

## GEORGIA LOTTERY CORPORATION

Responses to all written questions and requests for clarification submitted by prospective firms under the Request for Proposal (RFP) for a Digital Signature Solution issued July 12, 2016.

1. How many users will need the ability to send documents or what is the anticipated annual volume of envelopes being sent? *(Answer: Up to 400 internal users.)*
2. Allow review and edit feature – Does this have to be done in transit or can it be edited outside of the service and resent for signatures? *(Answer: In transit.)*
3. Allow automated secondary signature – Can be created from within the template in an established signing order. Document will automatically be routed to secondary role signature. Each role has to affirm their signature, it will not auto populate without their execution. Is this acceptable? *(Answer: Question requires clarification; however, secondary signature is intended to be an alternative approver.)*
4. How many users do you need to support? *(Answer: See response to Question 1.)*
5. Does the Georgia Lottery Corporation prefer to make digital signature solution procurement via contracted State of Georgia software reseller (i.e. Dell)? *(Answer: No.)*
6. Does the Georgia Lottery require the ability for the system to recognize and upload file types other than PDF files such as : Microsoft Office files (Word, Excel, PPT, etc.), image files (PNG, GIF, JPG, BMP), and various text file formats (txt, html)? *(Answer: Yes.)*
7. Does the Georgia Lottery have quantity requirements around the following:
  - a. Number of documents that can be included in a signature transaction? *(Answer: Multiple documents and/or file types are anticipated to be included in a transaction.)*
  - b. Minimum File Size to successfully accommodate largest Georgia Lottery document packages in a transaction? *(Answer: Not yet defined.)*
  - c. Minimum Attachment File Size to accommodate uploaded attachments (i.e. P Picture IDs)? *(Answer: Not yet defined.)*
  - d. Minimum number of workflow steps/signatures in a transaction to accommodate the Georgia Lottery's most complex processes? *(Answer: Approximately 20.)*
8. For Mobile Usage, does the Georgia Lottery require/ prefer Native Mobile Apps built for IOS, Android and Windows? *(Answer: Not necessarily.)*
9. Requirement #22 – Please confirm that the Georgia Lottery requires a single management interface for digital, electronic and eNotary signatures? *(Answer: A single management interface for the entire solution is strongly desired.)*

10. Requirement #7 – Does the State of Georgia and Fulton County (Atlanta) support e-Notary? *(Answer: The GLC does not know the capabilities of other state entities. The ability to have an electronic notary is desired but not required.)*
11. Please confirm that API's available to your existing applications and any IT preference (REST, SOAP, etc.) on the type of API to be leveraged to configure the integrations. *(Answer: Although not yet defined, integration may include, but not be limited to, Microsoft Dynamics Great Plains 2015 and OnBase Enterprise Content Management.)*
12. Please provide information on the use cases that the Georgia Lottery expects for the Digital Signature Solution. *(Answer: Use cases include, but are not limited to, contract routing, invoice review and approval, human resource documents and forms, and retailer applications and licensing.)*
13. In order to properly price a response, please provide the expected volume and number of users. *(Answer: See response to Question 1. The following annual volumes are provided as an historical estimate and are not predictive of future activity: Retailers/licensees = 10,000; human resources forms = 1,000 to 2,000; accounts payable = 10,000 to 20,000; contracts = 500.)*
14. Please provide a scope of work for the Digital Signature Solution. *(Answer: The scope of work is the RFP and the winning bidder's proposal.)*
15. How many employees does the Georgia Lottery have? *(Answer: The GLC currently has approximately 350 employees.)*
16. How many documents per month will be sent out (on average)? *(Answer: See response to Question 13.)*
17. Does the Georgia Lottery need any type of integration with other applications or processes (i.e. Salesforce)? *(Answer: See response to Question 11.)*
18. Does the Georgia Lottery have a timeline on when they would like the Digital Signature Solution (e-signature) to be in place? *(Answer: Implementation by 06/30/17 is desired.)*
19. Will we bill the Georgia Lottery Corporation directly or the State of Georgia on behalf of the Georgia Lottery Corporation? *(Answer: The GLC.)*
20. What is the use case you are automating? Are we correct to assume it is primarily the contracting activity with the stores that will sell lottery tickets? *(Answer: See response to Question 12.)*

21. If the above assumption is correct, do you anticipate these contracts will have changes in the terms and conditions from store to store? *(Answer: No.)*
22. What is the estimated volume of documents per month to be processed for signature? *(Answer: See response to Question 13.)*
23. How many documents (or sets of documents) does the Georgia Lottery anticipate having signed on an annual basis? *(Answer: See response to Question 13.)*
24. How many total users does the Georgia Lottery plan on being able to electronically sign and route documents internally? *(Answer: See response to Question 1.)*
25. Does the Georgia Lottery anticipate leveraging an on premise solution or is it open to a hosted solution? *(Answer: The GLC does not have a preference; however, any hosted solution must meet GLC information security requirements.)*
26. Does the Georgia Lottery desire to have a true digital signature solution or electronic signature? (Information regarding differences was requested by the panel during the pre-bidders conference call on Monday, 7/25/16.) *(Answer: Digital.)*
27. Is the Georgia Lottery able to provide an example use case of how they would like to use a digital/electronic signature solution? A possible workflow example? *(Answer: See response to Question 12).*
28. Users:
  - a. Can you define how many internal users you have? *(Answer: See response to Question 1.)*
  - b. Approximately how many retailers do you have? *(Answer: The GLC currently has approximately 8,800 retailers.)*
29. Integrations:
  - a. Please outline all of the programs you will need integrated into the e-signature system, mentioning what each of those programs provides and the process flow for each. *(Answer: See response to Question 11.)*
  - b. Please provide a detailed process of your web application and the process flow of how you would like the signature. *(Answer: See [www.gacoam.com](http://www.gacoam.com) ("Licensing" sub-menu) as an example of the web application process. Access to the process requires the creation of a username and password.)*

30. Process, Features and Security:

- a. Please outline your internal notary process and provide more information on the notarize capability. *(Answer: There are over 120 notaries at the GLC; documents are notarized manually.)*
- b. Please define your Citrix virtual applications and how it would fit into the digital signature process. Please explain the requirement for Citrix virtual applications support. *(Answer: Citrix will allow external network users to interact with internal routing / approval processes.)* Is this requirement still applicable for a cloud hosted web application? *(Answer: Not required if the solution is cloud based.)* Do you use Citrix Receivers on your desktop/mobile? *(Answer: Yes.)*
- c. Please explain requirement 107, "solution must be expandable". *(Answer: The solution must be able to work with applications that may be implemented in the future.)*
- d. Would you explain more about the "lock down only" fields capability is"? *(Answer: A "lock down only" field is one that cannot be modified.)*
- e. Would you please provide more information on how the automated secondary signature should work and what you mean by automated secondary signature? *(Answer: See response to Question 3.)*
- f. What is defined document retention as opposed to document retention? *(Answer: As defined by the GLC.)*
- g. In Features, Question 16, please provide additional details on how the tracking mechanism should function. *(Answer: The transaction initiator should be able to view the document status within the process at any given time.)*
- h. Do you have a preference for the type of Active Directory authentication of employees? *(Answer: No; however, the authentication methodology must meet GLC information security requirements.)* If so, please state which systems you would like to use.
- i. Please provide additional details regarding the validation procedure for signature. Does this requirement refer to validating the authentication before signing or to technically validating the document after signature? *(Answer: Before signing.)*
- j. Please provide additional details regarding the three (3) encryption strength requirement. *(Answer: A minimum 256-bit encryption strength is required.)*
- k. Please explain what you mean by solution must be expandable. *(Answer: See response to Question 30c.)*

31. RFP Submittal Process:
- a. For the eight (8) mailed copies of the RFP, would you like to receive these copies at your office by 5 p.m. E.T. on August 19, 2016 or the mailed packet should be postmarked by the timeframe? *(Answer: Proposals must be received by the GLC Purchasing Manager no later than 5:00 P.M. Eastern Time on August 19, 2016.)*
  - b. For the pricing summary, do you want only one (1) copy of the pricing summary in the sealed envelope, or should the eight (8) mailed packets all include a pricing summary each and an additional one (1) in a sealed envelope? *(Answer: One copy of the pricing summary in a separate envelope is sufficient.)*
32. Has the number of users been confirmed? *(Answer: See response to Question 1.)*
33. Can I have a meeting to discuss the ShareFile Platinum offering with the committee who is making the decision? *(Answer: No.)*
34. Do you want cost of services included with the licensing costs? *(Answer: Yes.)*
35. Does the committee know that ShareFile Platinum being purchased alongside the Citrix Workspace Cloud deal in the works, will likely jump the GLC to a higher level ELA with Citrix? *(Answer: The GLC declines to provide a response.)*