



Alberta Gaming, Liquor and Cannabis Commission  
Procurement Branch  
50 Corriveau Avenue  
St. Albert, Alberta  
T8N 3T5

**REQUEST FOR INFORMATION**  
**SPORTS BOOK EXTENSION AND MOBILE**

Request for Information No.:	2021-010
Issue Date:	April 8, 2021
Submission Deadline:	April 22, 2021 no later than 14:00:59 local time

## 1. Introduction

This Request for Information (“RFI”) is issued by the Alberta Gaming, Liquor and Cannabis Commission (the “AGLC”) for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the AGLC and provide the information requested below.

## 2. RFI Timetable

### 2.1. Key Dates

Issue Date of RFI	April 8, 2021
Deadline for Questions	April 19, 2021 @ 16:00:59 local time
Deadline for Addenda	April 20, 2021 @ 16:00:59 local time
Submission Deadline	April 22, 2021 @ 14:00:59 local time

The RFI timetable is tentative. It may be changed by the AGLC at any time, and the AGLC may choose to waive or extend the Deadline for Questions, Deadline for Addenda, and/or the Submission Deadline.

## 3. Background

In preparation for potential future development of a Request for Proposal by the AGLC, the applicable and pertinent background details are as follows:

### 3.1. Request Overview

A request for information on a sports wagering extension pertaining to a service (or services) provided by a third party (or multiple third parties) for an online gambling sporting solution for both retail (casino environment to start) and possible mobile extensions of these sports books for casinos in Alberta.

### 3.2. Objective(s)

The objective(s) for this initiative is/are to stand-up the turnkey sports book(s) / franchise(s) and all its elements at up to twenty-eight (28) brick and mortar casinos (to start) in Alberta as soon as possible. This should include the required sports book(s) for retail and possible mobile extensions, provide a world class product and sports book service, and to grow revenues incrementally for both operators and the AGLC. The turnkey retail sports book operations should be customized by property with end-to-end operations (with the exclusion of physical attendants to take wagers).

The project is currently in the early-planning stages, with the goal of launching sports wagering at brick and mortar casinos and with operator mobile extensions (if so desired by the AGLC) no later than early 2022.

### 3.3. Goods and Services

The AGLC believes the Goods and Services to be included, but not limited to, would be as follows:

- (a) All sports trading and odds management;
- (b) All financial reporting and reconciliations (both player and system);
- (c) All regulatory policy and procedures, including an Anti-Money Laundering (AML) Compliance Program and patron AML risk rating procedures;

- (d) All social responsibility tools and services;
- (e) All hardware
- (f) All software;
- (g) All technical and retail support;
- (h) All detailed marketing provided by the third party vendor(s) (both internal and external if provided);
- (i) All training and training plans, operator facing support and operator go live plans;
- (j) All installation support and guidance;
- (k) Any customization by site offered to various casino operators; including plans for operator design, dedicated layout and all plans within casino proper.
- (l) FTE's provided to support operations of both brick and mortar operations and mobile extensions; and,
- (m) Financial transaction process for all players, details on withdrawals and deposits, payment providers, third party security and audit assurances, hosting locations of servers (Canada), and third party testing assurance.

### 3.4. Service(s) Description

The AGLC believes the service(s) description would be as follows, but not limited to:

- (a) A turnkey sports wagering, trading, transactional system, that outlines odds trading capabilities and system deliverables for both retail and potential mobile sports book extensions;
- (b) Service would need to be compatible and may have to integrate with the Scientific Games Casino Management System; and would have to integrate with the AGLC's Anti-Money Laundering Database (and reporting), and AGLC's Social Responsibility Self-Exclusion Database;
  - a. All integration and assurance relative to self-excluded players would be the responsibility of the third party vendor(s) to adhere to and manage in accordance with AGLC's current self-exclusion program. Banned players will need to be included in any self-excluded reporting provided by the vendor(s) and connect with our databases seamlessly
- (c) In-scope services include all secure financial transactions with Alberta consumers (with the exception of brick and mortar wagers - these will be handled by casino operations), meaning all mobile extended wagers would be securely handled and operated by the third party vendor(s);
- (d) All front line customer service for mobile would be the responsibility of the third party vendor(s) and must be made available 24/7, along with topline support for brick and mortar operations:
  - a. Compliance with all AGLC regulatory compliance policies and procedures, including the AGLC Anti-Money Laundering (AML) Compliance Program with conforms with the *Proceeds of Crime Money Laundering and Terrorist Financing Act (PCMLTFA)*, associated Regulations and FINTRAC Guidelines;
- (e) All sports trading and odds setting – along with target compliance to an agreed upon return to player percentage would be managed by the third party vendor(s);
- (f) All AML compliance would be required of the third party vendor(s), including strict compliance with FINTRAC;
- (g) All internal marketing, promotional budget and marketing execution would be the responsibility of the third party vendor(s).

- (h) All hardware that is provided would be responsibility of the third party vendor(s), all installation costs associated with hardware will be the responsibility of the third party vendor(s);
- (i) All software and associated costs, along with system architecture and system security would be the responsibility of the vendor(s);
- (j) All training costs, training programs, and all associated travel costs;
- (k) All due diligence fees and successfully passing the due diligence process would be the responsibility of the vendor(s);
- (l) All associated third party testing reports and compliance costs would be the responsibility of the third party vendor(s); and
- (m) Any net new FTE's required to operate the sports wagering extensions would be located in the province of Alberta and are the responsibility of the vendor(s).

### **3.5. Project Challenges**

High level challenges include the management of two major stakeholders (ensuing contract would be with and managed by the AGLC; customers are casino operators), time to market, competition in the marketplace and regulatory compliance.

## **4. Information Requested**

The RFI response should detail the following.

### **4.1. Good(s) / Service(s) / Product(s)**

Describe the good(s) / service(s) / product(s) your company recommends and can provide, that would meet the requirements of a turnkey sports book provider for brick and mortar casino (to start), and mobile extensions. This includes all hardware, software and maintenance requirements.

Provide information pertaining to mobile extensions and the ability to design, host, age gate, provide social responsibility tools, customization of look and feel by operator property, geofence, provide AML compliance and reporting synced with land-based sports operations, financial reporting, customer service, training, hosting, system security and system architecture information.

Explain how the described good(s) / service(s) / product(s) meet the objective(s) described in this RFI. Include any technical literature about the good(s) / service(s) / product(s) described in your response.

### **4.2. Estimated Timelines**

Provide estimated timelines for the following:

- Delivery of the recommended good(s) / service(s) / product(s)
- Implementation / installation of the good(s) / service(s) / product(s)
- Training for use of the good(s) / service(s) / product(s)

Provide a high-level GANTT on time horizon for both implementation of brick and mortar and mobile extensions

### **4.3. Support, Service and Warranty Information**

With reference to the recommended good(s) / service(s) / product(s), suggest the most appropriate support and service levels.

#### **4.4. Resourcing**

Suggest the most effective resource base (i.e. number and type of resources required to provide the good(s) / service(s) / product(s)) and respective skill levels and experience to provide the recommended services.

#### **4.5. Experience**

Provide all relevant experience with similar projects, with examples. Provide details pertaining to brand and experience in marketing, with examples

#### **4.6. Partnering**

Provide both methodologies and specific example(s) of when the vendor partnered with operators of different sizes in relation to sports book delivery at retail and with mobile extensions. Methodologies should identify how third parties attain flexibility with operators or different sizes, and how third parties customize their offering(s) for different properties or different sizes.

Partnering methodologies are to address both brick and mortar operations and mobile extension(s).

#### **4.7. White Label**

Provide your estimated plan(s), history and flexibility with providing different mobile “white label” solutions(s) to different operators in the same or different jurisdictions.

#### **4.8. Market Size**

Provide an estimate and market size opportunity for Alberta under the solution. Please provide any revenue estimations and forecasts for both the AGLC and casino partner operators. Estimate and market size opportunities should account for both brick and mortar operators and mobile extension(s).

#### **4.9. Estimated Costs**

Provide the estimated cost for the recommended good(s) / service(s) / product(s) for estimation purposes, including hardware, software and associated maintenance costs. Provide, if possible, and/or applicable, potential commission rate structure(s).

Are there alternative good(s) / service(s) / product(s) that would be suitable for the project? If so, what are they and would the pricing be more cost effective?

#### **4.10. Vendor Assumptions**

Identify any assumptions that were made in the preparation of your response.

### **5. Submission Instructions**

Respondents are asked to submit their information and signed Respondent Submission Form by April 17, 2021 to the following address and to the attention of the following RFI Contact:

Name: Scott Pereira  
Title: Senior Procurement Specialist  
Email: [procurement@aglc.ca](mailto:procurement@aglc.ca)

Respondents should direct any questions on this RFI process to the same RFI Contact.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

**APPENDIX A – RESPONDENT SUBMISSION FORM**

**1. Respondent Information**

Please fill out the following form, naming one person to be the respondent’s contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State, Country:	
Postal Code:	
Phone Number:	
Company Website (if any):	
Respondent Representative Name and Title:	
Respondent Representative Phone:	
Respondent Representative Email:	

**2. Terms of Reference**

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

**2.1. Request for Information Not a Formal Competitive Bidding Process**

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding “Contract A” bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process, or open tendering process, and does not constitute a commitment by the AGLC to procure any goods or services.

**2.2. RFI Not to Limit the AGLC’s Pre-Existing Rights**

This RFI will not limit any of the AGLC’s pre-existing rights. Without limiting the generality of the foregoing, the AGLC expressly reserves the right, at its discretion, to:

- a) seek subsequent information or initiate discussions with any potential supplier, including potentials suppliers that did not respond to this RFI;
- b) initiate direct negotiations for the procurement of any good or service with any potential supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;

- c) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- d) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- e) elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the AGLC that existed prior to the issuance of this RFI.

### **2.3. Pricing Information for General Information Purposes Only**

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

### **2.4. Information in RFI Only an Estimate**

The AGLC and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

### **2.5. Parties to Bear Their Own Costs**

The AGLC will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.

### **2.6. Accuracy of Responses**

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

### **2.7. Submissions Will Not Be Returned**

Except where set out to the contrary in this RFI or expressly requested in the respondent's submission, the submission and any accompanying documentation provided by a respondent will not be returned.

### **2.8. Confidential Information of the AGLC**

All information provided by or obtained from the AGLC in any form in connection with this RFI either before or after the issuance of this RFI (i) is the sole property of the AGLC and must be treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; (iii) must not be disclosed without prior written authorization from the AGLC; and (iv) must be returned by the respondent to the AGLC immediately upon the request of the AGLC.



The respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of the AGLC.

**2.9. Disclosure of Information**

The respondent consents to the AGLC’s collection of information as contemplated under the RFI for the uses contemplated under the RFI. Respondents should not include information in their response that is proprietary or confidential. Information provided by a respondent may be released in accordance with governing laws. To the extent that a respondent does include confidential or proprietary information, the respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the AGLC. The confidentiality of such information will be maintained by the AGLC, except where an order by a tribunal or court requires the AGLC to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by the AGLC to advisers retained by the AGLC for the purpose of reviewing this submission.

The respondent acknowledges that the AGLC may make public the name of any and all respondents.

**2.10. Governing Law**

This RFI process will be governed by and construed in accordance with the laws of the province of Alberta and the federal laws of Canada applicable therein.

\_\_\_\_\_  
Signature of Respondent Representative

\_\_\_\_\_  
Name of Respondent Representative

\_\_\_\_\_  
Title of Respondent Representative

\_\_\_\_\_  
Date