

RFP 4 - Logistics and Installation Questions and Answers

The RFP milestones are as follows:

- Last date to submit questions: December 07, 2018
- Answers to Vendor questions posted: December 14, 2018(estimated)

Answers to Vendors' Questions

1. **Q:** For the intake of parts, should we expect the full quantities to arrive at the warehouse prior to installations starting , or will there be a continuous replenishment throughout the term of the project?

A: No, the shipments of the items will be staged over approximately a 4 month period. The first shipment will contain approximately 15% of the total order.

2. **Q:** Tab 3 of the Appendix B spreadsheet shows Minutes Expected Per Job for each of the unit types. Is that the time required for assembly of each unit, or installation time in the store?

- a. If those times are for installation, can you provide further details on the installation process (i.e. Bolting units into place, wiring, hanging, etc.?)
- b. Also, if those times represent installation, are you able to provide the approximate amount of time required to assemble each unit type?

A: It is the estimated time for Installation in store. Further instructions/guidance for installing units will be prepared and provided to Vendor, however for the purposes of this RFP we are requesting pricing for the quoted minutes per job.

With regard to amount of time required to assemble each unit - please refer to updated Appendix C.

3. **Q:** Will we be allowed to schedule each store installation as we see fit, or will we need to follow a schedule defined by Camelot Illinois of the Illinois Lottery?

A: The vendor can prescribe around 80% of the installations as they see fit. There will be around 20% of the sites that Camelot Illinois will wish to prioritize for installation at the start of the program.

4. **Q:** On page 18 of the RFP document, there is a sentence that reads" Camelot will require copies of all documentation to support all waste disposal and recycling activity carried out by the vendor." However Tab 4 of Appendix B says that materials for recycling should be returned at a central location for collection by your preferred recycler. Can you clarify the requirement here please?

A: The requirement is at this stage is for all materials for recycling to be returned to a central location for disposal/recycling. There is no requirement for Vendor to carry out the actual disposal/recycling.

5. **Q:** Where would training for the assembly and installation take place, and what is the duration?

A: The training for the assembly and installation is likely to take place at a central warehouse location, and will take place over 1 week, prior to rollout. Our PPOS manufacturer will provide instructions on assembly and installation requirements and we will work to develop a training program for assembly teams and installation teams.

6. **Q:** Are there any displays or prototype displays that can be physically viewed prior to submitting pricing?

A: We do not have any physical prototypes of the units as yet, however Appendix C shows images of the units. Vendors should note that since this pack was produced there have been some slight changes to the units to reduce size in some respects.

7. **Q:** Vendors. Do you plan to award more than one PPOS logistics contract given the wide geographic dispersion of the estimate 7,500 retail locations across the State of Illinois? Or do you plan for a single contract award for the entire State of Illinois?

A: The preferred approach will be to award the contract to one Vendor who can manage the delivery of the scope of work, however that Vendor can sub-contract out elements of the work. We are also considering proposals for elements of the program.

8. **Q:** Period of Performance. The RFP says all work should be completed in a 16-week period for logistics, warehousing and installation of an estimated 5,500 to 7,500 Illinois Lottery point of sale displays. However, Item 3.6 says vendors are to submit prices for a three-year period. Can you provide more information on what types and estimated quantity of PPOS services will be required beyond the initial 16-week period? This is important since we need to estimate how much of logistic support infrastructure to maintain over the entire 3-year term.

A: We will have ongoing installations after the initial period, however we will agree with the winning Vendor what would be the on-going support arrangements.

9. Q: Bid Schedule / Pricing Matrix. Can you provide a recommended format / example of how you want prospective vendors to submit their prices?

A: Pricing should be submitted in accordance with Section 8 .2 of the RFP.

10. Q: Item 3.2 Confidentiality. Is there a specific way you want vendors to mark the confidential / proprietary items in their proposals? If so, can you provide an example?

A If there information/items in your proposal that you want marked a confidential/proprietary - please include a reference in your response as to what sections are considered confidential/proprietary.

11. Q: Item R-30. Past Performance Examples. Can you provide an example of the format and type of information you want included in the three examples of past performance contracts?

A: There is no prescribed format. However examples should include the following:

- Client name
- Scope of work
- Scale ie number of installation; size of contract etc.
- Plan as to how you achieved
- Success measures
- How you overcame any barriers

12. Q: Item R-38. Proposal format. Will you accept proposals in electronic format, e.g., PDF? Is there a page limit for proposals?

A: Yes. We will accept all electronic formats, including PDF. There is not a page limit to proposals but suggest keeping them succinct.

13. Q: Section 8.1: Please advise as to the requirements of the pre-installation visit, as to what will need to be captured (existing fixture & quantities, # requiring power, available outlets, photos, etc.). Can you provide an example of the checklist that would be used for the pre-installation retailer visit.

A: The scoping visit would ensure the retailer is conversant and confirms the equipment order, that the equipment will fit in the designated location (Camelot will give clear direction on equipment positioning). The installation company will complete a comprehensive site survey to ensure there is adequate power to support the terminal, PAD and Genion in the siting of the new equipment.

14. Q: Section 8.1: Are there any space requirements beyond the size of the PPOS item (i.e. clearance in front of or behind the item)? Which PPOS items require power or data connections?

A: Items that require power/and or data connections are

- Maximum Sales Driver (JPC part)
- Terminal Surround
- Ticket Checker
- JPC topper

15. Q: Section 8.1 Is the installation team responsible for de-merchandising the instant tickets from the current point of sale item before removal? Is the installation team responsible for merchandising the instant tickets in the new permanent point of sale items?

A: The installation team will request that the retailer de-merchandise and re-merchandise the units of instant tickets during the visit.

16. Q: Section 8.1: Are the PPOS items being installed the same size and type that are being removed (i.e. a retailer that is getting an MSD 7x7 installed has a similar 7x7 fixture that is being removed)?

A: We would estimate 30% is like for like replacement. The Terminal surround, JPC topper and playstation are new items so it will not be a like for like replacement in 70% of cases.

17. Q: Section 8.1: Is there any coordination required with the field sales team for either the pre-installation retailer visit or the installation visit?

A: The successful vendor would be expected to provide detailed schedules for the scoping and installation visits to ensure the Field Sales Team were fully informed of the installation and rollout process.

18. Q: Anticipated on-going support requirements?

A: Post rollover, Camelot will engage the successful installation vendor to agree a longer term contract to maintain the new collateral, to install new retailers and to add or remove equipment from the existing estate.

19. Q: Items for Assembly (Appendix C) shows the assembled dimensions of each permanent point of sale item but no weight. Please provide the assembled weight for each permanent point of sale item.

A: Please refer to updated Appendix C which shows estimated weight per item.

20. Q: We reviewed the technical diagrams provided for the PPOS items but did not see any assembly instructions. Please provide assembly and installation instructions for each PPOS item.

A: The team are working through assembly and installation instructions and training program, and these will be provided to successful vendor.

21. Q: Location of PPOS manufacturer?

A: The location of the PPOS manufacturer is a UK based company, however the manufacture of items will be in China.

22. Q: Will the fixture be shipped to fulfillment center warehouse knock-down (KD) by part #'s or will any pre-assembly occur w/PPOS MFG?

A: Please refer to updated Appendix C – parts that have been sub assembled will be carried out at the MFG facility

23. Q: Will the PPOS items be individually barcoded, carton or base unit?

A: The PPOS items will be bulk packed, or assembled where appropriate, with the boxes containing these items clearly labelled and barcoded.

24. Q: Do you have a PPOS delivery schedule based on MFG capacities or is that to be determined based on 3PL fulfillment capacities?

A: This would be as per the timeline already provided.

25. Q: Appendix B - TAB 1: Can job name column be added to each part line so we can correlate individual parts to full fixtures?

A: No, as job name is an average across all jobs of that type.

26. Q: Appendix B: Tab 2: Do we assume we have full control of routing and scheduling as long as we meet expectations for overall quantity of installations per week? Are there any retailers or chains that need to be prioritized in the schedule?

A: Please see answer to question 3.

27. Q: Appendix B: Tab 2: Are there any restrictions to when the installations can occur (i.e. days of the week, time of day, holidays, etc.)?

A: It is intended for all installations to be conducted Monday - Friday between 7am and 7pm. If the project does not meet the expected schedules, Saturday installations would be expected to achieve the rollout schedule.

28. Q: Appendix B: Tab 2: Can the job type number from Tab 3 of Appendix B corresponding to each retailer be added to the active retailer list in Tab 2?

A: No, this is currently undecided.

29. Q: Appendix B: Tab 3: Please advise as to where the data was gathered for defining the estimated minutes expected per job? Do the minutes expected per job shown on Tab 3 of Appendix B reflect installation time at the retailer or assembly time for each job name? If the minutes do not include both installation and assembly please provide the missing time component.

A: The estimated times are provided based on prior projects completed of a similar nature. All time is included to allow the visit to happen at a store level. This does not include any assembly, kitting or packing time at the central warehouse.

30. Q: Appendix B - Tab 3: Maximum Sales Driver shows a "Minutes Expected Per Job" of 30 minutes on Tab 3 of Appendix B. Appendix C shows multiple sizes of the Maximum Sale Driver (2x2 all the way up to 7x7). Please provide assembly minutes and installation minutes for each Maximum Sales Driver size and an estimate of the number of each size that will be installed?

A: The 30 minutes per call is a blended time across all MSD sizes.

31. Q: Appendix B - Tab 3: Which job numbers require assembly and which ones do not? For those that require assembly are any of the sub assemblies completed prior to shipment our central warehouse?

A: Refer to updated Appendix C with estimated assembly times.

32. Q: Appendix B - Tab 4: Can we get example photos and weights of displays to be removed from retailers?

A: This is currently under development and will be provided to winning Vendor.

33. Q: Appendix B - Tab 4: Are there any reporting requirements for items removed from retailers beyond reporting the number of each item removed from the retailer?

A: There will be reporting requirements, but these are currently under development and will be supplied to winning Vendor. For this RFP, please assume that you will need to report date collected from retail store, number of items and date delivered to central facility.

34. Q: Appendix B - Tab 5: Execution plan only shows 5,500 retailers mapped out but store list has 7,300, when would other retailers get executed?

A: Permanent Point of Sale orders are being secured by our Field Sales and Key Account teams. It is expected the the initial rollout will be 4,000 stores with further additional stores being recruited in the coming months. These installations will be given in segments of 200 until the schedule is exhausted.

35. Q: Appendix B - Tab 4: Disposition of the materials with the recycler(s), do the displays need to be intact or could/should they be compacted for efficient transportation?

A: Intact at this stage but this will be subject to contract negotiations and discussion with the contracted recyclers.

36. Q: Appendix B - Tab 4: Will the recyclers pickup or the materials for disposition from centralized 3PL location or will they need to be delivered to a centralized location?

A: Our recycler vendor(s) will collect items from the field and return them to a central location (Chicago area) and placed in separate bins ready for onward movement. All items, bar plastic dispensers, will be collected by the recycler, with the frequency of the collections to be agreed as part of contract negotiations.

The remaining bins of plastic dispensers should be returned to the Camelot Illinois warehouse by the vendor.

37. Q: Appendix B - Tab 4: PPOS fixture intake contract quantity is 39500 (tab1) and reverse projected quantity is 78744 (tab4) - how will the updated POG by store be communicated/provided?

A: The two numbers are not comparable where the 39,500 (Tab 1) are solely full units and the 71,788 (Tab 4) are both parts that make up full units and full units to ensure clarity for disposal.

Camelot will provide a master spreadsheet that will list key details for each individual store. Against each individual store will be a list of both what units are estimated (this is a guide only) as requiring removal and which units are expected to be installed.

