



Connecticut Lottery Corporation
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Wallingford, CT 06492
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**Cloud-Based Financial Management or Enterprise Resource Planning Solution
Request For Proposals (“RFP”)
CLC202508**

**This document is subject to change.
Visit ctlottery.org for the most current information.**

PART I. INTRODUCTION

A. The Opportunity

The Connecticut Lottery Corporation (“CLC”), a quasi-public agency, is seeking proposals from qualified and experienced business software vendors to provide a comprehensive, user-friendly, and scalable cloud-based financial management system or an all-in-one enterprise resource planning system (“System”) that prioritizes strong financial management capabilities, with consideration for additional business process modules identified in this RFP. The selected System will replace CLC’s current on-premises Microsoft Dynamics Great Plains (Version 18.7) (“GP”) environment to enhance CLC’s operational efficiency, financial reporting, and fiscal transparency. CLC seeks a strategic and collaborative partner equally committed to CLC’s financial integrity, legal compliance, security, and the delivery of lasting value.

This RFP invites vendors to propose a robust System, along with services for planning, implementation, data migration, system configuration, training, and ongoing support and maintenance (“Services,” and together with the System, the “Solution”). Vendors should submit detailed proposals explaining their Solution along with their capabilities, expertise, implementation methodology, project timelines, training programs, and strategies for multi-year support.

The ideal System will include core finance and accounting management capabilities, meet CLC’s minimum functional and technical requirements, and integrate seamlessly with both CLC’s existing business applications and any System supplemental module options CLC may purchase from the selected vendor under this RFP or from third parties in the future (e.g., warehouse management, contract management, sourcing and supplier management, and expense management). At a minimum, the proposed base System must include modules for General Ledger and Financial Reporting, Accounts Receivable, Accounts Payable, Purchasing, Budgeting, and Fixed Assets. Vendors are welcome and encouraged to propose additional System modules, functions, and value-added features and showcase how they integrate with or enhance the System’s core finance and accounting management capabilities.

CLC’s current GP system reports on both a cash and accrual basis. GP receives daily financial data in the form of text files that are imported from CLC’s gaming system provider, as well as internally developed claim and annuity processing platforms.

As of the issuance of this RFP, the selected vendor and its project team will not be required to obtain separate vendor and occupational licenses from CLC’s regulator, the Connecticut Department of Consumer Protection (“DCP”) to provide the Solution in this RFP. However, licensing may be required at a later date, if determined by DCP. If this occurs, CLC will work with the selected vendor to ensure compliance.

Any resultant contract from this RFP will cover the implementation of the Solution, along with any additional service and module options selected by CLC, plus three (3) years of post-implementation support and maintenance. CLC will have the option to extend support and maintenance on an annual basis, in its sole discretion.

This RFP is not a contract or an offer to contract and does not obligate CLC to make an award, enter into negotiations, or pay any costs or damages incurred by vendors participating in this RFP. Unless and until a written contract resulting from this RFP is signed by CLC and the selected vendor, CLC shall have no obligations.

B. Schedule

Questions Deadline*	12:00 PM ET, July 9, 2025
Proposal Deadline*	12:00 PM ET, August 5, 2025
Demonstrations	Anticipated by September 12, 2025
Preliminary Notice of Award	Anticipated on or around October 1, 2025

Dates bearing an asterisk (*) are firm dates and times. All other dates are subject to change by CLC. CLC’s website is the official source of information for all updates and changes to this RFP.

C. Vendor Questions

The sole CLC point of contact for this RFP is Procurement Officer (“PO”) Stephen Day. All questions and communications must be submitted via email to Stephen.Day@ctlottery.org by the Questions Deadline stated in Part I.B of this RFP. Emails must include the subject line: “[Vendor Name] Questions - RFP CLC202508”.

The PO will not respond to inquiries regarding award status or any other questions received after the Questions Deadline. CLC will only address relevant questions that, in its sole judgement, assist vendors in submitting responsive proposals. CLC’s responses will be posted as addenda under the “Public Bids (RFP, RFQ, RFI)” tab on the [Supplier Opportunities](#) page of CLC’s website after the Questions Deadline, as soon as they are prepared. Unsolicited contact with any CLC employee, board member, or State of Connecticut official regarding this RFP, other than the PO, is strictly prohibited and may result in disqualification.

D. Vendor Demonstrations and Presentation

CLC may require demonstrations from some or all vendors prior to making any award recommendation. Vendors must submit a copy of their demonstration slide deck in advance.

Demonstrations, delivered by the vendor's personnel directly assigned to the project, will take place either in person at CLC's Wallingford, CT headquarters or via video conference (e.g., Zoom, RingCentral), as determined by CLC.

Demonstrations are expected to clearly and fully showcase the core financial management, reporting, and integration capabilities of the vendor's Solution, as well as any additional business process modules proposed. Demonstrations should be tailored to address the key business and technical requirements outlined in this RFP and allow CLC to assess the Solution's usability and capacity to meet its financial management and operational needs. Additionally, demonstrations should provide CLC with a comprehensive understanding of the Solution's features, scalability, security measures, and the vendor's proposed approach to implementation, training, and ongoing support and maintenance. Vendors should also use this opportunity to address the composition of their project, Solution support, and client relationship teams; project risk mitigation strategies; communication plans; and their commitment to on-going support as a collaborative partner with CLC. Further presentation instructions will be provided to vendors at the time of invitation.

E. Additional Vendor Information

CLC may request vendors to provide information, clarify information contained in their proposals, or supplement information previously supplied with additional information at any time during the RFP process, even after vendor demonstrations. However, CLC is not required to make such requests. A vendor's failure to respond to CLC's requests promptly may result in rejection of that vendor's proposal, or CLC may elect to accept that proposal as-is.

PART II. STATEMENT OF NEEDS

CLC's mission is to generate revenue for the State of Connecticut in an entrepreneurial manner by operating a fair, transparent, and socially responsible lottery. We are committed to integrity, public trust, and an entertaining player experience while promoting responsible gaming.

A. Objective

The selected Solution must meet the requirements outlined in this Part II to enhance CLC's ability to manage its financial operations efficiently. This includes meeting CLC's technical, accounting, and training needs while ensuring that the Solution complies with applicable industry standards (e.g., GAAP, PCI, SOC). The Solution should support scalability and integration with other systems, where applicable, to ensure operational efficiency across all financial processes.

The Solution must provide robust financial reporting and comprehensive audit trails across all modules and transaction types, ensuring transparency, traceability, and accountability for all financial data and activities.

Each vendor shall provide a written, detailed description of its methodology for providing the Solution. CLC is seeking a Solution that will meet its needs at the best rate. Therefore, vendors should be creative in proposing their Solution. CLC requires that the vendor proposes a fully integrated financial accounting system along with associated technical and professional implementation and support and maintenance services.

Vendor's proposed System must include the following modules:

- General Ledger & Financial Reporting
- Accounts Receivable
- Accounts Payable
- Purchasing
- Budgeting
- Fixed Assets

B. Current CLC Platform

CLC's current financial reporting platform utilizes GP, a cash and accrual basis accounting system, and is currently the repository for financial transaction data processed for all CLC business transactions. As a result, the vendor's proposed System must include development of a process to electronically upload daily financial data from CLC's internally developed software (e.g., claims processing, special anniversary payments and related receipts) and CLC's gaming system provider to ensure full accountability of all CLC financial transactions.

CLC anticipates approximately twenty (20) concurrent users with full accessibility and security rights to the System's financial data. There will also be an additional thirty (30) users with restricted access allowing them to view financial data and directly engage with budgeting and purchasing modules for tasks like requisition approvals.

C. Management & Maintenance

The selected vendor must provide the following support services:

- A toll-free telephone support line, which may include, but not be limited to, answering questions or providing a solution to malfunctioning system/software. CLC expects telephone support to be available at a minimum from 7:30 a.m. to 6:00 p.m. Eastern Standard Time. The selected vendor will be responsible for promptly responding to and resolving any System issues according to agreed-upon service level agreements.
- Information about any third-party software with known incompatibilities to its software product with specific details about such incompatibilities.
- The selected vendor shall provide a detailed list of key personnel responsible for System implementation, Go-Live, and post-Go-Live stabilization support. This list shall include the following information for each individual for each phase:
 - a. Name and title
 - b. Role and area of responsibility (e.g., project manager, technical lead, application support)

- c. Business telephone number
- d. Business email address
- e. After-hours or escalation contact information, if different from standard business contact details

The vendor shall ensure that appropriate technical and support resources are available to respond to and resolve issues that may arise during the implementation period, the Go-Live event, and the defined post-Go-Live stabilization period. Clear escalation procedures must be provided to ensure timely resolution of high-priority issues during these phases.

- Inform CLC of any software patches, security patches, bug fixes, minor updates, hot fixes, or maintenance releases, and provide such updates to CLC at no additional charge. The scheduling of all routine updates and patches must be approved in advance by CLC's designated technical staff to minimize disruption to operations.

D. Technical and Professional Service Considerations

The selected vendor must provide the following technical and professional services:

- Complete installation and configuration of the proposed software, including all necessary modules, components, and environments (e.g., test, staging, production).
- Analyze, map, and convert CLC's existing legacy financial data to the new System. Vendor shall work with CLC to validate data accuracy and completeness.
- Develop, test, and implement data interfaces between the proposed System and CLC's existing external systems (e.g., claims processing, annuity management software, BAI banking files).
- Coordinate and deliver comprehensive training for all CLC-authorized users. Training shall include system navigation, role-specific functionality, and administrative features. Training materials and documentation shall be provided.
- Configure user roles, permissions, and security groups to ensure appropriate access controls and data safeguarding across all financial modules, in compliance with CLC's internal policies and applicable regulations.
- Upon successful installation and acceptance of the System, the selected vendor shall ensure that all software licenses and applicable maintenance and support agreements are assigned or transferred to CLC, granting CLC full rights to use and maintain the System.

E. Module Requirements

1. Primary Modules

The proposed System must include the following modules:

a. General Ledger (“G/L”) & Financial Reporting

- Accommodate a monthly accounting cycle including a 13th month for accrual processing within a fiscal year (July 1 through June 30).
- Support cost accounting of product data through expanded G/L account structure.
- Allow dynamic addition and management of product codes and G/L segments.
- Provide tools to build custom financial reports with comparative functionality (month-over-month, year-over-year, actual-over-budget).
- Provide a configurable executive dashboard that presents key financial and operational metrics.
- Develop import on daily financial data from CLC’s gaming system through nightly generated text files.
- Enable automated G/L account allocations between accounts based on game sales.
- Journal Entry Management with abilities for batch processing with controls between entry and posting.

b. Accounts Receivable (“A/R”)

- Allow for the storage and maintenance of unlimited customer records.
- Ability to categorize and age A/R.
- Ability to accept weekly billing and account settlement transactions for posting to individual customer accounts.
- Ability to accept customer update files regarding additions and change of status.
- Ability to accept external interface from banking vendors regarding insufficient fund transactions.
- Ability to track customer comments by type and category.
- Provide interface to G/L on all A/R financial transactions.

c. Accounts Payable (“A/P”)

- Allow for the storage and maintenance of all vendor files for all A/P transactions.
- Provide an approval flow with supporting documentation on all vendor invoices. This module must communicate with A/P to ensure spending authorization on all CLC disbursements.

- Allow for full accrual of all vendor invoices including application over multiple accounting periods.
- Provide interface to G/L on all A/P financial transactions.
- Offer a secure check of the printing environment enabling CLC to produce vendor payments as needed.
- Allow for interaction with budgeting module regarding account balances based on remaining budget authorizations.
- Allow for Electronic Funds Transfer (“EFT”) of vendor payments ensuring Payment Card Industry (“PCI”) compliance of banking data.
- Provide a copy of all vendor disbursements to external vendors via email when payments are made.
- Develop an export file of vendor disbursement data as needed.

d. Purchasing/Procurement

- Maintain a comprehensive vendor master file that supports the creation, updating, and archiving of vendor records for all purchase order obligations under contract. The System must capture key vendor attributes, including vendor classification, status, and diversity certification status (e.g., woman-owned, minority-owned, veteran-owned business).
- Generate and manage purchase orders (“POs”) with configurable multi-level approval workflows tied to predefined spending thresholds and organizational hierarchy. The System shall enforce approval limits and routing rules to ensure compliance with CLC’s procurement policies.
- Seamlessly interface with the Accounts Payable module to ensure all vendor disbursements are backed by authorized purchase orders, invoices or other relevant documentation. The System must integrate with the budgeting module in real-time or near-real-time to validate budget availability and prevent spending beyond authorized limits prior to PO approval and invoice payment.
- Enable automated spend controls by validating purchase orders, invoices, and similar documentation against approved budgets, spending thresholds, and vendor lists. The System should provide alerts or block approvals when limits are exceeded, with the ability to override with appropriate higher-level approvals.
- Support classification and tracking of vendors based on diversity certifications or other socio-economic categories. The System shall allow reporting and analytics on procurement spend with small and diverse business enterprises to support CLC’s supplier diversity initiatives and compliance requirements.

- Provide comprehensive reporting tools for purchase order status, spend analysis, vendor performance, and compliance metrics. All purchasing activities must be fully auditable, with detailed logs of approvals, changes, and transactions.

e. Budgeting

- Interface with A/P and G/L modules for account data information.
- Ability to categorize spending based on departmental data.
- Ability to enter initial budget allocations.
- Allow entry of spending adjustments.
- Tracking of monthly spending detail.
- Allow for departmental approval flow for budget authorizations.
- Ability to create budget within the System.
- Integrated forecasting tools preferred but not required.

f. Fixed Assets

- Direct interface from A/P module on fixed asset purchases.
- Provide for monthly depreciation schedule for posting to general ledger.
- Allow for retirement of fixed assets.
- Provide reporting on all fixed assets as needed for inventory purposes.

2. Supplemental Modules

In addition to the specific modules identified in Part II.E.1 above, CLC is seeking information on supplemental System modules that may be offered by vendors. The modules set forth below in this section reflect CLC department-identified needs. While not part of the primary financial management scope, these modules may be procured at CLC's option in the future or included as enhancements to the System at the time of contracting. Vendors are encouraged to include details on the availability, functionality, integration capabilities, and cost structure (if applicable) for each of the following supplemental modules:

a. Warehouse Management

- **Barcode Scanning & Receiving:** Support for handheld barcode scanners to receive deliveries. Automatically marks items as received, links to associated purchase orders, and updates inventory records in real time.

- **Inventory Management:** Real-time tracking of inventory quantities with issue-out functionality to internal staff. System supports item issuance, consumption tracking, and inventory decrementing upon use.
- **Reorder Management:** Configurable minimum and maximum inventory thresholds with automated alerts when items reach reorder levels to prevent stockouts.
- **Reporting & Analytics:** Standard and custom reports on inventory movement, stock levels, reorder frequency, and issuance history.
- **Integration:** Seamless integration to ensure synchronized data across departments.
- **Security & Audit Trail:** Controlled access based on user roles. Audit trail of all inventory transactions for accountability and compliance.
- **Scalability & Customization:** Scalable to accommodate new locations or warehouses. Customizable item categories, workflows, and reporting structures.
- **User Interface:** Intuitive dashboard for viewing current inventory, pending receipts, reorder alerts, and stock status.
- **Training & Support:** Vendor-provided training resources, scanner usage guidance, and helpdesk support for troubleshooting.

b. Contract Lifecycle Management

- **User Management:** Role-based access for Legal, Finance, HR, and Administrative users with configurable permissions. Tracks all user actions through a detailed audit trail.
- **Contract Repository:** Centralized digital storage for contracts with searchable metadata (e.g., contract type, effective dates, terms). Supports full-text search, collaboration and editing, version control, and document history.
- **Compliance & Risk Management:** Automated alerts for contract milestones such as expirations and renewals. System can flag high-risk contracts based on value, duration, or terms.
- **Renewal & Expiration Tracking:** Workflow automation for tracking upcoming renewals and managing renegotiation tasks to prevent lapses in agreements.
- **Reporting & Analytics:** Standard and custom reports covering contract value, duration, status, and legal spend. Enables performance tracking across departments or contract types.
- **Integration:** Seamless integration with ERP systems and document management platforms to ensure centralized data visibility and updates.

- Security & Data Protection: Data encryption, user access controls, automated backups, and disaster recovery protocols. Supports compliance with applicable laws (e.g., CT Data Privacy Act).
- Auditing & Litigation Support: Detailed audit logs for compliance reviews. Enables quick retrieval of contract records to support internal investigations or legal proceedings.
- Scalability & Customization: Supports multiple departments and growing contract volumes. Customizable workflows, templates, and approval paths to match organizational needs.
- User Interface: Dashboard view of contract lifecycle, deadlines, and actionable items. Includes advanced search and filtering for ease of use.
- Training & Support: Vendor-provided training resources, onboarding materials, and access to a responsive help desk for technical and functional support.

c. Sourcing and Supplier Management

- Purchase Request Automation: Automated submission and processing of purchase requests with customizable routing and approval workflows based on departments and users.
- Workflow Notifications: Automated alerts for key milestones (e.g., purchase approvals) sent to designated department buyers to maintain visibility and timeliness, or to prompt additional action.
- RFx Management: Ability to create, publish, and manage solicitations (Request for Proposal, Request for Quote, Request For Information), including addenda issuance, vendor Q&A handling, and tracking of submission deadlines.
- Supplier Portal: Vendor registration, self-service onboarding, and centralized vendor record management. Enables secure participation in sourcing events, vendor updates, and real-time visibility into qualification status.
- Supplier Performance Tracking: Capture and report on key performance indicators such as delivery timeliness, quality issues, responsiveness, and contract compliance. Supports supplier scorecards and evaluations.
- Supplier Risk Management: Centralized tracking and management of supplier risk documentation, including insurance certificates, required business certifications, licenses, and state-specific qualifications (e.g., authorization to do business in Connecticut). Automated alerts for upcoming expirations and renewals. Supports risk assessment scoring and integrates with supplier record management.
- Audit Trail & Compliance: Full tracking of sourcing and supplier activities, including timestamps for submissions, approvals, and modifications. Supports document retention policies and public procurement compliance.

- Reporting & Analytics: Standard and customizable reports on sourcing events, vendor performance, spend distribution, and diversity utilization metrics.
- Integration: Interfaces with ERP, contract lifecycle management, budgeting, and finance systems to ensure accurate, synchronized data across departments.
- Scalability & Customization: Supports multiple departments and sourcing categories. Configurable templates, approval workflows, and evaluation criteria to meet evolving organizational needs.
- User Interface: Intuitive dashboard view of sourcing cycle, vendor engagement, upcoming deadlines, and pending tasks using advanced search and filtering tools.
- Training & Support: Vendor-provided training resources and onboarding materials.

d. Expense Management

- Submission and Tracking: Allow employees to securely submit reimbursement requests electronically, including receipt and document uploads, and enable designated users (e.g. finance staff) to track submission status via configurable workflows.
- Role-Based Access and Portals: Support secure, limited-access portals for non-employees to submit claims without full credentials and allow the creation of temporary user profiles with appropriate access controls.
- Policy Compliance and Validation: Enable configuration of business rules and expense policies and automatically flag noncompliant items at the point of entry.
- Approval Workflows: Offer customizable, multi-tiered approval workflows driven by expense type, dollar amount, and role.
- Integration and Payment: Integrate with the Accounts Payable module to support timely reimbursements via direct deposit or check and securely store payment data in compliance with privacy and financial regulations.
- Audit Trail and Reporting: Maintain a complete audit trail of all reimbursement activities and provide reporting tools to assess turnaround times, compliance trends, and overall usage.

F. Platform Compliance Requirements

The vendor’s proposed System must conform to all applicable Generally Accepted Accounting Principles (“GAAP”) and Governmental Accounting Standards Board (“GASB”) requirements regarding financial reporting, as well as PCI compliance standards. The System must also have the capability to provide for full accrual accounting as needed.

G. Training Requirements

The selected vendor must provide the following:

- A dedicated project manager for the lifecycle of the project. CLC reserves the right to release the selected vendor from this obligation when the project moves into a support and maintenance phase.
- Initial hands-on, on-site training at CLC headquarters. CLC shall provide training accommodations. Vendors must explain the format and duration of each initial training session. Training should be included with the Solution and be inclusive of all expenses.
- Written training manuals in electronic and written format for each user.
- Ongoing training to CLC for the duration of the contract, including subsequent renewal periods. Please specify the frequency by which subsequent training will be provided.

H. Warranty Requirements

Vendors in their proposals must agree to correct and/or replace any software within the System that becomes inoperable or fails to meet its design or functional specifications. The selected vendor will be expected to repair or replace any deficient software at no additional cost to CLC. CLC will require additional warranties (e.g., non-infringement warranty, workmanlike manner warranty) from the selected vendor covering the Solution at the time of contracting.

Vendors must explain how upgrades and/or enhancements to System software will be provided during the initial term of the contract.

PART III. VENDOR SUBMISSION & CONTENT REQUIREMENTS

A. Submission Requirements

Proposals must be received by the Proposal Deadline stated in Part I.B of this RFP. Send proposals to PO Stephen Day at Stephen.Day@ctlottery.org with the subject line: “[Vendor Name] Submission - RFP CLC202508”.

Public Copy Requirement: CLC is subject to the Connecticut Freedom of Information Act (“FOIA”). This means that any information vendors provide to CLC could be shared with the public. CLC strongly recommends that vendors not include any proprietary or confidential information in their submissions. If a vendor chooses to include proprietary or confidential information in its submission, then it must provide CLC a second copy of its submission labeled “Public Copy” with this information redacted. CLC will not honor submissions with general proprietary notices or markings, or that use page headers or footers that arbitrarily mark all pages “confidential.” Furthermore, pricing, resumes, copyrighted materials, and marketing information has been found to be subject to public disclosure. Despite what a vendor redacts as protected information, the final determination as to whether it is subject to public disclosure resides solely with CLC. CLC will interpret a vendor’s failure to provide a “Public Copy” as the vendor’s acknowledgment that its submission contains no protected information, and CLC may disclose the submission to the public, upon request without notice or liability to the vendor.

B. Content Requirements

Proposals must include the information outlined below and be clearly labeled. They should demonstrate the vendor's experience, competence, and capabilities, as well as the qualifications of the staff assigned to the project. Additionally, proposals must reflect the vendor's understanding of the required Solution and its commitment to providing it in accordance with CLC’s requirements. Vendors should also highlight any experience working with government agencies or state lotteries on projects with a similar scope of work as outlined in this RFP.

1. Executive Summary

A summary of the proposed Solution, emphasizing how it aligns with CLC's objectives and specific needs outlined in the RFP.

2. Vendor Profile and Company Information

- a. RFP Point of Contact: Provide the name, title, phone number, and email address for vendor’s point of contact for this RFP.
- b. Business Operations: Provide an overview of the vendor’s company, including history, size, location(s), and business structure.
- c. Experience and Track Record: Demonstrate the vendor’s experience with similar Solution implementations, particularly with government agency customers, including state lotteries.
- d. Key Personnel: Identify the team members who will be involved in the project (pre- and post-implementation), including their qualifications, roles, and experience.

3. Proposed Solution Overview

- a. Solution Description: Detailed description of the proposed Solution, including its features, functionalities, and how it meets the requirements outlined in the RFP.
- b. Key Benefits: Highlight the benefits of the Solution for CLC, such as efficiency gains, cost savings, scalability, and flexibility.
- c. Customization Options: If applicable, describe any customization options available, including optional or supplemental modules, as well as long-term scalability and flexibility to adapt to CLC's evolving needs.

4. Technical Approach and Capabilities

- a. Integration Capabilities: Explanation of how the proposed Solution integrates with both native modules (e.g., Warehouse Management, Contract Lifecycle Management, Sourcing and Supplier Management, and Expense Management) and third-party systems (if applicable).
- b. Data, Security and Privacy: Detailed explanation of security features and protocols such as vendor data center locations and cross-border data transfer policies, encryption, data masking, backup, and disaster recovery plans.
- c. Compliance: Demonstration of how the proposed Solution complies with industry-specific standards and regulations (e.g., GAAP, PCI, SOC 2).
- d. Scalability and Flexibility: Description of how the Solution can scale as CLC grows and adapt to CLC's changing business needs.

5. Implementation Plan and Methodology

- a. Implementation Strategy: A clear plan for how the Solution will be implemented, including phases, milestones, timelines, and responsibilities.
- b. Project Management Approach: Methodology for managing the project, including resource allocation, timelines, risk management, change management, and communication/escalation, and reporting.
- c. Data Migration: Details on the approach for migrating data from CLC's existing systems to the new Solution, including any tools and support provided.
- d. Testing and Quality Assurance: Description of the vendor's process for System testing, quality assurance, and user acceptance testing (UAT).
- e. Training and Knowledge Transfer: Information on how the vendor will train users, including the format (e.g., on-site, virtual), materials, and ongoing support.

6. Support and Maintenance

- a. Post-Implementation Support: Explanation of the support structure post-implementation, including helpdesk services, troubleshooting, and escalation procedures.
- b. Maintenance Services: Description of ongoing maintenance services, including updates, patches, and system upgrades.
- c. Service Level Agreements: Definition of service levels for response times, issue resolution, and system uptime.
- d. User Support: Information on how user support will be provided, including support hours, channels (e.g., email, phone, chat), and access to knowledge bases.

7. Pricing Proposal

- a. Pricing Structure: Breakdown of the costs associated with the Solution, including licensing fees, implementation costs, training, and ongoing maintenance or subscription fees. Vendors must provide a completed and signed Price Proposal (Appendix A). Vendors should not include their standard terms and conditions, unless expressly requested by CLC.
- b. Total Cost of Ownership: An estimation of the total cost of ownership over a specified period (e.g., 3-5 years), accounting for all costs associated with the Solution.
- c. Optional Costs: Information on any optional costs for additional features, modules, or third-party integrations that are not included in the base Solution price.

8. References and Case Studies

- a. Client References: Provide at least three (3) customer references, preferably from customers of similar size with similar needs as CLC. For each reference, provide the client's business name and address and the name, title, telephone number, and e-mail address of the client's point of contact.
- b. Case Studies: Share examples of successful projects that the vendor has completed within the last five (5) years, including the name of the project customer (or type of customer), scope of work, outcomes, and client testimonials.

9. Risk Management and Contingency Plans

- a. Risk Mitigation: Identify potential risks associated with the project (e.g., data migration challenges, system downtime) and describe the vendor's approach to mitigating those risks.
- b. Contingency Plans: Outline contingency plans in case of delays, unexpected issues, or challenges during implementation.

10. Compliance and Certifications

Vendors must include a signed Campaign Contribution Certification (OPM Form 1) with their submission. The form is available on the [State of Connecticut's website](#) and can also be accessed through [CLC's Procurement website](#) under the “Supplier Resources” tab.

PART IV. GENERAL TERMS & CONDITIONS

In addition to the terms in this RFP, any resultant contract between CLC and the selected vendor will include, without limitation, the following special provisions. The final contract offer of CLC may contain additional provisions or provisions worded differently from those set forth below.

- A. CLC may share non-public financial, operational, and other business information and records with the selected vendor that is confidential information (“CLC Confidential Information”). Additionally, the selected vendor acknowledges that any information and records it procures, develops, generates, collects uses, stores, or otherwise processes for CLC during the contract is also CLC Confidential Information. “CLC Confidential Information” also includes any information and content placed on, processed or derived from the System (e.g., analytics, reports), or created by, the System that is exempt from public disclosure under the Connecticut Freedom of Information Act. The selected vendor will keep CLC Confidential Information confidential and maintain appropriate administrative, technical, and physical safeguards to secure and protect it against unauthorized access, use, alteration, loss, or disclosure that equal or exceed those the selected vendor uses to secure and protect its own confidential information, but no less stringent than prevailing cloud computing/hosted services industry standards and practices. To the extent applicable law imposes greater confidentiality or security requirements or restrictions with respect to any CLC Confidential Information, particularly personal privacy information, the selected vendor will comply with such greater requirements or restrictions. The selected vendor will immediately notify CLC of any suspected or actual loss or unauthorized access, use, alteration, loss, or disclosure of any CLC Confidential Information in its possession or control.

- B. It is critical that CLC has access to all System data, including CLC Sensitive Information (collectively, “Data”), at all times and that the selected vendor cooperates in providing it to CLC in a timely manner. Upon a termination or the expiration of the contract or upon CLC’s written request at any other time (each, a “Return Event”), the selected vendor will promptly provide to CLC, or to any other entity as may be identified by CLC in writing to selected vendor, or securely dispose of (as instructed by CLC), Data, including any copies and drafts thereof, in the selected vendor’s possession or control regardless of the form in which such information exists or is stored, at no cost to CLC. The selected vendor will provide CLC with written certification that all requested Data has been returned or disposed of securely.

The selected vendor will remedy (including data back-up and restoration from scheduled back-ups or, if not available on such back-ups, using generally accepted data restoration techniques) any unauthorized destruction, loss, or alteration of any Data or Records (defined hereinafter) in its custody, possession, or control at no additional cost to CLC, except to the extent that CLC caused such destruction, loss, or alteration.

- C. The selected vendor must provide the System and Services in accordance with agreed upon performance standards and maintain those levels throughout the contract. Upon any failure to meet these standards, the selected vendor will promptly and diligently remedy the deficiency. The selected vendor must notify CLC in writing of any deficiency, create a resolution plan for CLC's approval, commence remedial work within an agreed upon timeframe, pursue resolution until CLC is satisfied, and provide regular updates to CLC. CLC will be entitled to remedies for any such failure, including service credits, direct costs (e.g., cost of procuring alternative solutions or services), extended warranties, and/or the right to terminate the contract if the deficiency is material, recurs, or unreasonably persists. The selected vendor will also be obligated to continuously seek ways to improve the System's performance and reliability and the support and maintenance services it provides CLC.
- D. The selected vendor will indemnify, hold harmless, and, upon CLC's request but at the selected vendor's sole cost and expense, defend CLC and the State of Connecticut (including its agencies), and each of their respective directors, officers, employees, and representatives whether named in their individual or official capacities (collectively, "Indemnified Parties") from and against any and all actual and threatened demands, claims, lawsuits (through any appeals), and proceedings of any nature, and, in each case, will pay and/or reimburse CLC for all associated damages, settlements, judgments, liabilities, costs, and expenses of whatever kind, including, without limitation, reasonable attorneys' fees and expenses), arising out of, resulting from, or related to: (a) any malfeasance, misconduct, negligence, or willful act or omission of the selected vendor or its employees, agents, or subcontractors in connection with the performance of this contract; (b) any claim that the System (or any aspect of it), or CLC's use thereof as permitted under the contract, infringes, misappropriates, or otherwise violates any intellectual property right of any third party; (c) any compromise to the security, confidentiality, or integrity of Data, including any data breach within the selected vendor's environment; and (d) any failure by the selected vendor or its employees, agents, or subcontractors to comply with applicable laws.
- E. The selected vendor will preserve and make available to CLC and other authorized State of Connecticut entities or individuals all books and records relating to its performance ("Records") during the contract and for no fewer than five (5) full years from the date of final payment by CLC. Records must be maintained in a manner and form that makes them readily accessible and easy to understand for audit and assessment. CLC may also perform or have performed on its behalf at any time assessments of the security and integrity of the facilities and information security and privacy practices and controls of the selected vendor, which could, at CLC's option, include on-site audits, questionnaires, and/or penetration and security tests of connected systems and its hosting facilities and operating environments.
- F. The contract between CLC and the selected vendor will include some or all of the provisions found in the "Mandatory State Contract Provisions" document available on CLC's website at clottery.org/SupplierOpportunities under the Supplier Resources tab. The inclusion of some or all of these provisions is dependent upon the overall value of the contract.

PART V. CLC RESERVATIONS

In addition to any rights set forth elsewhere in this RFP, CLC reserves the right to take any of the following actions, in its sole discretion, at any time:

- A. Accept or reject any or all proposals, in whole or in part, and to award or not award a contract based on proposals received;
- B. Waive any mandatory, non-material specification(s) that cannot be complied with by all vendors;
- C. Waive any informality in the RFP process if doing so, as determined solely by CLC, is in CLC's best interest;
- D. Conduct discussions with any or all vendors for the purpose of clarification and/or modification of their proposals, or to request best and final terms from vendors deemed most qualified to provide the required products and services and with proposals within an acceptable competitive range;
- E. Arrange to receive the products and services sought under this RFP from other providers, or obtain the products or perform the services itself;
- F. Solicit additional and/or new proposals from anyone;
- G. Clarify, supplement, modify, suspend, or terminate this RFP in whole or in part, or withdraw and reissue a new RFP, including an RFP with terms and conditions materially different from this RFP;
- H. Obtain information from any and all sources concerning a vendor that CLC considers relevant to this RFP, and to consider such information in evaluating the vendor's proposal;
- I. Make a whole award, multiple awards, a partial award, or no award;
- J. Disqualify any vendor whose conduct and/or proposal fails to conform to the requirements of this RFP;
- K. Negotiate contract provisions, including provisions not found in this RFP, with one or more potential vendors in any manner CLC deems fit (negotiations may be held with multiple vendors concurrently or on an individual basis at separate times as CLC determines); and
- L. Set aside the original selected vendor if CLC determines that the vendor is unable to fulfill CLC's requirements for any reason. CLC may, but shall not be obligated to, award the contract to a different responsible vendor.

**Cloud-Based Financial Management or Enterprise Resources Planning Solution
Request For Proposals (“RFP”)
CLC202508
Appendix A**

Price Proposal

In submitting this Price Proposal, the vendor acknowledges and agrees that: (a) the pricing supplied is fixed and all-inclusive, including, but not limited to, the costs of the Solution (System, planning, implementation, data migration, system configuration, training, and the ongoing support and maintenance delivery) for the duration of any initial term and any exercised additional terms, and any other expenses (as applicable); and (b) CLC will make no, and have no liability to make, additional payment of any kind for the items quoted.

	Year 1	Year 2	Year 3	Total
Financial System	\$	\$	\$	\$
Implementation Migration Configuration Training (One-Time Charge)	\$			\$
Support & Maintenance (Initial 3 Years)	\$	\$	\$	\$
Supplemental Modules (Please specify below)				
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
Other Costs (Please specify below)				
	\$	\$	\$	\$
Total	\$	\$	\$	\$

Print Name

Title

Signature*

Date

***Note:** Appendix A must be signed by an authorized representative of the vendor. Signatures must include the authorized representative’s printed name, title, and date.