

From: [Bryce Harris-UGG](#)
To: [IGB.DirectorOfPolicy](#)
Subject: [External] CCS RFP
Date: Thursday, January 13, 2022 4:24:00 PM

Good afternoon,

On behalf of Eureka Entertainment, LLC, D/B/A Universal Gaming Group, I am submitting the below functionality and feature requests regarding the upcoming CCS RFP. If you have any questions regarding the below functionality requests, please do not hesitate to contact me.

- On-demand bill-in data from each live VGT, by licensed establishment
- Game-level reports to include-
 - A report detailing the number of games played per game theme,
 - Reports detailing the amount wagered per play, per game theme
- Live error reporting, in that TOs receive a notification once a VGT reports an error
- An updated portal system with additional functionality-
 - Live chat with technicians/CCS operators
 - Online project submission with the ability to edit projects once submitted to correct clerical errors
- A faster and more organized project approval process
- Better communication with CCS staff regarding regard to-
 - CCS technician scheduling
 - Estimated timing for CCS repairs and notifications upon completion.

Cheers,

Bryce C. Harris
Operations Manager



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DONNA MORE

January 13, 2022

VIA EMAIL

Mr. Joe Miller
Director of Policy
Illinois Gaming Board
160 N. LaSalle Street, Suite 300
Chicago, IL 60601

Re: Comments on the RFP for the Central Communications System

Dear Mr. Miller:

Please allow this letter to serve as Lucky Street Gaming's ("LSG") comments on the RFP issued by the Illinois Gaming Board ("IGB") in regard to the procurement of an operator for the video gaming Central Communications System ("CCS").

Staffing

Respectfully, one of the on-going challenges that Terminal Operators face is the wait times and backlog of requests when needing the CCS provider's assistance with an issue. LSG would suggest that the contract with the CCS provider include specific levels in general and, additionally, staffing levels on nights, weekends and holidays.

Data/Information

LSG would like to see game level data provided to the terminal operators from the CCS for each location of Terminal Operators. Terminal Operators have a legitimate interest in evaluating the performance of particular titles on all cabinets and being able to explore allowable settings to assist in marketing and revenue enhancement. This data is being collected, but is not currently made available to Terminal Operators.

Also, upon termination of a contract with a CCS provider, the data collected by the CCS provider should be required to be transferred to the new CCS operator.

Cashless Wagering/TITO

The RFP for the CCS should provide that TITO technology should be accessible on a per location basis. We believe that TITO is needed to be competitive and it has the added benefit of providing additional safety for the industry by having less cash "on the street."

Contract Term

LSG suggests that the initial term of the contract should not exceed five (5) years and renewal terms should be no more than two (2) years each.

Except as modified in this letter, LSG supports the comments filed by the Illinois Gaming Machine Operators Association (“IGMOA”).

LSG appreciates the opportunity to provide comments on the RFP and is happy to discuss if you have any questions.

Thank you for your consideration.

Sincerely,



Donna B. More

Cc: Marcus Fruchter
Agostino Lorenzini
Marc Strauss
Bill Bogot

Erin Lynch Cordier

Taft/

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IN REFERENCE TO:F29956-01

January 14, 2022

VIA EMAIL (IGB.DirectorOfPolicy@illinois.gov)

Joe Miller

Illinois Gaming Board

160 N. LaSalle Street, Suite 300

Chicago, IL 60601

RE: *Comments Regarding the Video Gaming Central Communication System*

Director of Policy:

This correspondence is submitted on behalf of the Illinois Gaming Machine Operators Association (the "IGMOA") to address the Illinois Gaming Board's (the "IGB") request for comments or suggestions in advance of the IGB issuing an RFP in connection with the procurement for the Video Gaming Central Communications System (the "CCS RFP").

We appreciate the opportunity to submit comments regarding the CCS RFP. The Central Communication System ("CCS") plays an integral role in the Video Gaming Industry. For purposes of preparing the CCS RFP, and evaluating the overall impact of the CCS on the Video Gaming Industry, the IGMOA encourages the IGB to consider the following, which the IGMOA unanimously believes will be critical to the continued success of the Video Gaming Industry:

Length of Contract. The IGMOA suggests that the IGB take a similar approach in breaking down the term of the agreement as it did with the initial contract with the CCS. The initial contract contemplated an initial term of six (6) years, with the option to review upon mutual agreement of the Parties for up to four (4) years in either one-year renewals exercised individually or up to and including the entire renewal allowance. Respectfully, the IGMOA suggests that the initial term be for a period not greater than five (5) years with the option to renew upon mutual agreement of the Parties in individual increments not to exceed two (2) years with the term not to exceed ten (10) years in total. Importantly, the IGMOA suggests that before the IGB exercises the option to renew this contract, the IGB should communicate with the industry to ensure that all parties are aware of any existing issues or needs to be considered.

Minimum Staffing Requirements. The IGMOA suggests that the IGB include more specific staffing requirements in the RFP. The current contract requires only that the CCS provide "staff for 24/7 Operations." The IGMOA recommends that the CCS be required to commit to minimum staffing thresholds at all staffing levels and to account for the need for additional staffing during

special projects. In addition, minimum staffing levels for holidays should be specified to allow the video gaming industry to better service customers on what are typically high traffic days for many licensed establishments. As an example, certain functions of the CCS, including the ability to complete remote downloads, are currently limited based on staff availability. Inadequate staffing by the CCS provider has caused frustration and inefficiencies in the field for years.

Importantly, many of the current delays impacted by insufficient staffing could likely be resolved if certain technological improvements were made. In addition to offering telephone and email support, the IGMOA suggests that the CCS RFP contemplate alternative communication methods. For example, the process to capture a meter could be substantially improved by eliminating the need for a licensed terminal handler to connect via telephone with a CCS representative. An online application available on a mobile device or live chat function would streamline this process while still preserving the integrity of the industry. Moreover, the implementation of more automated push notifications would eliminate the need for Terminal Operators to address issues within the portal, and separately notify CCS staff via email. We strongly recommend that the RFP require the CCS to periodically evaluate advances in technology that would benefit the industry so that the CCS continues to evolve during the life of the agreement.

Finally, the IGMOA believes there is significant value in the scheduled bi-weekly meeting between the IGB, CCS, and Terminal Operators. The IGMOA recommends that the CCS also host a required bi-weekly meeting between the IGB, CCS, and Independent Testing Laboratories licensed by the IGB.

Availability of Information. The IGMOA recommends that the CCS be required to make additional data, including all project type submissions, available to each Terminal Operator via an internet-based portal (the “Portal”). For example, live error reporting should be available and should contain a variety of search features so Terminal Operators can more easily locate project submissions (i.e., open doors or bill jams), which would better prepare a Terminal Operator to assess and address issues in the field. In addition, the CCS should be required to give Terminal Operators access to the number of pushes per Video Gaming Terminal for any given time period to allow Terminal Operators to comply with local ordinances.

The IGMOA also suggests that the CCS be required to adhere to additional minimum standards regarding reporting functions. For example, (i) the assigned IGB number should be included on all transaction reports as well as the project type; (ii) all reports should have the option to be downloaded as a .csv file; and (iii) the filter for play per machine per day should be increased. Finally, this Portal could also provide a real-time, live-view of current software and would replace the process of providing Terminal Operators a weekly report.

Moreover, all such data collected by the CCS should be required to be transferred to a successor CCS provider.

Equipment Updates. The IGMOA suggests that the CCS RFP require the CCS to implement a replacement cycle for aging equipment. A more robust plan to periodically update equipment, such as site controllers, would make the CCS more stable. In addition, increased availability of certain equipment, such as modems, would also allow for more efficiency and stability in the

industry. The IGMOA would recommend that the CCS be required to assign a particular amount of backup CCS communication equipment to Terminal Operators and Terminal Operators should be able to relocate CCS equipment within live establishments unless there is a specific reason that the CCS is required by the IGB to relocate equipment.

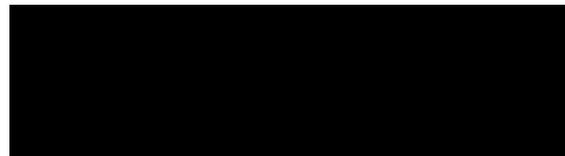
TITO. The CCS RFP should require the CCS to support TITO (“ticket in-ticket out” technology) on a per location basis. As the IGB is well aware, the implementation of TITO would have a significant impact across the industry. Perhaps most importantly, TITO will reduce the amount of cash flow that Terminal Operators must provide to allow for video gaming to occur efficiently in licensed establishments. Reducing the amount of cash on the streets and in the Video Gaming Terminals will promote a greater degree of safety for the industry and make the Video Gaming Terminals a less attractive target for bad actors. In addition, TITO should also reduce the volume of hand-pays and help address the lingering and ongoing coin shortages. While additional coordination may be required with Manufacturers and the industry, the CCS RFP should require the CCS to support TITO.

Cashless. The CCS RFP should require the CCS to support the future implementation and integration of cashless payment systems, similar to those currently being designed for use within the Illinois Casino industry, so Terminal Operators and licensed establishments actively participating within the Video Gaming Industry can voluntarily choose from every option available and continue to evolve and take advantage of improved payment technology and function in the future.

Finally, to promote transparency in CCS RFP process, the IGMOA asks the IGB that pursuant to the Illinois Freedom of Information Act, to publish all vendor bids, subject to redaction, on the IGB website as soon as they have been submitted to the IGB. As always, we offer our thanks to the IGB for its willingness to engage with us in the improvement of the CCS, which is a critical tool for the industry. We and the IGMOA will continue to be available for participation in future discussions on this topic.

Regards,

TAFT STETTINIUS & HOLLISTER LLP



Erin Lynch Cordier

EKL:hap

cc: Administrator Fruchter
Paul T. Jenson
Ivan Fernandez