



Georgia Lottery Corporation
Web-Based Retailer Licensing Application System
RFP Vendor Questions & Official GLC Responses

RFP Issue Date: March 18, 2026
Q&A Response Date: May 22, 2026
Proposal Submission Deadline: June 26, 2026

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Vendor Questions & Official GLC Responses

Q1: Section 9 specifies a detailed technology stack, UI frameworks, hosting models, and implementation approaches typically associated with custom software development. Would GLC confirm whether Section 9 requires a custom-built solution, or whether SaaS/product platforms are acceptable?

GLC Response:

Section 9 requires a custom-built solution developed specifically for GLC, adhering to the prescribed Microsoft technology stack, Telerik UI components, Voltage encryption, and all integrations specified in the RFP. Off-the-shelf SaaS platforms will not be considered. The solution must be purpose-built to meet GLC's operational, security, and compliance needs.

Q2: How would the evaluation committee assess proposals based on existing product platforms that deliver required capabilities through configuration and roadmap-driven enhancements, rather than bespoke development?

GLC Response:

Proposals relying on pre-existing platforms or roadmap-driven enhancements rather than custom development aligned to Section 9 will be evaluated for compliance against mandatory technical requirements. Proposals that cannot demonstrate full compliance with the specified technology stack, integrations, and hosting requirements will be evaluated accordingly. GLC reserves the right to disqualify proposals that do not meet mandatory requirements.

Q3: Would GLC accept phased delivery where certain capabilities are provided via an established product roadmap, with clear timelines and contractual commitments?

GLC Response:

GLC expects all stated functional and technical requirements to be fully delivered within the scope of the awarded contract. While a phased internal development approach (e.g., sprints) is acceptable, all capabilities defined in Section 9 must be delivered and operational prior to go-live. Deferring core requirements to a vendor roadmap outside contractual commitments is not acceptable.

Q4: Would GLC confirm whether the licensing solution is intended to act as a system of record, or as an intake and orchestration layer integrating with existing back-office systems?

GLC Response:

The Retailer Licensing Application System is intended to serve as the primary system of record for all retailer license applications submitted through the portal. All applicant data, uploaded documents, payment records, and generated PDFs will be stored within the system's SQL Server database. Integration with existing GLC back-office systems, if any, will be defined during the requirements and analysis phase (Section 4.1).

Q5: Section 9.1 specifies C#, .NET, SQL Server, and Telerik UI. Would solutions built on alternative enterprise stacks (e.g., Java/Spring, Angular) be considered acceptable if all functional, security, and integration requirements are met?

GLC Response:

No. The technology stack in Section 9.1 — C#, .NET, Microsoft SQL Server, Telerik UI, Visual Studio 2022 or higher, and Microsoft IIS on Windows Server — is mandatory. As stated in Section 9.4, any deviation must be reviewed and approved in advance by GLC. Proposals built on non-compliant stacks will not be considered without prior written approval.

Q6: Section 9.2 emphasizes on-premises hosting with cloud-ready architecture. Would cloud-native SaaS deployments be acceptable if they meet GLC security, compliance, and integration standards?

GLC Response:

No. The initial hosting requirement specifies deployment on GLC's on-premises servers using Microsoft IIS on Windows Server 2019, 2022, or 2025 (Section 9.2). Cloud-native or SaaS-only deployments are not acceptable for the initial implementation. The solution must be designed to be cloud-ready for future migration, but the first deployment must be on-premises.

Q7: Section 9.4 mandates Telerik UI components. Is this mandatory, or will functionally equivalent modern UI frameworks be considered if they meet usability, accessibility, and branding requirements?

GLC Response:

Telerik UI components are mandatory as specified in Section 9.4. Any deviation — including use of alternative UI frameworks or custom-developed controls — must be reviewed and approved in advance by GLC. Vendors proposing alternatives must submit a written request for approval prior to proposal submission and may not assume approval will be granted.

Q8: How many retailer license applications does GLC process annually, and what is the expected growth trajectory?

GLC Response:

Approximately 2,500 applications annually. Growth is expected to remain at a similar level for the foreseeable future.

Q9: Are there existing internal systems (e.g. retailer database, CRM, case management) that the new application will need to integrate beyond the third-party tools listed in the RFP?

GLC Response:

The RFP specifies integrations with ActivePDF, Melissa Data, MerchantOne, Telerik, and Voltage. Vendors should design the solution with a flexible, API-driven integration layer to accommodate future system connections.

Q10: Is there an existing authentication or identity management system (e.g., Active Directory, Azure AD) that the new application should integrate with for GLC staff access?

GLC Response:

GLC currently has an internal staff authentication and authorization system in place. GLC will provide the vendor with a stored procedure to call to retrieve user roles. This is needed only for admin features accessed by GLC staff.

Q11: Can GLC provide documentation or API specifications for the existing Voltage encryption, MerchantOne, ActivePDF, and Melissa Data integrations?

GLC Response:

API documentation and integration specifications for Voltage, MerchantOne, ActivePDF, and Melissa Data will be provided to the selected vendor after contract execution and NDA signing (Section 11). Voltage and MerchantOne are GLC-licensed tools; while GLC will provide the necessary licenses, the vendor is fully responsible for implementing and maintaining all required integrations and ensuring full compatibility in accordance with Sections 9.3 and 9.9.

Q12: What version of Telerik UI is currently licensed by GLC (e.g., Telerik UI for ASP.NET Core, ASP.NET MVC, Blazor)? Is there a preference for which Telerik product line the vendor should use?

GLC Response:

The latest Telerik version is compatible with .NET Core 6.0 and ASP.NET Core 6.0. No MVC or Blazor. GLC is open to upgrading to version 10.0 and can finalize that decision during the development phase.

Q13: What is the preferred .NET framework — .NET Framework (4.x) or .NET 8/9+? This impacts architecture decisions significantly.

GLC Response:

.NET Core 6.0 and ASP.NET Core 6.0 Razor Pages. No MVC or Blazor.

Q14: Will the vendor have direct access to GLC's on-premises development and staging server environments, or will development occur in the vendor's own environment with periodic deployments to GLC infrastructure?

GLC Response:

Development will primarily occur in the vendor's own environment. The vendor should periodically provide deployment files to GLC development staff, who will deploy them to internal testing environments. The vendor should plan coordinated deployment cycles with GLC IT staff for access to on-premises infrastructure.

Q15: Does GLC have an existing CI/CD pipeline (e.g., Azure DevOps) that the vendor should integrate with, or will the vendor propose their own deployment workflow?

GLC Response:

No CI/CD pipeline is required. GLC will deploy once code is provided by the vendor.

Q16: What is GLC's current source control platform — Git, Azure DevOps Repos, or another tool?

GLC Response:

Git.

Q17: Are there specific monitoring or logging tools already in use at GLC (e.g., Application Insights, Splunk, ELK) that the application should integrate with?

GLC Response:

GLC has internal tools for logging. No additional integration is required from the vendor.

Q18: Can GLC provide access to their Veracode environment during development for iterative scans, or will Veracode scanning only occur during final acceptance?

GLC Response:

As stated in Section 9.1, vendors are not required to procure or license Veracode. GLC will conduct Veracode static security scans during final acceptance. Vendors are encouraged to use equivalent scanning tools (e.g., SonarQube, Checkmarx, or OWASP ZAP) throughout development to proactively address vulnerabilities and ensure a clean final Veracode scan.

Q19: Are there specific GLC InfoSec policies or standards documents that will be shared with the selected vendor during the requirements phase?

GLC Response:

Yes. Upon contract execution and NDA signing (Section 11), the selected vendor will be provided with applicable GLC Information Security policies, standards, and guidelines. All personnel — including subcontractors — must execute NDAs with GLC prior to receiving access to confidential information or GLC systems.

Q20: For the 2FA requirement, does GLC have a preferred method (e.g., SMS, authenticator app, email-based OTP), or is this open to vendor recommendation pending InfoSec approval?

GLC Response:

SMS and email-based OTP are the only required methods.

Q21: What is the expected data retention period for completed applications and uploaded documents?

GLC Response:

7 years but this will be managed by GLC via a internal process.

Q22: What are the current application fee amounts for retailer licensing, and are there multiple fee types (e.g., new application vs. renewal)?

GLC Response:

In the initial stage, the applicant submits all required information. No fees are collected at this point; the application is assigned the status "Application Received." GLC then conducts a preliminary review of the application and updates the status to "Application Review". Upon completion of the preliminary review, GLC will send an email to the applicant notifying them of the following:

- "Application Denied" – review determines the applicant does not meet GLC criteria and the application will not be processed.
- "Application Payment & EFT Submission/Review" – review determines the application will be processed. GLC will send an email to the applicant directing the applicant back to the portal to provide applicable fee (There are currently two types of application fees: \$25 = Keno / \$125 = traditional lottery products. All are non-refundable) and upload the applicable Electronic Funds Transfer documents.
- "Compliance Review" – upon successful submission of payment and EFT documents, GLC will send an email to the applicant notifying them that their application is moving forward in the application process.

Approval steps are handled by separate GLC systems, the portal must be designed to display status updates accordingly.

Q23: Does the system need to support application renewals or amendments in addition to new applications, or is the initial scope limited to new applications only?

GLC Response:

RFP focuses on new retailer applications only. Renewals will be a future phase.

Q24: Is multilingual support (e.g., Spanish) required or anticipated for the applicant-facing portal?

GLC Response:

No but may be implemented during a future phase.

Q25: Will GLC staff have an administrative backend for reviewing, approving, or rejecting applications, or is that handled in a separate existing system? If an admin portal is in scope, can GLC provide details on the expected workflow?

GLC Response:

Application review, approval, and rejection will be performed internally by the GLC with our existing systems and processes. While the portal will include administrative features, these do not extend to application workflow or decisioning.

Q26: For the 'up to 10 owner profiles' per application — is there a typical number of owners per application that we should optimize the UX around?

GLC Response:

The maximum is 10 owners per application.

Q27: Should the Contact Us form submissions be stored in the database in addition to triggering email notifications?

GLC Response:

Yes. As a best practice and to support audit requirements, Contact Us form submissions should be stored in the SQL Server database — capturing timestamp, sender information (name, email, subject, message), and delivery status — in addition to triggering automatic email notifications to designated GLC contacts as specified in Section 9.6.

Q28: What is GLC's target go-live date for the application?

GLC Response:

Within the fiscal year 2027 (June 2026 – June 2027). However, GLC will allow bidders to propose their projected timeline.

Q29: Is there a preferred project methodology (e.g., Agile/Scrum, Waterfall, hybrid)?

GLC Response:

GLC does not mandate a specific project methodology. Vendors should propose the methodology best suited to deliver the requirements on time and within budget. An Agile/Scrum or hybrid approach with defined sprint cycles, regular demos, and collaborative review checkpoints is recommended to ensure continuous alignment throughout development.

Q30: How frequently does GLC expect status meetings and progress reports during the project?

GLC Response:

GLC expects a minimum of bi-weekly status meetings with the project team and a designated GLC stakeholder. Weekly written status reports summarizing progress, risks, issues, and upcoming milestones should be provided. Frequency may be adjusted by mutual agreement depending on project phase.

Q31: Will GLC assign a dedicated Product Owner or business stakeholder available for ongoing requirements clarification and UAT?

GLC Response:

GLC will assign dedicated business and technical points of contact to support requirements clarification, decision-making, and UAT participation. Active stakeholder engagement is expected throughout all project phases to minimize scope ambiguity and ensure timely decisions.

Q32: Is there a vendor registration or pre-qualification process with the State of Georgia or GLC that out-of-state vendors must complete prior to submitting a proposal or being awarded a contract?

GLC Response:

Out-of-state vendors are not required to complete a separate pre-qualification process to submit a proposal. However, the selected vendor must comply with all requirements of the Georgia Lottery for Education Act (O.C.G.A. §§ 50-27-1 et seq.), participate in the federal E-Verify program (Exhibit D), and all personnel must pass a criminal background investigation (Section 11). The selected vendor must also execute GLC's Independent Contractor Agreement (Exhibit F).

Q33: What is the anticipated contract duration, including any warranty or support period?

GLC Response:

Vendors should propose a project timeline covering all phases (requirements, design, development, testing, deployment) and include a post-launch warranty period of a minimum of 90 days post go live.

Q34: Is there a budget range or not-to-exceed amount GLC can share to help vendors calibrate their proposals?

GLC Response:

GLC does not wish to disclose the budget amount.

Q35: Does GLC anticipate ongoing maintenance and support beyond the initial warranty period, and should vendors include optional pricing for a maintenance agreement?

GLC Response:

Yes. GLC anticipates ongoing maintenance and support following the initial warranty period. Vendors should include optional pricing for a post-warranty maintenance and support agreement, clearly separated from initial project cost in Exhibit B. This should include defined SLAs for incident response by severity, bug fixes, security patches, and minor enhancements.

Q36: Will the selected vendor be expected to work on-site at GLC's Atlanta office, or is remote work acceptable?

GLC Response:

Remote work is generally acceptable for development activities. For key project milestones — such as kickoff, requirements workshops, design reviews, UAT sessions, and go-live support — on-site participation at GLC's Atlanta, Georgia offices is preferred but not required.

Q37: May work be performed outside of the United States as a part of the RFP response?

GLC Response:

While development work may be performed outside the United States, no GLC data — including PII, payment information, or operational data — may be transferred, accessed, or stored outside the U.S. under any circumstances.

Q38: Is there a proposed budget for the RFP?

GLC Response:

GLC does not wish to disclose the budget amount.

Q39: Does GLC have a target go-live date or desired implementation timeline for this system?

GLC Response:

Before June 30, 2027.

Q40: Is GLC expecting a full-feature release at go-live, or would a phased delivery approach be considered?

GLC Response:

GLC expects all requirements defined in Section 9 to be fully delivered and operational at go-live. While a phased development approach (iterative sprints) is acceptable during the project lifecycle, all functionalities must be complete and production-ready before system release. A phased go-live that defers required features is not acceptable.

Q41: Are there any existing digital or structured records from the current process that should be migrated into the new system?

GLC Response:

No data migration is required.

Q42: Will GLC provision development and staging environments within its on-premises infrastructure, or should vendors plan to host these environments independently during development?

GLC Response:

Vendors should plan to host development environments independently. GLC will provision staging and production server environments (Microsoft IIS on Windows Server per Section 9.2) for integration testing, UAT, and production deployment.

Q43: Will sandbox credentials and test access be provided at project initiation for required integrations (Voltage, ActivePDF, Melissa Data, MerchantOne)?

GLC Response:

Yes. Upon contract execution and NDA signing, GLC will facilitate access to sandbox/test credentials for the specified third-party integrations to the extent available from each vendor.

Q44: Can GLC provide estimated transaction volumes (e.g., applications per year) and expected peak concurrent user load to guide performance and scalability planning?

GLC Response:

Approximately 2,500 applications annually. Expected peak concurrent users: 500.

Q45: Are there additional workflows beyond those described in the RFP — such as internal review, approval routing, or compliance checks — that should be incorporated into the application lifecycle?

GLC Response:

In the initial stage, the applicant submits all required information. No fees are collected at this point; the application is assigned the status "Application Received." GLC then conducts a preliminary review of the application and updates the status to "Application Review". Upon completion of the preliminary review, GLC will send an email to the applicant notifying them of the following:

- "Application Denied" – review determines the applicant does not meet GLC criteria and the application will not be processed.
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- "Compliance Review" – upon successful submission of payment and EFT documents, GLC will send an email to the applicant notifying them that their application is moving forward in the application process.

Approval steps are handled by separate GLC systems, the portal must be designed to display status updates accordingly.

Q46: Should the application support refund processing for GLC administrators, or will refunds be managed externally via MerchantOne?

GLC Response:

GLC policy has no application fee refunds.

Q47: What two-factor authentication (2FA) methods have been pre-approved by GLC Information Security?

GLC Response:

Section 9.5 requires that all 2FA methods be reviewed and approved by GLC Information Security. Pre-approved methods have not been defined in the RFP. Vendors should propose industry-standard 2FA methods (e.g., TOTP via authenticator apps, SMS OTP), and GLC InfoSec will review and approve the approach during the requirements phase.

Q48: Are there any GLC internal systems beyond those listed in Section 9.4 that the application will be expected to integrate with?

GLC Response:

No, however, future phases will include integration. Vendors should propose a flexible, API-driven integration architecture to support future system connections.

Q49: Will GLC provide brand guidelines and design assets to support UI development and proposal-stage mockups?

GLC Response:

GLC's brand identity should align with the existing public-facing website at <https://www.galottery.com/> as specified in Section 9.6. Vendors should reference the existing GLC website for brand colors, typography, and design language for proposal-stage mockups. Upon contract award, GLC will provide official brand guidelines, logo files, and design assets to the selected vendor.

Q50: Will shortlisted vendors be invited to present or demonstrate their mockups, and is an additional session or conference call anticipated for this purpose?

GLC Response:

Yes. Per Section 8.0, GLC reserves the right to request additional documentation, interviews, and product demonstrations before awarding the contract. Shortlisted vendors may be invited to demonstrate their UI/UX prototypes as part of the evaluation process, consistent with Section 7.8.

Q51: What are GLC's expectations regarding warranty duration and service levels (e.g., response times by severity) during the post-go-live support period?

GLC Response:

GLC expects a minimum 90-day post-go-live warranty period during which the vendor must address all defects at no additional cost. Vendors should propose warranty duration, SLA response times by severity level (Critical, High, Medium, Low), and escalation procedures as part of their Support, Maintenance & Training proposal section.

Q52: Are vendors expected to strictly follow the blended hourly rate model in Exhibit B, or will alternative pricing structures such as fixed price be considered? Does GLC have a budget range or ceiling?

GLC Response:

Exhibit B requires vendors to submit pricing using the blended hourly rate model. GLC will evaluate all proposals on this basis to ensure consistency and comparability. GLC does not wish to disclose the budget amount.

Q53: Does Exhibit B require vendors to include cancellation fees, and if so, are there guidelines or expectations regarding acceptable parameters?

GLC Response:

Exhibit B focuses on the project cost estimate using the blended hourly rate model. Cancellation fees, if any, are referenced in the Independent Contractor Agreement (Exhibit F, Section 14), which states either party may terminate subject to cancellation fees specified in Exhibit B. Vendors should include any proposed cancellation fee structure clearly in their Exhibit B submission and contract exception documentation.

Q54: Will GLC accept past performance references from commercial (private sector) clients?

GLC Response:

Yes. Section 6.1 states that experience in licensing or permit management systems of comparable scope and complexity is required, with lottery or gaming experience preferred but not required. References from commercial private sector clients with comparable project scope are acceptable, provided they meet the requirement of three similar projects completed within the past five years (Section 6.4).

Q55: Must all proposed team members be employees of the bidding firm, or are contractors also acceptable?

GLC Response:

Proposed team members may include qualified subcontractors in addition to direct employees. The prime vendor remains fully responsible for all deliverables, quality, and compliance. All personnel — including subcontractors — must execute NDAs with GLC (Section 11) and are subject to criminal background investigations. Vendor proposals must clearly identify the employment status of all key team members.

Q56: Does GLC require full resumes for all proposed team members at submission, or are brief key personnel summaries sufficient?

GLC Response:

Per Section 7.5, vendors must provide experience summaries and relevant credentials for team members. Detailed resumes are not required at the proposal stage, but summaries should include relevant project experience, years of experience, certifications, and specific roles on comparable projects. Full resumes may be requested during the evaluation process.

Q57: Will GLC consider experience from regulated non-lottery industries — such as driving licensing, financial services, or healthcare — as comparable to lottery experience?

GLC Response:

Yes. Section 6.1 explicitly states that lottery or gaming experience is preferred but not required. Experience in comparable licensing, permit management, or regulated application systems in government services, financial services, or healthcare will be considered, provided the projects are of comparable scope and complexity.

Q58: Can the proposed delivery team include offshore resources — for example, team members based in India?

GLC Response:

While development work may be performed outside the United States, no GLC data — including PII, payment information, or operational data — may be transferred, accessed, or stored outside the U.S. under any circumstances.

Q59: Please confirm whether Kendo UI for Angular would satisfy the Telerik UI requirement.

GLC Response:

Only Telerik ASP.NET Core-based components are accepted. Kendo-Angular, Kendo-React, and similar frameworks will not be accepted. In addition to Telerik for ASP.NET Core, standard jQuery and JavaScript-based components may be accepted as required.

Q60: Please advise whether GLC has a preferred identity or 2FA solution for external user registration.

GLC Response:

GLC does not require the use of any specific 2FA product. Section 9.5 only requires that the chosen solution use current industry-standard 2FA methods and receive approval through GLC's Information Security review process.

Q61: Please provide the anticipated volume of external applicant users.

GLC Response:

Approximately 2,500 external applicant users.

Q62: Please provide the current counts of active retailer licenses and associated owners.

GLC Response:

Approximately 9,000 active retailers. We allow 1 to 10 owners per application.

Q63: Please provide the current GLC staffing levels supporting the licensing process, by role.

GLC Response:

1 VP of Customer Operations; 1 Retailer Operations Manager; 2 Senior RCA Coordinators; 7 RCA Coordinators; 1 Sr. VP of Sales; 1 VP of Sales; 8 District Managers; 1 Statewide Sales Coordinator; 3 Assistant District Managers; approximately 15 District Office Assistants; and additional supporting staff.

Q64: Please specify whether GLC requires integration with an existing identity management or single sign-on solution for internal users (LDAP, SAML, Okta, etc.).

GLC Response:

No. Microsoft's standard system will suffice.

Q65: Please specify whether migration of existing retailers, owner, and application data is within scope.

GLC Response:

No data migration is required.

Q66: Please specify whether automatically issuing and facilitating license renewals are within scope.

GLC Response:

No renewal functionality is needed during this phase but will be a part of the future phase.

Q67: Please specify whether the financial security deposit process is within scope.

GLC Response:

No.

Q68: Please confirm whether automated annual renewal notices and reminders are within scope.

GLC Response:

No renewal functionality is needed during this phase but will be a part of the future phase.

Q69: Please confirm whether GLC will provide an email service for system notifications, or whether the vendor should include one.

GLC Response:

GLC will handle all email services for system notifications. Vendors do not need to include or provide an email delivery service as part of their solution.

Q70: Please confirm whether GLC will participate in vendor-led user acceptance testing.

GLC Response:

Yes. Per Section 10.1, all testing (including UAT) shall be performed by the vendor. However, GLC will participate by providing business stakeholders for scenario validation and sign-off. GLC reserves the right to review and approve vendor test plans and results before system acceptance (Section 10.4).

Q71: Please advise whether GLC has a target go-live date.

GLC Response:

Before June 30, 2027.

Q72: Please advise what warranty period GLC expects following go-live.

GLC Response:

GLC requires a minimum post-go-live warranty period of 90 days, during which the vendor must correct all defects at no additional cost. Vendors should also provide their proposed warranty terms, including SLA response and resolution times for each severity level.

Q73: Please confirm whether a completed E-Verify Affidavit must be submitted with the proposal or if the awarded bidder can register upon award notice.

GLC Response:

Per Section 11, the successful bidder must participate in the federal E-Verify program and submit the affidavit (Exhibit D) providing proof of registration with their proposal. Vendors must be registered in E-Verify prior to proposal submission.

Q74: Please specify whether transfer of interest for existing licenses resulting from a change in business ownership is within scope.

GLC Response:

No.

Q75: Please describe the use cases ActivePDF should support.

GLC Response:

While GLC currently uses ActivePDF, it may not be strictly required. Any method to generate a PDF of the license application will suffice. For example, Telerik Reports is an acceptable alternative.

Q76: Please describe the full functional scope of the GLC internal-facing application, including user roles, actions each role must perform, and business outcomes intended.

GLC Response:

The RFP specifies that GLC administrators must manage dynamic website content (Home, FAQ, Documents, About Us, Contact Us) without technical assistance (Section 9.6). Vendors should provide an administrative menu — accessible only to authorized Georgia Lottery personnel — that includes appropriate role-based access control (RBAC).

Q77: Please confirm whether the internal application is limited to managing public website content or must also support additional functionality.

GLC Response:

Section 9.6 requires that GLC administrators be able to update all dynamic website content (Home, FAQ, Documents, About Us, Contact Us) without technical assistance. Vendors should provide an administrative menu — accessible only to authorized Georgia Lottery personnel — with appropriate RBAC.

Q78: Please confirm that functionality allowing GLC users to change the status of an application is out of scope for this bid.

GLC Response:

Yes, this is out of scope. Application status changes will be handled internally at GLC.

Q79: Please confirm that functionality enabling applicants and GLC to communicate through the portal is out of scope for this bid.

GLC Response:

Yes, that functionality is out of scope.

Q80: Does Georgia have a district/region setup that is tied to application processing?

GLC Response:

N/A

Q81: Are sales representatives' part of the application flow at all?

GLC Response:

N/A

Q82: If so, are there sales reps assigned to districts?

GLC Response:

N/A

Q83: If so, how are sales reps assigned to applications?

GLC Response:

GLC defines the business rules governing sales representative assignment to retailer applications — whether by geographic territory, manual assignment, or automated routing logic. This will be documented during the requirements and analysis phase.

Q84: What are the different application steps in the approval workflow?

GLC Response:

In the initial stage, the applicant submits all required information. No fees are collected at this point; the application is assigned the status "Application Received." GLC then conducts a preliminary review of the application and updates the status to "Application Review". Upon completion of the preliminary review, GLC will send an email to the applicant notifying them of the following:

- "Application Denied" – review determines the applicant does not meet GLC criteria and the application will not be processed.
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- "Compliance Review" – upon successful submission of payment and EFT documents, GLC will send an email to the applicant notifying them that their application is moving forward in the application process.

Approval steps are handled by separate GLC systems, the portal must be designed to display status updates accordingly.

Q85: What are the different application statuses?

GLC Response:

In the initial stage, the applicant submits all required information. No fees are collected at this point; the application is assigned the status "Application Received." GLC then conducts a preliminary review of the application and updates the status to "Application Review". Upon completion of the preliminary review, GLC will send an email to the applicant notifying them of the following:

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Q86: What are the requirements for a retailer to be approved?

GLC Response:

The requirements for retailer approval are broad and are not part of this RFP. Approval criteria and eligibility determination fall outside the scope of this project. The application/website is only required to intake new retailer applications and support payment at a later stage.

Q87: Who are the different stakeholders involved in application processing?

GLC Response:

Applicant, 1 VP of Customer Operations; 1 Retailer Operations Manager; 2 Senior RCA Coordinators; 7 RCA Coordinators; 1 Sr. VP of Sales; 1 VP of Sales; 8 District Managers; 1 Statewide Sales Coordinator; 3 Assistant District Managers; approximately 15 District Office Assistants; and additional supporting staff. The system should implement RBAC with permissions tailored to each stakeholder's function.

Q88: Can the same person have different stakeholder roles?

GLC Response:

Yes. Industry best practice for systems of this nature is to support RBAC where a single user account can be assigned one or more roles with corresponding permissions. The system should be designed to support multi-role user accounts with GLC administrator-controlled role assignments.

Q89: Is the new application portal supposed to handle the entire approval process from submission to full approval?

GLC Response:

Approval steps are handled by separate GLC systems, the portal must be designed to display status updates accordingly.

Q90: Is having a dashboard with all currently active applications expected per stakeholder?

GLC Response:

A role-based dashboard with configurable views of active, pending, and recently processed applications is considered industry standard for systems of this type. Vendors should include stakeholder-specific dashboard capabilities in their proposed scope. GLC to confirm dashboard requirements during the requirements phase.

Q91: What are the rejection steps? Between which parts of the flow do they occur, and via which stakeholders?

GLC Response:

Upon completion of the preliminary review, GLC will send an email to the applicant notifying them of the following:

- "Application Denied" – review determines the applicant does not meet GLC criteria and the application will not be processed.

The portal must be designed to display status updates accordingly.

Q92: Once rejected, must the portal specify the reason? Can the applicant update the information, or must they apply again?

GLC Response:

No. The applicant will need to reapply after being denied.

Q93: Is information supposed to flow from external systems into the application flow (e.g., MerchantOne)?

GLC Response:

Yes. The system is designed to receive payment status updates and transaction data from MerchantOne (Section 9.9), address validation results from Melissa Data (Section 9.4), and encryption/decryption operations via Voltage (Section 9.3). Any additional inbound data flows from external systems will be identified during the requirements and analysis phase.

Q94: Are there multiple principals for businesses? If so, are they supposed to be able to perform any operation prior to application submission (e.g., approve background checks)?

GLC Response:

Yes. The RFP explicitly supports multiple owners per application — up to 10 owner profiles (Section 9.0). No prior operations are required to submit an application.

Q95: Are applicants supposed to register on the portal to submit applications?

GLC Response:

Yes. Section 9.5 specifies that the system shall provide a user registration feature with industry-standard two-factor authentication (2FA) to verify user identity before account activation. Applicants must register and authenticate prior to initiating or accessing an application.

Q96: Are registrations supposed to have KYC (Know Your Customer) for applicants?

GLC Response:

The RFP requires identity document uploads (e.g., driver's license, passport) per owner (Section 9.8) and 2FA user registration (Section 9.5).

Q97: During application creation and business information population, is there supposed to be any address validation?

GLC Response:

Yes. Section 9.4 specifies integration with Melissa Data for real-time address validation and standardization during retailer application entry. Address validation should be triggered inline as the applicant enters business and owner address fields.

Q98: How are stakeholders assigned to applications? Are there expected to be roles that can act over multiple applications, or are applications assigned to specific stakeholders during the lifecycle?

GLC Response:

This will not be a part of this RFP but may be a future phase.

Q99: Do we have to integrate the portal with your internal application approval system? If not, how do you plan to push information from the portal and vice versa to show the application status to the applicant?

GLC Response:

Internal GLC back-office operations.

Q100: The RFP mentions applicants can submit, track, and update their license applications. In which case would an applicant have to update their application? Does this refer to updating a step already completed or updating an approved application later?

GLC Response:

Section 9.5 specifies that applicants may pause an in-progress application, log out, and resume without data loss, and may cancel and initiate a new application.

All application updates will be handled by GLC employees after submission.

Q101: Improve transparency and communication between applicants and GLC staff: What would be the format of these communications (e.g., Contact Us form, chat, internal messaging)?

GLC Response:

The RFP specifies a Contact Us form with email notification to GLC (Section 9.6) and automated system notifications via SMTP. In-portal chat or internal messaging is not explicitly specified. GLC to confirm the intended communication model. Vendors should design the notification framework to be extensible for future communication channels.

Q102: PDF generation: Must the PDF include details of documents uploaded by the user? What is reviewed for approval — the PDF or the information loaded?

GLC Response:

Per Section 9.5, the system shall generate a complete PDF of the submitted application for recordkeeping and review, stored in the SQL Server database. The PDF should include all applicant-entered data fields, owner profiles, and metadata referencing uploaded documents (e.g., document type, filename, upload date). The GLC staff will review the generated PDF and system data. Uploaded identity documents must be stored encrypted and accessible separately per Sections 9.3 and 9.8.

Q103: Must the payment be the last step before the application is submitted?

GLC Response:

No, this will be defined further in the requirements and analysis phase.

Q104: Given that .NET 8 LTS reaches End of Life on November 10, 2026, would GLC consider moving to .NET 9, especially given compatibility with VS 2026? If .NET 8 is non-negotiable, will GLC be open to development in Visual Studio 2026?

GLC Response:

GLC requires the use of a currently supported, stable .NET version. Given .NET 8 LTS reaches End of Life in November 2026, vendors should propose .NET 9 or the latest LTS/STS release that is stable and fully supported at the time of implementation. Visual Studio 2022 is specified in Section 9.1 as the minimum; Visual Studio 2026 or later is acceptable if it maintains full compatibility with all required integrations. Vendors must document the .NET version and IDE selected in their technical proposal.

Q105: Does GLC have a Master Services Agreement with Microsoft?

GLC Response:

GLC does have a Master Services Agreement with Microsoft.

Q106: For data migration — given the prior system of record was paper-based, are prior paper applications stored in an archive? Would GLC like legacy application documents linked to imported data for reference or searchable purposes?

GLC Response:

No data to be migrated.

Q107: How many persons are using the system? What are their titles and basic roles? How many will need a supervisory dashboard? Will they each need a username/password to access the system? Are there Board-level

persons who need a custom dashboard? What is the peak activity load, and are there predictable seasonal peak timeframes?

GLC Response:

Applicant, 1 VP of Customer Operations; 1 Retailer Operations Manager; 2 Senior RCA Coordinators; 7 RCA Coordinators; 1 Sr. VP of Sales; 1 VP of Sales; 8 District Managers; 1 Statewide Sales Coordinator; 3 Assistant District Managers; approximately 15 District Office Assistants; and additional supporting staff. These details will be determined later. No Board-level people needing dashboard views. No current peak times.

Q108: Is offshore work allowed, ensuring that no GLC data can ever leave the United States? Can offshore work include coding/configuring the system using synthetic/anonymized test data? Can roles that do not touch data (e.g., UI development) be performed by offshore team members?

GLC Response:

GLC requires that no actual GLC data — including PII, payment data, or production application data — ever leave the United States. Offshore development activities using only synthetic or fully anonymized test data may be considered with prior written approval from GLC. UI development tasks that involve no access to GLC data or systems may be permissible for offshore team members, subject to GLC review and NDA execution by all offshore personnel.

Q109: Does GLC require electronic or digital signature capability as part of the retailer application submission process?

GLC Response:

At this time, GLC does not have a requirement for electronic or digital signature capability as part of the retailer application submission process. However, vendors should design the application architecture and workflow with sufficient flexibility to support potential future integration of electronic or digital signature functionality if required by GLC at a later date.

Q110: Could GLC provide the user count and persona details for both internal and external users?

GLC Response:

Internal staff roles include: 1 VP of Customer Operations; 1 Retailer Operations Manager; 2 Senior RCA Coordinators; 7 RCA Coordinators; 1 Sr. VP of Sales; 1 VP of Sales; 8 District Managers; 1 Statewide Sales Coordinator; 3 Assistant District Managers; approximately 15 District Office Assistants; and additional supporting staff. Approximately 2500 applicants.

Q111: What kind of training approach is anticipated — train the end user (internal staff), train the trainer, etc.? How many internal users will require training?

GLC Response:

Section 4.4 requires comprehensive user training. GLC to confirm the preferred training approach (train-the-trainer vs. direct end-user training), training format (in-person, virtual, recorded), and the number of internal users requiring training. Vendors should propose a training plan including user manuals, system documentation, and role-specific training sessions as part of their Support, Maintenance & Training section.

Q112: The RFP states 'provide ongoing post-implementation technical support and maintenance.' Where shall the vendor incorporate the price of ongoing post-implementation technical support? Exhibit B does not provide a section for annual maintenance and operations costs.

GLC Response:

Vendors should include ongoing post-implementation technical support and maintenance pricing as a clearly labeled separate line item or addendum to Exhibit B. This should be presented as an optional annual maintenance agreement with defined SLAs, clearly separated from the initial project cost. GLC will evaluate ongoing support pricing as part of the overall value assessment (Section 8.0).

Q113: We assume data migration will use standardized digital inputs, no data cleansing is required, and if data cleansing is needed, a +/- 5% error margin applies. Please confirm these assumptions.

GLC Response:

No data to be migrated.

Q114: The scope of work states to 'provide warranty support to address any issues that may arise post-launch.' What is the anticipated warranty period?

GLC Response:

GLC expects a minimum 90-day post-go-live warranty period as industry standard, during which the vendor must resolve all defects at no additional cost. Vendors should propose warranty terms including SLA response times by severity level (Critical: 4 hours, High: 8 hours, Medium: 2 business days, Low: 5 business days) as part of their proposal.

Q115: Does GLC intend to migrate any existing retailer or application data from current paper-based or legacy systems? If so, please provide details on data types, source formats, estimated data volume, and data quality expectations.

GLC Response:

No data to be migrated.

Q116: Do we store all prior paper-based applications for record keeping through linking? Will the standard data retention policy of 7 years be in effect? Do existing digital records exist for upstream functions?

GLC Response:

At this time, GLC does not anticipate any data migration or conversion of prior paper-based application records as part of this project. Vendors should assume the solution will primarily support new application processing going forward. A standard data retention period of seven (7) years should be assumed unless otherwise specified during the requirements gathering phase. Currently, no upstream system integrations are anticipated as part of the proposed solution.

Q117: Is integration required with GA financial/accounting system?

GLC Response:

At this time, integration with Georgia financial or accounting systems is not a requirement for the proposed solution. However, vendors should design the application with sufficient flexibility and extensibility to support potential future integrations if such requirements arise at a later stage.

Q118: We want to confirm the degree of collaboration during UAT. Has GLC planned for availability of relevant stakeholders to participate and promote the success of UAT?

GLC Response:

Yes. Per Section 10.4, GLC reserves the right to review and approve vendor test plans and results before system acceptance. GLC will ensure that relevant business stakeholders are available for UAT participation, scenario validation, and sign-off. The vendor and GLC should jointly agree on a UAT schedule with defined stakeholder availability commitments as part of the project plan.

Q119: Will GLC share the Veracode rule set ahead of time? Can we run the source code through Veracode internally first to ensure results are acceptable before final submission?

GLC Response:

GLC will endeavor to share applicable Veracode policy and scanning configuration with the selected vendor to support proactive remediation during development. As noted in Section 9.1, vendors are not required to procure Veracode but should use equivalent static analysis tools throughout development. GLC will coordinate with the vendor on iterative Veracode scan scheduling to minimize validation round trips and ensure a clean final scan prior to acceptance.

Q120: Phase 1 Scope Boundary: Can GLC confirm whether any internal review or approval workflow components should be considered in the Phase 1 system design, even if not implemented?

GLC Response:

GLC expects the proposed solution to be designed with sufficient flexibility and extensibility to support potential future internal review and approval workflow capabilities. However, implementation of a comprehensive internal workflow engine or advanced approval workflow functionality is not considered part of the current Phase 1 scope. GLC may evaluate developing or expanding certain workflow components internally at a later stage if needed.

Q121: Future-Proof Architecture: Should the solution be designed with extensibility for future phases (e.g., workflow, renewals, multi-location retailers), or optimized strictly for Phase 1 requirements?

GLC Response:

Per Section 5.5, the platform must be scalable and maintainable and adaptable to future business needs and system integrations. The solution must be designed with extensibility as a core architectural principle — supporting future phases such as renewal workflows, multi-location retailer management, and additional system integrations — while delivering all Phase 1 requirements within the contracted scope and timeline.

Q122: Business Process Definition: Given the current lack of detailed process documentation, should the vendor include business analysis and process definition workshops as part of the project scope?

GLC Response:

Yes. Section 4.1 explicitly requires the vendor to perform a thorough analysis of business and technical requirements in close collaboration with GLC business and IT teams. Business analysis and process definition workshops are expected to be part of Phase 1 (Requirements and Analysis) and should be included in the vendor's project plan and Exhibit B cost estimate.

Q123: CMS Capability Expectations: What level of CMS functionality is expected — basic content updates vs. role-based publishing, versioning, and audit capabilities?

GLC Response:

Section 9.6 requires that dynamic content pages be easily manageable by GLC administrators without technical assistance. At minimum, the CMS must support in-place content editing, document upload/management, and announcement publishing. GLC to confirm whether role-based publishing, content versioning, approval workflows, or audit trail capabilities are required.

Q124: Payment Processing Logic: At what stage should payment be triggered — at application submission or after internal validation/approval?

GLC Response:

The application process is expected to consist of two phases. In the first phase, the applicant submits all required application information and supporting documentation for review by GLC. GLC staff will then review and approve the application as part of the internal review process. Only after the initial application review has been approved by GLC, will the applicant be allowed to proceed to the payment stage.

Q125: Environment & Deployment: Will GLC provide development, QA, and UAT environments, or should the vendor plan to assist in environment setup?

GLC Response:

The vendor is expected to provide GLC with a fully completed, tested, and deployment-ready solution, including completion of all vendor-managed development and quality assurance activities prior to delivery. As part of GLC's internal processes and due diligence procedures, GLC will perform its own testing, validation, and user acceptance testing (UAT) activities prior to approving and moving the solution into the production environment.

Q126: Code Delivery & Knowledge Transfer: What are the expectations regarding code delivery frequency, documentation standards, and knowledge transfer to support GLC's long-term ownership?

GLC Response:

All source code, documentation, and work product are owned exclusively by GLC per Exhibit F (Section 7 — Work Product). Vendors should propose a code delivery schedule aligned with sprint completions, with source code maintained in Git or Azure DevOps (Section 9.1). Deliverables should include comprehensive technical documentation, API documentation, deployment runbooks, and user/admin manuals. A formal knowledge transfer session should be included in the project plan prior to final acceptance.

Q127: Data Storage & Retention: Are there any constraints on database storage size or defined policies for document retention and archival?

GLC Response:

Section 9.3 requires configurable data retention and archival policies. All uploaded files must be stored in the SQL Server database (Section 9.5). GLC to confirm: (1) available database storage capacity on on-premise servers; (2) the defined data retention period; and (3) whether automated archival or purge workflows are required. Vendors should design for scalable storage with archival capability.

Q128: Third-Party Integrations: Will sandbox/test access and credentials be provided for MerchantOne, Melissa, and ActivePDF integrations?

GLC Response:

Yes. Upon contract execution and NDA signing, GLC will facilitate access to sandbox/test credentials for MerchantOne, Melissa Data, and ActivePDF to the extent available.

Q129: UX Prototype Evaluation: Could GLC clarify the evaluation criteria for the UX prototype?

GLC Response:

Per Section 8.0, the UX Prototype carries a 25% evaluation weight. Evaluation criteria will include: alignment with GLC brand identity (Section 9.6); WCAG 2.1 Level AA accessibility compliance (Section 9.7); responsive design across desktop, tablet, and mobile (Section 9.7); intuitiveness and completeness of the application flow (Section 9.5); and quality of page-level designs covering all required pages (Section 9.6). Vendors should submit a comprehensive mockup per Section 7.8 and be prepared for a live demonstration.

Q130: Would GLC be open to an alternative hybrid-solution approach from on-prem, full custom .NET that would result in faster, lower cost, less risk delivery while meeting all other requirements?

GLC Response:

The technology stack and hosting requirements specified in Section 9 are mandatory. The solution must be custom-built using C#, .NET, Microsoft SQL Server, Telerik UI components, and deployed on GLC's on-premise Microsoft IIS infrastructure initially, with cloud-ready architecture for future migration (Section 9.2). Alternative hybrid approaches that deviate from these requirements require prior written approval from GLC per Section 9.4.

Q131: Would GLC be accepting minimal licensing costs that provide for faster development and improved ability to modify and maintain the solution going forward?

GLC Response:

GLC requires adherence to the specified technology stack, including Telerik UI components and Voltage encryption as mandatory tools (Sections 9.3 and 9.4). Vendors must factor any required licensing costs into their Exhibit B cost proposal. Proposals suggesting substitution of mandatory licensed tools with unlicensed alternatives to reduce cost will not be considered compliant without prior GLC written approval.

Q132: Can vendors propose a hybrid staffing model leveraging global resources?

GLC Response:

Vendors may propose hybrid staffing models, provided all personnel with access to GLC data, systems, or PII are located within the United States. Offshore or global team members may only be considered for roles with no

access to GLC data or confidential information, and only with prior written GLC approval (Section 11 and Exhibit F). All personnel must execute NDAs and pass background checks.

Q133: What is the expected go-live target date?

GLC Response:

A firm production go-live date has not yet been finalized. However, GLC's current expectation is that the solution will be implemented and available for production use no later than the end of Fiscal Year 2027, which concludes on June 30, 2027.

Q134: How many years of solution maintenance should vendors price for?

GLC Response:

At this time, GLC is not requesting vendors to include extended multi-year maintenance pricing as part of the proposed solution. Vendors should assume a standard ninety (90) day warranty period following production implementation, during which any identified defects, bugs, or issues attributable to the delivered solution are expected to be corrected by the vendor at no additional cost to GLC.

Q135: Is data migration in scope? If so, please provide details about the volume of data.

GLC Response:

No data to be migrated.

Q136: How many internal users are there for managing the licensing process?

GLC Response:

1 VP of Customer Operations; 1 Retailer Operations Manager; 2 Senior RCA Coordinators; 7 RCA Coordinators; 1 Sr. VP of Sales; 1 VP of Sales; 8 District Managers; 1 Statewide Sales Coordinator; 3 Assistant District Managers; approximately 15 District Office Assistants; and additional supporting staff.

Q137: How many new license applications are received annually?

GLC Response:

Approximately 2500.

Q138: How many existing licensed lottery locations are there?

GLC Response:

Approximately 9,000

Q139: How many related issues or claims stem from existing licensed locations annually?

GLC Response:

N/A

Q140: Can GLC share technical documentation, supported versions, connection patterns, and test environment access for its existing Voltage implementation?

GLC Response:

Upon contract execution and NDA signing, GLC will provide the selected vendor with Voltage technical documentation, supported API versions, connection patterns, and test environment access to the extent available. As stated in Section 9.3, the final solution must be fully compatible with and operate using GLC's existing Voltage encryption tool. Vendors should plan for a Voltage integration design review session with GLC IT during the requirements phase.

Q141: Will GLC provide MerchantOne API documentation, sandbox credentials, settlement/reconciliation requirements, and refund workflows?

GLC Response:

GLC will provide the available MerchantOne API documentation and sandbox credentials required for integration and testing purposes. At this time, refund workflows and related refund processing requirements are not considered part of the scope of this project.

Q142: Will GLC provide Melissa Data account details/APIs, or should the vendor provision them?

GLC Response:

GLC will provide the required Melissa Data account information, API access details, and related configuration information necessary for integration with the proposed solution.

Q143: Please confirm the required Telerik product edition.

GLC Response:

The latest Telerik ASP.NET Core version compatible with .NET Core 6.0 and ASP.NET Core 6.0.

Q144: Can GLC provide target non-prod/prod environment details (server counts, OS versions, IIS setup, network zones, SMTP/FTP availability, SSL certificate handling)?

GLC Response:

GLC to provide infrastructure specifications for non-production and production environments, including server counts, OS versions (Windows Server 2019/2022/2025 per Section 9.2), IIS configuration, network zone topology, SMTP relay availability, FTP configuration, and SSL certificate management approach. This information will be shared with the selected vendor during the requirements phase.

Q145: Will the selected vendor receive remote access/VPN to on-prem environments, and what are the onboarding/security requirements?

GLC Response:

GLC will provide (VPN or equivalent) access to on-premise environments as needed. All remote access must comply with GLC Information Security policies, NDA requirements (Section 11), and background check requirements. Onboarding security procedures will be communicated to the selected vendor prior to project initiation.

Q146: The RFP mentions malware scanning 'using Voltage'; can GLC clarify whether malware scanning is a separate required tool/process in addition to Voltage encryption?

GLC Response:

Section 9.8 states that all uploaded documents shall be validated for permitted file types and scanned for malware before storage using Voltage. GLC's intent is that Voltage serves as the encryption and security tool for uploaded documents. Vendors should confirm with GLC during the requirements phase whether a separate dedicated malware scanning tool is required in addition to Voltage encryption, or whether Voltage's capabilities satisfy the malware scanning requirement.

Q147: Should the dynamic content pages (Home, FAQ, Documents, announcements, banners) be managed through a built-in admin UI made by the vendor?

GLC Response:

Yes. Section 9.6 explicitly states that pages with dynamic content must be easily manageable by GLC administrators without technical assistance. The vendor must develop a built-in administrative content management interface enabling GLC administrators to update content, manage documents, and publish announcements without developer involvement or code changes.

Q148: Can GLC provide brand guidelines, design assets, and any mandatory UI patterns from galottery.com?

GLC Response:

Section 9.6 requires the system to align with GLC's brand identity and visual design of the existing public site at <https://www.galottery.com/>. Vendors should reference the existing GLC website for brand colors, typography, and design language for proposal-stage mockups. Upon contract award, GLC will provide official brand guidelines, logo files, color palettes, and any mandatory UI pattern documentation to the selected vendor.

Q149: Can GLC provide the full retailer application form, business rules, validation rules, fee rules, and any exception flows not listed in the RFP?

GLC Response:

Refer to www.galottery.com

Q150: Is there an existing paper application or required output layout that the generated PDF must match?

GLC Response:

The system-generated PDF application (Section 9.5) must match or be derived from the layout of the existing paper application, or whether a new professionally formatted PDF layout is acceptable. The PDF must include all applicant-entered data fields and owner profiles with consistent formatting per Section 9.4 (ActivePDF).

Refer to www.galottery.com

Q151: What fees, refunds, failed-payment handling, duplicate charge prevention expectations, and reconciliation/reporting outputs does GLC require?

GLC Response:

Section 9.9 defines payment processing requirements comprehensively: all payments via MerchantOne; TLS 1.2+ mandatory; no sensitive payment data stored on GLC systems; real-time payment status updates required; safeguards against duplicate charges including retry logic and reconciliation checks; refund capability via MerchantOne APIs; and payment receipts with MerchantOne transaction IDs stored in the applicant record. GLC to provide specific fee amounts, reconciliation report format requirements, and reporting output specifications.

Q152: For contact forms and application status emails, what SMTP service/mail relay will be used and what templates/approval steps are required?

GLC Response:

Section 9.2 specifies SMTP as a required supported protocol. GLC to confirm the SMTP relay or email service to be used for system notifications. Vendors should propose an email notification architecture with configurable templates for application status updates, payment confirmations, registration/2FA, and Contact Us acknowledgments. Email template content and approval process will be defined during the requirements phase.

Q153: What is GLC's expected role in UAT, test case approval, defect triage, and final acceptance?

GLC Response:

Per Sections 10.1 and 10.4, all testing (unit, integration, regression, performance, and UAT) is the vendor's responsibility. GLC reserves the right to review and approve vendor test plans and results before system acceptance. GLC's role in UAT includes providing business subject matter experts for scenario validation; reviewing and approving test cases; participating in defect triage for business-critical issues; and providing formal written acceptance sign-off upon successful UAT completion.

Q154: What warranty duration, support hours, SLAs, and transition-to-maintenance expectations does GLC want after go-live?

GLC Response:

GLC expects a minimum 90-day post-go-live warranty period. Vendors should propose warranty duration, support hours (e.g., business hours vs. 24/7 for critical issues), SLA response times by severity (Critical: 4 hours, High: 8 hours, Medium: 2 business days, Low: 5 business days), and a defined transition plan from warranty to ongoing maintenance.

Q155: What is the preference mentioned in the call — on-site is not required?

GLC Response:

Remote work is acceptable for most of the project. Key milestone activities — including project kickoff, requirements workshops, design review sessions, UAT, and go-live support — may require on-site presence at GLC's Atlanta, Georgia offices.

Q156: What is the target go-live date?

GLC Response:

A firm production go-live date has not yet been finalized. However, GLC's current expectation is that the solution will be implemented and available for production use no later than the end of Fiscal Year 2027, which concludes on June 30, 2027.

Q157: As clarified in the conference call, the vendor will not get access to GLC's environment to test and deploy in the dev environment. Will we get API access along with API documentation for 3rd-party apps to test in our local environment?

GLC Response:

Yes. GLC will provide API documentation and sandbox/test credentials for all required third-party integrations — Voltage, MerchantOne, Melissa Data, and ActivePDF — upon contract execution and NDA signing, to the extent available from each vendor. Vendors should use these credentials within their local development environments. Integration with GLC's on-premise infrastructure will occur during coordinated staging deployments.

Q158: While initial hosting is on-prem, what level of cloud-readiness (Azure/AWS) is expected — re-architecture vs. lift-and-shift readiness?

GLC Response:

Section 9.2 requires a cloud-ready architecture to support future migration. GLC's expectation is a lift-and-shift-ready architecture as the minimum — meaning the application should be containerizable and deployable to a cloud IaaS environment (Azure or AWS) without significant re-architecture. Vendors are encouraged to propose a cloud-ready design using configuration-driven environment management, stateless application components, and externalized configuration to facilitate future cloud migration.

Q159: Given all documents must be stored in SQL Server, what is the expected data volume and growth projection?

GLC Response:

While GLC currently uses SQL Server to store documents and files, GLC is open to alternative storage solutions. Approximately 2,500 applications are expected annually.

Q160: What standard reports are expected? Should reporting integrate with any existing BI tools?

GLC Response:

Standard reporting requirements — including application volume, status distribution, payment reconciliation, document upload metrics, and user activity — will be defined during the requirements phase. Vendors should

propose a built-in reporting dashboard for GLC administrators with export capabilities (PDF, Excel) as a baseline, with extensible architecture for future BI integration.

Q161: Is GLC open to AI-assisted features in the application — such as auto-populating fields from uploaded identity documents, or generating owner profile summaries for internal reviewers — provided all data stays within GLC infrastructure and the mandated tech stack?

GLC Response:

Yes, GLC is open to AI-assisted features.

Q162: Has GLC encountered issues under the current paper process — such as altered or fraudulent identity documents, duplicate applications, or applicants misrepresenting disqualification status under O.C.G.A. § 50-27-17?

GLC Response:

While application submissions are inherently susceptible to fraudulent activity, we employ rigorous compliance and protocols to authenticate all applicant information.

Q163: Can a single user account manage applications for multiple store locations simultaneously, or does each location require a separate account and separate registration?

GLC Response:

Yes, a single user account should be able to manage multiple store locations. Will be defined further during functional requirement review.

Q164: For address validation via Melissa Data — should a failed validation be a hard block (applicant cannot proceed) or a soft warning (applicant can override and proceed with a confirmation checkbox)?

GLC Response:

No hard block. A soft warning should be displayed, and applicants may proceed after acknowledging the warning.

Q165: If the applicant will be able to update & submit the application sent before?

GLC Response:

Once an application has been submitted, it cannot be edited by the user. GLC should be able to edit the application data and regenerate the application.

Q166: Is there a Phase 2 roadmap of features GLC anticipates adding to this platform — such as the COAM licensing process, an existing retailer self-service module, or integration with the Retailer Wizard for ongoing account management?

GLC Response:

Yes. Phase 2 requirements have not been finalized yet.

Additional Requirements and Scope Guidelines

The following requirements and guidelines are being provided to assist vendors in understanding the general scope, functional expectations, and business objectives of the proposed application. These items are intended to provide a high-level overview of the anticipated system capabilities and operational needs; however, they should not be considered an all-inclusive or final list of requirements. Additional business, technical, security, operational, and compliance requirements may be identified, refined, or modified during the requirements gathering, design, and project implementation phases in collaboration with GLC stakeholders.

1. The system shall allow applicants to save partially completed applications and securely resume the application later without loss of previously entered information.
2. The system shall support a two-stage application process whereby applicants first submit all required application information and documentation for GLC review, and upon successful review by GLC staff, the application status shall be updated to allow the applicant to proceed with payment submission.
3. The system should provide an intuitive, user-friendly, and easy-to-navigate interface to ensure streamlined and efficient user experience.
4. The system shall provide fail-safe validation mechanisms during the payment process to alert users of any missing or incomplete information prior to submission and notify users immediately if a payment transaction fails.
5. The system shall display clear and real-time application progress indicators to allow applicants to easily track the current stage and status of their applications.
6. The system should allow a single registered user account to create, manage, and submit multiple applications independently.
7. The system shall allow applicants to cancel an application at any stage of the application process prior to final approval or completion.
8. The system shall allow applicants to save, download, and print a PDF copy of the completed application upon successful submission.
9. The system shall securely store a PDF copy of each submitted application within the GLC database in encrypted format in accordance with GLC security standards.
10. Multiple business requirements gathering and review sessions shall be conducted with GLC stakeholders to finalize requirements, and formal business sign-off shall be obtained prior to the start of development activities.
11. The system shall support role-based access controls to ensure that applicants, reviewers, administrators, and GLC staff have access only to functions and data appropriate to their roles.
12. The system shall maintain a complete audit trail of all application activities, including application creation, updates, status changes, payment activities, and user actions.
13. The system shall validate all required fields and upload documents prior to application submission to ensure completeness and accuracy of submitted information.
14. The system shall support secure document upload functionality for applicants, including validation of permitted file types and file size limits.
15. The system shall provide applicants with the ability to view current and historical applications associated with their user account.
16. The system shall support multi-factor authentication (MFA) or equivalent secure authentication controls for user login and account access.
17. The system shall comply with applicable accessibility standards, including WCAG guidelines, to ensure usability for individuals with disabilities.
18. The system shall support responsive design and compatibility across standard desktop, tablet, and mobile devices and modern web browsers.
19. The system should provide administrative reporting capabilities for GLC staff to track application volumes, statuses, approvals, denials, and payment activity.
20. The system shall automatically log users out after a configurable period of inactivity to protect sensitive applicant information.
21. The system shall support configurable business rules and validation logic to accommodate future policy or regulatory changes without significant system redesign.
22. The system shall provide confirmation messages and reference numbers upon successful application submission and payment completion.
23. The system shall encrypt sensitive applicant data both in transit and at rest in accordance with GLC security standards.
24. The system shall allow authorized GLC administrators to manually update application statuses, notes, and review comments as part of the review process.

25. The system shall maintain version history of application updates and submitted documents for audit and tracking purposes.
26. The system shall support configurable application fees, payment amounts, and fee-related business rules as defined by GLC.
27. The system shall prevent duplicate application submissions based on configurable validation criteria established by GLC.
28. The system shall provide search and filtering capabilities for GLC staff to quickly locate applications by applicant name, application number, status, date range, or other criteria.
29. The system shall generate a unique application reference number for each submitted application.
30. The system shall support configurable retention periods for application records and uploaded documents in accordance with GLC policies and regulatory requirements.
31. The system should provide applicants with secure password reset and account recovery functionality.
32. The system shall support session timeout warnings to notify users prior to automatic logout due to inactivity.
33. The system should provide standardized dashboard views for applicants and GLC staff displaying relevant application statuses, pending actions, and notifications.
34. The system shall support attachment and document preview functionality for authorized users within the application portal.
35. The system should provide clear error messages and user guidance when system errors, validation failures, or processing issues occur.
36. The system shall support configurable lookup values, dropdown lists, and reference data management by authorized administrators.
37. The system shall allow authorized GLC administrators to place the website in maintenance mode when necessary. During maintenance periods, users attempting to access the site shall be presented with a configurable custom message indicating that the system is temporarily unavailable due to maintenance activities.