engage a new entity for Retail sports wagering and may elect to engage an additional entity for Online sports wagering.</i></p> <p>The Lottery may choose to award one (1) new Service Provider for Retail sports wagering and one (1) additional Service Provider for Online sports wagering, which may be the same as the selected Service Provider for Retail sports wagering.</p>

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15	Please confirm whether a companion retail betslip-generation app is required.	The Service Provider for Retail sports wagering must provide a system that generates a physical bet slip. A companion retail bet slip generation app is not required under this RFQ. Bidders may include such functionality in their responses to the extent the Bidder believes it is responsive to the RFQ in the Bidder's discretion.
16	Please clarify whether sportsbook functionality must coexist with Lottery or other gaming verticals within a single application.	No, sportsbook functionality does not need to coexist with Lottery functionality in a single app.
17	Please confirm the third-party testing laboratory required for certification prior to go-live, and whether ongoing releases also require certification.	Currently, Gaming Labs International and BMM Testlabs are licensed third-party testing laboratories approved by the Lottery in Rhode Island. Third-party certifications are required prior to going live. Ongoing certification is required for post go live major platform releases, functionality changes, and changes to critical system files - for the RI jurisdiction. The Lottery reserves the right to request third-party testing of any change it deems necessary.
18	Please confirm whether hosting is strictly limited to on-premise infrastructure at the Host Facilities, or whether Lottery-approved off-site infrastructure may be used for non-transactional components (e.g., reporting replicas, monitoring, SIEM).	<p>The server-based gaming system, as defined in R.I. Gen. Laws § 42-61.2 - 1(37), is required to be located at the premises of a Host Facility. Further, pursuant to Section 5(D)(2) of the RFQ, "[i]t is a requirement that the sports betting primary and backup sports wagering platform, associated CRM systems and data warehouses are hosted within the physical confines of the two (2) Host Facilities."</p> <p>Offsite infrastructure may be used for non-transactional components with the approval of the Lottery, which shall be determined in the Lottery's sole discretion on a case-by-case basis. Currently, the Lottery has permitted non-transactional components that support reporting, system monitoring, and event detection and notification solutions to be offsite.</p>

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19	Please clarify ownership and responsibility for hardware refresh cycles, end-of-life replacements, and capacity scaling at the Host Facilities.	Pursuant to Section 5(F)(39) of the RFQ, “[a] Service Provider’s gaming systems and related equipment and/or software must be kept up to date with the latest vendor software patches and to a release level of -1. Non-supported Lottery-deemed critical hardware and/or software must be replaced with supported hardware/software during the contract. The replacement schedule of such hardware/software must be approved by the Lottery.” Compliance with these requirements shall be the responsibility of the Service Provider.
20	Please confirm whether Liquidated Damages (LDs) may apply concurrently for the same incident across multiple categories.	Yes. Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident.”
21	Please clarify whether LDs are cumulative per incident/day or whether only the highest applicable LD applies.	Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident.”
22	If a single incident triggers multiple SLAs, how will this be measured and applied?	Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident.”
23	Please define measurement criteria for 'late installation', 'missing deliverables', and 'system degraded performance'.	Measurement criteria such as timeframes and specific requirements will be defined in the resulting contract.
24	Please indicate whether an aggregate cap exists for LDs (monthly, annually, or per category).	No, there is no aggregate cap. Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident.”
25	Please clarify whether LDs are exclusive or may be applied alongside actual damages.	Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident” and the “[a]ssessment of liquidated damages shall be in addition to, and not in lieu of, such other remedies as may be available to the Lottery.”

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26	Could the qualifier “fair and reasonable” be added to Lottery's discretionary right when choosing to waive LDs? Can objective waiver criteria be included?	No to both questions.
27	Please confirm whether LD waivers may apply in cases of third-party dependency, approved change orders, or mitigation efforts.	Depending on the circumstances, the Lottery may, in its sole discretion, waive, suspend, or reduce LDs.
28	Please outline the process and evidentiary requirements for asserting Force Majeure and its effect on LD applicability.	Measurement criteria will be defined in the resulting contract. As provided in Section 9(A)(6) of the RFQ, “[t]he Service Provider shall not be required to pay liquidated damages for delays solely due to matters that qualify as [‘]Force Majeure[’], or for time delays specifically approved by the Lottery.”
29	Will Force Majeure relief automatically suspend the LDs for the affected period?	As provided in Section 9(A)(6) of the RFQ, “[t]he Service Provider shall not be required to pay liquidated damages for delays solely due to matters that qualify as [‘]Force Majeure[’]....”
30	Software/enhancement: Can Lottery please confirm whether "best efforts" means reasonable commercial effort? If enhancements are dependent on upstream vendors/ regulators, can this dependency be included?	The language in the RFQ speaks for itself and is not limited to a Vendor’s reasonable commercial effort. As provided in Section 9(B)(2), the Lottery can elect, in its sole discretion, to provide a time extension or elect to exclude certain functionality upgrade enhancements.
31	Reports: What is the definition of late/insufficient/inaccurate? Is there a validation or feedback loop before penalties start? Can a grace period or cure period be included?	Measurement criteria such as timeframes and specific requirements will be defined in the resulting contract. Pursuant to Section 9(A) of the RFQ, “the availability of any period of cure will depend on the situation and will be in the sole discretion of the Lottery.”

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32	Can the scope of audits be limited to risk-rated feasible recommendations agreed by both parties? Will there be prioritization such as critical, high, medium with timeframes aligned to risks?	No. Pursuant to Section 6(6) of the RFQ, “[a] Service Provider shall conduct internal audits of its sports wagering operations as prescribed by the Lottery in accordance with regulations.” Please refer to Sections 6(7) and (8) of the RFQ for further details. There will be priorities assigned to any identified risk areas as they pertain to remediation efforts in the Lottery’s sole discretion.
33	Regulatory penalties: for incidents under out of state, self-excluded player prohibited events, advertising rules, can Lottery please confirm: (i) are these penalties assessed per incident, per account, per day or per detection? (ii) is there a cap per category and/or an annual cap? (iii) Can root cause analysis, remediation plan and verified fixes suspend or reduce penalties?	<ul style="list-style-type: none"> <li>(i) Pursuant to Section 9(A) of the RFQ, “...the Lottery shall be entitled to recover liquidated damages under each section applicable to any given incident.”</li> <li>(ii) There is no cap per category and there is no annual cap.</li> <li>(iii) Depending on the circumstances, the Lottery may, in its sole discretion, suspend or reduce penalties.</li> </ul>
34	Is waiver of subrogation on all supplier's insurance policies mandatory?	Yes.
35	Is primary and non-contributory endorsement on all supplier's insurance policies mandatory?	Yes.
36	Can "mission critical" be defined so that the applicability of the \$20m limit can be determined by supplier. What cover should be included within that higher insurance threshold?	Pursuant to Section 9(C), the cyber security insurance requirement is “in the amount of no less than \$10,000,000 per occurrence and \$10,000,000 annual aggregate with a company or companies licensed to do business in Rhode Island for the operation of the sports wagering platform.” The \$20M limit contained in Schedule A.3 of Addendum A to the General Conditions of Purchase updated as of May 29, 2024 is not applicable.
37	Please provide definitions and examples for P1, P2, and P3 incidents, including measurable thresholds for 'system down', 'materially degraded', and 'substantially degraded' states.	P1, P2, and P3 Incidents are defined in Schedule 1 of the RFQ.

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38	Please confirm whether temporary workarounds are acceptable as interim resolutions pending permanent fixes.	Depending on the circumstances, the Lottery may, in its sole discretion, accept interim resolutions pending permanent fixes on a time schedule acceptable to the Lottery in its sole discretion.
39	Please clarify when incident time begins (ticket creation, acknowledgment, or impact confirmation) and when it is considered resolved.	Incident time begins at the start of the incident and is considered resolved when the incident is over.
40	Please confirm whether delays caused by incomplete information or Lottery dependencies are excluded from SLA timing.	As a general matter, SLA timing is fact specific and any resulting LDs may not be appropriate in all circumstances.
41	Please indicate whether incidents caused by third-party providers or the Lottery are excluded from LDs.	As a general matter, LDs may not be appropriate in all circumstances. A Service Provider is responsible for the services provided by its third-party partners in connection with the services requested under this RFQ.
42	Please confirm whether a dispute resolution process exists for contested SLA breaches.	The Lottery intends to use good faith efforts to resolve by mutual agreement all disputes related to breaches of the resulting contract. However, as the operator of all sports wagering, decisions are in the sole discretion of the Lottery.
43	Please clarify whether maintenance windows or third-party outages are exempt from LDs.	As a general matter, LDs may not be appropriate in all circumstances. Agreed upon maintenance windows will be exempt from LDs. If using third parties to provide components of the services requested under this RFQ, Bidders must clearly identify such third parties. A Service Provider is responsible for the services provided by its third-party partners in connection with the services requested under this RFQ. Outages relating to third-party services will be evaluated by the Lottery, and depending on the circumstances, the Lottery may, in its sole discretion, waive, suspend, or reduce LDs.
44	What is the definition of late/insufficient/inaccurate? Is there a validation or feedback loop before penalties start? Can a grace period or cure period be included?	Measurement criteria such as timeframes and specific requirements will be defined in the resulting contract. Pursuant to Section 9(A) of the RFQ, “the availability of any period of cure will depend on the situation and will be in the sole discretion of the Lottery.”

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45	Software/enhancement: Can Lottery please confirm whether "best efforts" means reasonable commercial effort? If enhancements are dependent on upstream vendors/ regulators, can we add this dependency?	The language in the RFQ speaks for itself and is not limited to a Vendor's reasonable commercial effort. As provided in Section 9(B)(2), the Lottery can elect, in its sole discretion, to provide a time extension or elect to exclude certain functionality upgrade enhancements.
46	Please confirm whether the Lottery will accept a partnered solution, where components such as PAM, retail front end, CRM, payments, or customer support are delivered by third-party vendors under Bidder's overall solution responsibility.	Bidders must provide a full-service offering and shall be responsible for all aspects of such offering. If using third parties to provide components of the services requested under this RFQ, Bidders must clearly identify such third parties. A Service Provider is responsible for the services provided by its third-party partners in connection with the services requested under this RFQ.
47	Please confirm whether the statutory allocation of 32% of sports wagering revenue to the vendor is fixed for the full term of the contract or whether alternative commercial structures may be proposed (e.g., tiered, blended, or performance-based models).	As stated in Section 2(F)(12), the statutory allocation of 32% applies to the services requested under this RFQ.
48	Are suppliers able to adapt the revenue share of 32% (down or up), as part of negotiation and the response?	No.
49	Does the Lottery expect commercial proposals to be structured strictly as revenue share, or will the Lottery consider hybrid commercial models, including: a) Fixed fees plus revenue share; b) Minimum guarantees with upside participation; c) Separate pricing per channel (Retail vs Online)	As stated in Section 2(F)(12), the statutory allocation of 32% applies to the services requested under this RFQ.

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50	Please clarify whether the 32% allocation applies equally to: a) Retail sports wagering; b) Online sports wagering; c) Any additional online providers engaged during the contract term	As stated in Section 2(F)(12), the statutory allocation of 32% applies to the services requested under this RFQ. The resulting contract shall be non-exclusive.
51	Please provide any available historical and forecast market data, including: a) Annual handle and GGR by channel; b) Active player counts; c) Average bet size and frequency; d) Seasonal or event-driven volatility patterns	<p>Bidders are invited to review the following publicly available information:</p> <p>In October 2025, Christiansen Capital Advisors, LLC authored a “Rhode Island Gaming and State Revenue Forecast”. The document can be found on the RI Department of Revenue website under Gaming Studies.</p> <p><a href="https://dor.ri.gov/revenue-analysis/reports">https://dor.ri.gov/revenue-analysis/reports</a></p> <p>Historical sports wagering handle and GGR information can be found on the Lottery website</p> <p><a href="https://www.rilot.com/en-us/about-us/financials.html#SportsBookRevenueModalContent">https://www.rilot.com/en-us/about-us/financials.html#SportsBookRevenueModalContent</a></p>
52	If not already provided, does the Lottery have forward-looking projections or target growth assumptions for Online and Retail sports wagering over the next five years?	Please see the answer to question 51.
53	Please clarify whether the Lottery envisions an optimal operating model of: A single end-to-end service provider: a) Multiple best-of-breed providers; b) A mixed B2B/B2C operating construct with Lottery-led elements	No determination has been made, and the Lottery cannot comment on hypotheticals. The Lottery is the operator for all sports wagering in Rhode Island.

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54	Please confirm whether Online sports wagering is expected to remain non-exclusive for the duration of the contract and how commercial attribution would function if multiple Online providers are live concurrently.	Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive. Each Online Service Provider will be allocated 32% of online sports wagering revenue generated from their platform.
55	If additional Online providers are introduced during the contract term: a) How will revenue dilution and cannibalization be addressed? b) Will commercial terms be revisited to reflect shared market participation?	Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive. Each Online Service Provider will be allocated 32% of online sports wagering revenue generated from their platform a) The Lottery will not be responsible for addressing revenue dilution or cannibalization. Each Service Provider will need to optimize their product / services to encourage wagering with their platform. b) No.
56	Are future regulatory or statutory changes that materially increase cost or scope eligible for commercial rebalancing or renegotiation?	The Lottery cannot comment on hypotheticals. Vendors are required to comply with all regulatory and statutory requirements, which may be amended from time to time.

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57	Please clarify which operational decisions require explicit Lottery approval versus those delegated to the Service Provider, including: a) Odds and market changes; b) Risk limit adjustments; c) Market suspension and event cancellation; d) Incident mitigation actions	As the Lottery is the operator for all sports wagering in Rhode Island, all operational decisions are made by the Lottery and/or require Lottery approval. The Lottery will provide guidelines for tolerable risk exposure per event and/or market. The Service Provider may submit recommendations related to odds and market changes, risk limit adjustments, market suspensions and event cancellations, and incident mitigating actions for the Lottery’s consideration. Unless outside the scope of the Lottery’s guidelines or if otherwise determined/directed by the Lottery, day-to-day trading and risk management decisions will be the Service Provider’s responsibility. Pursuant to Section 20.25(G) of the Rhode Island Lottery Rules and Regulations, “[t]he Director may unilaterally direct the Sports Wagering Service Provider and/or Licensed Class III Gaming Retailer to limit, halt, or suspend Sports Wagering or Online Sports Wagering on any Sports Event if the outcome of a Sports Event would create an unacceptable level of financial liability.”
58	For time-sensitive operational decisions (e.g., integrity alerts or live trading risk), what are the expected escalation paths and approval timelines?	Unless outside the scope of the Lottery’s guidelines or if otherwise determined/directed by the Lottery, day-to-day trading and risk management decisions will be the Service Provider’s responsibility. Integrity concerns specific to RI and/or RI sports wagering must be brought to the attention of the Lottery in accordance with instructions that will be provided by the Lottery.
59	Will the Lottery have real-time access to trading and risk systems, and if so, will this be read-only or active control? How is liability allocated if Lottery-initiated actions cause downstream impact?	The Lottery requires read-only access to trading and risk management systems. With read only access, there should not be any Lottery initiated impacts.

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60	Please confirm whether third-party retail terminal software and hardware solutions are acceptable, with sportsbook front-end integration.	Bidders must provide a full-service offering and shall be responsible for all aspects of such offering. If using third parties to provide components of the services requested under this RFQ, Bidders must clearly identify such third parties. A Service Provider is responsible for the services provided by its third-party partners in connection with the services requested under this RFQ. The Bidder's response to the RFQ should detail the proposed software and hardware solution. The Lottery's review of the response will determine if it is acceptable. Solutions that include third-party hardware and/or software acceptable to the Lottery nonetheless must be certified by a third-party testing company acceptable to the Lottery.
61	Please clarify responsibility for: a) a. On-site support and maintenance; b) Hardware replacement and refresh cycles; c) Terminal and kiosk uptime SLAs	For Retail sports wagering: a) Onsite ticket writers and support personnel are employees of the Host Facilities. b) Maintenance of, and updates to, the software/hardware and any related equipment is the responsibility of the Service Provider. c) Terminal and kiosk uptime is the responsibility of the Service Provider.
62	Are minimum terminal, kiosk, and odds-board requirements fixed or scalable based on demand?	Please refer to Section 4(R) of the RFQ which provides: "[a] Service Provider will be required to install and maintain at the Host Facilities monitors to serve as "odds boards" capable of displaying information on live and upcoming events, no less than ten (10) issuing terminals, and no less than thirty (30) self-service sports wagering terminals ("kiosks")."
63	Please confirm whether the Lottery intends to: a) Select multiple qualified Service Providers under this RFQ, and; b) Defer decisions regarding go-live timing, channel allocation (Retail vs Online), and scale to a later date at the Lottery's discretion.	(a) The Lottery may choose to award one (1) new Service Provider for Retail sports wagering and one (1) additional Service Provider for Online sports wagering, which may be the same as the selected Service Provider for Retail sports wagering. (b) The Service Provider must be capable of providing: (i) Online sports wagering, if applicable, no later than November 30, 2026, or as otherwise approved by the Lottery and/or (ii) Retail sports wagering, if applicable, no later than March 26, 2027, or as otherwise approved by the Lottery.

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64	For Online sports wagering, please confirm whether the Lottery’s current intent is to: a) Appoint an additional (non-exclusive) Online Service Provider commencing on or after November 26, 2026, operating in parallel with the incumbent, or b) Transition to a single Online Service Provider at that time	The Lottery may choose to award one (1) additional Service Provider for Online sports wagering. Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive.
65	For Retail sports wagering, please clarify whether this RFQ is intended to: a) Identify a future replacement provider for Retail sports wagering, b) Identify a potential co-supplier, or c) Establish a contingency option should the incumbent arrangement change prior to November 2028.	The Lottery may choose to award one (1) new Service Provider for Retail sports wagering. The Service Provider must be capable of providing Retail sports wagering no later than March 26, 2027, or as otherwise approved by the Lottery. The new Service Provider for Retail will replace the current Service Provider for Retail.
66	Please confirm whether selection under this RFQ: a) Guarantees a production go-live, or b) Establishes eligibility for a future go-live at the Lottery’s discretion.	The Lottery may choose to award one (1) new Service Provider for Retail sports wagering and one (1) additional Service Provider for Online sports wagering, which may be the same as the selected Service Provider for Retail sports wagering. The Service Provider must be capable of providing: (i) Online sports wagering, if applicable, no later than November 30, 2026, or as otherwise approved by the Lottery and/or (ii) Retail sports wagering, if applicable, no later than March 26, 2027, or as otherwise approved by the Lottery.
67	If a Service Provider is selected for Online sports wagering, does the Lottery anticipate: a) A defined implementation and launch window beginning November 26, 2026, or b) A phased or discretionary deployment timeline based on business, regulatory, or operational considerations.	The Service Provider must be capable of providing Online sports wagering no later than November 30, 2026, or as otherwise approved by the Lottery. Decisions related to actual deployment shall be in the Lottery’s sole discretion.

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68	Please clarify whether the Lottery anticipates any overlap period during which multiple Online Service Providers will operate concurrently, and whether this overlap is expected to persist through the remainder of the incumbent's contract term.	The Lottery may choose to award one (1) additional Service Provider for Online sports wagering. Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive.
69	Will there be any adjustments made to the tax rate in the event that another online operator will be licensed to operate in Rhode Island?	No. As stated in Section 2(F)(12), the statutory allocation of 32% applies to the services requested under this RFQ.
70	On page 22 of the RFQ, there is reference to "the Lottery's change control procedure". Can you please provide a copy of this procedure?	The referenced document will be provided to the Service Provider if selected under this RFQ. The Lottery's procedure as it pertains the change control process is outlined in Sections 5(C)(3) through 5(C)(5) of the RFQ.
71	The RFQ would seem to allow for having separate retail and mobile sports wagering Service Providers in the state. If that does become the case, can you provide clarity on how the 32% of sports wagering revenue share would be allocated across the two parties?	As stated in Section 2(F)(12), the statutory allocation of 32% applies to the services requested under this RFQ. Each Online sports wagering Service Provider will be allocated 32% of Online sports wagering revenue generated from their platform. The Retail sports wagering Service Provider will be allocated 32% from Retail sports wagering revenue.

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Question #	Question	Lottery Response
72	<p>In section 4(N) there is a reference to “Lottery’s Responsible Gambling program” and the Service Provider needing to conform to the requirements within it. Could it please be confirmed if this is a separate regulator created document, or instead just a reference to the Service Provider’s overall change policy that is approved by the RI Lottery? If it is the former and there is a separate regulator created document, could we please get a copy of that form to review?</p>	<p>The Lottery’s is seeking information from Bidders regarding the RG-related capabilities of their platform (such as time-out, wager limits, and time limits).</p> <p>In addition, if the Bidder has a Code of Conduct related to RG, please provide a copy of the Code with the submitted documents/information.</p>
73	<p>In section 5(C)(5) there is a reference to “RI Lottery Sports Wagering change control procedure”. Could it please be confirmed if this is a separate regulator created document which Service Providers must adhere to, or instead just a reference to the Service Provider’s overall change policy that is approved by the RI Lottery? If it is the former and there is a separate regulator created document, could we please get a copy of that form to review?</p>	<p>Yes. The referenced document will be provided to the Service Provider if selected under this RFQ. The Lottery’s procedure as it pertains the change control process is outlined in Sections encompasses the language in 5(C)(3) through 5(C)(5) of the RFQ document.</p>

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
74	<p>Based on our read of the requirements within the RFQ as well as Rhode Island statute and existing sports wagering regulations, it is our understanding that server(s) need to be located within the hosting facility properties (Twin River &amp; Tiverton), specifically for the purpose of capturing the placement and acceptance of sports wagers made within the state of Rhode Island. In the states we are currently active in as well as other states where we currently do not operate but other sports wagering operators do, it is common practice to allow for other functionality not related to the placement and acceptance of sports wagers to occur outside of the state specific servers. This type of functionality would include but not be limited to things such as player account management (KYC Verification, RG controls, player wallet) and hosting third party services such as payment providers and geolocation solutions. We believe this same type of implementation where wager acceptance occurs within the state of Rhode Island, but other functionality could reside elsewhere would be acceptable, but could you please confirm this prior to us submitting a technical diagram as part of our RFQ response?</p>	<p>The server-based gaming system, as defined in R.I. Gen. Laws § 42-61.2 - 1(37), is required to be located at the premises of a Host Facility. Further, pursuant to Section 5(D)(2) of the RFQ, “[i]t is a requirement that the sports betting primary and backup sports wagering platform, associated CRM systems and data warehouses are hosted within the physical confines of the two (2) Host Facilities.”</p> <p>Offsite infrastructure may be used for non-transactional components with the approval of the Lottery, which shall be determined in the Lottery’s sole discretion on a case-by-case basis. Currently, the Lottery has permitted non-transactional components that support reporting, system monitoring, and event detection and notification solutions to be offsite.</p>
75	<p>For non-card processing vendors such as ACH providers, is the Lottery expecting or requesting a PCI equivalent document?</p>	<p>Yes.</p>

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
76	Can the Lottery provide clarification for what exactly is considered all interactions in “all direct and indirect interfacing with the players, including Customer Services” in relationship to the Customer Relationship Management (CRM)?	Please refer to Section 4(J) of the RFQ with respect to the scope of work for CRM. Without limiting the foregoing, interactions may include Player Support (help desk), push notifications, marketing emails, social media updates, and VIP outreach.
77	Is the Bidder required to submit formal documentation of the Know Your Customer (KYC) process as referenced in the Advertising, Sub Section K1?	Yes.
78	Is the Bidder required to insert a process on how the data is filtered to the CRM in relationship to moderate and high-risk players as referenced in Sub Section K2?	Yes.
79	Does the Lottery require any examples (creative) as proof that “advertising does not suggest in any manner that gambling/wagering is a means of solving financial problems,” exists within the Bidder’s program as referenced in Sub Section K4?	Examples are not required but may be included if responsive to Section 4(K)(4) of the RFQ.
80	Does the Lottery require any examples of the bonus/promotional program currently utilized by the Rhode Island retail casinos?	The Lottery has not requested examples of bonus/promotional points used by the Host Facilities under this RFQ. Any bonus/promotional program is subject to the Lottery’s approval.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
81	Does the Lottery require examples of how the requirements noted in Sub Sections L1, L2 and L3 can be accomplished?	Examples are not required but may be included if responsive to Sections 4(L)(1) through 4(L)(3) of the RFQ.
82	Can the Lottery provide examples of the specific metrics referenced in Sub Section L4?	No. Bidders are asked to provide details regarding the ability of their CMS to provide reports related to content and player metrics.
83	Is the Bidder required to submit a process demonstrating the ability to integrate with the CRM for targeted player promotions as referenced in Sub Section L5?	Bidders are asked to provide details on the process used, and/or any other method needed, to detail the ability of the Bidder's wagering systems to integrate with CRM for targeted player promotions.
84	Does the language stating "accuracy" equate to up to date in real time?	Accuracy in Section 4(L) is to inform the Bidders that their proposed CMS must have integrity and the information generated must be correct.
85	Does the language stating "integrity" equate to integrity monitoring?	See Answer 84. If integrity monitoring is required to ensure site integrity, then yes.
86	Can the Lottery define "regular interval?" Also, does this item reference the Bidder's personnel or external individuals such as Lottery employees or both?	No. Bidders should define the interval currently used in their written compliance program and/or policies. The reference is to the Bidder's personnel and/or any third parties that the Bidder may use for fraud and illegal activity detection.
87	Can the Lottery provide additional guidance on the conversion process, including migrating user accounts, passwords, balances, wagers placed/settled and the number of years of data that will be converted?	Please see the answer to question 10.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
88	Does the Lottery have a required timeframe for retail locations to be open specifically, or does the service provider have that discretion?	The Service Provider must be capable of providing Retail sports wagering no later than March 26, 2027, or as otherwise approved by the Lottery. Decisions related to actual deployment shall be in the Lottery's sole discretion.
89	Does the Lottery have a required level of staffing, or does the service provider determine the appropriate staffing level?	The Service Provider must devote a sufficient number of personnel and resources to meet its obligations under the resulting contract. With respect to Retail sports wagering, on-site personnel, i.e., till clerks, are supplied by the Host Facilities.
90	Does the Lottery maintain minimum wager/maximum wager limits for the following scenarios, or are those at the discretion of the service provider as long as compliant with applicable state and federal reporting requirements? * Kiosk Anonymous wagers limits (bet min/bet max) (min payout/max payout); *Kiosk "known/loyalty customer" wager limits (bet min/bet max) or (min payout/max payout); *Over The Counter anonymous wager limits (bet min/bet max) (min payout/max payout); * Over The Counter "known/loyalty customer" wager limits (bet min/bet max) or (min payout/max payout); *Total "Max Potential Payout" on parlay wagers	Yes. As the Lottery is the operator for all sports wagering in Rhode Island, all operational decisions are made by the Lottery and/or require Lottery approval. Pursuant to Section 20.24(E) of the Rhode Island Lottery Rules and Regulations, "the Director will determine the types of wagers that will be offered; the Minimum Wager Limit and Maximum Wager Limit on any available wager." Further, the Lottery will provide guidelines for tolerable risk exposure per event and/or market. The Service Provider may submit recommendations related to wager limits for the Lottery's consideration. Unless outside the scope of the Lottery's guidelines or if otherwise determined/directed by the Lottery, day-to-day trading and risk management decisions will be the Service Provider's responsibility. Compliance with all applicable reporting requirements is required.
91	Does the Lottery expect the same program to extend to online play as well? If so, will the two programs be integrated?	Yes. Please see the answer to question 90.
92	Can the Lottery provide clarification on what third-party tooling requires certification?	The entire system must be certified before it can be utilized within RI.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
93	Can the Lottery clarify if the intention is for the CMS and CRM systems to also be certified?	Yes.
94	Can the Lottery provide a copy of the change control procedure? Is this the same change process currently in use for the iGaming platform?	The referenced document will be provided to the Service Provider if selected under this RFQ. The Lottery's procedure as it pertains the change control process is outlined in Sections encompasses the language in 5(C)(3) through 5(C)(5) of the RFQ document. The services requested under this RFQ are not related to or dependent on iGaming.
95	Can the Lottery clarify why "password changes" (or a password reset action) is included in this list?	The password and back-end user account change information must be provided to the Lottery so the Lottery can perform its monitoring functions and internal risk assessments.
96	Three types of user accounts exist: i. Test User Accounts (to test website functionality etc.); ii) Back-Office User Accounts; iii) System User Accounts (used by technical staff for troubleshooting purposes etc.) Which account type constitutes a "back-end PAM user account?"	This term refers to non-player accounts used to operate and access the system, including, but are not limited to, administrator accounts, and operator accounts.
97	Is the definition for "availability" similar to the current iGaming contract?	The services requested under this RFQ are not related to or dependent on iGaming. The Service Provider shall be expected to provide service continuity on a 24/7/365 basis and 99.99% availability on a monthly basis.
98	Can the sports wagering platform be hosted within the IDF room of the Live Dealer setup at Bally's Twin River? Can some of the current network equipment be shared?	The services requested under this RFQ are not related to or dependent on iGaming. Currently, they are located within the Host Facilities and coexist in secure, monitored areas with other critical systems in separate, secured racks. The Lottery has not yet determined any additional location(s) for the sports wagering platform(s) within the Host Facilities. No, separate network equipment must be in place to run the sports betting platform.
99	Can the Bidder assume the same for the Tiverton backup site?	Please see answer to question 98.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
100	Does the current BCP/Site failover plan for the iGaming contract also apply and can be extended to include Sports wagering?	The services requested under this RFQ are not related to or dependent on iGaming. The Service Provider must have redundant systems/servers located at each Host Facility. This configuration must be replicated at a primary site (e.g., Lincoln Gaming Facility) and backup site (e.g., Tiverton Gaming Facility). The setup must be configured where if a system was the primary system at a particular Host Facility and it failed that the system at the other Host Facility would take over and become the primary system without an interruption to the player.
101	If the Bidder is utilizing a cloud platform for the CRM, is the Lottery's expectation that it cannot be used unless it is an on-premise solution?	As indicated in Section 5(D)(2) of the RFQ, "[i]t is a requirement that the sports betting primary and backup sports wagering platform, associated CRM systems and data warehouses are hosted within the physical confines of the two (2) Host Facilities." In accordance with Section 5(D)(9), "Bidders, in their proposal, must provide system design and network connectivity diagrams that include details of each component of the system and network."
102	Since the document is asking for a 'dedicated' IDS, can further details be provided as to which IDS deployments are acceptable? Specifically, would a firewall device with an embedded capability be seen as meeting the requirements?	The Lottery cannot comment on hypotheticals. Whether a specific IDS is acceptable to the Lottery is dependent upon the firewall selected and the features, capabilities, and embedded functionality of the device.
103	Can the Lottery confirm that the current Vitruvian implementation for iGaming can also be extended for this contract, which lives on AWS?	The services requested under this RFQ are not related to or dependent on iGaming. Bidders may include such options in their responses to the extent the Bidder believes it is responsive to the RFQ in the Bidder's discretion.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
104	Can the Lottery provide clarification and detail related to the brief mention of the back-up site (Sub Section H1)?	This refers to redundant systems located at each Host Facility. This configuration must be replicated at a primary site (e.g., Lincoln Gaming Facility) and backup site (e.g., Tiverton Gaming Facility). The setup must be configured where if a system was the primary system at a particular Host Facility and it failed that the system at the other Host Facility would take over and become the primary system without an interruption to the player. With respect to Section 5(H)(1), the Lottery expects that there would be no interruption in accessing the data reporting warehouse regardless of which system was the primary at the time.
105	What is the timeline for the first review, what period is to be covered and when is it due?	RFQ event dates are detailed in Section 2 of the RFQ.
106	Can the Lottery offer any guidance beyond § 42-61.2-3.3. Sports Wagering regulation for expectations of this review?	The evaluation and selection process information can be found in Section 7 of the RFQ.
107	Can the Lottery provide clarification of the expected scope and intent of the annual SSAE 21 audit requirement?	Pursuant to Sections 6(7) and 6(8) of the RFQ, the scope shall be prescribed by the Lottery dependent upon the system(s) used by the Service Provider.
108	Would the Lottery consider any alternative to the SSAE 21 audit requirement?	No.
109	What is the expected deliverable associated with this audit -- is this a SOC 2 Type II report?	The requirements for SOC audits are provided in Section 6(8)(c) of the RFQ.
110	If multiple parties are involved in operating the Sports Wagering system, which party (or parties) is this requirement scoped to?	If using third parties to provide components of the services requested under this RFQ, Bidders must clearly identify such third parties. A Service Provider is responsible for the services provided by its third-party partners in connection with the services requested under this RFQ, including all audit requirements.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
111	Does the Lottery accept any alternative standards and/or certifications (e.g., ISO 27001) for this requirement to be met?	The Lottery cannot comment on hypotheticals. The applicable auditing requirements are addressed in Section 6 of the RFQ. Pursuant to Section 7(C), “[a] bid proposal which fails to meet any material term or condition of the solicitation, including the submission of required attachments, may lose points or be deemed unresponsive and thus disqualified.”
112	If an entity (i.e., MBE/WBE, etc.) has been “certified” by a “third-party” local or nationally recognized certifying organization, does an opportunity for reciprocity exist?	Pursuant to Section 2(F)(8) of the RFQ, “ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Division of Equity, Diversity, and Inclusion or vendors certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <a href="https://dedi.ri.gov/division-units/minority-business-enterprise-compliance-office">https://dedi.ri.gov/division-units/minority-business-enterprise-compliance-office</a> or by contacting the Minority Business Enterprise Compliance Office (MBECO) at 401-574-8606 or via email at <a href="mailto:mbe.compliance@doa.ri.gov">mbe.compliance@doa.ri.gov</a> .” Any questions related to an entity’s certification in this area must be directed accordingly.
113	In the event there are statutory or regulatory changes to the sports wagering law and/or regulations after the proposal submission deadline but prior to contract award or execution, will bidders be provided an opportunity to revise or resubmit their proposals to account for such changes? If such changes are made, how will the Lottery communicate updated criteria or timelines to interested parties?	The Lottery cannot comment on hypotheticals. Vendors are required to comply with all regulatory and statutory requirements, which may be amended from time to time.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
114	The RFQ says that bidders need to mark information that is confidential “on the applicable document itself”. Beyond providing a log of confidential items and a redacted copy of the RFQ, what fashion would the lottery prefer for bidders to mark the information confidential on the document itself?	It is a Bidder’s responsibility to clearly mark pages containing confidential information accordingly.
115	The RFQ states that a bidder, if selected as a Service Provider, must not engage in offering daily fantasy sports in Rhode Island, which were determined to be legal under a 2016 Rhode Island Attorney’s General opinion. Can the Lottery please clarify whether this restriction applies to traditional peer-to-peer skill-based daily fantasy sports contests, or whether it is intended for “against-the-house” style daily fantasy sports offerings?	The referenced restriction in the RFQ speaks for itself and does not permit any daily fantasy sports offerings.
116	Would the winning bidders of this RFQ be allowed to operate under their own brand or is this strictly about a B2B relationship?	The Lottery is the operator for all sports wagering in Rhode Island. The Lottery is not opposed to the Service Provider using their own brand. Lottery approval, in its sole discretion, of the brand is required.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
117	In what way should bidders fill out Addendum D? It appears to be taken as a screenshot from an online form. Would the lottery prefer bidders answer the question in the form of a word document like the rest of the RFQ?	Bidders can complete the form manually or electronically, providing a separate document if needed.
118	On pages 9 and 10 you mention that Bidders would no longer be “engaged in any conduct” and may not offer “fantasy sports and/or prediction market sports-related event contract in Rhode Island.” a) Could you provide a full list of products you do not want Bidders to not be engaged in?, b) Is the ban on these above products effective upon submission by a Bidder or upon a Bidder being selected by the lottery?	The referenced restriction in the RFQ speaks for itself. Bidders should confer with their own legal counsel on applicability of the ban.
119	On page 9, you state that player data is the sole property of the Rhode Island Lottery. A) Would the Rhode Island Lottery entertain the possibility of prospective vendors joint owning player data, similar to practice in other states?	No. Pursuant to R.I. Gen. Laws § 42-61.2-2.4, player data is the exclusive property of the Lottery, and the Lottery shall not deviate from this statutory requirement.
120	Does the Rhode Island Lottery intend on awarding one vendor for online sports wagering, or does it intend on awarding multiple vendors?	The Lottery may choose to award one (1) additional Service Provider for Online sports wagering, which may be the same as the selected Service Provider for Retail sports wagering.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
121	What is the Rhode Island Lottery’s projected timeline of selecting initial bidders, and then projected timeline on awarding a final bid after negotiations?	The Lottery does not have a projected timeline related to the selection process, but it does not involve a phase for “initial bidders.” The Service Provider must be capable of providing: (i) Online sports wagering, if applicable, no later than November 30, 2026, or as otherwise approved by the Lottery and/or (ii) Retail sports wagering, if applicable, no later than March 26, 2027, or as otherwise approved by the Lottery.
122	Single Account and Single Wallet. A) Is a single account/single wallet solution allowed?, B) Can player funds be used in Rhode Island if deposited in another jurisdiction?, C) How does player data ownership work if the state owns RI player data, but the origin of the player account is from another jurisdiction?	<p>A) Yes, however any bonuses and promotional funds awarded in outside jurisdictions may not be used in Rhode Island and any bonuses and promotional funds awarded in Rhode Island may not be used in other jurisdictions.</p> <p>B) Yes, however any bonuses and promotional funds awarded in outside jurisdictions may not be used in Rhode Island and any bonuses and promotional funds awarded in Rhode Island may not be used in other jurisdictions.</p> <p>C) In accordance with R.I. Gen. Laws § 42-61.2-2.4(e) “[a]ny list or other identifiable data of sports-wagering players generated or maintained by the sports-wagering vendor or the hosting facility as a result of sports wagering shall be the exclusive property of the division...” Accordingly, player data used to conduct sports wagering in Rhode Island is the exclusive property of the Lottery.</p>
123	The RFQ references “statutorily permitted deductions” from Gross Gaming Revenue / Net Gaming Revenue but does not enumerate them. Please provide a complete list of all deductions that have been treated as statutorily permitted under Rhode Island law during the current sports wagering operating period (2019–present).	The term in quotation marks is not contained in the RFQ. Bidders should review the definitions of Online Sports Wagering Revenue and Sports Wagering Revenue, as defined in R.I. Gen. Laws §§ 42-61.2-1(28) and (41), for what is statutorily permitted.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
124	The RFQ also references “Lottery-authorized deductions” without definition. Please provide a list of all deductions that have been authorized by the Lottery since the inception of sports wagering in Rhode Island (2019–present), including any promotional credits, bonuses, marketing-related deductions, or other adjustments. For each category, please indicate whether authorization has been: a) standing or case-by-case, and b) subject to caps, limits, or other conditions.	The term in quotation marks is not contained in the RFQ. Bidders should review the definitions of Online Sports Wagering Revenue and Sports Wagering Revenue, as defined in R.I. Gen. Laws §§ 42-61.2-1(28) and (41), for what is statutorily permitted.
125	Please clarify which types of promotional credits or bonuses (e.g., free bets, bonus bets, odds boosts, risk-free bets) have historically been approved as deductible and whether any statutory, regulatory, or Lottery-imposed caps apply.	<p>Please review R.I. Gen. Laws §§ 42-61.2 -1(28) and (41) which details the definition of “Online sports-wagering revenue” and “Sports-wagering revenue”.</p> <p>Budgets and plans for promotional credits and bonuses require Lottery’s approval and approved types and amounts are deductible in accordance with the applicable statutes.</p>
126	Please describe the process under the new contract for obtaining Lottery authorization of deductions, including whether authorizations may be granted on a standing basis and whether previously authorized deductions are expected to continue.	With respect to any applicable authorized deduction, the Service Provider would submit its desired budget and plan to the Lottery for approval, which the Lottery may grant, modify, or deny in its sole discretion.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
127	Please clarify whether costs associated with customer registration, KYC, AML, identity verification, and age verification services are: a) borne entirely by the Sports Wagering Service Provider, b) shared with Host Facilities, or c) treated as deductible or cost-of-revenue items for purposes of Net Gaming Revenue.	Customer registration, KYC, identity verification, and age verification expenses are the responsibility of the Service Provider. AML monitoring is a shared responsibility of the Service Provider (system generated alerts) and the Host Facilities (monitoring and reporting).
128	Please clarify whether costs associated with geolocation and geofencing services, including beacon hardware, installation, and ongoing support, are: a) borne entirely by the Sports Wagering Service Provider, b) shared with Host Facilities, or c) treated as deductible or cost-of-revenue items for purposes of Net Gaming Revenue.	These are the responsibility of the Service Provider.
129	Please clarify whether costs associated with sports data feeds, league or rights-holder fees, odds generation sources, streaming (if applicable), and integrity monitoring services are: a) borne entirely by the Sports Wagering Service Provider, or b) treated as deductible or cost-of-revenue items for purposes of Net Gaming Revenue.	These are the responsibility of the Service Provider.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
130	For purposes of bidder financial modeling, please confirm whether any cost categories beyond payment processing fees (which are expressly addressed in the RFQ) are intended to be treated as cost-of-revenue items that reduce Gross Gaming Revenue prior to statutory allocation, as opposed to operating expenses borne entirely by the Sports Wagering Service Provider out of its revenue share.	Bidder should assume that all cost categories, beyond what is specifically addressed in the RFQ, are considered the Service Provider's operating expenses.
131	The RFQ explicitly addresses payment processing fees and allocates a pro-rata share of those fees to the Sports Wagering Service Provider. In addition to payment processing, certain services required by law, regulation, or Lottery mandate are incurred on a per-transaction or per-customer basis and are necessary to accept or validate wagers. Please clarify whether the Lottery intends for any of the services referenced in Questions 127–129 to be treated consistently with payment processing fees for purposes of Net Gaming Revenue calculation, or whether payment processing is intended to be the sole transaction-level service treated as a cost-of-revenue item.	Bidder should assume that all cost categories, beyond what is specifically addressed in the RFQ, are considered the Service Provider's operating expenses.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
132	To the extent the Lottery intends the economic structure under the new contract to align with historical practice, please confirm whether bidders should assume that cost allocation and deductibility will be consistent with the current sports wagering operating framework unless expressly stated otherwise in the RFQ.	Cost allocation and deductibility shall be in accordance with the applicable statute(s).
133	The RFQ is limited to sports wagering services, and Bally's currently operates the exclusive iCasino platform in Rhode Island. Please clarify the Lottery's intent regarding the relationship, if any, between the online sports wagering application provided under this RFQ and the Bally's iCasino application, including whether: a) the sports wagering application is expected to operate as a fully independent standalone application, or b) any level of integration, shared wallet, shared account, shared responsible gaming tools, or coordinated customer experience is anticipated or permitted.	<p>The services requested under this RFQ are not related to or dependent on iGaming.</p> <p>Bidders may include information on available integrations in their proposal to the extent the Bidder believes it is responsive to the RFQ in the Bidder's discretion.</p> <p>If shared services (e.g., wallet) are possible with the proposed solution, the Lottery will review the solution to determine its suitability.</p>

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
134	Please also confirm whether bidders should assume that the online sports wagering application will operate independently from the Bally's iCasino application for purposes of technology, user accounts, marketing, and operations unless expressly stated otherwise.	The services requested under this RFQ are not related to or dependent on iGaming. Bidders may include information on available integrations in their proposal to the extent the Bidder believes it is responsive to the RFQ in the Bidder's discretion.
135	The RFQ and applicable statute indicate that approved marketing and promotional spend is deducted from Gross Gaming Revenue prior to statutory revenue allocation. Please confirm whether approved marketing spend is deducted from GGR before allocation to the State, Sports Wagering Service Provider, and Host Facilities, such that each party participates economically on a pro-rata basis through reduced revenue share, and that no party (including the State) separately funds or reimburses marketing expenditures.	Yes, in accordance with R.I. Gen. Laws §§ 42-61.2-1(28) and (41) which details the definition of "Online sports-wagering revenue" and "Sports-wagering revenue".
136	Please also confirm whether any categories of marketing or promotional spend are excluded from deductibility or treated differently for purposes of Net Gaming Revenue calculation.	All categories of marketing or promotional spend are subject to Lottery's approval and are deductible in accordance with the applicable statutes.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
137	Please clarify whether the Lottery intends to provide a standard or template agreement for the Sports Wagering Service Provider, or whether bidders are expected to propose their own form of agreement.	The Lottery will provide its form of the agreement following the tentative award of the RFQ. Bidders shall not propose their own form of the agreement.
138	In addition, please confirm whether the selected Sports Wagering Service Provider will be required to comply with any State of Rhode Island, Lottery, or departmental policies, standards, or guidelines not expressly incorporated into the RFQ, and if so, please provide copies or identify where such policies may be reviewed.	Vendors are required to comply with all applicable regulatory and statutory requirements, which may be amended from time to time.
139	If a new retail operator is awarded, will the prospective operator take over operations of the existing host facilities? Will they be able to open new facilities? (Section Reference: 1A)	The Lottery is the operator for all sports wagering in Rhode Island. If a new Service Provider is selected for Retail sports wagering, such services shall be within the Host Facilities, and the current Retail sports wagering Service Provider will phase out its services and the new Retail sports wagering Service Provider will phase in its services.
140	What protections does the awarded operator have against new operators being brought into the market? (Section Reference: 1B)	None. The Lottery is the operator for all sports wagering in Rhode Island. Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive.

RFQ #25-08 – Sports Wagering Service Provider(s) for Rhode Island Lottery – Addendum 1 (Questions & Answers)

Question #	Question	Lottery Response
141	Can you confirm that an operator applying for both OSB and Retail has the potential award outcomes 1) Online Only 2) Retail Only 3) Both? If Online operations are awarded, would this be in addition to or instead of IGT? Is there any additional value ascribed to an integrated offering for both Online and Retail (e.g. marketing, loyalty advantages, etc.)? (Section Reference: 1A,1B)	The Lottery is the operator for all sports wagering in Rhode Island. Please see the answer to question 14. Bidders may include information on available integrations in their proposal to the extent the Bidder believes it is responsive to the RFQ in the Bidder's discretion.
142	The redacted USB version allows for information marked as confidential or privileged from being withheld from public disclosure. The paper version does not include this. Which versions will be made public? (Section Reference: 2E)	Subject to Section 2(F)(6), the Lottery intends to use the electronic versions. Bidders should note that the Printed Paper Copy and the Original Electronic copy submitted must be identical. For redactions, Bidders should submit a redacted Electronic Copy.
143	What is meant by authorized signature? Is notary sufficient? (Section Reference: 2E)	The person executing the response on behalf of the Bidder must be legally authorized to execute, deliver, and bind the Bidder with respect to the RFQ. A notary is not required.
144	For Section 3C(3), there is a request for reference for each jurisdiction we are operating in - do the references need to come from a regulator, business partner, or can it be either? Also, can a business partner who works with us in various jurisdictions provide one reference that covers all of jurisdictions in which we partner with them in, rather than different references for every jurisdiction we partner with them in? (Section Reference: 3C)	With respect to Section 3(C)(3) of the RFQ, the reference(s) listed should be the governmental entity that oversees the work performed.

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145	<p>Section 3K outlines that marketing plans and bonus plans must be approved by the Lottery - is it expected that we provide these marketing and bonus plans to Lottery prior to the proposal submission, such that they are approved by the time we submit the our proposal, or do we just need to provide Code of Conduct etc. that are outlined elsewhere in Section 3K? (Section Reference: 3K)</p> <p>[NOTE: The Lottery believes reference to “Section 3K” in this question intended to refer to Section 4(K) and is answering accordingly.]</p>	<p>No. While a Service Provider’s advertising and marketing plans must be approved by the Lottery and a Service Provider’s bonus and incentive promotional plans must be approved by the Lottery, such approvals will not occur prior to any selection under this RFQ.</p> <p>For bid purposes, Bidders should include in their proposals any items that Bidders are instructed to provide and/or describe.</p>
146	Does limiting of bonus reciprocation need to be enabled at launch? If not, what is the required timeline? (Section Reference: 4K)	Yes.
147	Section 4O asks for a matrix of management reports provided to clients typically; in this case, who is the client? (Section Reference: 4O)	While depending upon the Bidder, and the Bidder’s business model, the Lottery expects “clients” as referenced in Section 4(O) of the RFQ to include government entities, regulators, tribal entities, partners, and internal decision makers.
148	Please list all third party vendors that are already approved by RI Lotto for testing and integration. Can you confirm there is time for additional vendors to be approved and onboarded if necessary? (Section Reference: 5B, 68)	Currently, Gaming Labs International and BMM Testlabs are authorized to conduct third party testing and are licensed through the Department of Business Regulations (“DBR”). Additional vendors would need to successfully complete the licensing process through DBR.

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149	Will all component changes require approval, or will there be tiers? Will GLI submissions suffice in certain instances, rather than Lottery approval based on determined tiers? (Section Reference: 5C)	The referenced document will be provided to the Service Provider if selected under this RFQ. The Lottery's procedure as it pertains the change control process is outlined in Sections encompasses the language in 5(C)(3) through 5(C)(5) of the RFQ document. There will be defined tiers requiring Lottery's approval. No, while GLI submissions are important, the Lottery must approve the changes based on the tiers.
150	Can Rhode Island confirm that no regulatory changes will be made following the proposal submission? What protections are in place for any regulatory changes that occur during the course of operations, especially as it relates to the introduction of an additional operator? (Section Reference: 8E)	The Lottery cannot comment on hypotheticals. Vendors are required to comply with all regulatory and statutory requirements, which may be amended from time to time. The Lottery is the operator for all sports wagering in Rhode Island. Any potential award to support the Lottery with its Online sports wagering operations shall not be exclusive.
151	Has the lottery made determination on whether the operator can operate as its own brand name? If so, what is the determination? (Reference: 25-04 A1)	The Lottery is the operator for all sports wagering in Rhode Island. The Lottery is not opposed to the Service Provider using their own brand. Lottery approval, in its sole discretion, of the brand is required.
152	Has the lottery made a determination for how open bets will be managed if the current solution is discontinued? If so, what is the determination? (Reference: 25-04 A1)	No determination has been made.
153	Has the lottery made a determination on if data will be migrated from the current solution to the prospective new operator? If so, what is the determination? (Reference: 25-04 A1)	The Lottery is the operator for all sports wagering in Rhode Island. No determination has been made.
154	Has the lottery made a determination on if the ideal retail partner is a tech provider or a full end-to-end sportsbook operator? If so, what is the determination? (Reference: 25-04 A1)	No determination has been made.

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155	Can the Lottery please provide a clearer image of FY24 and FY25 Handle and GGR? (Reference: 25-04 A1)	SBRI revenue information for FY 24 and FY 25 can be found on the Lottery’s website, available at:  <a href="https://www.rilot.com/en-us/about-us/financials.html#SportsBookRevenueModalContent">https://www.rilot.com/en-us/about-us/financials.html#SportsBookRevenueModalContent</a>
156	Has the Lottery made a determination on the long-term strategy and whether there will be a new partnership will be put in place of or in addition to IGT / Bally's? If so, what is the determination? (Reference: 25-04 A1)	No determination has been made. Please see the answer to question 14. Bally’s will continue to provide services as the Host Facilities.