

Schedule B

Background Information

Overview of Charitable Gaming Centres and Charitable Games

This RFI is being issued by the Commercial Gaming Association of Ontario (CGAO) on behalf of its members who are Operators of Charitable Gaming Centres. The CGAO is undertaking a procurement process on behalf of those members to procure a Bingo Management System (BMS) to replace an existing bingo management system. The contract for the existing bingo management system is to terminate in 2022. The Operators who are members of the CGAO operate 35 Charitable Gaming Centres across Ontario, who will use the selected BMS.

The Charitable Gaming Sector (cGaming sector) has undergone significant change in the past few years and recently revised a long-term agreement with the Ontario Lottery and Gaming Corporation (OLG). The agreement requires the Operators to obtain and maintain all gaming-related equipment, including the BMS to replace the existing bingo management system that was implemented by the OLG

Charitable Gaming Centres offer to their customers a variety of paper bingo, electronic bingo, cabinet style games and side games. Games are restricted to those permitted pursuant to Regulation 81/12: Requirements for Establishing a Gaming Site under the *Ontario Lottery and Gaming Corporation Act*, which is available at <https://www.ontario.ca/laws/regulation/120081>. The BMS will be used for the electronic bingo and related side games that are played on electronic player terminals. Currently more than 6,600 electronic bingo player terminals are operated at the cGaming Sites.

The Supplier will be expected to comply with the requirements of the *Gaming Control Act* and must be registered as a "Gaming Related Supplier" with AGCO prior to signing a contract to provide services.

For further information regarding CGAO visit the web site at www.CGAO.ca.

Current Bingo Management System

The OLG retained a gaming-related supplier to operate the existing bingo management system. The agreement for that system is to terminate in 2022. The existing system is dated and requires significant updating or replacement in order to meet the business and legal requirements for the Operators. The OLG has advised the Operators that the agreement for the existing bingo management system will not be renewed or extended and that Operators will be required to select and implement another bingo management system. The replacement BMS must comply with both the Registrar's Standards and the OLG Policies for information technology and security. The replacement BMS will provide both operational services with respect to the electronic and paper bingo and related side games, but will also provide the necessary information to the OLG and to the Operators for their respective business and legal purposes.

The BMS will, for example, be at the Charitable Gaming Centres for setup and scheduling of session bingo games, inventory management of bingo paper and paper break open tickets, recording sales transactions at point of sale, tracking the movement of cash, executing the bingo game and managing prize payouts. The site component of the bingo management system at a Charitable Gaming Centre provides each player at the Charitable Gaming Centre with a secure account and the ability to purchase credits and receive prizes that are won. All information is reported by each site component for the central component of the bingo management system, which has operational and financial reporting capabilities relating to OLG's responsibility to conduct and manage the lottery schemes authorized under Regulation 81/12. OLG remains solely responsible for conducting and managing the Charitable Games while the Charitable Gaming Operators operate the Charitable Games at the Charitable Gaming Centres.

The OLG has selected a gaming management system from Ballys with respect to the other gaming products that are authorized for Charitable Gaming Centres. The Ballys Gaming Management System is being implemented across all of the OLG's land-based gaming sites, including casinos. The Operators are required to implement the Ballys GMS for the Tap Tix gaming equipment, i.e., cabinet-style gaming equipment that is based on bingo or break-open ticket mathematics. The Ballys GMS does not meet the business, legal and operational requirements for session-based bingo and, as a result, the Operators require another system for session bingo, both paper and electronic bingo, and the approved side games.

Under the new model OLG would remain solely responsible for conducting and managing Charitable Games in Ontario. Operators are responsible for obtaining and implementing site systems and related infrastructure, equipment (including electronic bingo player terminals) and supplies (including bingo paper and paper break-open tickets) that are necessary or desirable in connection with the operation of approved Charitable Games at their respective Charitable Gaming Centres, including those systems, infrastructure, equipment and supplies that OLG currently provides to the Charitable Gaming Centres. Consequently the Operators would be responsible for all aspects of the day to day operation of the Charitable Gaming Centres and the Charitable Games, including the identification of new Charitable Games for OLG approval, the addition or removal of approved Charitable Games, and the installation, maintenance and replacement of electronic bingo player terminals and the related IT infrastructure at their respective Charitable Gaming Centres. In this arrangement, Charitable Gaming Operators would engage directly with a supplier to provide a bingo management system for the day-to-day operational matters at its respective Charitable Gaming Centre, including the operation of Charitable Games. In this RFI, CGAO, on behalf of its members who are Operators, is obtaining information about the options that are available with respect to bingo management systems and the capabilities of such systems to replace the existing bingo management system.

Requirements for RFI Submission

CGAO requests that each Respondent provide, in its RFI Submission, responses to the following questions relating to bingo management system.

Based on the outcome of this RFI process, CGAO may choose (a) to issue a Request for Proposals to potential BMS suppliers (b) to proceed with an alternative process for acquiring the supply of some or all of the aspects of a bingo management system, (c) to proceed directly to negotiations with a selected Respondent, (d) to change any aspect of the requirements, including the model for the delivery of the Charitable Games, or (e) to make no decision on the RFI Submissions.

General

1. Describe your bingo management system that could be used to operate Charitable Games in Ontario. Include a description of the capability of such system to support the business and legal requirements for the Operators, including the electronic site systems, and a description of any licensed software, SaaS solution, application management, maintenance, configuration and customization, implementation, training, integration, asset management, project management, training and customer support services that could be made available to the CGAO members through their respective arrangements with you
2. Describe the way updates and modifications to your bingo management system could be made from time-to-time to address any changes to the Charitable Gaming Operators' respective requirements for the site systems
3. Discuss your familiarity and experience with the regulatory framework applicable to the gaming industry in Ontario and your ability to be registered as a gaming related supplier in Ontario. To what extent has your bingo management system or any components thereof previously been configured for use in a regulatory jurisdiction and/or markets including to ensure compliance with all applicable laws, for

example, consumer protection, privacy and anti-spam legislation? Describe your compliance procedures, including how you ensure ongoing compliance with such applicable laws.

4. Provide details in regards to any existing BMS solutions that you have installed in North America, Europe or other jurisdiction with a mature regulatory regime. Describe the system that is in place and any similarities to the CGAO model. Describe the nature, complexity and time to configure your existing system so that it meets the model proposed by the CGAO. Provide an estimate as a percentage of how close your existing system is to the proposed CGAO model. In addition; provide a high-level Gantt Chart of your roll-out plan for a new customer
5. Describe your ability to offer secondary services; Surveillance, Call Centre, Maintenance Services and Blower & Caller Station to the CGAO Operators.
 - a) Surveillance: discuss your ability to supply and provide maintenance & support for security and surveillance equipment in the Charitable Gaming Centres, and employ or engage all necessary security and surveillance personnel.
 - b) Call Centre: describe your capability to provide call centre services if required
 - c) Maintenance Services: describe your ability to provide hardware maintenance and repair services
 - d) Blower and Caller Station: discuss details on your ability to provide support and maintenance to Blower and Caller Stations
6. Describe proposed fee models that could be implemented for the site system, which would include implementation, configuration and customization of the systems and related operational services, as well as support services that would be made available to CGAO members.
7. Discuss if your preference is for your BMS to be implemented centrally, through a shared services entity, or on an Operator-by-Operator basis and your rationale.
8. Discuss your overall approach of working with other gaming-related suppliers who provide games for use in the Charitable Gaming Centres, including those that may be competitors with respect to new gaming products to be integrated into the BMS.

Charitable Games

9. Describe the following aspects of your bingo management system as it relates to Charitable Games. In each case, distinguishing between electronic bingo games and side games, and taking into account the limitations under Regulation 81/12:
 - a) The library of games available, including identifying and describing games available from third party vendors that you have previously integrated into your bingo management solution, the ability to make changes to this library of games, how such changes are made and the typical timing for implementing changes to the library of games. Please explain where the library of games resides (e.g., central system; site system; other). Please describe the extent to which and how an Operator could make an approved game available to be played at its Charitable Gaming Centre
 - b) The ability of your system to offer Linked Games on day one, from a Regional, Operator or Provincial viewpoint

- c) Wide-area progressive jackpot games offered in your system or from third party vendors that you have previously integrated into your bingo management system or that can be integrated
 - d) Describe whether your system will allow for multiple type of hardware platforms to be compatible with your BMS system providing Operators the opportunity to potentially purchase their own terminals.
 - e) Prize options available (e.g., fixed, pari-mutuel, progressive)
 - f) Tracking of prize account balances
 - g) Validation and reporting capabilities of prize payouts
 - h) Tools available for prize payout planning and monitoring
 - i) Game set-up options, including ordinal growth methods; and
 - j) The customer experience when playing Charitable Games delivered through your bingo management system (e.g., what visuals do they see and what sounds do they hear when they play the game)? Describe any features or options available to players to customize their experience (e.g., language settings, currency-of-play settings, accessibility formats or features).
10. What device options are available for players to participate in Charitable Games that are made available through your solution? For example, electronic bingo player terminals, desktop computers, tablets, customer owned devices, cabinet style terminals and/or other devices. Describe the extent to which, and how, you could make such devices available to the Operators and any anticipated limitations to your ability to do so
11. Does your development and Quality Assurance team perform testing to determine if your products are accessible to persons who have any of the disabilities listed below:
- (a) Mobility / agility
 - (b) Colour blind
 - (c) Low vision
 - (d) Blind
 - (e) Deaf / hard of hearing
 - (f) Seizure disorders
12. Does your product/system meet any accessibility standard(s) and, if so, please describe which one(s) or describe the flexibility in your system design that would support meeting these standards
13. Do you have customers who currently use your product/system that have accessibility requirements that your company has to achieve? Provide details about these accessibility requirements

Technical Specifications and Features

14. Provide details on the technical specifications of your bingo management solution, including information regarding the ability of your system to:
- (a) integrate and support new products or games, including the products or games of third-party vendors. Provide details in regards to the process and period of time to launch products or games from a third-party vendor in a seamless manner;
 - (b) integrate and support new technology from a hardware perspective;
 - (c) allow for multiple type of hardware platforms to be compatible with the BMS system allowing Operators to buy their own terminals;
 - (d) integrate support and automate marketing and other communication tools that the Charitable Gaming Operator could use to interact and communicate with players
 - (e) provide details on the number of transactions per second, response times, concurrent players, availability of games and scheduled and unscheduled down time for your bingo management solution, distinguishing to the extent possible between each of the site systems and the central system;
 - (f) upgrade to an updated version of your bingo management solution, without impacting prior configuration, customizations and linked third party applications or services. Describe the extent to which the site systems could be updated independent of the other site systems, with different versions of the site systems operating concurrently; and
 - (g) support high levels of availability and continuous operation in the case of a business interruption
15. Describe whether and, if applicable, how you ensure ongoing compliance of your bingo management system with Gaming Standards Association standards <https://www.gamingstandards.com/>.
16. Describe the communication methods and products, currently used in your bingo management system and the methods and protocols that would be implemented for the site system, and the devices (e.g., electronic bingo player terminals) located at the Charitable Gaming Centres. Include details on the method of transmission of data between the site system, and such devices
17. Provide a description of your data model and describe how data can be extracted from your bingo management system through the site system
18. Describe the medium and location where data generated by each of the Operators site systems, could be stored.
19. Provide details on the security features of your bingo management solution, including the protection of data (including, but not limited to personal information) against cyber attacks. What security standards does your system comply with and how do you ensure ongoing compliance? Describe any security compliance audits performed and who performs them (e.g., third party, regulator, internal).
20. Describe the user access management functionality of, and supported technologies used by, your bingo management solution, including for purposes of user identity verification

Player Loyalty Programs

21. Describe the capabilities, if any, of your bingo management system to support a transaction-based customer loyalty program relating to the playing of Charitable Games, including information regarding:

- (a) how the program works, the scope of data and information that is collected and the limitations of the program;
 - (b) the extent which the program is part of your system, and the extent to which aspects thereof need to be integrated from third party suppliers, including your experience with such integrations;
 - (c) customize options, including whether points earning/redemption can be isolated to single sites, multiple sites operated by the same Operator or multiple sites operated by different Operators and/or by Charitable Game product type; and
 - (d) if and how the program can be extended to paper bingo games, paper break-open ticket games or products that are not delivered through your bingo management system such as cabinet style games or food and beverage purchases.
22. To what extent could your bingo management system be used as, or otherwise be interfaced with, a gaming management system to be used in connection with the operation of other electronic games at the Charitable Gaming Centres (e.g., to be used in connection with the operation of cabinet style games). What limitations would there be in achieving such interfaces? N.B. The OLG has selected a Ballys GMS for the cabinet style games, which are not part of the session bingo and integrated into the BMS. The intention is for the Operator to have a comprehensive view of the customer, including transactions related to cabinet-stye gaming (Ballys GMS), bingo-related and side games (BMS), and Food and Beverage.

Reporting and Controls

23. To what extent would the reporting capabilities of your bingo management system need to be configured or modified for site reporting, as opposed to using “off the shelf” aspects of your bingo management solution? If some configuration or modification will be required, discuss the nature and complexity of such configuration or modification. In particular, describe the extent to which and the ease with which each of the Charitable Gaming Operators could customize the content of reports produced using your bingo management solution, including by user-defined parameters such as:
- (a) subject matter, including information on inventory, loyalty program, financial transactions, currency of play
 - (b) time period
 - (c) game type, including individual play games and session bingo games
 - (d) the ability to export reports in different formats (i.e., excel, pdf, cav, flat file); and
 - (e) in the case of reports to OLG, information from any one or more Charitable Gaming Centres
24. Discuss the capabilities of your bingo management system to (a) produce reports on current configurations or settings for the site system, and (b) track, control, prevent or reverse changes to configurations or settings by any of the Charitable Gaming Operators to the systems, including for the purpose of facilitating subsequent audits, reviews or reversals of such changes to configurations or settings of the site systems before such changes are implemented by any of the Charitable Gaming Operators?

25. Describe the capabilities of your bingo management system to add or import information from external sources (e.g., charities, financial institutions) to the systems, for purposes of producing reports for tracking, invoicing or other purposes
26. describe the data compilation and summarization capabilities of your bingo management system. To what extent would a Charitable Gaming Operator be able to produce reports compiling and summarizing information from one or more of the Charitable Gaming Centres operated by it using the functionality of the system?
27. Describe the extent to which your bingo management system is capable of sending electronic notifications or alerts to the Charitable Gaming Operators via the central system triggered by certain events configured by the Charitable Gaming Operators, such as customer winning a prize of a certain amount. Can the system be configured to defer the payout of this prize, and how would the deferral work?
28. Describe the extent to which your bingo management system meets accounting and financial audit requirements that are standard for gaming facilities and attractions of size, quality and use similar to the Charitable Gaming Centres

Responsible Gaming

29. Describe the features or controls that your bingo management system has to support and promote responsible gambling, including the ability to set play time and speed limits and to deliver responsible gambling related messaging to a player who is playing a Charitable Game on a supported device such as an electronic bingo terminal?

Implementation

30. Describe your typical approach to the implementation of your bingo management system for a new customer and how this approach could support implementation of the systems for each of the Charitable Gaming Operators highlighting the transition from current BMS to your BMS and any downtime required at Charitable Gaming Center.
31. Describe the extent to which your bingo management system is a base platform that would need to be customized for implementation at the Charitable Gaming Centres
32. What modules and/or services available from you and/or third-party vendors are typically or commonly integrated or used in conjunction with your base platform? For example, marketing tools such as websites, bulk email payment providers, fraud and risk management modules, data warehouses and or content management. Describe your typical schedule for a base platform.
33. Describe your general approach to building new functionality into your systems and products (i.e., how you determine where you are taking your product and how you collect input from your customers/industry) and any current planned enhancements to your bingo management system
34. Describe the programs you offer to players after a successful launch of your system to ensure a smooth transition to your services and products

Inventory Management

35. Describe the extent to which your bingo management system includes a bingo paper inventory management module. To what extent would your bingo management system support inventory management of other kinds of paper, such as paper beak-open tickets or other products (including third party products), or have paper barcoding and scanning options?

Services

36. As part of delivering the BMS, the CGAO expects the following services to be provided. Discuss the capabilities of your organization to supply these services and whether you currently or have in the past offered these services as part of delivering and supporting your BMS in other jurisdictions.

(a) System Delivery and Commissioning.

All resources required to support the Information Technology infrastructure to support products and applications. This includes provision facilities for data centres, MIS rooms at sites, network, and testing labs.

(b) cGaming Installations and Training

This service includes any new site installations to commission all aspects of a product or application including; hardware and equipment warehousing, assembly, set-up and configuration, logistics, equipment installs and site testing as well as pre and post launch support. Assist site so that they are educated to operate and benefit from the products and applications implemented

(c) System Maintenance, Operation and Management

This service includes operating practices, service delivery and service management practices to ensure the effective service delivery and quality assurance in delivered services following established industry practices. The scope of services includes:

- (i) Information governance and security
- (ii) System and database administration and tuning
- (iii) Monitoring and acting on security advisories and incidents
- (iv) Developing and maintaining current system documentation including disaster recovery plans
- (v) Ensuring system data is backed up
- (vi) Manage vendor contracts and relationship with vendors
- (vii) Manage incidents, Problem investigations, and Change Management
- (viii) Manage user administration and auditing, including VPN access for third parties
- (ix) Develop and enforce corporate IT security policies
- (x) Monitor gaming network and troubleshoot and correct issues

(d) System Support Services:

This service involves any action necessary to resolve application and data problems such as: software fixes, Vendor supplied patches and upgrades, master data administration and other activities deemed necessary to keep production systems available, operational, and stable to achieve defined service levels:

- (i) Tier 1 – Customer Support – 24/7 support desk
- (ii) Tier 2 – Application Support – 24/7 – advanced level application and system support
- (iii) Tier 2 – Engineering Support – 24/7 – advanced level technical support, with 3rd party engagement for complex problem resolution

Other

- 37. Describe your typical software development life cycle. What quality assurance standards, including testing methodologies, do you adhere to and comply with?
- 38. Provide your current system and product development roadmap, outlining the schedule for the implementation or planned enhancements and additional features to the system.
- 39. Provide any additional information with respect to your bingo management system that you would consider significant or which you think should be considered by CGAO.
- 40. Describe your system support services as it applies to customer support, application support and engineering support
- 41. Describe your efforts to improve the products, services and processes (efficiencies, effectiveness, flexibility) for your Bingo Management System (e.g., semi annual reports on market trends in Charitable Gaming, semi annual reports on technology trends, new games suitable for cGaming, semi annual reports on service improvements)
- 42. Describe the type of service level agreements that outlines the level of service you offer the Charitable Gaming Operators as it applies to:
 - (a) Application Availability
 - (b) Security Effectiveness
 - (c) Disaster recovery
 - (d) Speed to Answer
 - (e) Call Abandonment
 - (f) First call resolution
 - (g) Incident response time
 - (h) Incident resolution time
 - (i) Bingo session changes

Please define the level of service expected and how the CGAO can benchmark performance. Describe how your system can manage running lengthy reports (full years worth of data) without having network lag or latency issues

43. Does your system offer U-Pik, Shutter and Turbo games?
44. Can your system offer random number generator capabilities?
45. Does your system have the ability to offer raffles and 50/50 draws?
46. Describe how your system allows Operators to have flexibility for programs, games and pricing; including the ability to make all game decisions
47. Describe whether your system has the ability to segregate gaming options? Ex: Bingo and Pod games. Operator could turn one off if they chose to do so
48. Does your system have the ability to turn auto dab off for electronic games?
49. Describe whether your system has the ability to auto verify electronic wins?
50. Describe whether your system has the ability to sell credits on a portable POS and at the player terminals
51. Does your system offer alerts (lights up) for players to utilize when looking for service?
52. Describe whether your system can be utilized for Food & Beverage sales and / or can be integrated to a Food & Beverage POS solution
53. Can your system allow the Operator to reopen a game?
54. Describe whether your system has the ability to shutdown the system and player terminals at the end of the day

Other Obligations

The below outlines the Charitable Gaming Obligations as part of the agreement the Charitable Gaming Operators have with OLG. The new Bingo Management System must meet all of the requirements listed.

55. The BMS will be one system for the Operators who are members of the CGAO – currently operating 30 centres which will expand to a total of 35 centres.
56. The BMS must meet AGCO Registrar's Standards and AGCO cGaming Technical Standards (available through the AGCO website).
57. The BMS must meet cGaming Product Standards.
58. The Supplier providing the BMS must, at no cost to OLG, provide, maintain and support production like laboratory including equipment, network, applications, setup and training in the OLG Lab. (Sault Ste. Marie) and AGCO Lab. (Toronto).
59. For any integration with other products such as side games that form part of the system, those products need to meet the requirements already documented in the cGaming Product Standards.

OLG Requirements

Are you capable of complying with the OLG's BMS Functional Requirements set-out below? While there is no requirement in the RFI Submission to provide detailed information, please provide your rationale as to why you are capable of complying. As part of your response to this question also provide details on how you can comply with these requirements and have all sites converted to your system on or before May 25, 2022.

CONFIDENTIAL

BMS FUNCTIONAL REQUIREMENTS

CONFIDENTIAL

Financial and Product Reporting (Additional information on data elements is provided in Section 4: Data Elements for further clarity).

- 1) All Transactional Data and reports generated as part of the Bingo Management System will be retained and transmitted to OLG on a daily basis.
- 2) All transactional and gaming data and reports must be exportable in an industry standard format that is acceptable to OLG and at a minimum in .csv or flat file format.
- 3) The BMS should be capable of preparing a general accounting reporting file to transmit to OLG ERP (Enterprise Resource Planning software) on a daily basis. The file must include the following information:
 - a) The name of the Charitable Gaming Centre for which the information is being presented
 - b) The gaming day for which the information is being presented
 - c) Revenue including gross sales amounts, expired credits, adjustments, refunds by product
 - d) Contra revenues including promotional play amounts (coupons, promo vouchers), returns, voids by product
 - e) Prize activity for the gaming day is to include the following: non-progressive cash prizes, progressive prize contributions, seed prize activity, progressive prizes paid, by product
 - f) Contra prize activity for the gaming day representing prize activity {as defined in 2.1.3 (e)} affiliated with promotional play (promo vouchers/coupons by product
 - g) Deferred prize activity - Family Responsibility Office (FRO) not paid at a specific location, wide area progressive prizes paid/not paid at a specific location
 - h) \$USD transactions with converted \$CAD amounts (when applicable)
 - i) Other future data as required by OLG and AGCO
- 4) The general accounting reporting file set out in each daily financial reporting file must total to the monthly file at the end of each month. Any accounting changes should be posted to next day once the daily file is generated.
- 5) The BMS shall allow for meter adjustments and sales data corrections, if applicable, within 24 hours after the end of the gaming day through a password- controlled audit menu. Modification or change to specified time period should be approved by OLG. The BMS must also ensure all sessions are closed at the end of the specified time period. A log of all accounting changes including the employee name/ID authorized to make the changes, the date/time of the change and detail adjustments must be kept on the system. A printout of this audit log and report must also be available and provided to OLG upon demand.
- 6) The BMS must be capable of producing the cash reconciliation report on a daily and monthly basis, which cash reconciliation will be performed by SP.
- 7) The BMS system must have multiple currency capabilities, must support reporting of sales and prizing in

different currencies (CAD and USD) and must have or comply with the following:

- a) The ability to configure a daily currency rate.
 - b) The ability to apply the currency rate when calculating FRO payments (2.2.3), Progressive pots and progressives that increment by percentage of sales.
 - c) The ability to report in multiple currencies; track exchange rates and the, date on which each change is made and report the same; report by date (date range or as of date), by single/multiple centre; track and report monetary gain/loss due to exchange conversions
 - d) Report sales and prizes transacted in a foreign currency in the foreign currency value and the CAD value equivalent
- 8) Revenue tracking must support reporting by aggregate on the combination of the following:
- a) single/multiple product,
 - b) specified date or date range,
 - c) single/multiple game,
 - d) single/multiple theme,
 - e) single/multiple session(s),
 - f) single/multiple centre(s),
 - g) by currencies (single/multiple) (CAD and USD)
- 9) Prizes Tracking (gross prizing, adjustments) must support reporting by aggregate on the combination of the following:
- a) prizing category (progressive/non-progressive),
 - b) single/multiple product, by date (date range),
 - c) single/multiple game,
 - d) single/multiple theme,
 - e) single/multiple session(s),
 - f) single/multiple centres),
 - g) currencies (single/multiple) (CAD and USD),
- 10) Progressive Prizing must support reporting by:

- a) report on progressive contributions rates, contributions in, contributions out,
 - b) seed amounts,
 - c) progressive jackpot history,
 - d) progressive pool balances,
 - e) maximum end balances,
 - f) breakout by wide area and local area games/progressives,
 - g) break out by location where prize is awarded and where paid,
 - h) reporting on prizes equal to or greater than \$1000CAD for Deferred prizing-liability.
- 11) All progressive transactions must be captured and support reporting on an accrual basis (prize is captured as dollars are contributed). Accrual reporting is defined as the accounting method that records/reports prize expense at the time a prize has been won/contributed to (regardless of when the prize is paid to the player) by a player participating in a game whereby a financial portion of amount wagered is dedicated to a prize that increments until that prize is won.
- 12) Patron Count – must track and support reporting on the count of players partaking in specific game play by:
- a) Product - the count of players partaking in game play of a specific product type
 - b) Date - the date of which players participated in specific game play
 - c) Session - represents the number of patrons permitted an opportunity to win a prize
 - d) Charitable Gaming Centre - location in which a patron participated in game play
- 13) Machine/Device Count – must track and support reporting on all player devices in use at the Charitable Gaming Centre and by aggregate by:
- a) Product - represents the number of terminals/units available for defined game play
 - b) Status (Active) - the count of terminals/units that are in use on the system network for defined game play
 - c) Status (Inactive) - the count of terminals/units that are not available for use on the system network due to some unforeseen issue
 - d) Date - the date of which terminal/unit counts are on the system network for defined game play
 - e) Charitable Gaming Centre - the location in which terminal/units are available for defined game play

OPERATIONAL REQUIREMENTS

BMS must ensure segregation of duties at the application level. This includes restricting access to non compatible functions (for example, a position that issues paper must be separate from the point of sale Cashier who receives, sells and returns paper). The system must not permit multiple logins by the same user. The supplier must identify the level of access control available and work with CGAO to ensure the right access controls are in place.

User access must be captured and must be connected to a specific unique individual. The access information captured must include all log in/log out activities (forced or user driven), and access to functions and features of the BMS.

Support for Ontario's Family Responsibility Office (FRO) and regulatory or OLG requirements. When the threshold win prescribed by OLG is triggered through a player win, that full win amount must be held and not put in the player account without action or approval of the Charitable Gaming Centre. The player must be notified of such a win and that it is held. The system must give the option to the Charitable Gaming Centre to have the prize paid out, deferred (or put in escrow) for future payment.

When inventory adjustments are made, the system must request paper retail price (unless this pre-populates) and calculate sales adjustment

When inventory adjustments that impact sales are made, the BMS must ensure an off-setting sales adjustment with a clear association with the original transaction/inventory.

System should support the setting of business and financial adjustment criteria. The criteria would identify expected adjustments and then flag via alert or report unexpected adjustments.

GAMING PRODUCT REQUIREMENTS

System must provide a means to validate that only OLG- approved games are available in the system at a Charitable Gaming Centre. Reporting must identify all games that are available and demonstrate that only approved games are in use.

A parameter setting is required to set the maximum number of card faces per game that can be sold to a player for any game in a session.

For percentage of sales driven games, an ongoing, player visible live sales prize estimation to calculate the estimated prize using live sales as they happen at the POS and electronic devices throughout the sales period is required.

For percentage driven games, the system must track the ordinal growth, prize value, session, contribution and reset value and these must be auditable.

System must have an audit trail of all balls called by game and by prize payouts. The Charitable Gaming Centre must be able to reproduce previous game calls and match to winning cards. The data and reports must be retained for a minimum of 1 year.

For each sale, the system must print or provide an electronic, itemized receipt, which includes the individual purchased product description, quantity and product sales subtotal (quantity times unit cost), time, date, receipt number, account number, Session Name and name of the Charitable Gaming Centre.

Display a winning message when a good bingo is validated. The message to the device used by the winner will identify him/her to be the winner; whereas all other devices in use will be notified that there is a winner(s).

Deliver pertinent information to consumers on bingo game play via player devices and the audio-visual system including a visible ball draw (either via ball blower or approved RNG) including called balls; graphical representation of winning pattern; prize value of current Game; Game and session name; ordinal number if used; pre-called balls for outstanding games for which sales are open; any other non-standard information required for play

Minimize the possibility of duplicate faces being played between paper and electronic bingo.

Product(s) must provide all player-facing messages, including instructions to the player, in English and French.

A game testing mode that permits authorized OLG and Bingo Centre staff to test games before they are played is required. The ball call may be electronically performed and feed the test game. The solutions must have the capability to differentiate the testing vs. production transactions.

BMS NON-FUNCTIONAL REQUIREMENTS

The system must allow identification of a minimum of 37 Charitable Gaming Centres in the system. System must be scalable without system impacts in performance, existing configuration and system integrity.

OLG will require account access at no cost to OLG (in-centre, remote and/or through instruction) to execute the following: view full game setup; print full game setup; turn off or disable a device or game; print user access logs.

The Supplier must provide OLG a copy of the BMS data model and report specification

The Supplier must store all data and reports in Ontario or as approved by OLG in writing.

The supplier must, at a minimum, in connection with the Bingo Management System, comply with or meet the Information Technology Security Requirements in Section 5 (and for such purposes, references to the Operator are also to be construed as references to the supplier of the Bingo Management System).

DATA ELEMENTS

REVENUE REPORTING (E.G. GROSS SALES, EXPIRED CREDITS, ADJUSTMENTS, REFUNDS)

Gross Sales Amount - represents the financial value of gaming play initiated by a patron to permit the patron an opportunity to win a prize (typically cash in nature)

Expired Credits - Balance remaining in a player's accounts after 30 days from the initial purchase

Adjustments - an increase or decrease to a defined value (sales amount)

Refunds - represents the return of funds initially invested by the patron and recognized as sales

CONTRA REVENUE REPORTING (E.G. PROMOTIONAL PLAY (COUPONS, PROMO VOUCHERS), RETURNS, VOIDS)

Promotional Play Amount - for a specific period, in respect of any Charitable Game that is played in the Charitable Gaming Centre by a Player or other customer using Promotional Play during such period, the amount of cash that would otherwise have been payable by such Player or other customer to play such Charitable Game in the absence of the Promotional Play (Coupons, Promotional Voucher)

Returns - product returned to the system that has not been purchased for play (only valid if paper issued is automatically considered a sale)

VOIDS - represents the cancellation of the original financial transaction as if it never occurred.

CONTRA PRIZING (E.G. IMPACT OF PRIZES ASSOCIATED WITH CONTRA REVENUE)

Prizes that are won affiliated with promotional play (promo vouchers/coupons)

REVENUE TRACKING

By Product - the financial value of gaming play initiated by a patron to permit the patron an opportunity to win a prize (typically cash in nature)

By Date - the financial value of gaming play initiated by a patron to permit the patron an opportunity to win a prize (typically cash in nature)

By Game - the total financial value of gaming play on all games played on a specified product initiated by patrons to permit an opportunity to win a prize(s)

By Session - represents the financial value of gaming play initiated by a patron to permit an opportunity to win a prize (typically cash in nature - will reflect changes to gross sales, less voids, less refunds, less returns and plus/minus sales adjustments)

By Currency - ability to track Canadian and US Funds (equivalents)

INFORMATION TECHNOLOGY SECURITY REQUIREMENTS

1.01 General

(1) The BMS Provider will implement a comprehensive information technology security management program as set forth herein and referenced in Section 7.03 of the OLG Policies. In the event that the BMS Provider elects to vary this program, or the information technology security controls in a manner other than set forth herein, any such variation will be subject to the approval of OLG, acting in its sole and absolute discretion.

(2) All documentation, including reports, inventories, frameworks, analyses, assessments, logs, summaries and similar items referenced in this document will be regularly updated by the BMS Provider and thereby be current.

1.02 **Information Technology Security Program**

(1) The BMS Provider will have a complete information technology security program for all aspects of information technology security governance and compliance and will ensure that such program has adequate dedicated resources. The BMS Provider will ensure that such program is aligned with known and published standards such as COBIT or ISO and contains well defined roles and responsibilities.

(2) The BMS Provider will establish and maintain:

- (a) an information technology security mandate;
- (b) an information technology security policy framework, including policies on data classification, retention, access control, vulnerability management, and which provides for annual independent third-party audits of the BMS Provider's information technology security practice;
- (c) an organizational chart of the BMS Provider Personnel accountable for managing information technology security, including the Key Personnel responsible for information and information technology, and containing each job function along with a role description; and
- (d) information technology security committees or similar structures responsible for communicating and addressing risk and/or control gaps.

1.03 **Baseline Requirements**

The BMS Provider will, in collaboration with the Charitable Gaming Operators, OLG and any other third parties as required by OLG, establish and maintain a control matrix which identifies all the controls that are part of the Site GMS and any IT Facilities in Ontario. The Charitable Gaming Operators will maintain ownership of the matrix and identify all the reporting and evidence artifacts that are associated with each control. OLG will approve the initial control matrix and subsequently OLG and the Charitable Gaming Operators will agree to the update and approval schedule as part of the ongoing business relationship, provided that OLG will be entitled to define and revise the applicable minimum security standards from time to time in accordance with the Agreement and, in such a case, the Charitable Gaming Operators will update the control matrix if and as required to comply with such minimum standards.

1.04 **User Access Policy**

(1) The BMS Provider will employ user access management practices that will:

- (a) provide OLG with the ability to review all user access to any system which forms part of the Bingo Management System;
- (b) identify and track access violations through an information technology security incident response process; and
- (c) have an automated means to enforce access controls and ensure that access to the Operator's systems is granted and revoked in accordance with policies and procedures developed for such purpose.

- (2) The BMS Provider will establish and maintain:
 - (a) procedures for management review and approval of access to the BMS Provider's systems;
 - (b) change control procedures;
 - (c) a user access review process guide, including a schedule for the review and assessment of user access needs for each system component; and
 - (d) a transaction log reflecting changes in Operator Personnel roles being applied to system access in an automated manner.
- (3) The BMS Provider will generate and review a report on a quarterly basis of all authorized users of the system, including generic accounts, with such report reflecting the removal of access to systems as a result of the user access review process.

1.05 **Acceptable Use**

- (1) The BMS Provider will ensure its personnel and subcontractors, including their personnel (collectively, "BMS Provider Personnel") use information technology and related systems in a secure and acceptable manner and document the behavioural and technological accountabilities of BMS Provider Personnel accordingly.
- (2) The Charitable Gaming Operators will establish and maintain:
 - (a) an acceptable use policy and a code of conduct both of which, on an annual basis, will be reviewed and updated by the Charitable Gaming Operators and signed by all Charitable Gaming Operator Personnel who are accountable for the Bingo Management System implementation, design or operation; and
 - (b) a record of incidents of non-compliance with the acceptable use policy and code of conduct.

1.06 **User Access Restriction and Authorization**

- (1) The BMS Provider will have a mature, audited and automated means of managing user access to the BMS Provider's gaming related information technology systems. In connection with the foregoing, the BMS Provider will establish and maintain:
 - (a) a policy and process to ensure that special, generic, process or administrative-type accounts are protected and updated on a regular basis and are not disclosed;
 - (b) a centralized user directory and a process for addressing generic and or process credentials;
 - (c) an inventory of all generic or process accounts including purpose and password expiry periods, for each system;
 - (d) a process which fully describes user life cycle management for access to the system by both users and process accounts;
 - (e) a centralized, enforceable password policy which, at a minimum, matches OLG's then current password policy and specifies the attributes required for passwords such as password history, length, expiry, lockout and re-use;

- (f) a configuration guide which outlines the account and password policy attributes including history, strength and lockout; and
- (g) a system log which shows account lockouts and other alerts for unauthorized access attempts.

1.07 **Information Technology Security Training**

(1) The BMS Provider will establish, maintain and promote to all Charitable Gaming Operator Personnel an information technology security awareness program. The Charitable Gaming Operators will require all Charitable Gaming Operator Personnel whose duties include those with respect to information technology to attend information technology security awareness training.

(2) The BMS Provider will generate and review a report on a quarterly basis reflecting the number of Operator Personnel trained in information technology security matters along with any feedback collected and results of any tests or surveys completed by Charitable Gaming Operator Personnel.

1.08 **Segregation of Duties**

The BMS Provider will ensure its information technology systems have all necessary restrictions related to the segregation of duties, including restrictions on access on the basis of organizational function.

1.09 **Workspace**

The BMS Provider will establish and maintain processes for ensuring Charitable Gaming Operator Personnel do not store Transactional Charitable Gaming Data, Personal Information or other sensitive information in an unsecured manner.

1.10 **Encryption and Secure Information Exchange**

(1) The BMS Provider will encrypt all electronic forms of Transactional Charitable Gaming Data, Personal Information or other sensitive information both at rest and in transit and have a system to provide for the secure exchange of electronic documents with OLG.

(2) The BMS Provider will have an encryption key management program to identify, track and update encryption keys and digital certificates used by the Charitable Gaming Operators gaming related information technology systems and such program will, at a minimum, include industry standard methods and technology. Such program will be under the authority of the key personnel responsible for information and information technology. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) a policy which governs the use of digital certificates and encryption keys;
- (b) a configuration guide for relevant systems for the application of encryption, including provisions for network layer sniffer traces or configuration settings details of affected systems, and the creation and implementation of digital certificates;
- (c) an encryption key management process to ensure the effective management of encryption keys for data at rest and in transit; and
- (d) an inventory of all the digital certificates and encryption keys used in the Charitable Gaming Operators gaming related information technology systems, including expiry dates and system use descriptions.

1.11 **Equipment Maintenance**

(1) The BMS Provider will use defined maintenance windows to apply changes to its gaming related information technology systems, both hardware and software, with maintenance windows for patching, information technology security and maintenance embedded in service level agreements with third party providers of information technology services.

(2) The BMS Provider will establish and maintain a multi-year schedule of planned updates/upgrades and end of life/maintenance from third party providers of information technology systems, both hardware and software.

1.12 **Vulnerability and Patch Management**

(1) The BMS Provider will have a vulnerability management program to actively seek out and identify software vulnerabilities. In connection with the foregoing, the BMS Provider will establish and maintain a policy which governs patch management and uses a patching process and methodology which incorporates vulnerability management reporting and metrics. Such process and methodology will have a means to assess criticality of vulnerabilities as well as a defined maintenance window for both standard patching and emergency or urgent patching of systems.

(2) The BMS Provider will generate and review patch compliance reports on a quarterly basis for all systems involved in the BMS Provider's gaming related information technology systems, including third party providers of information technology services. Such reports will show the deployment of information technology security patches into the production environment and the overall patching compliance of each computer system for the BMS Provider's gaming related information technology systems.

1.13 **Malware Protection**

(1) The BMS Provider will use virus and malware detection software that, at a minimum, meets industry standards including the ability to prevent and mitigate distributed denial of service attacks. The BMS Provider will update antivirus software regularly and distribute updated virus signatures to all computer systems on a daily basis, or more frequently if requested by OLG.

(2) The BMS Provider will establish and maintain:

(a) an antivirus, malware and distributed denial of service attack policy; and

(b) a configuration guide for computing platform components, including the installation and configuration of antivirus software.

(3) The BMS Provider will generate and review a report on a quarterly basis showing the detection and quarantine of malware.

1.14 **Incident Management**

(1) The BMS Provider will use an information technology security incident management program to adequately respond to and address information technology incidents and threats. In connection with the foregoing, the BMS Provider will:

(a) establish and maintain an information technology security incident management process, which will include processes by which the BMS Provider will (i) escalate to the Charitable Gaming

Operators information technology security incidents who will report to OLG; and (ii) require all third parties to report to the BMS Provider information technology security incidents, in either case, where such incident constitutes a Material Adverse Effect; and

- (b) respond to information technology security incidents and provide the means and technology for the BMS Provider to preserve and retain evidence in a manner which is commensurate with best practices for maintaining chain of custody, including: (i) a forensic and evidence protocol, using either adequately certified BMS Provider Personnel or a contracted third party; and (ii) an investigation process setting out the methods to conduct an investigation into information technology security breaches.

(2) The BMS Provider will generate and review a report on a quarterly basis of all information technology security incidents, including those of third party providers of information technology security, classified by criticality, along with a summary of any investigations and remediation activities. This report shall be provided to the Charitable Gaming Operators for their review.

1.15 **Audit Tools Access**

(1) The BMS Provider will ensure business logic audit log data is segregated and centralized and will protect the integrity of, and access to, audit log information. The BMS Provider will record and secure audit log event data in such a way as to prevent its alteration and provide to OLG real-time view access to all information technology security event data as well as access an archived copy of all such data.

- (2) The BMS Provider will establish and maintain:
 - (a) a system architecture, including a centralized information technology security event management console with known features for ensuring the integrity of information technology security event data; and
 - (b) a configuration guide which demonstrates the archival and storage of application audit logs in a secure network location.

1.16 **Portable and Mobile Devices**

(1) The BMS Provider will have technological and procedural controls to prevent the loss of electronic forms of Transactional Charitable Gaming Data, Personal Information and other sensitive information on portable storage and media devices, including a means to disable external storage media not authorized by the BMS Provider. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) an inventory of all the authorized portable computing devices used by Charitable Gaming Operators Personnel for the BMS Provider's gaming related information technology systems;
- (b) a process to apply cryptographic controls to portable media where such media are authorized by the BMS Provider for use; and
- (c) a configuration guide for portable computing devices which reflects the application of additional information technology security controls such as encryption.

1.17 **Source Code Access**

(1) The BMS Provider will protect application source code and ensure the confidentiality and integrity of developed applications. Application source code must be stored securely, and versions maintained in an archive for production releases must be stored in a way that cannot be altered by developers.

(2) The BMS Provider will establish and maintain a source code versioning repository for use by all developers to track the development of applications and restrict access to source code. Such repository must adhere to password policies and user access management policies, procedures and processes described herein.

(3) The BMS Provider will generate and review a report on a quarterly basis of application code development check-ins and check-outs from the source code repository by each developer reflecting any changes to source code and the developer's review and acceptance.

1.18 **System Software Access**

(1) The BMS Provider will have technological and procedural controls to prevent the unauthorized installation of software into production systems and will restrict access through a centralized user access management system to software installation or administrative privileges. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) a change management process for the installation of gaming related software that, at a minimum, meets industry standards, and provides for sanctions or consequences to BMS Provider Personnel who breach such process; and
- (b) an inventory of gaming related software authorized by the BMS Provider, for each system, including software licenses.

(2) The BMS Provider will generate and review a report on a quarterly basis reflecting any unauthorized software installation attempts that were denied, including the user ID of the individual who attempted the installation and shall provide a copy of this report to the Charitable Gaming Operators

1.19 **Third Parties**

(1) The BMS Provider will restrict access by third parties to computing resources and information assets.

(2) The BMS Provider will ensure the security and integrity of information technology services provided by third parties and will ensure that third party providers of information technology services are governed by substantially the same security principles, standards, policies, and procedures that govern the BMS Provider. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) a third-party access management program, including policies on third party access and remote access;
- (b) documentation for all third-party interactions and services which are related to the BMS Provider's gaming related information technology systems, and including with respect to all third-party providers of information technology services;
- (c) an inventory of the service level agreement parameters for each third-party provider of information technology services;

- (d) a configuration specification, including information technology security controls required to be applied;
- (e) a network diagram showing all the connectivity points and interactions with third parties;
- (f) an inventory of all third-party connections used in the BMS Provider's gaming related information technology systems, along with a description of the service provided and contact information of the third party; and
- (g) a process for conducting information technology security assessments of all third-party providers of information technology services.

1.20 **Application Security**

(1) The BMS Provider will ensure its development of software and applications is done in a secure manner that ensures the integrity of the systems. The BMS Provider will document security assessments of applications prior to production release and provide to the Charitable Gaming Operators and OLG copies of all such assessments.

(2) The BMS Provider will establish and maintain:

- (a) an enterprise method that, at a minimum, meets industry standards for the development of software, including review and approval gates;
- (b) processes and procedures for the security assessment of production releases; and
- (c) a software development life cycle process.

(3) The BMS Provider will generate and review a report on an annual basis which summarizes the use of the software development process and reflects relevant applications and their associated approvals.

1.21 **Data Handling and Integrity**

(1) The BMS Provider will handle electronic forms of Transactional Charitable Gaming Data in a manner that ensures data quality and integrity, including adequate definition, classification and defined retention and destruction times for such data. The BMS Provider will ensure the integrity for all information technology systems that use, transmit or store electronic forms of Transactional Charitable Gaming Data.

(2) The BMS Provider will document all electronic forms of Transactional Charitable Gaming Data quality level requirements and implement and actively manage quality level measures to ensure data quality consistently, at a minimum, meets industry standards. The BMS Provider will regularly conduct comparisons of the actual quality level of all electronic forms of Transactional Charitable Gaming Data against quality level requirements and generate and review reports on a quarterly basis.

(3) The BMS Provider will assign to all electronic forms of Transactional Charitable Gaming Data, and objects containing electronic forms of Transactional Charitable Gaming Data, a classification based on sensitivity, including the following characteristics: type, jurisdiction of origin, jurisdiction domiciled, context, legal constraint(s), contractual constraint(s), monetary value, criticality to the organization and third party obligation for retention and prevention of unauthorized disclosure or misuse. The BMS Provider will make all of its classifications of electronic forms of Transactional Charitable Gaming Data promptly available to OLG upon request by OLG and at any time, OLG may require the BMS Provider to classify or reclassify such data.

- (4) The BMS Provider will establish and maintain:
 - (a) processes to audit and validate user input to reduce the likelihood of data entry errors;
 - (b) system architecture for the data quality and integrity features of the BMS Provider's gaming related information technology systems;
 - (c) policies and procedures for:
 - (i) labelling, handling, retaining and securing electronic forms of Transactional Charitable Gaming Data and objects which contain electronic forms of Transactional Charitable Gaming Data and will implement mechanisms for label inheritance for objects that act as aggregate containers for electronic forms of Transactional Charitable Gaming Data. The BMS Provider will prepare and deliver to the Charitable Gaming Operators an up-to-date Transactional Charitable Gaming Data handling policy who will include in their Annual Business Plan;
 - (ii) retention and storage of electronic forms of Transactional Charitable Gaming Data and will implement backup or redundancy mechanisms to ensure compliance with the OLG Policies and applicable law. The BMS Provider will generate and review reports on a quarterly basis; and
 - (iii) the secure disposal and complete removal of electronic forms of Transactional Charitable Gaming Data, including any Personal Information or other sensitive information, from all electronic storage media, with such mechanisms being sufficient to ensure compliance with the OLG Policies and applicable law;
 - (d) an inventory of all electronic forms of Transactional Charitable Gaming Data retained by the BMS Provider at all times, and for every element of an electronic form of Transactional Charitable Gaming Data, a BMS Provider Personnel must be designated as a data steward and such individual will have appropriate training in data management practices;
 - (e) complete and accurate definitions of all electronic forms of Transactional Charitable Gaming Data, including conceptual, logical and physical data models and such definitions will be created and will, at a minimum, meet industry standards; and
 - (f) a complete history of all Charitable Gaming Game data as outlined in 2.1.1 and Section 4 of the OLG BMS Requirement identifying the source of the Charitable Gaming Game data and any transformation or other processing performed against such Charitable Gaming Game data.

1.22 **Remote User Authentication**

- (1) The BMS Provider will employ multi-factor authentication for all remote user access, including third party providers of information technology services. The BMS Provider will have information technology security event and incident management systems to log all remote access and use. In connection with the foregoing, the BMS Provider will establish and maintain:
 - (a) a policy for the use of multi-factor authentication for all relevant BMS and Charitable Gaming Personnel, including the use of hard token devices in either key fobs or phones;
 - (b) a system architecture including a defined multi-factor authentication service; and

(c) a configuration guide for a multi-factor server.

(2) The BMS Provider will generate and review a report on an annual basis using information from the centralized event console which demonstrates the use of multi-factor authentication and successes and failures. Such report shall be provided to the Charitable Gaming Operators.

1.23 Network Segmentation and Security

(1) The BMS Provider will restrict access to system administrative functions by network location and ensure that system administrative services such as terminal ports or administrative web interfaces are not accessible from locations which are not authorized by the Charitable Gaming Operators. The BMS Provider will ensure that system administration will only be performed from network/geographic locations authorized by the Charitable Gaming Operators.

(2) The BMS Provider will:

- (a) implement network firewalls to restrict unauthorized access to its information technology systems by source IP, destination IP, protocol and service port for all segregated network zones;
- (b) ensure network architecture includes multiple tiers of firewall services to network segments and that its firewall rules send unauthorized access attempts to the information technology security incident management system, where such events will be analyzed and alerts generated; and
- (c) ensure its networks are segregated/zoned by use of a firewall for all third parties.

In addition, the BMS Provider will ensure that internet connections are segregated from the internal network by use of a firewall. Some internal network systems may require additional levels of firewall segregation (for example, payment card storage, random number generators or other highly sensitive network services or information assets), and the BMS Provider will take appropriate steps to address any such additional requirements.

(3) The BMS Provider will establish and maintain:

- (a) network diagrams which identify all network zones;
- (b) a system architecture which clearly reflects firewalls between network segments and servers;
- (c) a configuration guide for firewalls which demonstrates the segregation of third parties from the internal network, including explicit source and destination protocols and source/destination filters; and
- (d) a configuration guide for system components, including protections and restrictions for administrative services.

(4) The BMS Provider will generate and review a report on an annual basis that reflects the applied production firewall and network router/switch configurations and shall provide such reports to the Charitable Gaming Operators.

1.24 **Wireless Security**

(1) The BMS Provider will have the means to ensure its wireless network is accessed only by authorized users and will perform periodic wireless network security and vulnerability assessments, including wireless signal sweeps, to ensure that no unauthorized wireless access points are added to the network. The BMS Provider will ensure that its wireless networks communicate unauthorized access attempts to the information technology security incident management system, where such events will be analyzed and alerts generated.

(2) The BMS Provider will establish and maintain:

- (a) a policy for its wireless networks which restricts the use of wireless access and outlines the appropriate information technology security mechanisms to ensure such access is restricted to authorized users only and communications are adequately encrypted;
- (b) a system architecture, including access and identity framework;
- (c) a wireless access point configuration guide; and
- (d) processes to generate and review reports which capture the applied production firewall and network router/switch configurations.

1.25 **Clock Synchronization**

The BMS Provider will use an internal network time protocol server, synchronized to a known, public time authority agreed to by OLG, to synchronize time for all the computer systems of the Charitable Gaming Operators. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) a system architecture, including a centralized time server;
- (b) a configuration guide which shows devices attached to the network are configured to synchronize clocks to the centralized time server; and
- (c) a list from the centralized time server of all the devices which have requested time updates.

1.26 **Intrusion Detection**

(1) The BMS Provider will have intrusion detection systems and file integrity checking. In connection with the foregoing, the BMS Provider will establish and maintain:

- (a) a centralized audit log of system activities for a specified period of time which logs unauthorized access attempts and system activity, and which is regularly analyzed; and
- (b) a configuration guide which shows network attached devices are configured to send event data to the centralized event management console securely over the Operator's systems.

(2) The BMS Provider will generate and review a report:

- (a) on an annual basis that shows a list of devices and a summary of the events being communicated including intrusion detection, unauthorized access, file integrity checks, or any other specific report attributes which OLG may reasonably require; and

- (b) on a monthly basis (and an aggregate of such reports on an annual basis) that reflects a categorized volume summary of high, medium and low security events, and the BMS Provider's ability to detect unauthorized activities and record authorized interactions (for example, the login successes and failures for all computer systems).

FRAMEWORK FOR INFORMATION TECHNOLOGY MANAGEMENT AND GOVERNANCE

(a) The BMS Provider shall adopt and adhere to a framework for information technology management and governance, including controls over information technology, that is assessed at a CMM level of 3 (Defined) or better, unless otherwise approved in advance and in writing by the Charitable Gaming Operators from time to time, and is:

(i) the Control Objectives for Information and Related Technology ("COBIT") created by the Information Systems Audit and Control Association, with COBIT 4.1 being the minimum acceptable version; or

(ii) a framework for information technology management and governance other than COBIT.

(b) In the event that the BMS Provider elects to operate a framework other than COBIT pursuant to Section 7.2(c), OLG will from time to time evaluate such framework and the BMS Provider's compliance with such framework and the OLG Policies. Compliance will be determined by a gap analysis conducted on an annual basis by an independent third party mutually agreed upon by OLG, the Charitable Gaming Operators and the BMS Provider, at the sole cost and expense of the BMS Provider. The BMS Provider will provide the results of such assessment to the Charitable Gaming Operators and OLG on an annual basis.

(c) The gap analysis will compare the BMS Provider's framework with COBIT, with COBIT 4.1 being the minimum acceptable version. In the event such analysis results in a determination by OLG that the BMS Provider's framework for information technology management and governance is insufficient, the BMS Provider will develop a remedial plan, which plan will be subject to OLG's approval. The remedial plan will address the insufficiencies identified by OLG and include steps to remedy any issues of a material nature. In the event OLG does not approve a remedial plan, or if the BMS Provider fails to implement the approved remedial plan within a reasonable time after receiving approval from OLG, OLG may direct the Charitable Gaming Operators to undertake remedial action.

Schedule C
Submission Form

CONFIDENTIAL

SUBMISSION FORM

SCHEDULE C OF THE RFI

TO: Commercial Gaming Association of Ontario
3240 Electricity Road, Windsor, ON N8W 5J1
Attention: Stuart Walker

RE: Bingo Management System

1. Respondent Information

(a) Respondent's registered legal business name and any other name under which it carries on business:

(b) Respondent's address, telephone and facsimile numbers:

(c) Name, address, telephone, e-mail and facsimile numbers of the contact person(s) for the Respondent:

(d) Name of the person who is primarily responsible for the RFI Submission:

2. Respondent Declaration and Acknowledgements

- (a) Except as listed in Section 2(b) of this Submission Form, we do not have an actual, perceived or potential Conflict of Interest
- (b) We confirm that, to the best of our knowledge, the following list represents a complete list of actual perceived or potential Conflict of Interest

Name of Party	Details of Conflict of Interest

The Respondant acknowledges that:

- (i) This RFI is non-binding and, except as otherwise provided in Section 6.2 of the RFI, neither this RFI nor the submission of a RFI Submission by a Respondent shall create any legal or contractual rights or obligations whatsoever on any of the Respondent or CGAO
- (ii) Based on the outcome of this RFI process, CGAO may choose (a) to issue a Request for Proposals to potential BMS suppliers (b) to proceed with an alternative process for acquiring the supply of some or all of the aspects of a bingo management system, (c) to proceed directly to negotiations with a selected Respondent, (d) to change any aspect of the requirements, including the model for the delivery of the Charitable Games, or (e) make no decision on the RFI Submissoins

DATED as of the _____ day of _____, 20__

(RESPONDENT)