



Ministry of Trade, Commerce and Food Security

BIDDING DOCUMENT (Volume 2)

(Single-Stage Two Envelope Bidding Procedure)

Selection of an Investor for Design, Develop, Implement and Operating of Online Digital Lottery Solution

IFB No: MT/FIN/15/PROC./07

Employer: Lalith Athulathmudali Mahapola Higher Education Scholarship
Trust Fund
8th Floor, CWE secretariat Building
27, Vauxhall Street
Colombo 02.

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1. Introduction

1.1 About Lalith Athulathmudali Mahapola Higher Education Scholarship Trust Fund

Lalith Athulathmudali Mahapola Higher Education Scholarship Trust Fund (LAMHESTF) is an educational trust fund created and operated by the Government of Sri Lanka. Established by Mr. Lalith Athulathmudali, the Minister of Trade and Shipping through the Mahapola Higher Education Scholarship Trust Fund Act No. 66 of 1981, its objective is the provision of financial assistance to students undertaking higher education. The original funds were raised by Athulathmudali through personal donations and a series of regional fairs known as Mahapola.

The administration, management and control of the Fund shall be vested in a Board of Trustees constituted as the Act.

The aims and objects of the Fund are,

- a) To provide higher educational facilities to youth;
- b) To provide assistance to deserving youth who have completed their secondary education satisfactorily, so as to enable them to complete their academic, industrial or technical education at a University or technical or higher educational institute
- c) To set up and assist in the setting up and management of vocational training institutes for enabling youth to develop their vocational skills and competence
- d) To set up and assist in the management and conduct of schools, institutes, foundations and similar institutions engaged in the furtherance of education
- e) To provide assistance for the development and improvement of the skills and competence of lecturers, teachers, and such persons engaged in the furtherance of education.

1.2 An Overview to the Mahapola Online Lottery

Lalith Athulathmudali Mahapola Higher Education Scholarship Trust Fund, in terms of section 6 (2) (d) of the LAMHESTF Act No 66 of 1981, the Board of Trustees of the LAMHESTF is vested with the power to conduct lotteries with the approval of the Government to collect monies for the furtherance of the object of the Fund.

Therefore, LAMHESTF is with the approval of Cabinet of Ministers', issues this bid documents to Selection of an Investor for Design, Develop, Implement and Operating of Online Digital Lottery Solution.

LAMHESTF is seeking bids from highly qualified and experienced investors. The chosen strategic partner should be an investor that has experience in managing online lottery projects and system integrations expertise with best practices regarding operation of Online Lottery System.

2. Background

LAMHESTF functioning under the Ministry of Trade, Commerce and Food Security was established by an act of Parliament in 1981. Since then, it has composite awarded scholarships for over 325,000 university students in Sri Lanka and it continues with this noble objective of its founder, Hon. Minister, Late. Lalith Athulathmudali. The LAMHESTF is anxious to augment and enlarge the scope of coverage of its scholarship funds.

2.1 Project Objectives

- To obtain a full online lottery system that is sufficiently flexible to the customer.
- To obtain high level of customer satisfaction for quality and performance.
- To operate Instant ticket warehousing, distribution and associated services.
- Ensure that all proposed systems and services are ready to be operational by the agreed-upon schedule.
- Maximize net lottery proceeds to LAMHESTF and awarding higher number of scholarships to students in need.

2.2 Strategic Partnership

Investing partner who understands the prospective investing needs and the government policies and a one who, collaboratively guide and maintain a strong relationship with us in order to performed successful operations.

2.3 Research Based Design

The system that meets the unique needs of LAMHESTF, and are not looking for a cookie-cutter or template solution. Our investor should employ a strategic research-based and data-driven process to gather input, define expectations and design a consistent, user-friendly navigation framework for the Online Lottery that meet the needs of all customers and stakeholders of LAMHESTF with innovative solutions.

2.4 Flexible Solution

The new Online Lottery software should prove implemented and deployed by adhering to best industry standards and accepted IT development standards while maintaining flexibility to easily grow and add new functionality as per the need basis, also system should be upgraded with stable periodic releases. The solution should also accommodated existing auxiliary to maintain a unique look and feel, but share overall infrastructure and features.it must also be able to accommodate future patches with a minimal impact to existing system as well. The solution should be able to accommodate patched with a minimal impact. The solution should be able to accommodate patched with a minimal impact.

2.5 Simplify and Streamline Administration

The solution should:

- i. Simplify Online Lottery administration and to allow users of all skill levels to perform Online Lottery operations upon required training and support.
- ii. Streamline business operations and reduce the amount of time that IT spend on enhancing and maintaining the Lottery.
- iii. Comprehensive back-end functionality with dash-board.
- iv. Comprehensive reporting functionality, supported by a report engine.

3. Methodology of Operations

- 3.1. LAMHESTF will allow to use the name 'Mahapola Online Lottery System' which was used under the provision of Mahapola Higher Education Scholarship Trust Fund Act No 66 of 1981 by an agreement.
- 3.2. Funds or any other resources will not be invested by LAMHESTF for this lottery operation. The selected Consortium shall design, implement, operate and maintain the entire information system, under the guidance of LAMHESTF.
- 3.3. There should be a separate legal Lottery operating entity only for the operation of Mahapola Lottery business using the Mahapola Online Lottery license by the selected Consortium/Operator.
- 3.4. LAMHESTF will provide operational assistance other than for daily routine matters of selling and distribution or financial activities in connection with this Lottery operation.
- 3.5. The Consortium should submit their business plan for at-least first 10 years with projected income, expenditure, percentage of price payout policy applicable to this Investment.
- 3.6. The Consortium should establish a local registered office in Sri Lanka operating under the laws, rules and regulations of Sri Lanka for the lottery operations upon contract awarding.
- 3.7. LAMHESTF should have the authority on monitoring and progress reviewing of Lottery operation as setout plan which will be submitted to LAMHESTF by the Consortium / lottery operator with the Business plan and targets of Lottery operation on timely basis.
- 3.8. The Consortium should have its own capital resources, Human Resource (HR) and operational asset with technological and know-how of the overall Lottery operation with using relevant training and other licenses respective to successful operations.
- 3.9. The Consortium shall have its own infrastructure with Network facilities for Lottery operations and dealer and distributor or agency Network for lottery operational purpose.

- 3.10. LAMHESTF will allow the period as decided by Board of Trustee of LAMHESTF subject of in charge of LAMHESTF for Mahapola online lottery system operation in Sri Lanka.
- 3.11. Progress of the lottery operation will be reviewed periodically. After the stipulated period and any extension will be considered if the parties produce expected performance.
- 3.12. The Consortium should submit report on lottery operation to LAMHESTF indication sales, prize payout policy, expenditure and other expenditure on quarterly basis by Consortium against the lottery operations indicating remittance to the LAMHESTF.
- 3.13. The Consortium / Lottery operator should submit quarterly and annual reports to LAMHESTF indicating Statuary payments and other local government payments paid for the Mahapola Lottery business.
- 3.14. The Consortium / Lottery operator must obey statute, rules, regulations imposed by the government and local authorities by time to time for the lottery operation and as relevant for the business.
- 3.15. The Consortium / Lottery operator should not have a right to represent LAMHESTF without written approval for any purpose in Sri Lanka. The Lottery operator initially does not have the right to represent the LAMHESTF out of the country as well.
- 3.16. The Consortium / Lottery operator should not use Mahapola name for any purpose other than Lottery operation.
- 3.17. The return to the LAMHESTF should be remitted by Consortium/Lottery operator as per the lottery operation agreement.
- 3.18. According to the operating agreements, the Consortium should be certain to LAMHESTF income from the Online Lottery Operation.

4. Scope of the Proposed Online Lottery

The Consortium should be able to demonstrate all the core functions of the proposed system including the retailer/agent network functionalities, and mechanism to meet the new requirements of the Online Lottery System. Below are the key areas of the scope (but not limited to).

- i) The selected Consortium should obtain the license to operate modern, state-of-the-art lottery system which has the capability of selling the tickets using omni channels (retail, web, mobile, channels) locally and internationally. The proposal shall demonstrate the relevant information with the plans.
- ii) The Consortium shall show the capability to deploy products using USSD as a communication channel.
- iii) The proposed online lottery platform shall have the capability of minimum 5,000 number of terminals connected to the platform, with proven experience.
- iv) Ability to operate full-feature lottery POS/POA terminal serves in retail outlets.
- v) The proposed POS terminals must be PCI-DSS certified. Copies of respective certificated shall be provided.
- vi) Should be able to demonstrate their own Lottery and Gaming Software and Hardware capabilities, actual Development, Operating and Management expertise and experience in running Lotteries in emerging markets.
- vii) The strong market knowledge and in-ground experience in Developing, Operating and Managing new lottery projects in emerging markets similar to Sri Lanka will be considered a critical advantage.
- viii) Should prove the unblemished and demonstrable reputation for handling security & integrity of data processing of user data and all forms of transactions in full confidential and secure manner with international security compliances / memberships and audit mechanisms currently being used.
- ix) Should demonstrate its own or proprietary IP's and ownerships in relation to the core lottery and gaming software and hardware components.
- x) Should be able to prove and demonstrate via valid and proven methodologies, creative ideas and unique business strategies to the Ministry of Trade / LAMHESTF its ability to trigger greater interest and maximum excitement among both local and foreign

customers and encourage wider participation, overall sustainability, commercial success and rapid growth of this lottery.

- x) Should demonstrate their plans and ability of getting the web applications tested for security perspective using industry standard methodologies such as OWASP Testing Guide, Open-Source Security Testing Methodology Manual (OSSTMM) and Penetration Testing Execution Standard (PTES) and that no vulnerabilities have been identified.
- xii) The proposed approach and methodology of Penetration Testing accepted and formally recognized by independent international certified body involving a certified OSCE or OSCP Penetration Testing Consultant shall be demonstrated. The approach and methodologies of the Consortium to manage these areas shall be proposed adequately.
- xiii) Must be able to support location based tracking to demonstrate precisely where tickets are being sold in real time and to be able to remotely deactivate such terminals.
- xiv) Must demonstrate that its web/mobile channels include KYC and AML processes and technologies to the highest international standards in order to avoid the risk of money-laundering activities and to ensure that harms from problem and / or under-age gaming are prevented.
- xv) Should be willing to perform & commit in R & D investing activities for the betterment of the customer on par with the global industry players in lottery domain.
- xvi) Must be able to deploy digital game content (Ex: e-scratch and other e-instant games) that is demonstrably popular in the international online/ digital lottery market. The proposed technologies must also be capable of integrating third party game content.
- xvii) Must be capable of running all types of online lottery draw games within the regulatory framework.
- xviii) Should demonstrate its plan and ability to introduce creative and unique game content that will resonate with the local population and their cultural and sports preferences, preferably virtual cricket and football sports games in order to improve the overall attractiveness of the products and its economic success and sustainability within the regulatory framework to achieve the maximum benefits.
- xix) Annual compliance audit covering security review, information security, testing and governance shall be carried out for all retailers and distributors.

- xx) Should be able to demonstrate how the system meet the Non- Functional Requirements like accuracy, system capacity, privacy, transparency, security, high availability and usability
- xxi) Should disclose algorithms or mechanism used to generate the randomness of the random numbers used in the software (If required) and how fair the selection of winners would be. Ex: if 1000 lottery draws took place, whether winners are equally distributed over all the electorates and to demonstrate the system capabilities to implement changes as and when necessary, as per the needs of Mahapola Online Lottery Operations.
- xxii) The Consortium / Lottery operator shall carry out third party audits for Information Systems as required by LAMHESTF.
- xxiii) The Consortium / Lottery operator shall have a Change Management plan, which will be reviewed in timely manner.

4.1 Robust and Secure Hosting Environment

LAMHESTF is seeking a secure, robust and scalable deployment infrastructure for the proposed lottery system.

- a) Hosting in reliable data centers (Preferably in Tier-3 certified data centers) or standard cloud environments within the country with highest level of authentication and authorization measures.
- b) Guaranteed uptime of 99% backed by a Service Level Agreement (SLA).
- c) High availability, and avoid single point of failure.
- d) Deliver quality performance and availability to handle different loads and failures with minimal or zero downtime.
- e) Proper security mechanisms including the cyber security mechanisms including robust Denial of Service (DDoS) mitigation solution to detect and mitigate malicious cyber-attacks. Protecting internet-connected systems, hardware, software, applications and data from cyber threats from any internal or external breaches is extremely important.
- f) Network Management System (NMS) to effectively configure, monitor, update and troubleshoot the network.

- g) Business Continuity Plan (BCP) with Disaster Recovery (DR) mechanism. Complete catastrophe recovery to a secondary data center with a site restoration time of under 60 minutes and data replication time of under 15 minutes.

4.2 Legal Considerations

The proposal process, the award procedure, and any contract resulting from this RFP shall be governed by the laws of Government of Sri Lanka. Any and all litigation arising under this RFP or any contract resulting hereunder shall be instituted in the appropriate court of Sri Lanka.

The relevant acts/ Legislations.

- i. Mahapola Higher Education Scholarship Trust Fund Act No. 66 of 1981
- ii. Electronic Transactions Act No. 19 of 2006
- iii. The Computer Crimes Act No. 24 of 2007
- iv. The Data Protection Act No.19 of 2022 provides for the regulation of the processing of personal data.
- v. The Cyber Security Act
- vi. Ensure protection for the privacy of citizens during the development of products, services, practices, guidelines, physical infrastructures, etc.
- vii. Availability of data and information in any of the three official languages i.e. Sinhala, Tamil, and English, also adhering to National Language Policy
- viii. Achievement of sustainability, cost-effectiveness, and productivity
- ix. Taking necessary steps, in line with Right to Information principles, to proactively disclose all information relevant to the public on time, while adhering to the Data Protection Act No.19 of 20228 , in a language they readily understand

4.3 Operations and Retailer Management

The Consortium should disclose organizational structure and the staffing plans used to implement, deploy and support systems. The Consortium should disclose the operational plans and their scientific basis to be chosen preferably, with statistics to support and future expansion plans as well.

All the details and their respective timelines should be specified in advance and be able to provide immediate response & support to any issues that arise.

- The Consortium should specify main features of the core retail management modules and any other additional features as per the proposal to meet the retailer management requirements of the proposed lottery system.
- All of the requirement should be implemented and deployed to successful operations between the retailers and the lottery system. All retailer modules must accommodate enhancements and it should be possible to integrate them with minimal impact to the base lottery system.

4.4 Sales, Marketing, Distribution Network and Points of Access (POA)

- The prospective system must disclose details of sales and terminal distribution channels and all the POA devices to be used in the overall solution. The Consortium should specify the quantity of devices being proposed along with deployment timelines and their technical specifications. The Consortium should be liable for the cost and the ownership and maintenance of POA or any other hardware.
- The Consortium should be able to show very clearly its ability to establish a very strong and proven sales, marketing, business development strategic plan, established distribution and proven point of sales network. The practicality of the sales targets with numbers shall be shown adequately with similar case studies. Leveraging on already available retailer network will be beneficial and the proposal shall demonstrate the plans accordingly. Documentary evidence including the partnerships with respective channels shall be provided.
- The proposed technology solution must include CRM back-end tools to enable the use of marketing tools such as coupon codes, top-up vouchers (for top up in retail stores) and bespoke, targeted marketing campaigns.
- The proposed Marketing and Advertising plan shall cover the key areas listed below.
 - the goals of the advertising campaign
 - creative approach for advertisements
 - channels and activities to create awareness
 - timelines for activities including key milestones

4.5 Systems and Solutions

The prospective system should consider the following points and any other additional points for the successful completion of systems and solutions.

- a. Must have proven demonstrable experience deploying lotteries on a Global basis, with current exposure across multiple continents
- b. Highly secure, software and hardware level security measures, processes and procedures.
- c. High availability with no “single point of failure” utilizing hardware, software, and physical methods.
- d. Data archival and back-up policies and procedures.
- e. Failover capability ensuring minimum downtimes in each layers of deployment.
- f. Support & maintenance services with appropriate Service Level Agreement (SLA).
- g. Periodic audit requirements, documentation and communication plans.
- h. Change management plan.
- i. Guaranteed integrity & security of every transaction managed on the system ensuring that each and every lottery ticket sold and that this information cannot be altered or compromised.
- j. Customer collaboration testimonials on effort to develop new solution specifically focused at the customers’ individual needs.
- k. Real- time System availability ensuring seamless takeover between systems in a datacenter or cloud and across distinct sites, providing local and regional fail-over capability.
- l. Complete redundancy to ensure no “Single Point of Failure” utilizing hardware, software, and physical methods.
- m. Distributed data storage guaranteeing stored data is never lost.
- n. Ability to deploy virtual machine technology to maximize efficiency and flexibility of the deployed solution.
- o. Failover capability for dual communication, allowing parallel connectivity through distinct network to ensure minimal if any downtime due to network failure.
- p. Guaranteed integrity & security of every transaction managed on the system ensuring

that each and every lottery ticket sold and that this information cannot be altered or compromised. And required to submit;

- i. The technical architecture of the online computerized lottery system includes the software, hardware, and networking components.
 - ii. The business model outlines how the lottery system will generate revenue and operate.
 - iii. The software development and certification process involve obtaining a license for the lottery system.
 - iv. The deployment architecture refers to the arrangement and configuration of the system when it is implemented.
 - v. The telecommunication network plan outlines the infrastructure
 - vi. Project plan including a time timeline for the work
 - vii. Details of any other third-party licenses and associated custodianship information
 - viii. Complete security plan
- q. Supplier must be a single-source for any and all existing & future components of the lottery, including: Lottery, Digits, Instant Games Interactive Sales (Web/APP), Video Gaming, New Media and Commercial Services
- r. Must have proven experience of the supplier have active terminals connect to a single online lottery system
- s. An unblemished and demonstrable reputation for security & integrity of data processing & Unparalleled proven experience in the industry, with private operators & Government lotteries
- t. If at all possible, the investor ought to reveal the methods or processes that produce the software's random numbers' randomness as well as the fairness of the winner selection process.

- u. Customer-focused organizational structure & deployment of in-country resources to provide a single and efficient interface.
- v. Sustained commitment to invest in R&D for the future benefit of the customer, at a level consistent with a global industry leader.
- w. Capability to leverage any proposed or existing lottery retail infrastructure with additional revenue-generating non-gaming products, fully integrated into the existing POS, network, and central system infrastructure.
- x. **Points of Access (POA)**
 - A full suite of in-house OEM retail solutions, including POS terminals, In-lane, Mobile (generic & dedicated), Self-Service, and Vending machines.
 - POA full features:
 - i. Proven technology across multiple jurisdictions & continents.
Open-source operating system
 - ii. Open-System architecture
 - iii. Extensive range of add-on options
 - iv. Available in several configurations to suit retail environment.

4.6 Implementation and Staffing

The Successful Consortium should follow sound Project Management practices in all aspects and stages implementation and operations of the systems and services as per the contract. Furthermore, Consortium should adhere to sound software, quality assurance and system engineering processes in all stages of system delivery.

Therefore, the prospective system should consider of following points and any other additional points for successful completion.

- a) Project team consist of Project Manages and Technical team with adequate resources having BSc or equivalent qualifications with Master's Degree (MSc/ MBA) and relevant Professional Qualifications shall be proposed within the consortium, with required qualifications, preferably certified project management staff with PMP certifications and experience. CVs certified by bidders HR division of the individuals shall be provided along with relevant attested copies of certificates

- b) The project implementation methodology, with industry best practices shall be demonstrated.
- c) Project governance mechanism with mechanism to monitor progress throughout the project shall be proposed.
- d) The Quality Assurance plan to meet the highest level of quality & customer satisfaction shall be proposed.
- e) A defined escalation methodology ensuring the customer to have full oversight of the project by Senior Management of the supplier, ensuring any level of issues will get the appropriate visibility and prompt resolution.

4.7 Activity Report, Data Protection and Administration

The prospective system should be able to generate following listed administrative type of reports and management information reports at a minimum level. Furthermore, it should be possible to create/ generate new reports as per any identified requirements of the contract, preferably supported by a reporting engine with required filtering and exporting facilities. Proper security mechanism should be in place to safeguard the user and transactional data integrity at all levels and also the required access should be given to authorized users only.

Prospective Consortium shall consider following scenarios as a minimal level

- Online Lottery Activity Reporting – A report detailing all changes and activity taking place on the Online Lottery through the administrators, which can be filtered by start and end dates, times, by content type and by action taken, and exportable.
- Login History – A separate history report detailing user login history, including the user type, the date and time of the attempted login, the IP address of the user and whether or not the login attempt was successful.
- Transaction Report – A comprehensive transaction report with details of number of ticket sales, revenues, payouts.
- Dashboard – A summarized view for senior officials of the Ministry and LAMHESTF.

4.8 System Administration

The prospective system should implement administration processes and corrective measures or any other additional mechanism to identify, collect statistics and resolve issues to maintain overall health and functionality of the system modules at any given time.

Prospective Consortium must consider following scenarios as a minimal level

- Broken Link Review – An administrative center for reviewing quality assurance, including detailing broken links on the system, including the referring page location so that links can be corrected.
- Analytics – An administrative center for reviewing, filtering and exporting overall Online Lottery operation, including the ability to view statistics by section and presenting the information in a graphical representation.

4.9 System Features

The prospective Consortium should specify all features of the proposed online lottery system and its modules and any other additional features as per the proposal to meet the objectives and requirements of the LAMHESTF.

Prospective Consortium must consider following listing as a minimal level.

- Core features of base modules
- Retailer management modules feature
- Administrative & reporting module features
- Security

4.10 Technology/Platform Requirements

The Consortium should specify in detail of the software, hardware, security devices and networking requirements and their configurations and maintenance/support plans in details to understand the overall system architecture, implementation and maintenance.

4.11 Maintenance and Support

The Consortium should hold the responsibility and liability for delivery, installation, implementation, testing and maintenance of all software, hardware, terminal equipment, and any other related component(s) offered for the prospective online lottery system.

The Consortium should implement industry standard support and maintenance services, with adequate documentation and communication plans.

Project governance mechanism in collaboration with the Ministry and LAMHESTF shall be clearly proposed and the process of identifying the training needs and approach of training shall be adequately covered.

The Consortium should consider following scenarios as a minimal level

The Consortium's online lottery system, including all features and modular applications associated with the system, must have qualified and available support included as a part of ongoing services to maintain the online lottery system, using guidelines, structures and materials meeting the following criteria:

- Support – The Consortium shall provide access to live support available via e- mail or phone 24/7 basis. The support team must be fluent in the functionality and uses of both the online lottery management system's features and associate applications and modules.
- Support Materials – 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, instructional videos.
- Issue reporting, response and resolution – Service Level Agreement (SLA).
- Availability of appropriate tools and procedures to facilitate the support process.

4.12 Other Key Considerations

- i. Disclose overall online lottery system Development Process and implementation – An internal process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust online lottery system with additional features and applications.
- ii. Disclose online lottery system Improvements – Regular maintenance of the online lottery system to improve existing functionality and Stability, when appropriate, take the LAMHESTF’s requests into consideration.
- iii. Disclose online lottery system new features – Rolling upgrades of the solution that strengthen and update the system’s functionality and associated applications.
- iv. Software Service Level Agreement – In all submitted proposals, Consortium shall be able to produce a Service Level Agreement (SLA) that details guarantee of upgrades and the dedicated process for improving the software developed / purchased by the Consortium.

4.13 Compliance Table

Bidding forms 4.3 (Overall Solution Proposed by the Bidder), 4.4 (Approach and Methodology) and 4.5 (Project Management Plan, Organization and Staffing) shall demonstrate the full scope listed in Section-4 Scope of the Proposed Online Lottery of Volume-2. Below table shall be filled and attached.

#	Requirement	Mandatory (Yes/No)	Compliance (Yes/No)	Reference to the Bidding Forms 4.3, 4.4 or 4.5
1	User Registration and Account Management: - User Profile - Account Verification	Yes		
2	Game Variety: - Multiple Lottery Games/ Range of Games - Syndicate Play	Yes		
3	Ticket Purchase and Management: - Online Ticket Purchase - Subscription Services - Ticket Storage	Yes		
4	Payment Processing: - Multiple Payment Options - Secure Transactions	Yes		
	Draw and Result Management: - Live Draws - Result Notifications	Yes		
5	Prize Management: - Automated Payouts - Claim Assistance	Yes		
6	Customer Support: - Multichannel Support - FAQs and Help Centers	Yes		
7	Mobile Compatibility: - Mobile Apps - Responsive Design	Yes		
8	Analytics and Reporting: - User Analytics - Financial Reporting	Yes		

#	Requirement	Mandatory (Yes/No)	Compliance (Yes/No)	Reference to the Bidding Forms 4.3, 4.4 or 4.5
9	Compliance and Fair Play: - Regulatory Compliance - Fair Play Assurance	Yes		
10	Payment Processing: - Payment Options - Transaction Speed - Payout Mechanism	Yes		
11	User Experience - Interface Design - Mobile Compatibility - Customer Support	Yes		
12	Compliance and Licensing - Regulatory Compliance - Licensing	Yes		
13	System Security: - Data Encryption - Fraud Detection - Cyber Security	Yes		
14	Performance and Reliability: - Uptime and Load Handling - High-availability	Yes		
15	Customization and Localization: - Customization Options - Localization	Yes		
16	Marketing and CRM Features: - Promotions and Bonuses - Customer Retention - Bonuses and Discounts - Loyalty Programs	Yes		

5. Information for Investors

Code of conduct for vendors

The Lottery is an extremely sensitive enterprise because of the nature of the business and because it is government operated; therefore, it is essential that its operation, and the operation of other enterprises which would be linked to it in the public mind, avoid not only impropriety but also the appearance of impropriety. Due to this, Successful Investor is expected to:

- offer goods and services only of the highest standards
- Use their best efforts to prevent the industry from becoming embroiled in unfavorable publicity;
- Make sales presentations in a responsible manner; and when it is necessary to point out the superiority of their goods or services over those of their competitors, to do so in such a manner as to avoid unfavorable publicity for the industry;
- Avoid promotional activities which could be interpreted as improper and result in embarrassment to the industry;
- Report security problems or potential security problems to Director, LAMHESTF
- Not offer or give any gift, gratuity, favor, entertainment, loan or any other thing of material monetary value to any Lottery employee, or to any individual with the intent of unduly influencing the outcome of this project.

The Successful Investor must report any relevant deficiencies in software used in the System and is responsible for ensuring that corrections from the supplier are incorporated in the configuration in a timely and responsible manner and it is the Investor's obligation to acquire and install an appropriate upgrade.

The proposal process, the award procedure, and any contract resulting from this RFP shall be governed by the laws of Government of Sri Lanka. Any and all litigation arising under this RFP or any contract resulting hereunder shall be instituted in the appropriate court of Sri Lanka.

6.1 Investors Shall Commit to:

- i. Disclose overall Online Lottery System Development Process and implementation - An internal process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust online lottery system with additional features and applications.
- ii. Disclose Online Lottery Improvements – Regular maintenance of the online lottery system to improve existing functionality and stability, when appropriate, take the LAMHESTF's request into consideration.
- iii. Disclose Online Lottery New Features – Rolling upgrades of the solution that strengthen and update the online lottery system's functionality and associated applications.
- iv. Software Service Level Agreement – In all submitted proposals, investor shall be able to produce a Service Level Agreement that details guarantees of upgrades and the dedicated process for improving the software develop purchased by the investor.