



## **ADDENDUM NO. 1 TO ALL OFFERORS:**

Reference: Request for Proposal: **RFP# 7004MS**

Commodity: **Customer Service Center Brand Renovation**

Dated: **April 28, 2022**

*All offerors are required to acknowledge all RFP addenda in their proposals.*

### **1<sup>st</sup> Round of Questions and Answers**

1. Q: Will the system need to integrate a current Player Account Management (PAM) system?

A: The Lottery has a PAM system and the proposed solution would need to integrate with the Lottery's existing PAM.

2. Q: Please clarify what payment or cost reimbursement obligations will survive subject to a termination of pursuant to § V (D) of the RFP. Will the awardee be able to recover cost plus profit up to the point of termination?

A. The Lottery will compensate the awardee for all completed work at the time of termination.

3. Q: Please confirm we are only pricing the initial Prize Zone West and Hampton Road's CSC locations and the quotations offered are not binding for the additional optional locations that may be awarded under an extension of the Contract. As you can imagine, each location may differ materially in dimension and scope requiring us to perform independent evaluations on a location-by-location basis.

A. Correct, only pricing the initial locations, Prize Zone West and Hampton CSC.

4. Q: How often should inspections/updates be scheduled on the locations in the proposal (service contract) required under § III SECTION 3? If we intend to subcontract for this work or other parts of the project, would the Virginia Lottery be willing and able to contract with those vendors directly?

A. Please propose the appropriate frequency you deem necessary for your design to look its best.

5. Q: What insurance coverages are required of the prime and subcontractors under this RFP?

A. Please refer to IV, Q. Insurance



6. Q: Do we need to include a behind the glass partition office area into each quote?  
A. No, just the lobby, area behind the partition will remain the same.
7. Q: Is the flooring for just the entrance area or does the flooring requirement extend to the office area behind the counter?  
A. The lobby and winners room only. The area behind the partition will remain the same.
8. Q: Will There be a PreBid Meeting for small companies to meet any of the larger contractors that might be participating on this project when its awarded?  
A. No. A Contract notice of award will be posted upon award, sub-contractors can reach out to the awarded contractor at that time.
9. Q: Would you be able to send pictures of exterior storefronts?  
A. Yes, see below:



**Prize Zone West**



**Hampton Roads**

10. Q: Are all locations an ‘outdoor’ location?
- A. Both locations are located in strip malls with an entrance into the space from outside.
11. Q: What is the highest foot traffic time per day or week?
- A. This can vary, but Monday morning is usually a consistently busy time.
12. Q: Regarding the Prize Centre RFP is there someone we could interview to gain insight on the customer journey. This is part of our normal design process and given design is part of the submission it would be a benefit. We feel the nature of the conversation is not one that translates into simple questions that would be suitable for submission in the RFP process.
- A. After the first round of scoring there will be opportunity for vendors we have selected to move on to have an opportunity to present. This will be an appropriate time for this conversation.
13. Q: Are we allowed to do “field research” independently to gain a better understanding. Any guidance in this area would be appreciated as we do not want to overstep the RFP guidelines.
- A. Yes, in the RFP you can find contact information to set up an appointment to tour the CSC’s. Please direct any questions you have from the visit to the procurement officer, Matthew Sullivan.



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