

**REQUEST FOR INFORMATION**

Instant Ticket Game Services Provider for the

Illinois Lottery

Responses Due August 10, 2025 at 1:00 PM CT

## **Purpose of the Request for Information (RFI)**

**This is a request for information only.**

The Illinois Lottery is issuing this RFI to solicit information from the gaming community (including vendors and consultants) regarding industry trends, innovations, technology and best practices in the current lottery landscape. The RFI seeks to collect information and data, initiate an open and transparent dialogue with vendors, industry consultants, and other knowledgeable parties interested in sharing industry information and their professional perspective, for the Illinois Lottery to consider in preparation for initiating a formal Request for Proposal (“RFP”) for Instant Ticket Game Services.

This RFI is not a procurement and will not result in a participant receiving a contract, (44 Ill. Adm. Code 1.15). Responding to this RFI is not a prerequisite to participate in a future procurement or procurements and does not obligate the Illinois Lottery to conduct a future procurement. Further, a response to this RFI does not provide any advantages to the participant in a potential future RFP. All information received in a participant’s response will be available for public review. (44 Ill. Adm. Code 1.2050[j])

# **Submission**

# Important Information Regarding Submission

This is a **Request for Information (RFI)** only. The RFI is not a procurement method and will not result in a participant receiving a contract. (44 Ill. Adm. Code 1.15). Responding to the RFI is not a prerequisite to participate in a future procurement(s) and does not obligate the Illinois Lottery to conduct a future procurement. Further, a response to this RFI does not provide any advantages to the participant in potential future Requests for Proposals (RFP). All information received in a participant’s response will be available for public review. (44 Ill. Adm. Code 1.2050[j])

You are invited to provide non-price information in response to the RFI. You are prohibited from providing pricing, the details of customized solutions, sample procurement specifications, or any other information outside the scope of the RFI because it could disqualify your organization from participating in future related procurements. (30 ILCS 500/50-10.5[e]). However, you may provide general information about industry trends and innovations, products, services, or industry best practices that are not specifically tailored to meet the State’s needs. For additional information on prohibited vs. non-prohibited information, please see 44 Ill. Adm. Code 1.2005(v).

## Submission

Please provide your responses by: August 10, 2025 at 1:00pm

All responses must be submitted via BidBuy. Instructions to register via BidBuy are below.

If you have questions regarding where to locate the RFI, please email: [LOT.Procurement@illinois.gov](mailto:LOT.Procurement@illinois.gov)

## Illinois BidBuy Portal Registration

Once vendors are registered on the State of Illinois BidBuy Portal (the State’s electronic procurement and purchasing information system) they will receive official notices throughout the procurement process for this RFI and any official notices of future procurement solicitation opportunities for the State of Illinois. To register on BidBuy, access the following website for instructions:

<https://cpo-general.illinois.gov/bidbuy.html>

For more information, please email: [il.bidbuy@illinois.gov](mailto:il.bidbuy@illinois.gov)

## Response Organization and Format

Your submission should include information in-full or in-part as a response to the questions listed below. Information may include the vendor’s perspective on the topic and any other information the Illinois Lottery should consider when issuing an RFP for Private Management and other related lottery services, including Instant Tickets.

# **Background**

“Instant Ticket Game Services” are services related to but not limited to the planning, development, design, printing, warehousing and distribution of instant ticket games.

1. RFI Questions: Instant Ticket Game Services

Please describe the industry standards or best practices with regards to Instant Ticket Game Services. Responses should minimally cover one or more of the following subject areas:

1. Game Portfolio Management
   1. Business Intelligence and Data Analytics
   2. Performance Analysis and Reporting
2. Game design, development and production
   1. Prize structures, prize fund management.
   2. Security measures and certifications.
   3. Ticket specifications and production requirements.
   4. Display/graphics printing.
   5. Colors, ink, and coating characteristics.
   6. Licensed properties, second chance or other special features.
3. Local Warehousing
   1. Secure storage and access control
   2. Staffing plans
   3. Pick, Pack and Ship, Bundling
   4. Inventory Management
   5. Ticket Returns and Destruction Process
   6. Intrusion detection and monitoring
4. Ticket Distribution and Delivery
   1. Delivery Scheduling
   2. Staffing plan, sub-contracting.
   3. Capacity and Emergency Planning.
   4. Inventory tracking, theft management.
   5. Service level management, quality control
   6. Service Support, tier1, tier 2, back office, etc.
5. Retail Management
   1. Retailer Communications and Training
   2. Ticket Ordering and Allocation, Call Center Services
   3. Predictive Ordering Capabilities.
   4. Retailer Relationship and Route Management
   5. Reconciliation and Verification
   6. Prize and Claim validation.
   7. Game Close Audit and Security
   8. Central Gaming System Integration
6. Operations, Ticket Production and Distribution Security
   1. Plant security
   2. Game design information confidentiality and integrity
   3. Anti-counterfeiting, validation and redemption security
   4. Disaster preparedness.
   5. Secure transportation, tracking and storage
   6. Access control systems
   7. Intrusion detection and monitoring equipment and procedures.