**English version of the original (catalan). In case of discrepancy, the original version prevails.**

**TECHNICAL SPECIFICATIONS DOCUMENT FOR THE SUPPLY OF GAMES FOR ELECTRONIC COMMERCIALIZATION**

**LCAT-2024-20036**

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# **Purpose.**

Provision of lottery games to be incorporated into the portfolio of Loteries de Catalunya SAU (LCAT).

# **Scope of contract.**

The scope of the contract includes the supply of the games that Loteries de Catalunya (LCAT) decides to incorporate into its commercialization portfolio, based on the provision by the successful bidder of a catalog of games that can be commercialized electronically, as well as the integration of games from third-party operators with which LCAT establishes commercialization agreements, and the provision of the appropriate technology for their management and commercialization.

# **Description of services**

The contract is envisaged under a “turnkey” service model in which the successful bidder assumes the supply, deployment and maintenance of the lotteries to be commercialized and of the base platform on which they will run.

The description of the services subject to contracting are those that are stated below:

## Provision of games

### Provision of a catalog of games

The successful bidder must make available to LCAT a catalog of lottery games and keep it updated during the term of the contract, so that LCAT may select games to incorporate into its commercialization portfolio.

The games that may be included in the catalog that the successful bidder will make available to LCAT will be of the following types:

* Inter-social participation games:

Corresponding to games that aim to facilitate interaction between entities and organizations—primarily of a social, cultural or sporting nature—with their associates or supporters, by participating in lottery draws organized by LCAT in coordination with the respective entities.

* Social participation games:

Corresponding to games that aim to facilitate the participation of players in a lottery draw organized by LCAT as part of an event, celebration or commemoration, either in coordination with a specific entity or on a generic basis.

* Individual participation games:

Corresponding to games that aim to facilitate the recreational participation of individual players in a draw with a pre-established game structure and mechanics that may or may not require participation skills and that give access to mutual or fixed rewards.

eInstant type games are included in this modality.

### Supply and adaptation of games selected by LCAT

The successful bidder must supply the software for the games and adapt the games that LCAT selects from the catalog of games.

This adaptation will involve the customization of the base games of the catalog, adapting the game categories, betting prices, prize amounts and game instructions to the indications determined by LCAT and will include the translation of the game’s literals into the official languages of Catalonia (Catalan and Spanish).

The successful bidder will adapt to the responsible gaming requirements indicated by LCAT for each game.

## Provision of technology and implementation

The successful bidder will provide the technological infrastructure that allows the commercialization of the games that LCAT approves from the catalog of the successful bidder and specifically:

### Software

* Software of the base platform on which the games will run.
* Software necessary for the administration and maintenance of the system.
* Software for the operation of the base platform and the respective games necessary for the execution of the functional operation by the operators of the Lottery.
* Other software necessary for the provision of the services included in this contract.

### Infrastructure Services

The requested infrastructure is based on a cloud solution, the procurement and management of which will be carried out by the successful bidder and is included in the scope of this contract.

### Game system deployment and configuration services

This corresponds to the set of activities to be carried out before deploying the game system and which are prior to the deployment of the games to be incorporated, which are the subject of this tender. These services include:

* + The configuration and adaptation of the cloud infrastructure.
	+ The configuration of all the base software. (Software required to be able to deploy the game platform)
	+ The configuration of the game platform software.
	+ The configuration and integration of third-party software (KYC, payment gateways, others necessary for the use of the game platform)
	+ Configuration components for the use of the databases, for the processing of the information generated.
	+ Configuration components to facilitate the deployment of promotional actions.
	+ Training services for the functional operation of the platform.
	+ Systems for the exploitation of databases for the processing of the information generated.
	+ Infrastructure for management and marketing in order to facilitate interaction policies with players both in terms of information and promotion of the games.
	+ The system must incorporate basic functions that allow the execution of promotional actions.

## Maintenance of infrastructure, software and functional and technical support to LCAT

The successful bidder will maintain the infrastructure and the software provided in its different areas: recurring, incidental maintenance, etc. The successful bidder will also perform the technical operation of the gaming system.

Functional or system user level operation will be developed by LCAT.

It is the responsibility of the successful bidder to carry out all support and assistance tasks for LCAT operators beyond the system user level.

## Provision of services related to the commercialization operation

The successful bidder will provide the software and services related to the operation of the system information and commercialization of the games, such as integration services with third-party software with the gaming platform for the deployment of KYC (Know Your Customer) services.

The KYC provider will be channeled through the successful bidder, who will sign the contract between them.

The KYC provider must be previously validated by Loteries de Catalunya.

## Evolutionary maintenance services (at request of LCAT)

These are on-demand services provided by Loteries de Catalunya to the successful bidder of this tender, aimed at evolving the gaming system according to the specific needs of Loteries de Catalunya. These services may include, among other things, the modification of game platform functionalities, the incorporation of new modules or customized functionalities and the integration of game catalogs from third-party providers.

The execution of these evolutionary services will be structured in accordance with the approach set out in section 16 of the Technical Specifications.

## Integration of other games selected by LCAT from third-party providers

The successful bidder must facilitate the integration of third-party games approved by LCAT directly with other game suppliers through supply agreements. These games must be integrated into the commercialization platform, utilizing the technological support systems for responsible gaming policies, access registration, wallet, payment gateways, commercialization and promotion tools.

# **Functional specifications**

## In relation to the games

The successful bidder will provide LCAT with access to a catalog of games within the typology defined in section 3.1 above, so that LCAT may select those it considers most suitable to be incorporated into its portfolio.

* The games featured in the catalog will be open for integration into the platform, requiring the successful bidder to secure agreements with their respective owners, including commercialization and copyright rights. This ensures swift and efficient incorporation into LCAT's selection process if chosen.
* For each of the games, the successful bidder will indicate:
* The economic and usability conditions under which LCAT can incorporate them and if there are any time restrictions or any other type of restriction.
* The successful bidder will also indicate the approximate period of time in which it can carry out the corresponding adaptations and customization for each game.
* The games in the catalog must be parameterizable in such a way that LCAT can determine certain characteristics of their commercialization:

* Dates and times of start and end of sale per draw.
* Ability to temporarily suspend sales or cancel draws with return of tickets sold.
* Ticket sales price level.
* Levels of participation in the draw.
* Prize categories and prize amounts.
* Application of responsible gaming measures.
* All games must be accompanied by the corresponding certification of the randomness of the game (RNG). This certification of randomness must be issued by an independent testing and certification laboratory recognized by WLA (World Lottery Association) or EL (European Lotteries).
* The games will have a payout evolution information system so that LCAT can constantly monitor their profitability and take measures regarding their commercialization.

## In relation to commercialization interfaces

### Front end

The successful bidder must provide the implementation of the web solution or front end of the game system.

A link will be established from LCAT's corporate website to access the front end of the solution where the games will be hosted. The front end of the gaming system will be executed by calling a URL that will be a subdomain of the LCAT corporate website domain.

The front end must be based on a responsive solution in order to adjust to the correct display and use on different devices (PC, tablet, smartphone, etc.) and/or screen resolutions (use of angular technology or equivalent) to allow proper execution of the solution. Therefore, portability and adaptability must be guaranteed at all times, with the versions of browsers, operating systems, devices and screen resolutions most used in the last 6 months and covering 85-95% of users.

With regard to the accessibility of this solution, the successful bidder must consider the provisions of RD 1112/2018, of September 7, on the accessibility of websites and applications for mobile devices and accordingly apply the standard “UNE-EN 301 549. Accessibility requirements for ICT products and services.” This standard is the Spanish version of EN 301 549 V3.2.1 (2021-03), Accessibility requirements applicable to ICT products and services, declared a harmonized standard in Commission Implementing Decision (EU) 2021/1339, of August 11, 2021, and equivalent to meeting all WCAG 2.1 level A and AA requirements.

The front end can be based on a template or web solution already designed by the winning company. However, it must be sufficiently flexible to allow modification of the look and feel of the front end, aligning it with the needs and image of LCAT (e.g., changing the image of the site based on the modification of the .CSS style sheets or other mechanisms that may streamline the change of image of the web solution, in the front end build/configuration phase, by the winning company).

The web solution must allow the incorporation of a customized footer, according to LCAT’s needs. This site element may be incorporated into the “iframe mode” of the game platform, although it may not be resident on the infrastructure from which the front end is running.

Both the front end and the other software components of the game platform will be hosted and managed by the hosting services provided by the winning company, and which are included in the scope of this tender.

### Back office

The back office consists of the set of interfaces or environments from which the gaming solution is to be operated and managed.

The functionalities available from the back office must support the business processes associated with the running of the game system, including the components specific to the game platform (user management, wallet management, responsible gaming management, third-party component integrations, solution configuration parameters, system information exploitation, etc.), as well as the administration of the different types of games incorporated in the platform covered by this contract.

These work interfaces will be available through a thin client, such as a web browser under a secured environment, and will be accessible upon accreditation of users with access permissions to the tool.

## In relation to Responsible Gaming

Responsible Gaming is one of the fundamental pillars of LCAT’s management and is based on the commitment, as a public social lottery, to protect players from problematic gambling and to prevent participation by those under the age of 18.

For this reason, LCAT, through the Responsible Gaming Program, is committed to looking after users by preventing and detecting problematic gambling behaviors that may cause citizens to participate in games.

Therefore, following these principles, LCAT is committed to creating safe game environments and designing responsible forms of entertainment that promote playing as a fun and entertaining activity and never as an investment.

The gaming platform must be configurable, and therefore, it must allow the modification of basic parameters of the system in an agile way and without the need to modify the source code of the solution. This aims to consider various security protocols concerning responsible gaming on the game platform, aiming to prevent and mitigate excessive gaming. These measures may include setting daily and/or weekly limits on time and spending, providing users with transparent information regarding game types and odds of winning, and allowing users to review their betting history including losses and wins, among other features.

### Monetary limits

A maximum purchase limit generally configurable by LCAT will be established. This limit must be configurable at specific levels, such as by amounts, by hours, by day, by week, by month and by load and top-up of the wallet balance.

* Limits on the wallet balance:
* It will be possible to set a maximum limit to the wallet balance defined by LCAT on the platform.
* If a player wins a prize that is less than the limit established by LCAT, the prize will be paid in full to the wallet.
* If a player wins a prize that is higher than the pre-defined amount, this will be paid in full to the bank account associated with the player’s account.
* Wallet load and top-up limit
* Daily and weekly wallet loading and top-up limits will be able to be set on the platform, which must be configurable by LCAT and by the players (minimum range of options).
* Ticket purchase limit
* Daily spending limits will be able to be set on the platform, and weekly limits can be configured by type of game.

The successful bidder will offer players the option to lower these limits.

### Self-limiting game time

The platform must allow users the option of self-limiting playing time and reducing the generic limits initially set by LCAT.

LCAT must be able to configure a maximum playing time, with an informative pop-up notification being sent to the player if this limit is exceeded.

### Self-exclusion

The platform must offer mechanisms for self-exclusion from playing for certain periods of time chosen by LCAT (monthly, quarterly, yearly). The request may not be withdrawn by the players for the time selected.

### Evaluation and monitoring of player behavior

The platform must allow periodic extraction of information (games played, bets made per game, frequency of gaming activity, self-exclusions, etc.), so that LCAT can analyze the behavior of online players directly or in collaboration with third parties specialized in responsible gaming, and consequently implement any actions.

## In relation to user registration and participation

### User registration and wallet.

The platform must allow players to register and sign in securely and quickly.

* The registration process must be seamless and integrated with the game flow, i.e., prior to playing or when exercising the purchase option, users can register and load their wallet including from a cell phone.
* The successful bidder will provide a KYC (Know Your Customer) system integrated into the registration flow, which will make it possible to certify the identity of the users to be registered in accordance with gaming regulations (legal age and residence of players in Catalonia), through the recognition of official identity documents as well as facial recognition.
* To purchase tickets, players must do so from their private area that requires user identification.

### Wallet

The wallet is the component that should allow the users of the game platform to participate in the games available on the platform. Through this component, users must be able to manage their money in order to play and receive any prizes to which they are entitled.

* Players will be able to deposit or withdraw money from the wallet using the means of payment they have selected. The system will allow or deny each function separately.
* Players will be able to participate in the games until their wallet balance is exhausted or within the general or personal limits that have been implemented in view of the responsible gaming policies. Players will never have a negative balance.
* The wallet will record every transaction made: cash deposits, cash withdrawals ordered, and whether there has been any promotional balance awarded by LCAT.
* The system will also record the games and draws in which the player has participated, the tickets purchased, the prizes received, and whether the player has participated in any promotions.
* A player may participate in periodic draws through the subscription formula and within the limits established in terms of responsible gaming.
* Players will be able to obtain information about their financial transactions by consulting their wallet.

* In the event of winning a prize of an amount greater than the limit established by the wallet, it will be transferred directly to the players’ bank account.
* The system must allow transfers to be made from the wallet to the registered bank account when it exceeds the balance limit allowed according to the responsible gaming measures.
* Players can request the withdrawal of funds from their wallet at any time, and the funds will be transferred to their bank account through the SEPA system.

## In relation to collection and payment gateways

The platform will have one or more integrated payment gateways in order to facilitate topping up the wallet.

##  In relation to prize payments and fraud control and prevention

The platform must automatically calculate and process the payment of prizes according to the balance of the wallet:

* Calculation of the purchase amount based on the type of game and the options selected by the player.
* In the case of the wallet, the system must check that the customer has sufficient balance for the transaction to be carried out and display a notification if this is not the case.
* Winner detection process: the system must be able to automatically detect the winners of the games played online and perform different actions based on the prizes.
* It must be possible to generate a report of winners, which includes all prizes transferred by the level of prize won and responsibility for the prize. Winners must consistently adhere to the prevailing regulations at all times.

The system must be able to differentiate between the different levels of prizes to apply different actions depending on the regulations in force for the identification and declaration of financial transactions. Prize levels, as well as the business logic associated with each prize level, must be parameterizable in the game platform.

# **Information processing**

## Information processing

* Transaction data records must be available to LCAT.
* Automatic processes will be implemented to dump information into the system’s historical database.
* The management of the historical database is included as an additional task to be performed as part of the recurring maintenance service of the solution.
* Both historical and management information must be accessible for system information extraction and reporting.

## System information extraction and reporting

The system must allow for the extraction of information, either to be fed to third-party LCAT systems or for the purpose of generating analytical reports such as website or application sales activity, product and transaction information, summary reports, product reports, time reports, player behavior reports, etc.

* The platform must allow the extraction of periodic information according to a list of pre-defined queries and based on an established format to be set by LCAT.
* The platform must facilitate the extraction of information on demand, according to LCAT’s needs.

* Transaction data consists of all information collected about each transaction that occurs on the site or application (transaction ID, membership, income, taxes, etc.).
* Data extractions should not adversely affect the performance of the system in the operating environment.
* There must be an option available to connect with database management systems to meet custom needs in this area.

# **User management and security processes**

## User management

Once users are registered on the game platform, they will be able to access the services provided by it, by signing in with a username and password that identifies them securely and uniquely. A module will be incorporated to maintain the users of the platform.

## Player security

Player data must be protected and confidential.

The following requirements will ensure that the systems of the prospective successful bidders safeguard players’ personal data.

* The successful bidder must certify that it complies with the European personal data protection regulation (GDPR).
* The successful bidder must certify that security measures are in place to guarantee the protection of the players’ data.

## Service security

LCAT is a member of the WLA and EL and is subject to the standards established by these organizations.

The successful bidder must be certified under ISO 27001.

The successful bidder must provide support, if required, in the certification/certification renewal processes in which LCAT is involved.

## Application security

Even after user validation, the system must ensure the security of the user account by respecting the following parameters:

* Password policy. Implementation of rules that guarantee the use of strong passwords (minimum number of characters, use of special characters, expiration of passwords, etc.).
* Limitations on player usage times.
* Limitation of access to non-permitted sites.
* Database encryption.
* Sensitive data encryption.
* Verification and encryption of the payment execution process.
* Having system log files and a timestamp for the transactions made on the system.
* Identification and registration of the origin of transactions.

## System security. Security elements.

The game system must incorporate elements that facilitate the detection and resolution of security holes.

# **Technical specifications of the platform**

## Architecture

At the architectural level, the proposed solution must include the following characteristics in its design.

* Modularity. Allowing a functional scaling of the system by incorporating new functional modules in the system in an agile way.

* Scalability in user volume. A growth in the number of users should not impact the performance of the solution.

* Incorporation of components and services that facilitate the technical administration of the solution.

* Layered architecture. Separation between presentation, business and data layers.
* High availability. In terms of the software and the database. Solutions proposed by the bidder in this area.

## System infrastructure

The successful bidder must provide the infrastructure services for the execution of the proposed game system within the framework of this tender. LCAT considers a cloud infrastructure service as a suitable/recommendable option for this purpose.

## Reconnection after disconnection

The platform must have a reconnection process after a disconnection.

## Availability and disaster recovery

The platform must comply with the following:

* Indicate levels of system availability, service levels offered and system uptimes.
* Have procedures in place for system backup and restore.
* Have recovery measures and procedures in place in the event of a system disaster.

## Game level security

* All interfaces must be encrypted.

* Use of the interface will be authenticated, authorized and logged.

## Volume, loads and performance

* In order to ensure a positive user experience, the platform must function effectively without noticeable delays.
* The infrastructure on which the solution runs must be able to adapt to LCAT’s needs.

The technical proposal must specify the maximum transaction time, the number of concurrent users and the response times of the games available on the platform.

* The infrastructure supporting the solution must be capable of adjusting the use of infrastructure resources to demand requirements.

Transactions per second must be specified in the technical proposal.

## Product end of life

Throughout the contract period, if the roadmap determines that a component requires replacement or upgrade, the supplier will propose:

* A new equivalent or compatible component available at that time; or
* An updated version to replace said component, with similar (or better) specifications, capabilities and interfaces.

# **Phases of the contract**

The contract subject to these specifications is structured in the following phases:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Time interval |
| Implementation | The period for the deployment of the game solution and the adaptation and provision of the games selected by LCAT | A maximum of 6 months from the signing of the contract. |
| Operation | The period from when the platform is ready for operation (available in the Production environment and ready for use) until the end of the contract. | From the start of “Go-live” production to the end of the contract. |
| Close of the contract | From the time the closing services are activated until the period after the end of the established operation phase. | Start, 2 months before the end of the contract and up to one month after the end of the operation phase. |

## Implementation phase

In this phase the contracted services necessary for the deployment of the game solution will be activated according to the scope defined in this contract. This implies:

1. Activation of the implementation project associated with this phase and which must enable deployment of the game solution in accordance with the services contemplated in section 11 of the specifications.
2. The provision and adaptation of the games selected by LCAT, in accordance with the conditions set down in section 3 of the specifications.
3. The implementation of the game solution that allows the commercialization of the games incorporated in the game system, in accordance with section 3 of the specifications.

The implementation phase will not be completed until the game system is available to its users and working satisfactorily.

At the beginning of the implementation phase, billing milestones will be agreed upon according to the services implemented in this phase.

## Operation phase

The operation phase will not start until the “Go-live” of the game system has been successfully executed. That is, the game solution is 100% operational for its users in the production environment and with selected games available for use.

Within this phase, the recurring maintenance services, the incidental and functional support service and the evolutionary maintenance (if LCAT deems it necessary) will be activated in accordance with sections 3.3, 3.4 and 3.5 of the specifications.

The services provided by the successful bidder associated with the operation phase will not be billable until the “Go-live” of the implementation phase has been successfully completed.

## Contract closing phase, return of service

This phase encompasses all the activities to be carried out to enable an orderly completion, either by termination or by the transfer of the service provided by the company awarded the contract.

These services associated with the closing phase include, among others, the following aspects:

* Importing game system data. Both with regard to historical information repositories and operating systems and the different environments available (database management systems, data warehouse systems, data files, etc.).
* Import of data related to the provision of services (Wikis, documentation collections, work procedures, system operation, data exchange file formats, etc.).

In the event of conclusion of the contract due to the transfer of the service to another provider, the successful bidder is required to transfer the service.

# **Software related services**

## Provision of game system software

This section refers to the rights of use of the software covered by this tender, which includes the different types of games provided by the bidder and the game platform on which the games are executed.

It also includes the corresponding system configuration and/or development services according to LCAT’s needs and for the different elements that compose it (database, back-office environment, front-end environment, game web solution, etc.).

## Software incorporated into the game platform and corresponding to products developed by third parties (KYC, payment gateways, etc.)

It includes configuration and/or integration services and provision of third-party services used within the framework of the game platform. For example, KYC (Know Your Customer) services, payment gateway services, or others. Therefore, the integration and management of this type of third-party services on the game platform is included in the scope of this contract.

The bidder is required to integrate third-party services into the platform to ensure its optimal operation.

The successful bidder will propose the KYC provider, and LCAT will be responsible for approving it in accordance with the guidelines indicated by the latter and may choose the one it considers most appropriate from among the usual providers on the market.

## Provision of the base software on which the game system runs

This includes all the software and the rights to use it (licensing) necessary for the correct operation of the game system, as well as for its operation according to the needs established by LCAT through this Tender.

Including, among other things:

* Virtualization software.
* Operating System Software.
* DBMS (Database Management System) Software.
* Backup management software.
* Other software or components used in the system that are required for the correct operation of the application.

The scope of this tender includes the services necessary to update the releases and versions of this software with the aim of keeping it in optimal condition and minimizing any risk to its security.

## System administration and maintenance software

This refers to all software that is required for the administration and maintenance of the system. Including, among other things:

* Platform software and hardware monitoring systems.
* Antivirus systems.
* Backup systems or backup management systems.
* Other tools necessary for correct administration of the system.

## Other software necessary for the provision of services in this contract

This refers to all software tools that may be required for the provision of the services included in these specifications. It includes the following:

* Software for project planning and management.
* Office software (word processor, spreadsheets, presentation software, etc.)
* Others that may be required in the management tasks related to the contracting and the services included in the same.

This software will be provided by the successful bidder for its professional team.

The supplier is responsible for managing the necessary licenses and certifications of the third-party software required for the correct operation of the system.

# **Implementation project**

These services are articulated within the implementation phase of the contract and within the framework of the game system deployment project.

This project must include at least the provision of the following services with the aim of making the game solution available to its users once the implementation phase is complete.

* **Implementation project management and coordination services**. Project planning and re-planning, milestone monitoring, project status reporting, risk control.
* **System analysis and design services.** Analysis and design of software and game components to adapt them to the game solution for Loteries de Catalunya.
* **Game solution deployment / implementation services.** Deployment and configuration of the game solution, as well as its integrations with third-party systems.
* **Testing services for the solution deployed for Loteries de Catalunya.** Preparation and execution of the test games to which the system will be subjected prior to its operation.
* **Functional training services for the operation (use) of the platform.**

Preparation and execution of training for the operation of the solution.

* **System preparation services for its operation.** Go-live. Set of activities aimed at making the system ready for use in a production environment. This includes the master data loading required to deploy the system in operation.
* **Post Go-live Services.** Special care, support and monitoring until the stabilization of the game solution in the production environment.

# **Integration of the games to be incorporated into the platform**

This refers to the tasks of incorporating games on the gaming platform.

Two scenarios are identified in this area:

1. **Scenario 1: Games or game providers integrated or with aggregator in the game platform of the bidding company.**

Within this scenario, we include cases in which the software of the bidding company’s game platform has already incorporated, in other projects, its own games or those of third-party game providers. Therefore, the incorporation process is quick and simply involves setting the language or other parameters of the game.

In other words, the integration of the game into a game platform of the bidding company has already been carried out and operated in the past.

This activity is part of the recurring technical maintenance of the game system.

1. **Scenario 2: Games or game providers that do not have an integration or aggregator on the game platform of the bidding company.**

Within this scenario, we include those cases where the gaming platform software of the successful bidder has not yet incorporated the game(s) from the game provider subject to integration into any project.

The incorporation of the games is contemplated both in the implementation phase of the game solution and in the operation phase, in which individual games can be incorporated/replaced throughout the duration of the contract and within the framework of recurring maintenance service. Integration with 1 eInstant game provider will be requested, where the cost of integration will be borne by the successful bidder, and the game must be operational once the operation phase begins.

# **Game system infrastructure and hosting**

This refers to the infrastructure and hosting services of the system necessary for the deployment of the entire game solution.

The successful bidder must provide infrastructure and system hosting services based on a cloud solution.

The successful bidder will be responsible for the procurement and management of these services and will answer to LCAT for the correct provision of the infrastructure services contracted to host the gaming system as well as their maintenance, including aspects such as the renewal licensing and firmware updates, if applicable.

The infrastructure requirements will have to be adapted or resized according to the needs of the demand during the term of the contract. In order to avoid platform performance problems or platform unavailability.

# **Incidental and functional support**

This is the support service for handling technical incidents on the game system.

The successful bidder of the contract must provide a support service to handle any incidents and functional queries of the back-office operators.

The successful bidder will provide a ticketing service to ensure traceability of any incidents or queries related to the game system. LCAT will have access to this ticketing tool, both as a user and for the purposes of monitoring, consultation and information extraction.

This is a support service, providing incidental service on a 24/7 basis, in accordance with the specifications included in the SLA framework.

# **Recurring maintenance service**

This service includes all the technical activities intended to maintain the game system in an optimal state of operation.

The successful bidder must execute the processes to be carried out for this purpose, providing information on the platform’s maintenance or operation plan, both in terms of content and execution.

It includes, among other things, the following activities to be carried out:

* Execution of maintenance plans at different levels (system administration, software administration, databases, log review, etc.)
* System monitoring, both at hardware and software level.
* Database tuning. Database performance optimization.

System maintenance requirements.

* The system maintenance services include all the software necessary for the correct operation of the game platform. Either the game software itself or the third-party software necessary for the correct operation of the game platform.
* Game software management. The system will be subject to maintenance based on software release and version control, whereby each release or new software version must be documented and managed through software management tools / repositories. LCAT must have access to the software management tools for the purpose of supervising their correct use.
* The successful bidder must notify and agree upon the deployment with LCAT of any version or release to be deployed on the software subject to maintenance, whether it pertains to the gaming system or third-party software subject to maintenance.
* Correction of software errors or bugs and correct documentation thereof. The successful bidder will be responsible for the application of any patches that need to be deployed, as well as for resolving any possible compatibility conflicts with the game system software.
* In the application of maintenance services, the same will be done for the different work environments (development, testing, pre-production, production, etc.). It will be the responsibility of the successful bidder to keep these up to date at all times.
* The successful bidder must make available to LCAT the formalization of the processes associated with the system maintenance.

# **Training services for the functional operation of the system**

The successful bidder must provide training to LCAT so that it may perform the functional operation services of the platform. This is understood as training services for the functional operation of the system, such as the transfer of knowledge to enable the game solution to be operated within the framework of the back-office environment.

The bidder will carry out any training that facilitates the transfer of knowledge to LCAT personnel for the functional operation (back-office user) of the platform. The training services for the operation of the game solution will be aimed at non-technical profiles, since the purpose of the training is to be able to operate the game software functionally.

These services will be carried out as part of the implementation phase of the game solution, just prior to the system operation phase.

The training services must include:

* Training script with the aspects to be covered and teaching hours to be invested.
* Training material to support the training actions.
* Implementation of online sessions.
* Professional profile of a training-oriented instructor.
* Repository of available documentation and/or training portal

* Communication channel for handling functional queries.

In addition to the training given, the functional operators of the game solution will be able to take advantage of the support services to address any functional queries that may arise in the course of their activity.

# **Evolutionary maintenance services (upon request)**

This contract contemplates the possibility of activating evolutionary maintenance services at the request of Loteries de Catalunya.

Evolutionary maintenance is understood as the set of activities aimed at the evolution of the game system according to the specific needs of Loteries de Catalunya.

The performance of the evolutionary maintenance services will be structured on the basis of the presentation of a proposal that will include:

a preliminary budget by the bidder specifying number of hours necessary for the implementation of demand for evolutions requested for Loteries de Catalunya.

The cost of the implementation of the evolution will be the result of applying the hours necessary for its implementation multiplied by the €/hour rate proposed by the successful bidder.

Once the offer has been submitted by the winning bidder, Loteries de Catalunya will analyze it and decide whether to accept or reject the implementation of this evolution.

# **Deliverables**

This section contains the list of deliverables included in the framework of this tender according to the different phases of the project:

**As part of the implementation phase:**

* Planning and replanning of the service.
* Presentations, actions and agreements arising from work sessions, whether operational, monitoring or management.
* Product functional or technical documentation.
* Execution of testing plans.
* Training materials.
* User manuals (back office)
* Service operating manuals.
* Deployment plan. (Go-live and Post Go-live).

**As part of the operation phase:**

* Presentations, actions and agreements arising from work sessions, whether operational, monitoring or management.
* Procedures for the execution of the contracted services.
* Execution of maintenance plans.
* Management data extractions.
* Extractions of reports and/or aggregated information (management or historical data).

**As part of the service closing phase:**

* Presentations, actions and agreements arising from work sessions, whether operational, monitoring or management.
* Documentation on the database model.
* Database copy.

# **Working team and professional profiles**

The successful bidder will allocate its own or third-party human resources, adequate to execute the object of the contract to the satisfaction of LCAT and within the parameters of logic in this type of service.

# **Management tools**

The successful bidder will provide its own management tools for the provision of the service in each of the contracting phases, these being understood to be:

* Project planning and monitoring tools.
* Ticketing tools (management of LCAT requests in the framework of incident, functional, recurring, evolutionary support).
* System monitoring tools.
* Tools or repositories, document management.
* Code tools or repositories.
* Other applications that may be required in the development of services.

# **Organization of the service and relationship model between the successful bidder and LCAT**

The successful bidder’s relationship with LCAT with reference to the execution of this contract will be based on committees (work sessions) across three levels. (Operating Committees, Monitoring Committees and Management Committees.)

The functions and characteristics of each of these committees are described below.

## Operating committees

These are low-level working meetings between the successful bidder’s team and LCAT personnel upon request or according to the contract schedule and phase.

In the implementation phase, they will be associated with each of the successful bidder’s needs in order to be able to proceed with the deployment of the game solution in accordance with LCAT’s needs.

## Monitoring committees

These are periodic meetings (every 3 weeks, monthly or upon request, if so required), the purpose of which is to monitor the progress of the contract in accordance with the service schedule and its associated risks.

The sessions may be held either face to face or remotely according to the needs at any given time and according to LCAT's wishes.

The aspects to be addressed will depend on the project phase we are in (Implementation, Operation or Closing).

The successful bidder will be responsible for managing the material used to monitor the contract (Monitoring material, Presentations, planning, list of tasks, formalization of minutes or meeting agreements, etc.).

The person in charge of the contract and those responsible for each of the services included in the bids will participate in the meetings on behalf of the successful bidder. In accordance with the relevant needs and phases of the project.

## Management committees

Meetings at the beginning of the service provision (kick-off), at the beginning, end and at each of the contracting or demand phases if obstacles or risk situations arise that could not be resolved in the monitoring committees.

The meetings are established at Directorate level between the winning company and LCAT.

These are high-level sessions dealing with strategic issues or the escalation of issues that could not be resolved in the framework of the monitoring committees. As well as matters where decisions may have a high impact on the development of the services to be provided.

The responsible managing director of the company will take part in the meetings, on behalf of the bidder, and on behalf of LCAT, the general manager or area managers of the organization.

# **Service Level Agreements (SLAs)**

## List of Service Delivery Indicators

The service delivery indicators include the set of criteria on which the provision of the services included in this tender must be based.

|  |  |  |  |
| --- | --- | --- | --- |
| Indicator number | Concept | Scope | Contract phase |
| 1 | Failure to meet project milestones for reasons attributable to the successful bidder. | Platform implementation services. | Implementation phase. |
| 2 | Delay with respect to planning in the Go-live Production in the implementation phase of the game solution for reasons attributable to the successful bidder. | Platform implementation services. | Implementation phase. |
| 3 | Maximum service or request response time. | Incidental support services. | Solution operation phase. |
| 4 | Maximum incident resolution time. | Incidental support services. | Solution operation phase. |
| 5 | Maximum resolution time for requests for functional support or user management. | Functional support services. | Solution operation phase. |
| 6 | Delay with respect to the planning set in the incorporation of games on the platform. | Recurring maintenance services. | Solution operation phase. |
| 7 | System vulnerabilities. | Recurring maintenance services. | Solution operation phase. |
| 8 | Emergency corrective actions after the deadline. | Recurring maintenance services. | Solution operation phase. |
| 9 | Planned corrections after the deadline. | Recurring maintenance services. | Solution operation phase. |
| 10 | Delay of agreed milestones due to the delivery of an evolution. | Evolutionary maintenance services. | Solution operation phase. |

## Degree of availability of cloud infrastructure and services

To be established based on the conditions set by the cloud infrastructure service. The cloud infrastructure must guarantee at least 99.8% annual availability.

## Resolution and response time

Response time. Response time is understood as the time that passes from when users report the incident until the successful bidder receives and issues an initial diagnosis of the incident. In this diagnosis, the level of criticality will be determined and communicated to LCAT within the Incident Response Time.

Resolution Time Resolution Time is understood as the time that passes from users reporting the incident until it is resolved (either by the application of a workaround or a definitive solution).

In the following table, the Resolution Time (see following attached table) also includes the Incident Response Time.

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Incidental service availability | Incident Response Time | Resolution Time |
| Critical | 24/7 service | 1.5 hours | 4 hours |
| Serious | 24/7 service | 2 hours | 6 hours |
| Normal | Service during office hours from Monday to Friday. | 4 hours | 16 hours  |

Service times are considered according to the time zone (GTM+1) applicable in Catalonia.

## Incidental Support and Criticality of an incident or request

The categorization of the requests or incidents is collected

* **Critical Level**: The system is not working. This involves a shutdown or slowdown of its operation to the extent that it causes a serious disruption in the normal operation of the system.

**At the player/client level of the game solution** (comprehensive impact on the front end of the system).

Front-end users do not have access to any of the services included in the game system or the slowdown in its operation is such as to render it inoperative. This has a comprehensive impact on the ability to generate income due to the inability to make use of any of the services.

**At the internal user level of the system.** Functional or technical (comprehensive impact on the back office). The functional and technical operator cannot generate any operation on the platform. They cannot access any of the included features.

* **Serious Level**: The application or any of its functionalities has a serious anomaly but in one part of the system.

**At the player/client level of the game solution** (partial impact on the front end of the system)

There is an incident impacting the ability to generate income, but this is not widespread to the solution as a whole.

**At the internal user level of the system** (partial impact on the back office of the system) There is an incident with partial impact on the management capacity of the platform, blocking the activity to be developed by back-office users.

* **Normal Level**: The application or one of its functionalities has an incident, but it does not block the usage or have a direct impact that affects the operation or revenue-generating capacity of the system.

Both front-end and back-office users can continue to develop their activity.

# **Treatment of vulnerabilities**

According to criticality, the following response and resolution times are established for handling vulnerabilities on the system.

|  |  |  |  |
| --- | --- | --- | --- |
| **Level** | **Incidental service availability** | **Incident Response Time** | **Resolution Time** |
| **Critical** | 24/7 service | 1.5 hours | 16 hours\* |
| **Serious** | 24/7 service | 2 hours | 32 hours\* |
| **Normal** | Service during office hours from Monday to Friday. | 4 hours | 64 hours\* |

\*The resolution times include the application of a workaround (temporary solution to deal with the vulnerability).

These SLAs will enter into force once the implementation phase has been completed and may be subject to a period of adaptation by LCAT.