

Massachusetts State Lottery Commission Meeting

Gaming System Software and Hardware

January 13, 2016



Background

Existing host system was installed in 1997

- Integrated system that requires specific terminal hardware
 - Existing hardware stopped being manufactured 15 years ago
 - Replacement parts nearly impossible to locate
 - Not compatible with newer technology
- System Workload
 - Operates 20 hours per day (5 a.m. to 1 a.m.), 365 (or 366) days a year
 - On average, about 3,500 transactions per minute
 - At peak times, 25,000 transactions per minute
 - Using the Lottery's total sales figure of \$5.01 billion for Fiscal Year 2015, the system supports an average of \$686,923 in sales every hour of operation

Background

Prior to issuing the Gaming System Software and Hardware RFR:

- Consultant was chosen in a separate RFR to assist in the process
- Request for Information (RFI) was issued
- Group of 19 specialists, each possessing expertise in one or more key areas, was assembled to form the Procurement Management Team (PMT) for the RFR
- PMT conducted over 100 meetings and workshops to develop the detailed requirements of the RFR
- RFR was reviewed by Legal department of the state's Information Technology Division (ITD) to ensure compliance with state procurement procedures

Voting and non-voting PMT members

The following were voting members of the PMT:

Name	Title	Department
Guy Calabrese	Manager, Quality Control	MIS
John Desimas	Director of Credit & Collections	Finance
Matthew DiFrancesco	Assistant Executive Director, Operations	Operations
Owen Doherty	Manager of Draw Games, Promotions, Advertising	Marketing
Sheila Dubrawski	Manager, Data Center	MIS
David Hughes	Manager, On-Line Gaming Systems	MIS
Michael Lorden	Assistant Executive Director, Sales	Sales
Paul Mandeville	Assistant Executive Director, MIS	MIS
Dennis O'Sullivan	Manager, Data Control & Development	MIS
Kevin Player	Controller	Finance
Deirdre Richardson	Assistant Executive Director, CFO	Finance
Jeff Rogato	Manager, Telecommunications	Telecommunications

The following were advisory members of the PMT:

Name	Title	Department
Jacqueline DeMichele	Capital Project Advisor	MassIT EPMO
Karen Harvey	Assistant Manager, Licensing	Finance
Maryanne Hutchinson	Assistant Director, Associate General Counsel	Legal
Jackie Kassis	Manager of Procurement	Procurement
Paul McConville	Senior Accountant	Finance
Donna Noble	Paralegal	Legal
Cheryl Reggiannini	Project Coordinator	MIS
Paul Torchia	Consultant, Program Manager	

Scope of Services

The RFR's Scope of Services includes, but is not limited to:

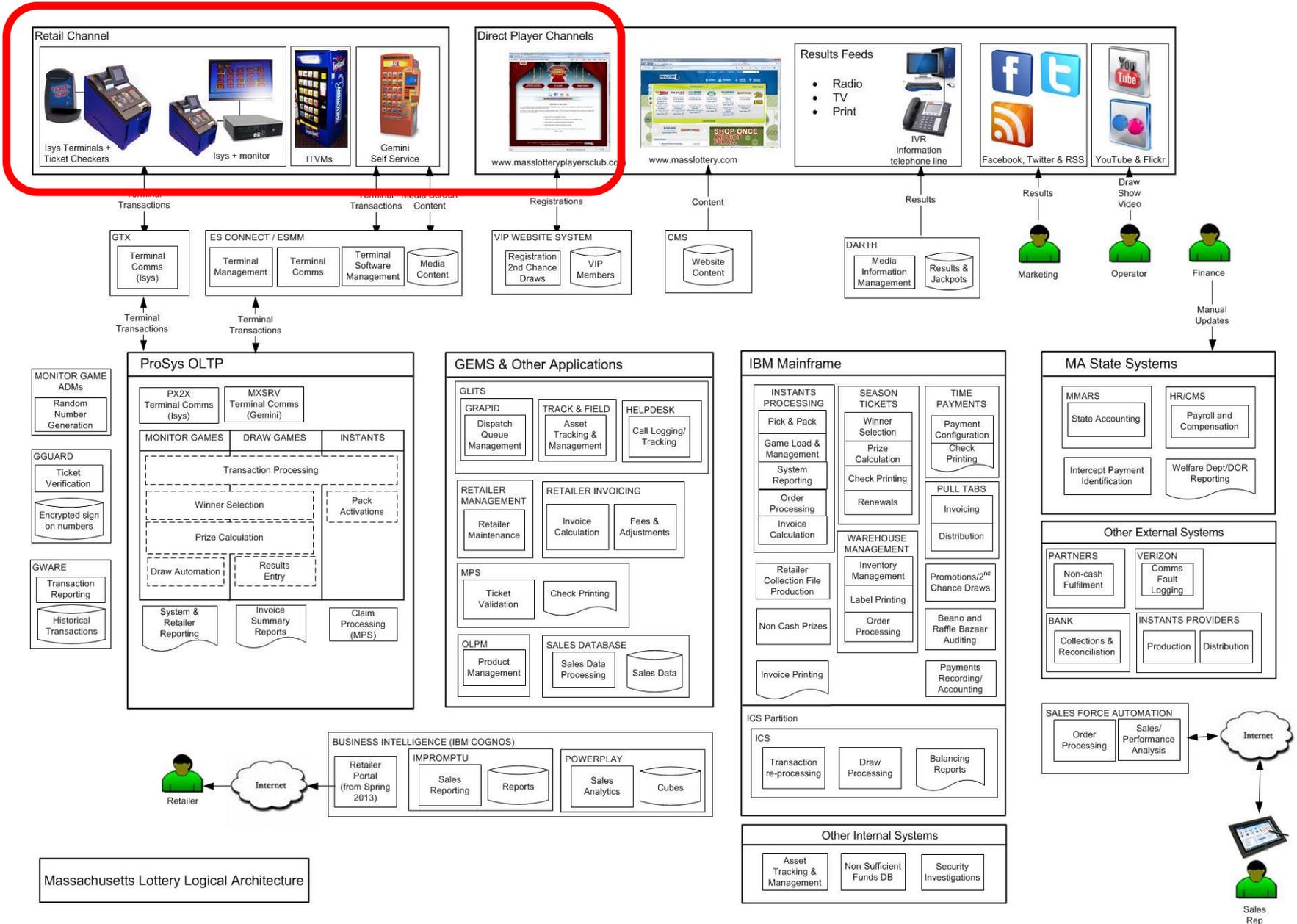
- Lottery terminal software for all formats of Agent terminals
- Software for basic and advanced ticket checking devices
- Software to manage the Agent terminal network and terminal software
- Gaming system functionality to operate all aspects of the MSLC's existing and planned draw, monitor and Instant Ticket games
- Marketing and promotional functions
- Software support for the display of monitor game results on display screens at Agent locations
- Agent Licensing, Helpdesk, Field Services and Inventory and Asset Tracking software
- Infrastructure and hardware for the development, production, test and training environments required to support the new software components in this RFR (However, MSLC reserves the right to purchase from third parties any hardware and software recommended by Bidder)
- Project Management and system integration responsibilities for all aspects of the system conversion
- On-going support after the implementation of systems
- Agent training on the use of terminal software

Key Business Advantages

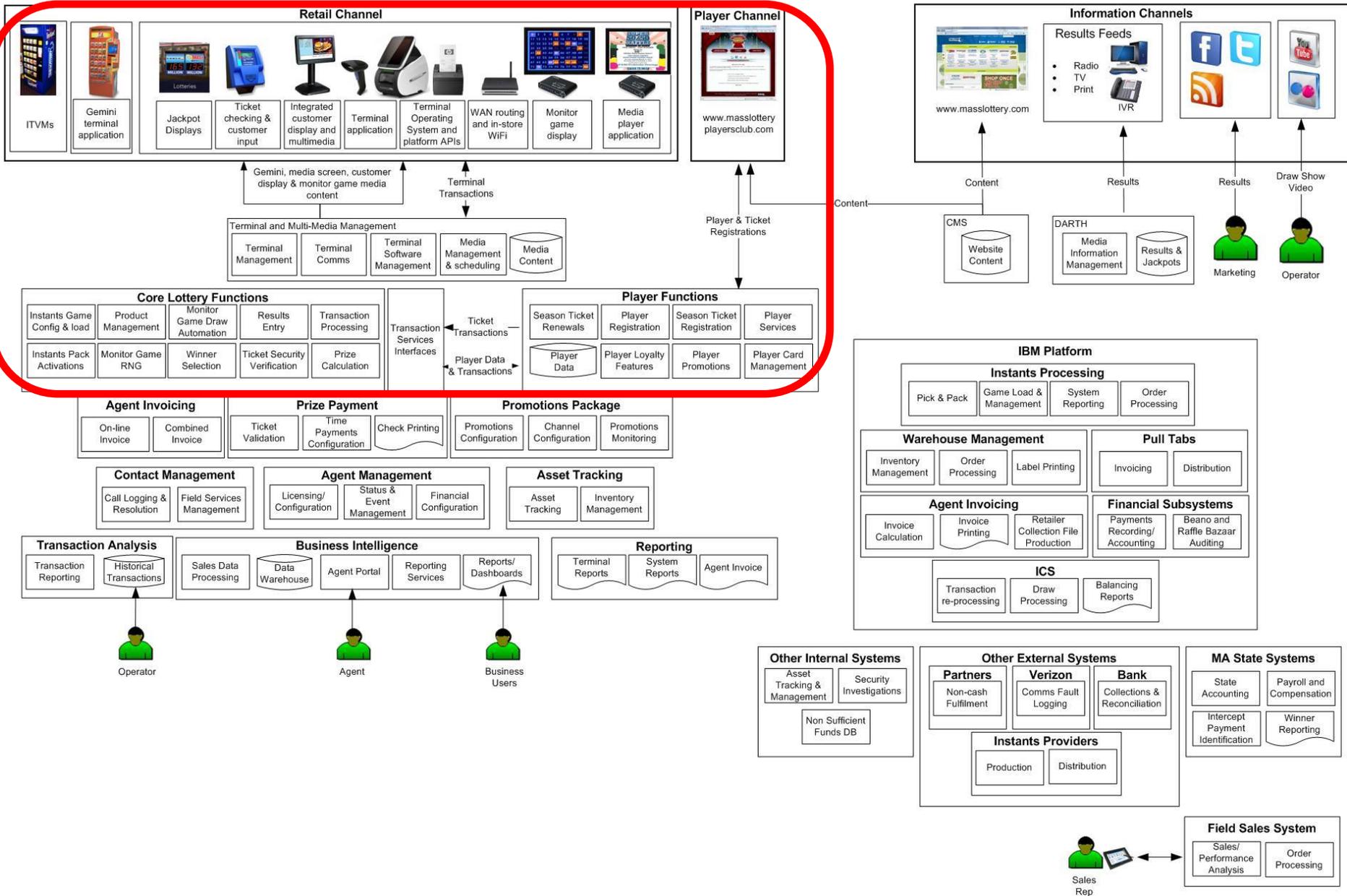
Result will be a more flexible business plan

- Interfaced system that can communicate with different types of hardware
- Can purchase components from multiple vendors, reducing reliance on a single vendor
- Allows us to utilize different types of equipment to best serve different agent locations
- Positions us to be compatible with as yet undeveloped technology
- Virtually eliminates the possibility of having to replace the entire host and hardware system at one time again
- Subsequent purchases could potentially be made via appropriations as opposed to capital funds

MSLC Current System Architecture

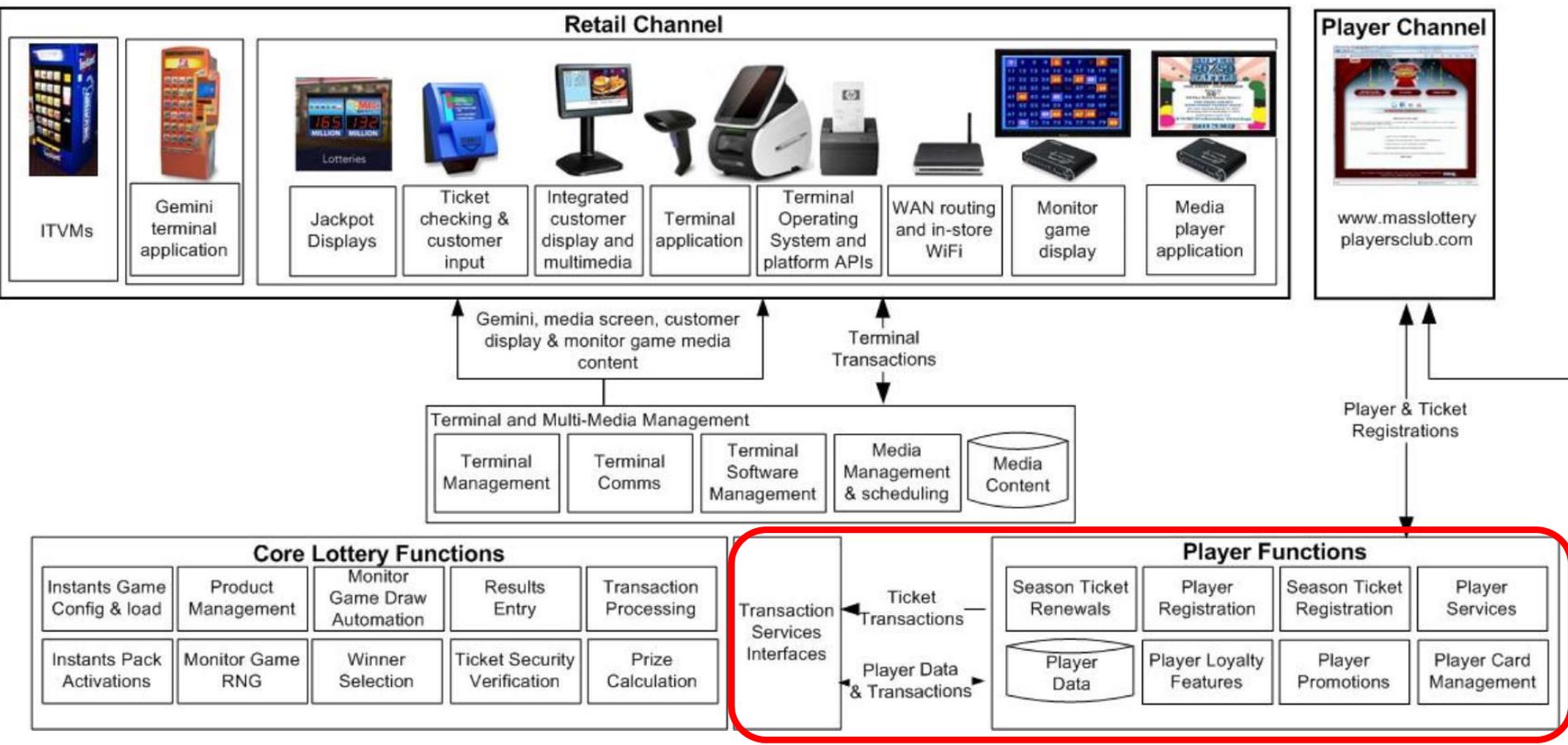


MSLC Future System Architecture

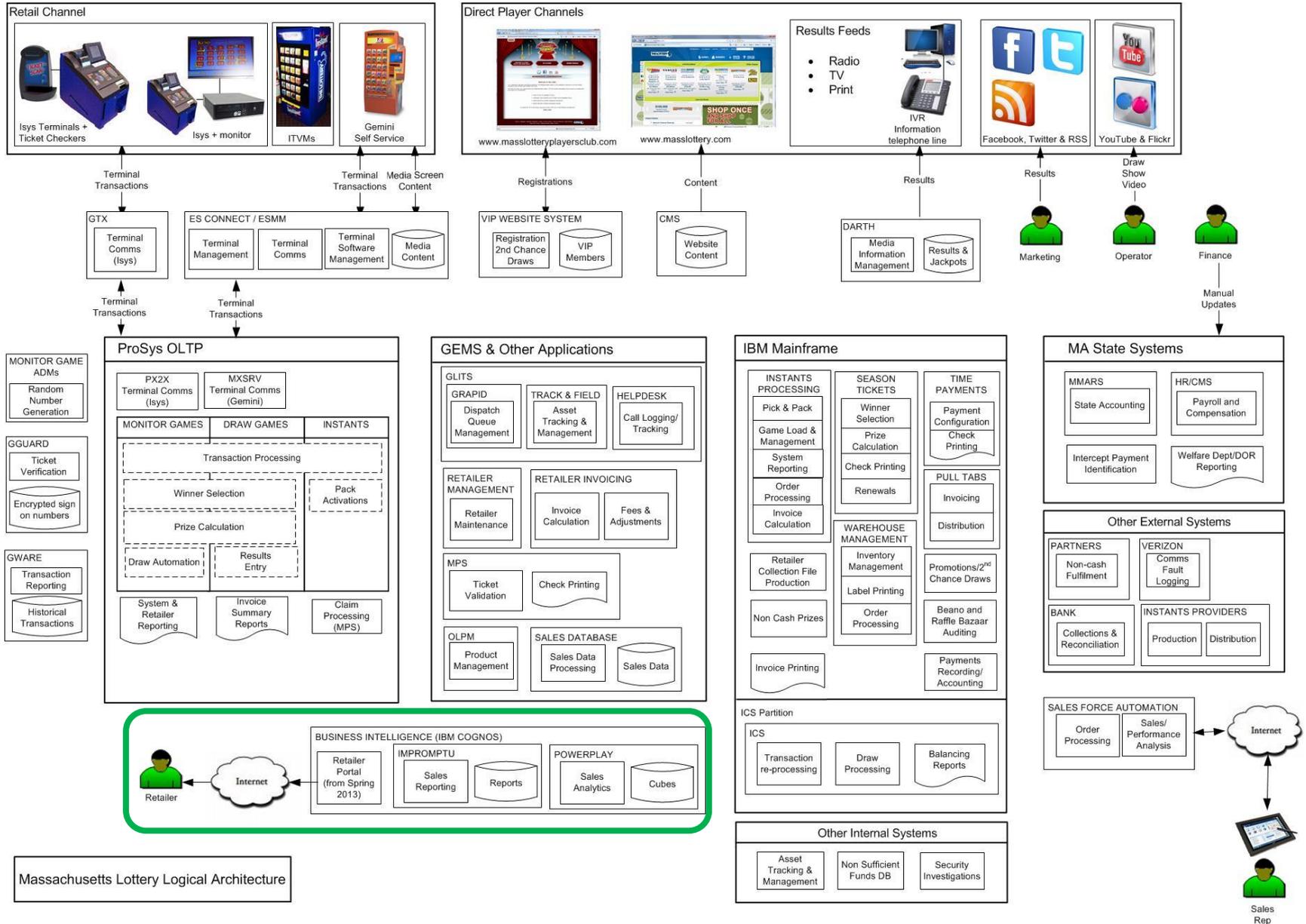


MSLC Future System Architecture

Retail Channel

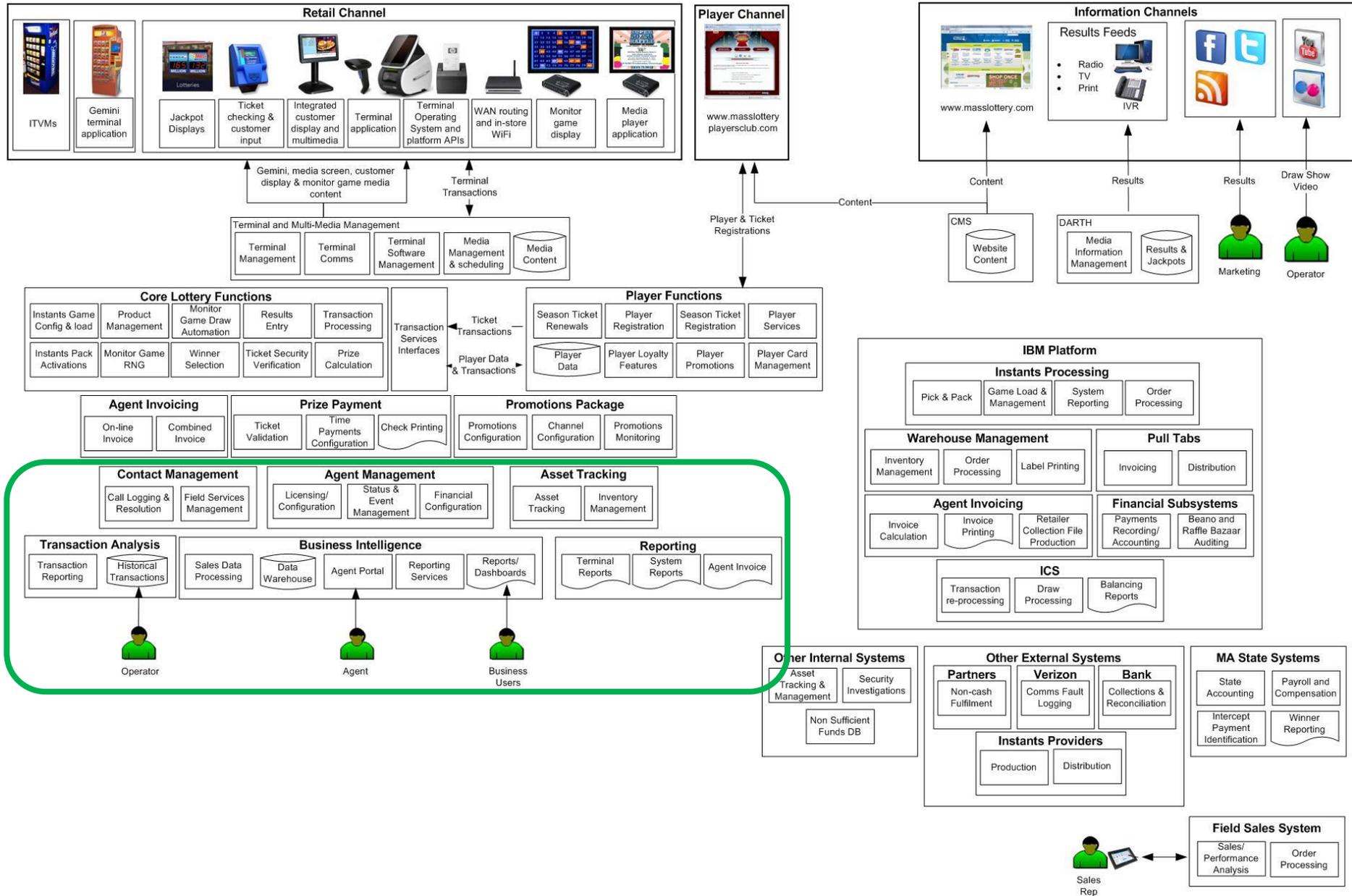


MSLC Current System Architecture



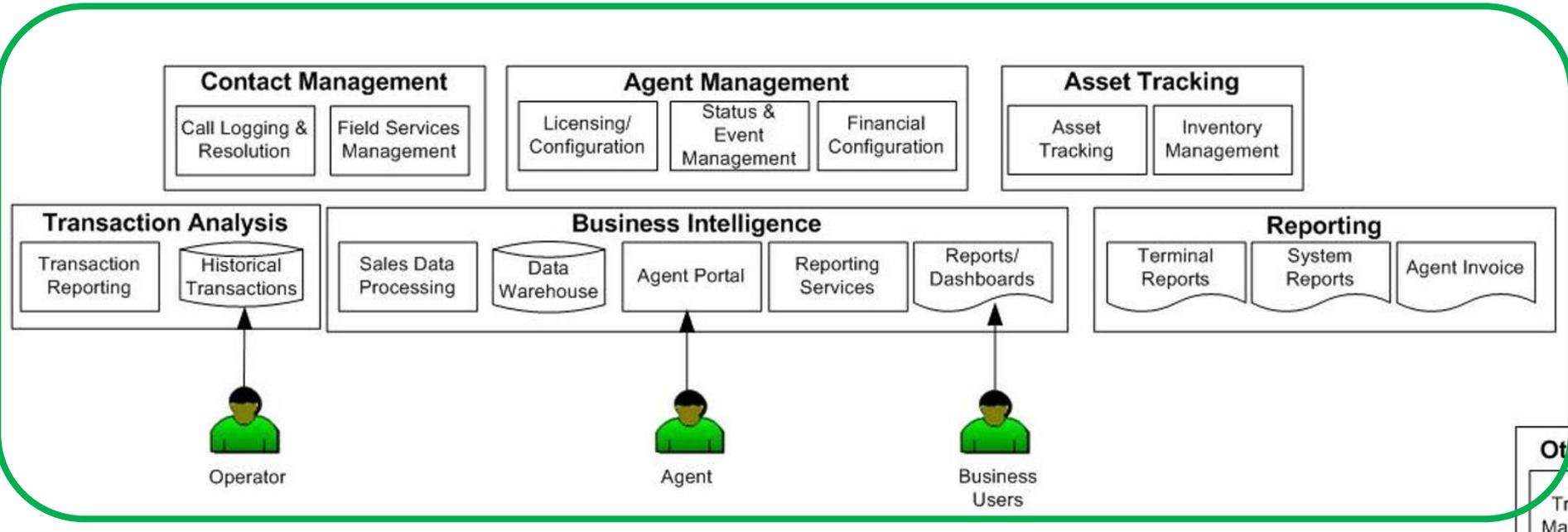
Massachusetts Lottery Logical Architecture

MSLC Future System Architecture



MSLC Future System Architecture

Reporting



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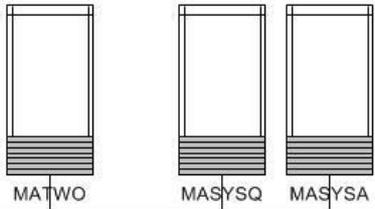
Sequence of RFRs

This is the second of three related RFRs:

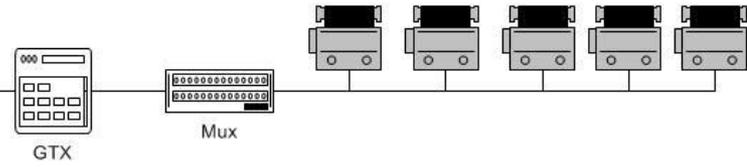
- Data Communications
- Gaming System Software and Hardware
- Agent Hardware

MSLC Production Systems

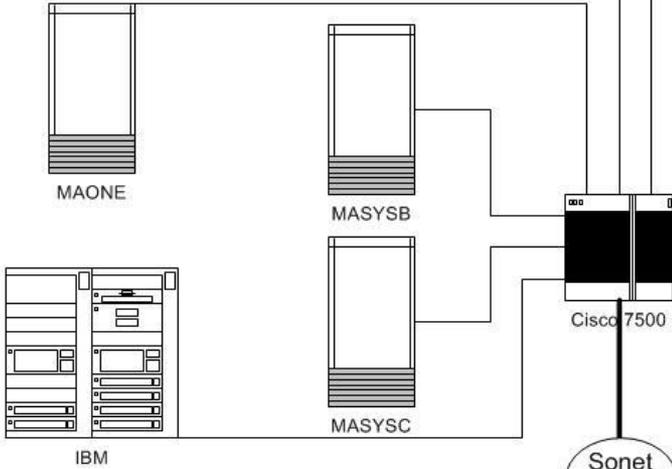
Quality Control



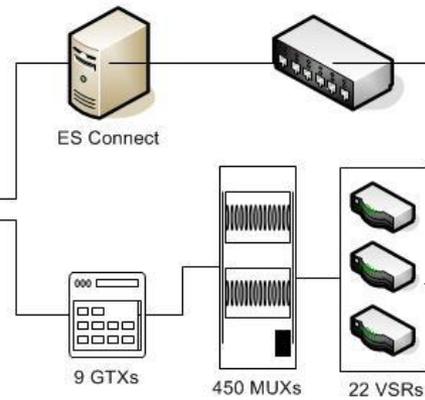
ISYS Terminals



Primary Data Center



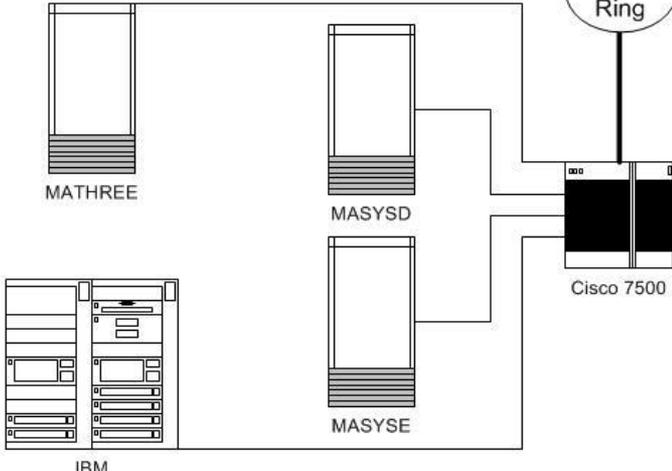
Sonet Ring



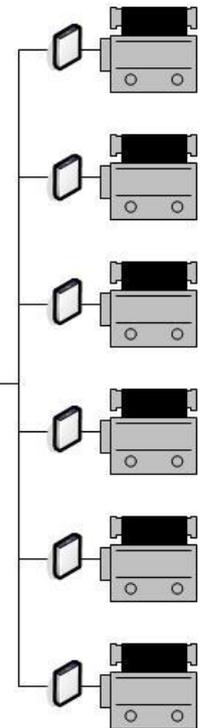
450 lines

450 lines

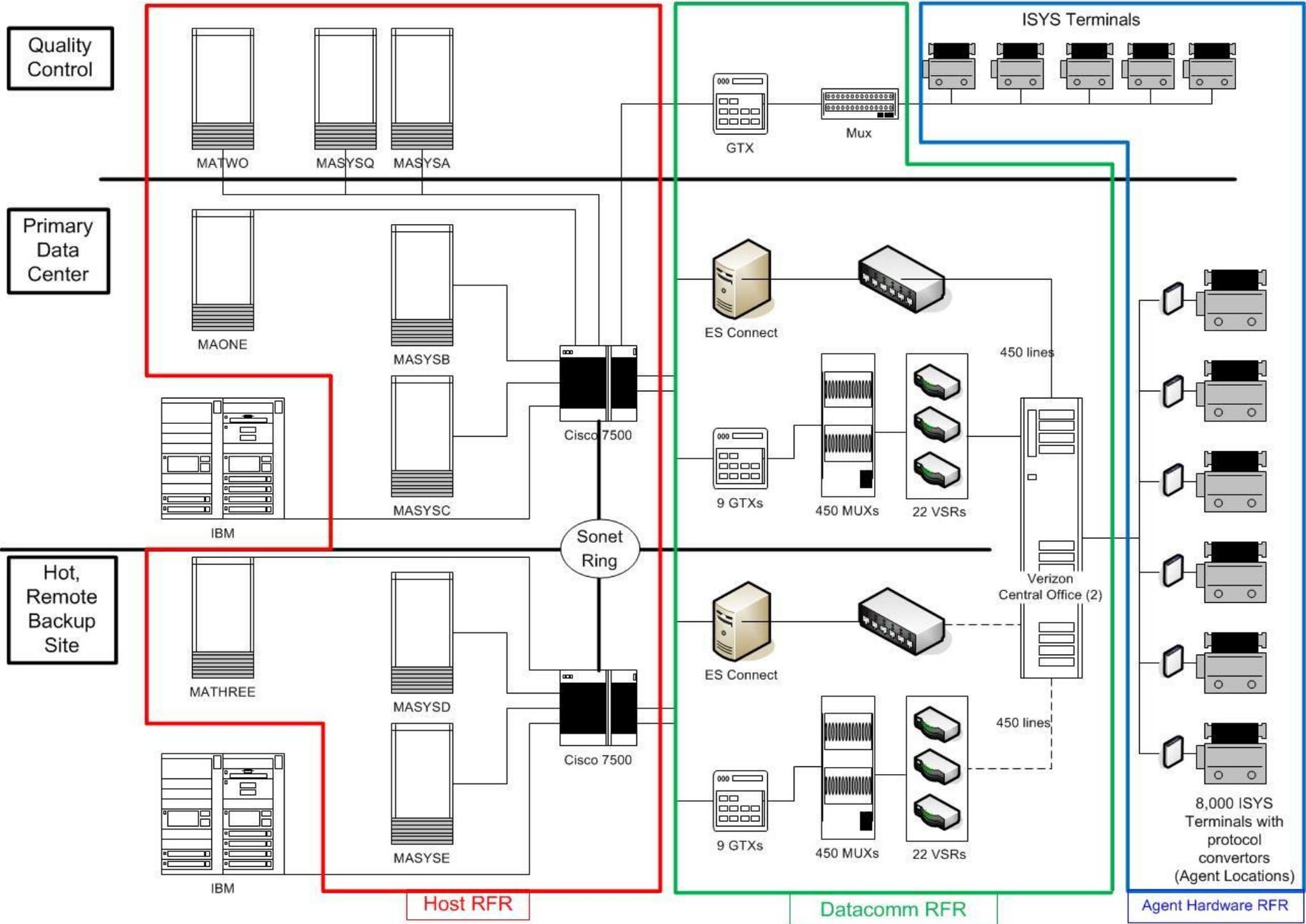
Hot, Remote Backup Site



Verizon Central Office (2)

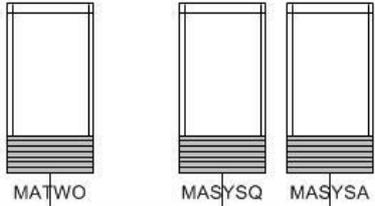


MSLC Production Systems

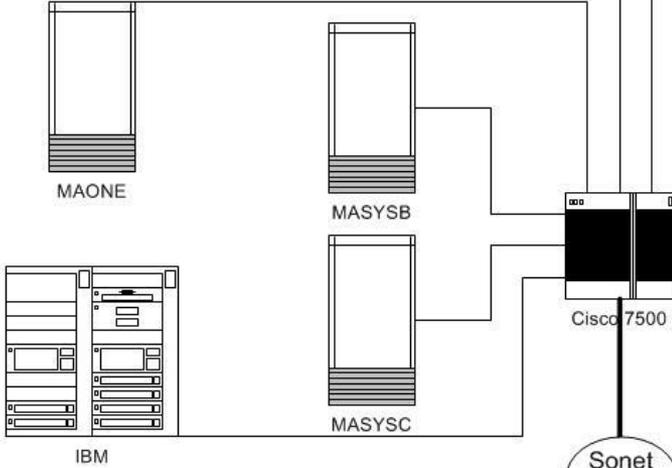


MSLC Production Systems

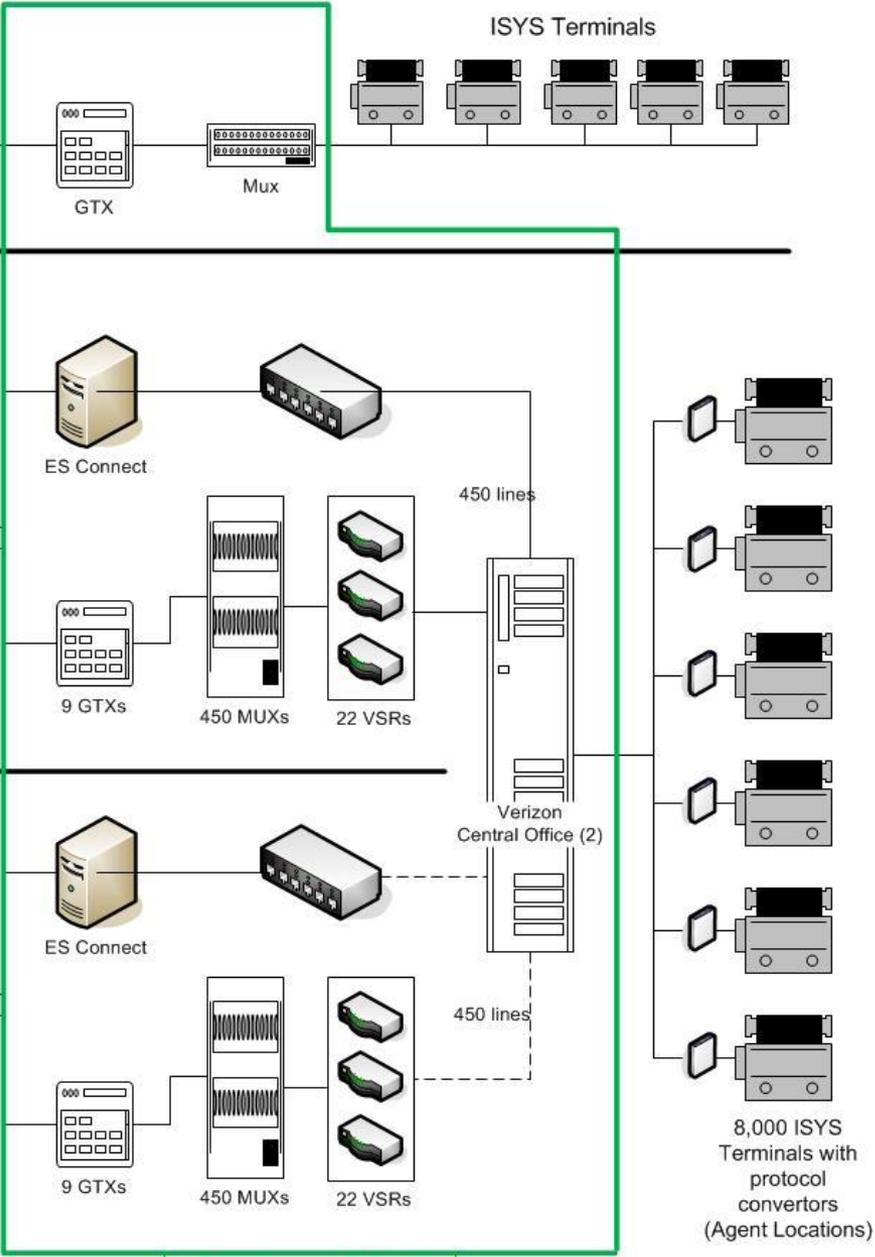
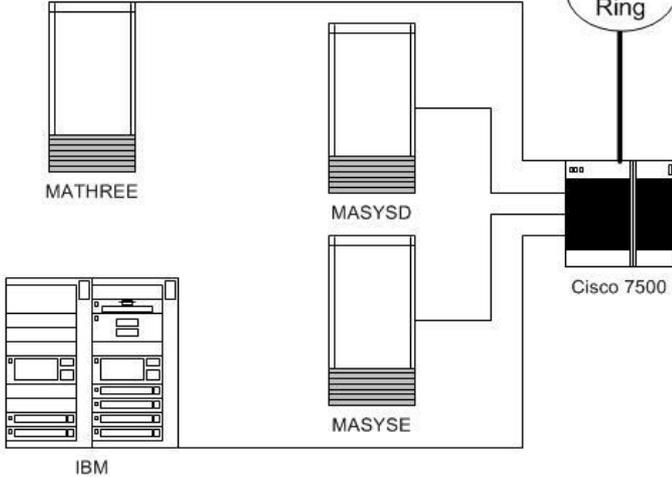
Quality Control



Primary Data Center



Hot, Remote Backup Site



Datacomm RFR

Sonet Ring

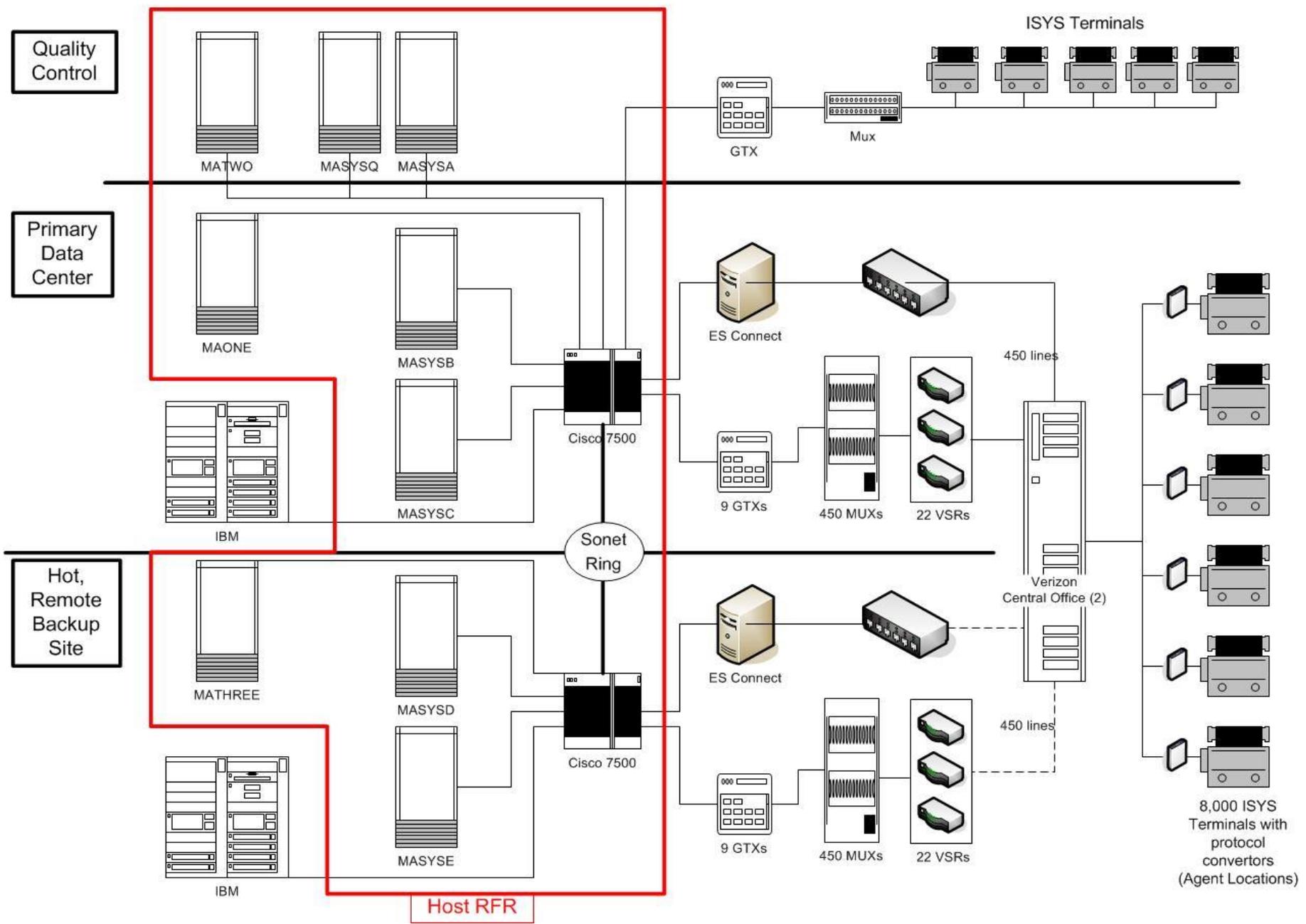
Cisco 7500

Cisco 7500

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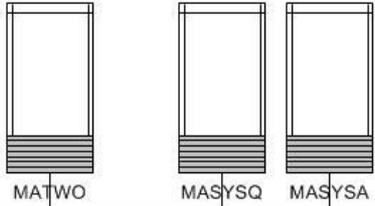
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MSLC Production Systems

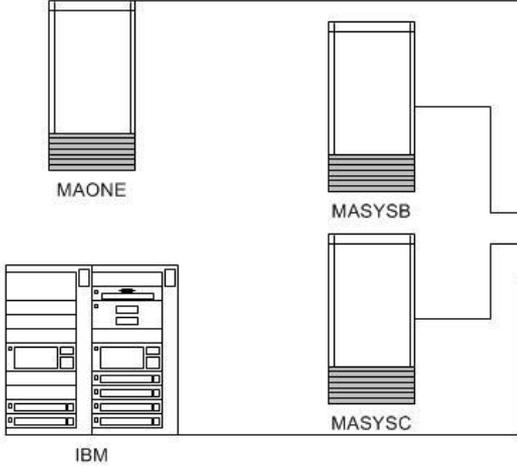


MSLC Production Systems

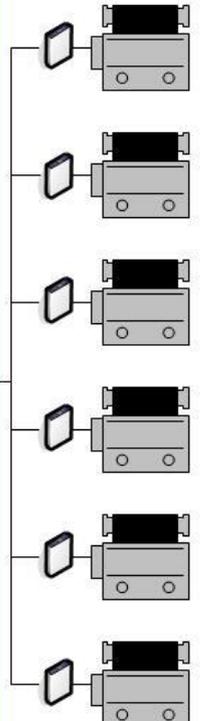
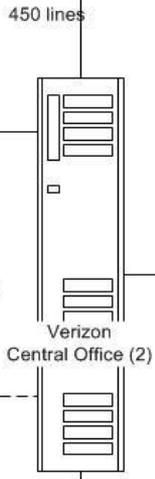
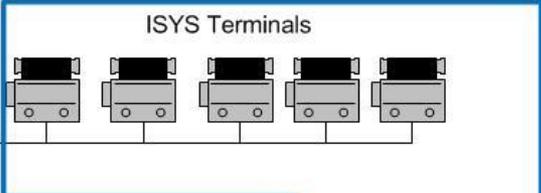
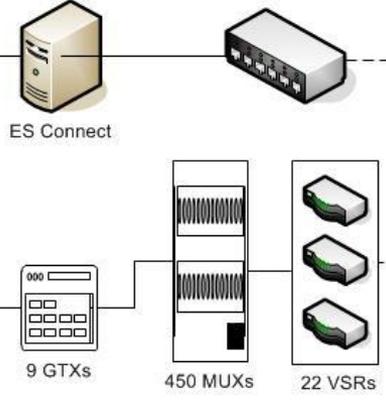
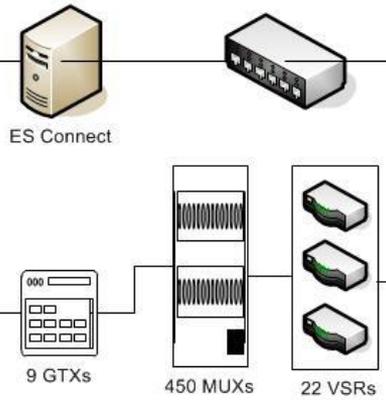
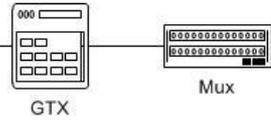
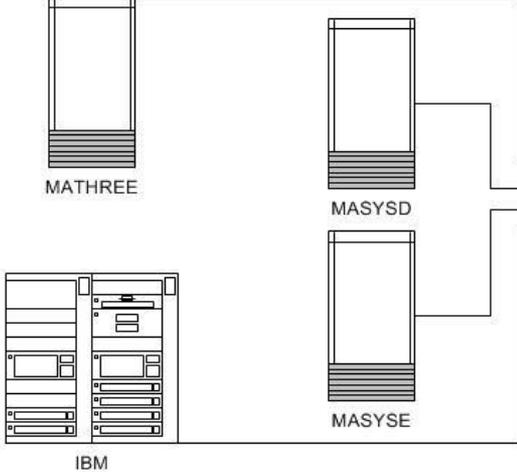
Quality Control



Primary Data Center



Hot, Remote Backup Site



Thank you for the opportunity to share
this information.

