

MARCH 2021

**SCIENTIFIC GAMES RESPONSE TO
NEW YORK STATE
GAMING COMMISSION**

**REQUEST FOR PROPOSALS FOR
NEW YORK LOTTERY,
VIDEO LOTTERY GAMES (C202017)**

**LOT 1, VOLUME 1 -
INFORMATION VOLUME**



**NEW YORK
STATE OF
OPPORTUNITY.**

**Gaming
Commission**

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Section 1 Overview



OUR VISION

*To enrich lives through the **enjoyment**
of **positive play**.*

OUR MISSION

*Through our **imagination, talent and technology**,
everyday we **'play to win'** – we drive to succeed
as we efficiently manage and grow our business –
to realize the full potential of responsible gaming
by providing the most entertaining and best
performing gaming experiences in the world.*

ONE GLOBAL GAMING ENTERTAINMENT COMPANY

GAMING

PROVEN PRODUCT BRANDS

- Gaming Operations
- Electronic Gaming Machines
- Casino Management Systems
- Table Games and Utilities



LOTTERY

TRUSTED, RESPONSIBLE PROVIDER TO 150+ LOTTERIES GLOBALLY

- Instant, Draw and Interactive Games
 - iLottery
- Sports Betting
 - Systems
- Managed Services

SOCIAL

LEADING SOCIAL SLOTS PROVIDER AND 3RD LARGEST PUBLISHER OF SOCIAL CASINO APPS

- Social Gaming
- Social Slots Provider
- Social Casino Apps

DIGITAL

LEADING SUPPLIER OF DIGITAL GAMING CONTENT SPORTS BETTING AND TECHNOLOGY

- Digital Real-Money Gaming Content and Platforms
- iGaming/iLottery Platforms
 - OpenSports
 - Open Gaming

THE BROADEST PORTFOLIO OF GAMES, SYSTEMS AND TABLE PRODUCTS

Scientific Games is dedicated to being the industry's only COMPLETE global solutions provider with products that will enhance the entire gaming operation, both on the casino floor and behind the scenes, and provide players with a superior gaming experience.

Building on a legacy of successful brands, decades of extensive industry knowledge, world-class teams, and cutting-edge technology, Scientific Games is leading the way in the creation and design of innovative gaming content, proprietary solutions and engaging platforms. research and insights that provide a deep understanding of player and casino demand and preference.

- Electronic gaming machines for commercial and tribal casinos, video lottery, central determination, licensed betting office, arcade and bingo markets
- An extensive library of proprietary and licensed brand game content, that includes some of the hottest entertainment brands, designed to maximize player enjoyment and operator's return on investment
- A cutting-edge family of gaming platforms featuring the latest technology, engineered with both the player and operator in mind, that take player attraction and engagement to new levels
- Industry leading proprietary table games, table game progressives, card shufflers, table signs and chip sorters
- Innovative electronic table games, including fully electronic, multi-terminal and multi-game configurations linked to virtual, hybrid and live games
- The most robust suite of casino system products and solutions that allow operators to manage all aspects of their business while maximizing operating efficiency, player engagement and ultimately, revenue.



THE WORLD'S LOTTERIES TRUST SCIENTIFIC GAMES

We're blending art with science to innovate the best experiences for our lottery customers, retailers and players. Consumer insights from our data scientists, continuous creativity from our game content studios, the excitement of sports betting, integrated gaming systems technology, and unsurpassed security help drive our customers' long-term growth and increase returns to beneficiaries.

We're engaging today's players with entertaining games, developing revolutionary retail solutions, and aligning with each customer's business plans and regulatory requirements.

We lead the global lottery industry by responsibly driving performance with a proven portfolio of games, technology and services featuring:

- Instant, draw and hybrid games
- Sports betting
- Interactive games and promotions
- iLottery
- Licensed brands
- Loyalty programs + online rewards store
- Gaming systems technology
- Retail point-of-sale technology
- Mobile apps
- Internet platform + CRM
- Retail development programs
- Managed services



FASTEST GROWING B2B REAL-MONEY DIGITAL GAMING AND SPORTS BETTING PROVIDER

SG Digital leads the industry in online gaming, sports and iLottery solutions. Leveraging the combined power of nine world-class game studios, the world's premier sportsbook platform and unparalleled technology expertise, SG Digital offers customers a robust portfolio of proven products and unprecedented levels of customer service.

Our product offering includes the Open Gaming System, empowering customers with an expansive game library; the Open Platform System, which enables enhanced player tracking and connectivity; a massive library of proprietary and licensed game content; OpenBet™, the market leader in sports betting.



EMPOWERING OUR CORPORATE SOCIAL RESPONSIBILITY

At Scientific Games, we deliver great products and services. We also commit to doing what is right for our customers, our employees, our investors, and the communities in which we live, work, and play.

The standard we set for corporate governance, environmental sustainability, community engagement, responsible gaming and diversity benefits all stakeholders and contributes to our growth.





DIVERSITY



GIVING



SUSTAINABILITY



RESPONSIBLE GAMING



COMMUNITY

DIVERSITY

Scientific Games Company Overview

Scientific Games Corporation is an American company headquartered in Las Vegas, Nevada that provides products and services to lottery and gaming organizations worldwide. The company is first in technology-based gaming systems, digital real-money gaming and sports betting platforms, casino table games and utility products, social gaming, and lottery games.

Our games, systems, content, services, gaming machines, and interactive products are designed to reach players wherever they are, whenever they want to play, and in any channel they choose: retail, casino, or digital.

For more than 40 years, Scientific Games has delivered what customers and players value most: trusted security, creative content, and innovative technology. Beginning with our development of the breakthrough technology that launched the world's very first secure instant lottery game in 1974, we have been a driving force behind the success of customers in legal gaming jurisdictions on six continents.

OUR GLOBAL REACH



As a global leader in the gaming industry, our mission is to empower our customers by creating the world's best gaming and lottery experiences.

Corporate Structure

Headquartered in Las Vegas, with a global workforce of over 9,400 employees, we serve our customers from manufacturing and operational facilities on six continents. Scientific Games offers a fully-integrated portfolio of technology, including:

- Instant, Interactive, and Draw-Based Lottery Games
- Lottery Systems and Retail Technology
- Casino/Electronic Gaming Machines and Game Content
- Table Products, Game Content, Shufflers, and Chippers
- Server-Based Lottery and Gaming Systems
- Social and Mobile Gaming Content and Services
- iGaming Content and Distribution Solutions
- Casino Management Systems
- Sports Betting Technology
- Licensed Properties and Promotions
- Loyalty and Rewards Programs
- Lottery Game Product Management and Logistics Services
- Marketing Research and Analytics

Creating Accessible Gaming Experiences Wherever Players Choose to Engage

SCIENTIFIC GAMES

- Combined Revenue \$3.0 Billion
- Established 1973
- 1,700+ Customers
- 9,400+ Employees
- Operations on 6 Continents
- 2,100 Patents
- Digital Library of 2,000 Games

GAMING

LOTTERY

SOCIAL

DIGITAL

NEXTGEN GAMING

OGS

OpenBet

OPS

Market Leadership

Success is a reflection of talent, and Scientific Games' history of success is sustained by our highly experienced professionals. Our products have been developed by some of the top game designers, mathematicians, marketing research analysts, and product managers in the world.

We are an industry leader in developing and using market research and analytics to gain a deep understanding of player demand and preferences. As a result, we continue to generate new ideas and innovative gaming solutions that provide players with exciting choices and experiences. We are also committed to working closely with our customers, governments, regulators, and industry associations to support player protection a closely with our customers, governments, regulators, and industry associations to support player protection and responsible gaming.

Scientific Games has won more innovation awards than any of our competitors.



At Scientific Games, we have a demonstrated track record of helping our customers grow their gaming revenue. We work with our customers to understand their business needs and to customize advanced products and technologies that deliver results. We understand that our customers rely on our products and services to drive growth, and we're always looking for ways to deliver compelling entertainment and gaming experiences.

Section 2 SG Response

For clarity this section includes text from the New York State Gaming Commission RFP for New York Lottery, Video Lottery Games C202017 with Scientific Games' responses in the appropriate sections in blue.

Lot 1 Submissions (4.2)

1. Information Volume.

- a. Bidder Background Information. The Bidder must provide the following information:

- (1) Name and address of business entity making the Proposal;

Name: SG Gaming, Inc.

Address: 6601 Bermuda Road, Las Vegas, Nevada, 89119 USA

This RFP response is provided by SG Gaming, Inc. - Scientific Games Corporation's Gaming Division. SG Gaming, Inc. is a wholly owned subsidiary of Scientific Games Corporation and is the contracting and operating entity and may also be referred to as Scientific Games or SG for purposes of responding to this RFP. Scientific Games Corporation is a publicly traded company listed on the NASDAQ with the Ticker Symbol of SGMS.

- (2) Type of business entity (e.g., corporation, partnership, etc.);

Type of Business: Corporation

- (3) Place of incorporation, if applicable;

Place of Incorporation: Nevada

- (4) Name and location of major offices, plants, and other facilities that relate to the Bidder's performance under the terms of this RFP;

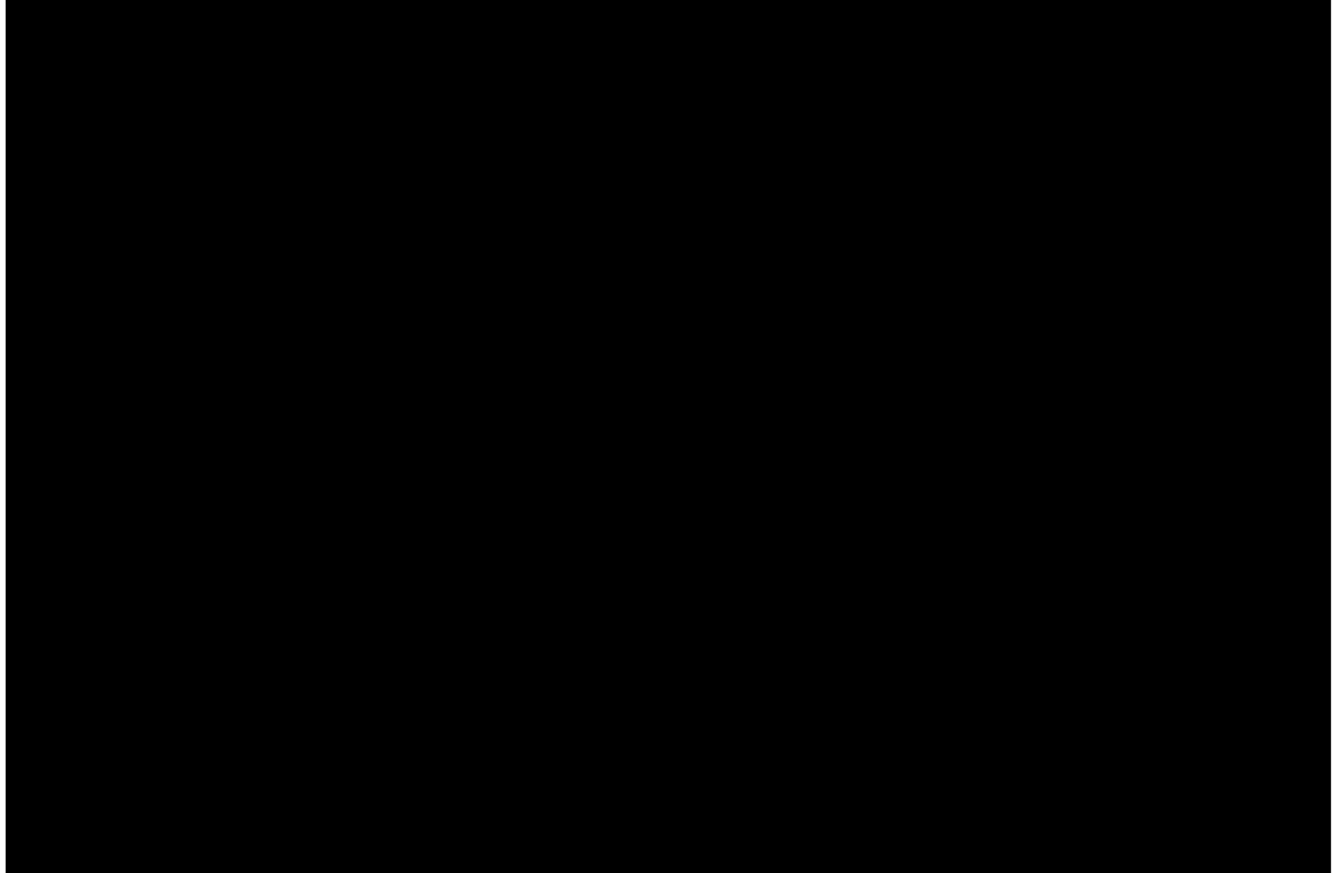
Name and Location of Major Offices, Plants, and Other Facilities

- Worldwide Headquarters
6601 Bermuda Road, Las Vegas, Nevada, 89119
- Local Office and Warehouse
11 Elkay Drive, Suite 13, Chester, New York 10918
 - SG office and warehouse location to facilitate parts and support to the facilities, SG Technicians, and Staff under the NY Lottery program.

- (5) Name, address, and function of any and all subcontractors, associated companies, or consultants to be involved in any phase of this project;

Subcontractors

Table 1 Subcontractors for Lot 1



- (6) Name, address, telephone number, and e-mail address of Bidder's representative to contact regarding all contractual matters concerning this Proposal;

Bidder's Representative for Contract Matters

- Mike Caloiaro
- 6601 Bermuda Road, Las Vegas, Nevada, 89119
- [Redacted]
- [Redacted]

- (7) Name, address, telephone number and e-mail address of Bidder's representative authorized to bind the organization to the terms and conditions of its Proposal;

Bidder's Representative for Authorization

- Bob Parente
- 6601 Bermuda Road, Las Vegas, Nevada, 89119
- [Redacted]
- [Redacted]

(8) Name, address, telephone number, and e-mail address of Bidder's representative to contact regarding arrangements for site visits or demonstrations, if required;

Bidder's Representative for Site Visits and Demonstrations

- Mike Caloiaro
- 6601 Bermuda Road, Las Vegas, Nevada, 89119
- [REDACTED]
- [REDACTED]

(9) Bidder's Federal Employer Identification Number;

Federal Employer Identification Number for SG Gaming, Inc.: [REDACTED] 5064

(10) Bidder's organizational chart by staff title;

Organizational Chart - Board of Directors

Jamie Odell Executive Chair	Barry Cottle President, Chief Executive Officer and Director	Toni Korsanos Executive Vice Chair	Peter A. Cohen Vice Chairman
Jack A. Markell Director	Hamish McLennan Director	Michael J. Regan Director	Tim Throsby Director
Maria T. Vullo Director	Kneeland C. Youngblood Director		

Organizational Chart - Senior Leadership

Barry Cottle ▶ President and Chief Executive Officer	Michael C. Eklund ▶ Executive Vice President, Chief Financial Officer, Treasurer and Corporate Secretary	James Sottile ▶ Executive Vice President and Chief Legal Officer	Eileen Moore Johnson ▶ Executive Vice President and Chief Human Resources Officer
Patrick McHugh ▶ Executive Vice President and Group Chief Executive, Lottery	Jordan Levin ▶ Executive Vice President and Group Chief Executive, Digital	Matt Wilson ▶ Executive Vice President and Group Chief Executive, Gaming	Steven Stamstad ▶ Senior Vice President, Marketing and Communications
Stephen Richardson ▶ Senior Vice President and Chief Compliance Officer	Michael Winterscheidt ▶ Senior Vice President and Chief Accounting Officer		

For additional information, see the following:

- [Key Corporate Personnel on page 19](#)
- [Project Management and Staffing for Lot 1 on page 25](#)
- [SG Proposed Staff Resumes on page 27](#)

(11) A summary of the Bidder's mission, culture and guiding philosophy;

Vision, Mission and Values



Our Vision:

- To enrich lives through the enjoyment of positive play.

Our Mission:

- Through our imagination, talent and technology, everyday we 'play to win' – we drive to succeed as we efficiently manage and grow our business – to realize the full potential of responsible gaming by providing the most entertaining and best performing gaming experiences in the world.

Our Values:

- Team Spirit—Together we collaborate as one diverse and inclusive team with an upbeat, inventive passion for building great entertainment.
- Creativity—We're inspired by curiosity, empowered by boldness and driven by imagination to unleash the thrill of great game play.
- Integrity—Our reputation, our word and our honor are paramount, and we operate with empathy, dignity and accountability for all.
- Fun—To create games, fun needs to be part of everything we do.

(12) A summary of the Bidder's hiring practices, including suitability standards;

Hiring Practices

As a global leader in the gaming and lottery industries, Scientific Games is an exciting place to work. We drive innovation, champion groundbreaking ideas, and bring meaning to our work every day. And we have opportunities for everyone.

SG is an Equal Opportunity Employer and does not discriminate against applicants due to race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

Accessibility: Scientific Games is committed to working with and providing reasonable accommodation to qualified individuals with physical and mental disabilities.

We empower our employees to be innovative and creative in a variety of different positions and work environments, across borders, and with plenty of flexibility to grow.

- SG champions groundbreaking ideas and rewards innovation – the sky's the limit.
- SG empowers the success of self-directed, strong team contributors that think like entrepreneurs.
- SG helps individuals gain the knowledge to advance more quickly – valuing results over tenure.
- SG develops games, products and solutions that excite players and help businesses run more efficiently.
- With offices and employees on six continents, SG offers overseas assignments that fulfill wanderlust.
- SG offers generous paid time off for resting and recharging.

- (13) A list of the Bidder's strengths in relation to the work defined in this RFP, including employee capacity to undertake and successfully carry out the proposed services;

Capacity to Manufacture and Deliver VLTs

- Scientific Games Corporation's corporate office and manufacturing plant in Las Vegas has a 13,935 square meter facility specifically for the design, assembly, and distribution of gaming equipment meeting product design demands at varying levels of volume requirements. [REDACTED]
- Our consolidated use of common hardware components has provided great flexibility in our assembly operations where each product family can be produced by an expanded set of assembly lines with fewer internal product differences and more streamlined testing. SG has always been one of the most responsive vendors for the delivery of gaming products on tight schedules on time for a successful opening of a facility.
- Regardless of the size of a delivery, SG provides all of its customers with the necessary manpower and support for a successful on-time delivery and installation. Each casino opening is unique, and each receives the necessary attention from all departments including: Sales, Operations, Sales Support, Project Management, Training, and Field Service. SG will not hesitate to allocate and shift resources as necessary to ensure timeliness and complete customer satisfaction.

VLT Engineering and Development Capacity

- SG has dedicated teams supporting various VLT operations in the United States and throughout the world. These teams are well-versed in the process of development specifically catered to jurisdictional and market demands.
- SG has a sizable and expanding engineering and development capacity. Our game productivity and performance has steadily increased since the company adopted the single-game platform for both video and spinning reel machines. This single platform accelerates game-development accomplishments. Further, SG recognizes the importance of process in efficiently producing quality products. The company constantly reviews and modernizes the processes and techniques it uses for design, implementation, and manufacturing. This continuous process improvement is critical for the Development Team processes. Many companies have recently experienced limited growth and poor product support due to availability issues of qualified engineering staff. SG has taken countermeasures by opening development centers staffed by SG employees in Bangalore and Chennai, India. About half of our staff is dedicated to product development. SG's R&D expenditure is about 9% of its revenues. We remain focused on our technology assets due to the competitive landscape that requires a continual investment in future generations of gaming products and systems. Today, our centers in Reno, Chicago, Las Vegas, Bangalore, and Chennai employ over approximately 2,000 people dedicated to gaming R&D, with nearly 900 of those people working in the India Center.

- (14) A list of Bidder's accounts lost or resigned from over the past two (2) years and explanation of why such loss occurred;

SG is a video lottery terminal provider to the Delaware Lottery, New York Lottery, British Columbia Lottery Corporation, Maryland Lottery, Rhode Island Lottery (etc. etc.) and we have not lost any of these procurement contracting opportunities in the last two years, nor have we had any placement agreements impacted in a manner that has materially altered our VLT footprint in these markets over the last two years.

- (15) Indicate any penalties or liquidated damages over ten thousand (10,000) dollars assessed against Bidder by gaming jurisdictions; and

No penalties other than as provided in monthly reports to the NYSGC of Administrative Disciplinary Actions.

- (16) To the extent not already provided in the Vendor Responsibility Questionnaire, a description of key corporate personnel, ownership control, and facilities available to satisfy the requirements of the RFP. This information will be used in conjunction with the Vendor Responsibility Questionnaire.

Key Corporate Personnel

■ **Barry Cottle, President and Chief Executive Officer**

In June 2018, Barry Cottle was named Scientific Games' President and CEO. Mr. Cottle joined Scientific Games as Chief Executive, SG Interactive, in August 2015 to lead the strategy and growth plans of the Interactive group.

■ **Michael C. Eklund, Executive Vice President, Chief Financial Officer, Treasurer and Corporate Secretary**

Michael Eklund serves as Executive Vice President, Chief Financial Officer, Treasurer and Corporate Secretary for Scientific Games. In this role, Eklund oversees the Company's global financial strategy and is responsible for executing financial best practices and maximizing shareholder value. He also oversees the Finance, Accounting, Tax, Treasury, Facilities, IT and Procurement functions of the Company.

■ **James Sottile, Executive Vice President and Chief Legal Officer**

James Sottile serves as Executive Vice President and Chief Legal Officer for Scientific Games, overseeing the Company's legal strategy and operations. Mr. Sottile brings more than 30 years of experience working across multiple industries. He is an accomplished legal strategist and litigator, as well as an experienced leader. He has extensive experience successfully litigating complex commercial matters, negotiating positive solutions with regulators and developing legal strategies to solve critical business issues.

■ **Eileen Moore Johnson, Executive Vice President and Chief Human Resources Officer**

Eileen Moore Johnson joined Scientific Games in 2020 as Executive Vice President, Chief Human Resources Officer. In this role, Ms. Moore Johnson is responsible for developing and executing Scientific Games' global human resources strategy in support of the Company's long-term business strategies. Her specific focus areas include organizational and performance management, training and development, compensation, succession planning, and company culture.

■ **Patrick McHugh, Executive Vice President and Group Chief Executive, Lottery**

Patrick "Pat" McHugh was named Executive Vice President, Group Chief Executive, Lottery, in December 2018. Mr. McHugh is responsible for Scientific Games' global lottery business, including instant products, systems, digital and sports betting. With more than 25 years of industry expertise, Mr. McHugh has served lotteries in markets around the world directing complex gaming systems technology deployments, operations, new business initiatives and strategic product development.

■ **Jordan Levin, Executive Vice President and Group Chief Executive, Digital**

Jordan Levin serves as Executive Vice President and Group Chief Executive, Digital. He is responsible for defining the business group's global digital and sports betting strategic direction, overseeing all functions of the business and capitalizing on new growth opportunities and markets.

■ **Matt Wilson, Executive Vice President and Group Chief Executive, Gaming**

Matt Wilson serves as Scientific Games' Executive Vice President and Group Chief Executive, Gaming. In this role, Mr. Wilson leads the strategic growth plans for the Gaming business unit while overseeing product development, production, supply chain and sales of the Company's Gaming products, systems and services.

■ **Steven Stamstad, Senior Vice President, Marketing and Communications**

Steven Stamstad joined Scientific Games in April 2019 as Senior Vice President of Marketing and Communications across all divisions. He has more than 25 years of global marketing experience and an impressive track record driving growth and transforming businesses in the online retail marketplace, mobile gaming, entertainment and sports industries.

■ **Stephen Richardson, Senior Vice President and Chief Compliance Officer**

Stephen Richardson serves as Senior Vice President and Chief Compliance Officer. Prior to joining the Company, he served the Federal Bureau of Investigation over a 20-year decorated career, most recently as the Assistant Director of the FBI's Criminal Investigative Division in Washington.

- Michael Winterscheidt, Senior Vice President and Chief Accounting Officer

Michael Winterscheidt serves as Senior Vice President and Chief Accounting Officer of Scientific Games. In this role, he oversees the Company's accounting operations and financial reporting functions. He also serves as Chief Accounting Officer and Secretary of SciPlay Corporation.

In addition to the Company Officers/Directors listed on the Vendor Responsibility Questionnaire, the following applies:

- Robert Parente, Executive Vice President and Chief Revenue Officer, Gaming for SGC. The percentage of ownership is less than 1% in the parent company SGC.

Ownership Control

This RFP response is provided by SG Gaming, Inc. - Scientific Games' Gaming Division. SG Gaming, Inc. is a wholly owned subsidiary of Scientific Games Corporation and is the contracting and operating entity and may also be referred to as Scientific Games or SG for purposes of responding to this RFP. Scientific Games Corporation is a publicly traded company listed on the NASDAQ with the Ticker Symbol of SGMS.

Facilities

See previous response in section 4.2.1.a.13, *Capacity to Manufacture and Deliver VLTs on page 18*.

- b. Bidder Financial Viability. In order to determine the Bidder's financial ability to perform under the Contract, the Commission requires the following financial information:

- (1) Audited financial statements prepared by an independent certified public accountant (or equivalent for non-U.S. companies) for the Bidder for the last three (3) years [most recent and two (2) prior fiscal years].

- (A) If the Bidder is a subsidiary of another corporation, the financial statements of the Bidder, as well as the consolidated financial statements of the parent company, shall be submitted. If the Bidder is a parent corporation, parent-only financial statements, if available, and statements for the operating division that will perform these services shall be submitted.

SG Gaming, Inc. is a wholly owned subsidiary of Scientific Games Corporation.

For financial statements, see the following electronic files provided on USB:

- *2018 Annual Report.pdf*
- *2019 Annual Report.pdf*
- *2020 Annual Report.pdf*

- (B) If audited parent-only or Contractor/subsidiary statements are not available, the Commission will accept unaudited statements provided the Bidder's chief financial officer certifies that the statements are current, accurate, and complete.

Not applicable.

- (2) If the Bidder is a subsidiary and will rely on the financial resources of the parent to perform this contract, the parent must certify, in writing, the availability of its resources to the Bidder.

Certification



March 19, 2021

Stacey Relation
Contract Management Specialist III
New York State Gaming Commission
One Broadway Center
Schenectady, New York 12305

Re: Scientific Games Request for Proposals Video Lottery Terminals – New York Lottery

Dear Stacey Relation:

Section 4.2.1.b(2) of the above referenced RFP states:

4.2.1.b.(2) If the Bidder is a subsidiary and will rely on the financial resources of the parent to perform this contract, the parent must certify, in writing, the availability of its resources to the Bidder.

Please accept the following statement as SG Gaming, Inc.'s response to this requirement:

SG Gaming, Inc. is a wholly owned subsidiary of Scientific Games Corporation. Scientific Games Corporation does hereby certify that it will make its resources available to SG Gaming, Inc., as required for SG Gaming, Inc. to perform its obligations under the Contract.

Sincerely,

A handwritten signature in black ink that reads 'Bob Parente'.

Bob Parente
Chief Revenue Officer, Gaming
Scientific Games Corporation

Scientific Games
6601 S. Bermuda Road Las Vegas, NV 89119

- (3) The Bidder must provide a letter of commitment from a creditor, if borrowing will provide any or all of the capital necessary for the Bidder to perform any work for any contract resulting from this RFP.

In Scientific Games' 2020 10-K filing with the SEC, in the "Liquidity, Capital Resources and Working Capital" section of the document, you will see that Scientific Games Corporation has over \$1B of cash on the balance sheet, and total cash and available liquidity of \$1.3B. No borrowing will be necessary for Bidder to perform any work for any contract resulting from this RFP.

- (4) The Commission reserves the right to require any additional information necessary to determine the financial integrity and responsibility of the Bidder.

Scientific Games has reviewed the preceding section and acknowledges that it understands and further agrees to abide by all items as set forth.

c. Bidder Experience.

- (1) Threshold. A Bidder must demonstrate in its Proposal that its organization is of sufficient size and has the qualifications and experience required to perform the requested services defined in the RFP.

Scientific Games is committed to our customers in North America and worldwide with just under 9,000 employees at 13 campuses in 8 countries dedicated to Research and development and customer support. Specifically, in Game Development, Scientific Games has a number of unique studios that are involved in Casino/Class II, VLT, Central Determination and interactive products.

With focus and commitment to software and systems in Research and Development, Scientific Games has the capability and capacity to meet the New York Lottery requirements. With hundreds of titles historically released already in the New York VLT market, Scientific Games will continue to develop and provide the best quality product.

Education fund contributions from SG Games have exceeded \$500M annually over the last five years, and over \$5.6B over the lifetime of the program.

Scientific Games is also a global gaming systems provider that offers award-winning technology solutions. We supply gaming systems worldwide, with over 507,900 gaming machines connected to Scientific Games systems installed in over 733 casino, bingo, Class II, central determination, and lottery locations worldwide. A significant focus of systems deployment is understanding key pain points and wish-list items from an operator's perspective and providing prescriptive solutions with our products to address them. This is where the experience of our 1,312-plus systems-focused team members overshadows competition.

Scientific Games is devoted to customer satisfaction. Whether it's an updated revision or added feature required by regulation, Scientific Games will assure that such a modification will be done in a timely manner. Our game studios along with Product Management and Project Management are responsible for software titles that are in the field. In addition, constant communication between the regulatory agencies and the customer is maintained by Scientific Games in order to meet any requirements for approval prior to release in the field.

- (2) Qualifications and Experience. The Bidder should include sufficient detail to demonstrate the relevance of such qualifications and experience to the RFP and the Contract, by providing the following:
 - (A) A description of the five (5) most comparable accounts within different gaming jurisdictions that the Bidder has been involved in within the last two (2) years. The description should not exceed one (1) page per project. The description must include the following:
 - i The name of the gaming enterprise and a description of the property;
 - ii The number of machines or terminals provided by the bidder at the property;
 - iii The number of different titles provided by the bidder;

- iv Approximate net win of the bidder’s machines or terminals; and
- v ETG games provided, if applicable.

Comparable Accounts

Table 2 Comparable Accounts

Name and Description	Number of Machines	Number of Titles	Approximate Net Win	ETG Games
New York Lottery Video Lottery Games - Eight properties under the jurisdiction of the NY Gaming Commission attached to horse racing tracks providing VLTs and ETGs in a central determination system.	Approximately 7,900 VLTs - approximately 54% of the statewide share	In excess of 300 titles		SG provides approximately 1,600 ETGs with Baccarat, Big 6, multiple Blackjack variations, Roulette, Three Card Poker, and Ultimate Texas Hold 'Em.
Delaware Lottery Video Lottery Games - Three properties under the jurisdiction of the Delaware State Lottery providing VLTs and ETGs	Approximately 1,700 VLTs - approximately 29% of the statewide share	In excess of 325 titles		SG provides 64 ETGs with multiple Blackjack variations, Roulette, and Ultimate Texas Hold 'Em.
Rhode Island Lottery Video Lottery Games - Two properties under the jurisdiction of the Rhode Island State Lottery providing VLTs and ETGs.	Approximately 880 VLTs - approximately 17% of the statewide share	In excess of 130 titles		SG provides 30 ETGs of Blackjack.
Washington State Electronic Tribal Lottery Terminals - 29 properties under the jurisdiction of the Washington State Gambling Commission providing VLTs.	Approximately 12,000 VLTs - approximately 41% of the statewide share	In excess of 300 titles		SG does not provide ETGs in WA State.
Illinois Video Gaming - approximately 7,200 outlets under the jurisdiction of the Illinois Gaming Board providing VLTs in pubs, bars, convenience stores, etc., up to 10 VLTs per outlet.	19,376 units (approximately 52%)	In excess of 200 titles		SG does not provide ETGs in IL State.

(B) Please describe the experience of the Bidder’s organization that would be considered relevant to the successful accomplishment of the scope of work required.

SG, through its Bally and SDG brands, has been a partner in the NY VLT market from the beginning of the program in 2003. SG has a multi-tiered organization dedicated to the market, headed by a VP of Public Gaming, and cascading down to multiple Senior level operations and field service managers, and further yet to multiple project managers and field service supervisors. The field service supervisors oversee a staff of over 50 on-site technicians spread over the eight facilities to maintain the machines, perform preventative maintenance, and complete game changes. The key project staff has over 166 combined years of gaming experience and all key staff have been involved with the NY Lottery program since its inception. SG has an office and warehouse located in Chester, NY solely dedicated to supporting the program.

Over the last 17+ years of the NY VLT program, SG has successfully participated in numerous full-scale facility projects, including facility expansions, device moves, floor reconfigurations, and has always been a willing partner to the facilities and gaming commission. SG’s dedication to the market has been demonstrated by its professionalism and continued high revenue performance throughout these projects and the overall operation of the VLT program.

- d. **References.** Each Bidder shall provide three (3) references relevant to any of the requested services. References must include company name, contact person (name, title, phone number, e-mail address, and mailing address) and include a general statement of the type of engagement performed for this reference.

References

Table 3 References

Company Name	Contact Person	Mailing Address	General Statement
Finger Lakes Gaming and Racetrack		5857 State Route 96 Farmington, NY 14425	
Bally Twin River		100 Twin River Road Lincoln, RI 02865	
Bally Dover Downs		1131 N. Dupont Highway Dover, DE 19901	

(1) If submitting a joint Proposal, the Bidder shall provide three (3) references for each company; and Scientific Games is not submitting a joint proposal.

- (2) If utilizing a subcontractor for any significant portion of the work, the Bidder shall provide two (2) references for each subcontractor.

Scientific Games is not utilizing a subcontractor for any significant portion of the work.

For small project contractors, see *Table 1, Subcontractors for Lot 1 on page 14.*

- (3) The Commission reserves the right to contact provided references and to contact as additional references as necessary to obtain a complete understanding of the Bidder's performance and experience. References may be used to substantiate the Technical Proposal.

Scientific Games has reviewed the preceding section and acknowledges that it understands and further agrees to abide by all items as set forth.

e. Project Management and Staffing.

- (1) Identify all staff (name and title/position), including a full- time dedicated staff project director, and other personnel to be used under an ensuing Contract. The project director shall have overall responsibility for all work conducted pursuant to this RFP. Exceptions may be made only with the approval of the Commission. If staff is "To Be Determined," a Bidder must indicate the staff title, and the qualifications and attributes required for the position.

Project Management Staff and Roles

Table 4 Project Management and Staffing for Lot 1

Key Project Staff (4.2.1.e (1))	Project Role Contact (4.2.1.e (1))	Role in Project (4.2.1.e (3))	Role in Previous Projects (4.2.1.e (4))
Vice President, Operations Management (Staff Project Director)	Mike Caloiaro		
Senior Manager, Operations Management	Eric Bonus		
Principal Technology - Technical Consultant	Mick Delaney		
Senior Manager, Field Service	Ron Chrestler		
Senior Manager, Field Service	Tom Needell		
Senior Manager, Operations Management	Ed Dunsinger		

Table 4 Project Management and Staffing for Lot 1 (continued)

Key Project Staff (4.2.1.e (1))	Project Role Contact (4.2.1.e (1))	Role in Project (4.2.1.e (3))	Role in Previous Projects (4.2.1.e (4))
Senior Manager, Operations Management	Mark Casto		
Manager, Field Service	Pete Russo		
Project Manager	Robin Garcia		
Technicians	To Be Determined		

- (2) Provide résumés (not biographies) for all proposed staff indicating the relevant experience of each. Biographies do not provide sufficient information to allow for adequate evaluation of the individual's capabilities.

SG Proposed Staff Resumes

Mark W Casto

11 Elkay Drive, Suite 13 Chester, NY 10918

Summary of Experience:

42 years of gaming experience that began in 1979 at Caesars Boardwalk Regency, as a Parking Manager. In 1980, until 2003, moved to Harrah's Atlantic City and held various positions of leadership in the Parking department, Hotel Operations, Human Resources, and Casino Marketing. From 9/03 until 3/04, was the Director of National Marketing at Trump Marina. At that time joined Bally Technologies. Subsequently, Scientific Games purchased Bally Technologies.

Professional Experience:

Scientific Games, Egg Harbor Township, NJ

Senior Operations Manager (November 2014 – Present)

Develop and administer marketing promotions at eight NY State video gaming sites. Proactively manage performance at three DE State Lottery gaming sites and two Rhode Island State Lottery gaming sites and make changes to game mix to improve performance. Maintain and enhance Scientific Games' relationships with Public Gaming partners.

Bally Technologies Chester, NY

Business & Customer Relations Manager (December 2010 – November 2014)

Develop and administer marketing promotions at nine NY State video gaming sites. Proactively manage performance at three DE State Lottery gaming sites and make changes to game mix to improve performance. Maintain and enhance Bally's relationships with Public Gaming partners.

J/R Metal Frames Mfg. Inc. Belgrade, ME

National Account Representative (February 2010 – September 2010)

Acquisition of new clients, as well as the maintenance and maximization of revenue with existing clients. Creation of sales programs, sales collateral materials, database management and relationship marketing program.

Bally Technologies Chester, NY

Marketing & Performance Manager (March 2004 – January 2010)

Developed marketing promotions and programs for slot machine gaming products at eight NY State Lottery directed racetracks and three racetracks in DE. Monitored and manipulated individual game offerings at each location based on performance of devices.

Trump Marina Casino Hotel Atlantic City, NJ

Director of National Marketing (September 2003 – February 2004)

Developed casino's player database by acquiring new players and maintaining existing player accounts. Made arrangements for segmented players for guest rooms, dining, shows and special events.

Harrah's Hotel/Casino, Atlantic City, NJ

Player Development Executive (February 1994 – August 2003)

Established new accounts and maintained existing casino players. Completed all trip arrangements for lodging, dining, shows and special events.

VIP Services Manager (September 1993 – February 1994)

Managed a staff of sixty. Responsible for the general reservations call center, the VIP complimentary issuance booths and VIP check-in for the hotel.

Front Services Manager (March 1991 – September 1993)

Managed a staff of one-hundred and ten – bell staff, door staff, valet parkers, employee shuttle bus drivers and patron limousine drivers.

Education:

Western Connecticut University, Danbury, CT

B.S. in Psychology Major, Business Admin. Minor

Edward K. Dunsinger

11 Elkay Drive, Suite 13 Chester, NY 10918



Summary of Experience:

17 years' experience in project planning and technical problem solving at various levels. Possesses a wealth of experience on both the VLT and ETG gaming platforms. Assisted in the development of processes and procedures to streamline warehouse operations. Respected manager and leader responsible for \$1M+ in warehouse assets, parts and equipment. Assists with the logistic, project and operations support for the business unit.

Professional Experience:

Scientific Games, Chester, NY

Sr. Operations Manager - Public Gaming/VLT Operations (2018 – Present)

- Responsible for all project, warehouse and office operations at the Chester, New York facility. Responsibilities include project planning, warehouse management, facility management, and operations support. Provide leadership, management and direction for onsite office and warehouse staff.

Bally Technologies, Chester, NY

Project Manager/Project Coordinator - Public Gaming/VLT Operations (2011 – 2018)

- Responsible for project planning for 9 Lottery Casinos with 10000+ Video Lottery Terminals and Electronic Table Games. Provided leadership, management and direction for onsite office and warehouse staff.

Lead Service Technician III - Public Gaming/VLT Operations (2004 - 2011)

- Responsible for the service, maintenance and repair of 1000+ Video Lottery Terminals. Provided leadership, supervision and direction for a staff of five technicians.

Education:

Pennsylvania State University - State College, PA

- Bachelor of Science Degree in Information Science and Technology
- Graduation date – 2012

Lincoln Technical Institute - Allentown, PA

- Associates in Specialized Electronics Degree
- Graduation date – 1995

Eric J Bonus

11 Elkay Drive, Suite 13 Chester, NY 10918



Summary of Experience:

Over 17 years of continuous experience in the NY VLT market, first as a technician leading initial VLT installs at gaming facilities, then as lead technician maintaining a portion of the gaming floor, and currently as a Senior Manager overseeing game and cabinet mix and revenue performance for all of the NY VLT gaming facilities.

Professional Experience:

Scientific Games, Chester, NY

Senior Manager – VLT Operations (August 2019 – Present)

- Responsible for game performance planning and analysis of SG product for all NY VLT gaming facilities
- Works closely with the gaming managers at each NY VLT facility to continually drive revenue via game and cabinet mix changes and analysis of both VLT's and ETG's.
- Creates plans for SG's portion of facility floor reconfigurations, including which cabinets are retained, removed, converted, etc. while maintaining game performance during floor upheaval.
- Develops and maintains internal business data tools (databases, spreadsheets, etc.) to effectively analyze NY VLT gaming performance data
- Assists with game development in terms of tailoring configurations and presentation specifically for the NY VLT market.
- Assists with development of CapEx budget for new cabinets in NY VLT market
- Assists the product manager for the Delaware State Lottery jurisdiction with data analysis and configuration

Manager – VLT Operations (September 2011 – August 2019)

- Responsible for game performance planning and analysis of SG product for upstate NY VLT gaming facilities
- Worked closely with the gaming managers at each upstate NY VLT facility to continually drive revenue via game and cabinet mix changes and analysis
- Created plans for SG's portion of facility floor reconfigurations at Empire City Yonkers, Hamburg, Batavia, Finger Lakes, and Saratoga.
- Assisted with game / cabinet mix, analysis, and projects at Empire City Yonkers, Resorts World NY, and Jake's 58.
- Used internal business data tools (databases, spreadsheets, etc.) to effectively analyze NY VLT gaming performance data

Lead VLT Technician – Finger Lakes Gaming and Racetrack (February 2004 – September 2011)

- Oversaw a team of four additional technicians responsible for maintaining SG's allotment of VLT's at Finger Lakes
- Responsible for all preventative maintenance, game changes, and game service
- Developed an in-house database for service calls to make reporting and response more efficient.
- Maintained a successful business relationship with the facility management and employees, NY Lottery representatives, and other vendors on-site.

VLT Technician (September 2003 – February 2004)

- Assisted with various VLT installs for SDG around the country, including setup of SDG's vendor booth at the 2003 Global Gaming Expo in Las Vegas.
- Assisted the first NY VLT install at Saratoga
- Lead the NY VLT install for SDG at Finger Lakes, including taking delivery of, preparing, and installing approximately 250 VLT's, coordinating with facility and lottery employees, and coordinating other employees.

Education:

College of Computing and Information Sciences, Rochester Institute of Technology, Rochester, NY
B.S. in Applied Networking and System Administration - 2003

Michael (Mick) Delaney

950 Sandhill Rd, Reno, NV 89511



Summary of Experience:

25 years of experience in the casino industry on the supplier side. Work areas include development, management, technical product management, consulting.

Professional Experience:

Scientific Games, Reno, NV

Technical Consultant (2015 - present)

Technology and product management role within Public Gaming Division, with primary focus on NYL finite pool market.

Bally Technologies, Reno, NV

Director, then Vice President Game Development (2005 – 2014)

Responsible for Bally Central Determination markets – NYL, WA, Austria, Iowa, Italy, Class II

Sierra Design Group, Reno, NV

Game developer then Software Manager (1999-2004)

Ported Aristocrat games to finite pool systems in Washington and NY

Aristocrat, Inc., Reno, NV

Game Developer (1996 –1999)

Ported Australian games to US markets.

Education:

B. Eng. from DCU, Dublin Ireland.

Michael Caloiaro

6601 S. Bermuda Rd. Las Vegas, NV 89119

Summary of Experience:

Over 35 years' experience in the gaming industry with emphasis on slot route management and casino operations. Management experience includes P&L responsibilities, business planning, new business development, business analysis, game performance analysis, game development, sales support, project management, product management, and field service. Presently oversees Scientific Game's Lottery and VLT Operations, including the Delaware Lottery, New York Lottery, Oregon Lottery, and Rhode Island Lottery.

Professional Experience:

Scientific Games, Las Vegas, NV

Vice President - Public Gaming/VLT Operations (July 2019 – Present)

Responsible for all operations and results in the Public Gaming/VLT department from the administrative, marketing, business management, project management and technical services of the department. Provide leadership, management and direction for SG's staff in VLT operations in New York, Delaware, Rhode Island and sales activities in Oregon's State Lottery VLT operation.

Director - Public Gaming/VLT Operations (February 2008 – July 2019)

Responsible for game performance analysis, product mix and related revenues. Interface with casino gaming management, state lottery officials/regulators and game developers. Business analysis, and strategic planning for departments east coast VLT operations.

Director – Game Performance & Analysis (July 2003–February 2008)

Oversee business intelligence for entire domestic recurring revenue gaming operations, including WAP, non-linked (rental/participation), Video Lotteries, Class II and Central Determined.

Sigma Game, Inc. Las Vegas, NV

General Manager, Operations (November 2001–July 2003)

Responsible for operations; manufacturing, procurement, warehouse/inventory, slot route operations and field service. Worked closely with and provided guidance to Engineering and Sales by establishing goals, identifying priorities, market opportunities, etc.

Mikohn Gaming Corporation, Las Vegas, NV

General Manager, Slot Route Operations (March 2001–November 2001)

Responsible for all aspects of national slot machine route operations. (Game Development, Product Management, Project Management, and Product Marketing). Additional responsibilities include divisional P&L, forecasting, new business opportunity/development, route performance, business analysis, and strategic planning.

Product Manager, Slot Product (August 1998–March 2001)

Responsible for product development of slot machines. Also, managed product from conception to grave; though all the functional departments (e.g. engineering, production, marketing, compliance and sales).

Fitzgerald's Casino/Hotel, Las Vegas, NV

Director of Slot Operations (1998)

Oversee all slot department operations, activities and customer service. Product performance analysis and product marketing. Design strategic casino floor layouts and initiate product changes. Budget preparation and analysis, contract negotiations and slot purchases.

Michael Caloiaro

6601 S. Bermuda Rd. Las Vegas, NV 89119

Fitzgerald's Casino/Hotel, Tunica, MS

Director of Slot Operations (1995–1998)

Same as above, plus acting General Manager of all Hotel/Casino operations every other weekend.

Slot Shift Manager (1995)

Operational duties: Hiring, training, scheduling, counseling, guest service and heavy public contact.

Slot Repair Manager (1994)

Supervise Slot Technicians on all shifts; all slot repair activities and projects. Opened Casino in Tunica. Supervised the slot and tracking system set up/install.

Fitzgerald's Casino/Hotel, Reno, NV

Slot Repair Shift Supervisor (1992–1994)

Supervise Slot Techs on assigned shift at three Reno properties; oversee slot repair activities, guest service and training.

Master Slot Technician (1988–1992)

Trouble shoot and repair all electronic slot equipment down to component level (a.k.a. Board Tech).

John Asquaga's Nugget, Sparks, NV

Senior Slot Technician (1984–1988)

Trouble shoot and repair slot machines. Routine maintenance, preventive maintenance, training, and guest service.

Education: **College of Southern Idaho**, Twin Falls, Idaho
Associate of Arts Degree – Liberal Arts

Peter Russo

11 Elkay Drive, Suite 13 Chester, NY 10918



Summary of Experience:

Dedicated Service Manager with over 17 years of experience in the casino industry. An effective leader who excels in managing projects, team building, and the strength to drive performance from his employees. Assertive and enthusiastic, with extensive knowledge of all our products and an unsurpassed work ethic.

Professional Experience:

Scientific Games, Chester, NY

Service Manager – Public Gaming (December 2015 – Present)

- Manage two Casinos with 8 Technicians total
- Complete Weekly/Monthly Reports
- Develop and Maintain productive employee relationships
- Keep facilities in good operational order for our guests and maintain customer satisfaction at all times
- Ensure Team Members produce quality work and complete their job duties
- Complete Performance Reviews
- Manage projects and delegate projects to team
- Managed Floor Reconfiguration at Finger Lakes, Vernon Downs & Saratoga
- Lab Testing – Electronic Table Games & Video Lottery Terminals for statewide approval
- Submit ADP Timesaver Time Sheets
- Managed ETG Installations at Saratoga and Suffolk
- Interview and Hire employees
- Strong Customer Service Skills
- Advanced knowledge of ETG’s and VLT’s
- Plan projects as needed – Chairs, Bases, Tech Shop

Bally Technologies, Chester, NY

Service Supervisor – Public Gaming (June 2011 – December 2015)

- Managed Saratoga Casino with 5 Technicians
- Complete Weekly/Monthly Reports
- Managed ETG Installation
- Delegate projects to Technicians
- Lab Testing VLT’s/ETG’s, new software & hardware
- Complete Timesheets

Lead Technician III (October 2006 – June 2011)

- Complete Weekly/Monthly Reports
- Responsible for Lock Inventory for Lottery
- Completed Preventative Maintenance on games and signs
- Lab Testing on VLT’s
- Keep accurate Floor Mix and Tech Log
- Completed Conversions, Game Installs and assigning games and progressive strings

Service Technician II (March 2004 – October 2006)

- Completed Game Conversions & Game Installations
- Repaired VLT’s along with troubleshooting bad parts
- Performed Preventative Maintenance on all our cabinets
- Repaired Monitors, Bill Acceptors, Printers and Card Readers

Education: Fulton Montgomery Community College, Johnstown, NY
A.S. Business Administration

Robin M. Garcia

6601 S. Bermuda Road, Las Vegas, NV 89119



Summary of Experience:

29 years of continuous experience in the gaming industry, first as a customer service representative, then moving into a customer service supervisor position and then into an associate project manager position, and currently, for the past 15 years, Project Manager for the New York Lottery division of Scientific Games.

Professional Experience:

Scientific Games, Las Vegas, NV

Project Manager – VLT Operations (September 2005 - Present)

- Works closely with Senior Operations Manager and Operations Supervisor on items such as parts ordering, inventory management, field issues, task assignment, project coordination, reporting
- Responsible for timely/cost effective ordering and shipment of parts to Chester warehouse
- Assist with Project planning, tracking and implementation in New York
- Works closely with the gaming managers at each NY VLT facility by assisting with projects and parts
- Assist with coordinating projects with NYSGC, Chester personnel, track management and track personnel
- Assist with change orders, software / hardware upgrades, transportation requests and other documentation / reports as requested
- Assist with troubleshooting issues, such as parts questions / research, inventory discrepancies, field related issues, project scheduling
- Work with outside vendors for parts ordering and shipment scheduling
- Provide support for external customers (NYSGC, Suppliers, Track Management / Slot Directors
- Provide support for internal customers (Lottery upper management, Track Management, Chester warehouse)
- Complete documentation and maintain transactions to relieve inventory in Chester warehouse

Associate Project Manager – VLT Operations (October 2000 – September 2005)

- Responsible for the managing project / department expenditures for the Eastern region of the U.S.
- Work with gaming laboratories with hardware and software submissions
- Maintain, track, and prioritize Engineering Order projects
- Coordination of gaming tradeshow devices, such as game configuration, scheduling and software troubleshooting and testing

Customer Service Supervisor - (November 1998 – October 2000)

- Supervise the CSRs in processing customer slot, video, and associated equipment parts orders
- Oversee customer service group, which is the primary interface with sales personnel and customer in taking order, inputting orders, and providing status
- Supervise the operation of the OTC and phone sales function to include order processing, order entry, invoicing, and shipment
- Supervise RMA order processing and prioritization
- Maintain standardized procedures for order fulfillment and interface with warehouse regarding customer orders
- Responsible for maintaining records, files, and customer orders

Customer Service Representative – (November 1991 – November 1998)

- Service representative for (60) customers in domestic and foreign markets / Extensive phone interaction
- Track customer orders and invoices in a Windows based PC environment
- Generate, order and track parts/RMAs/Warehouse stock transfers
- Assist Sales, Production and Technical Documentation in Parts Tracking, Invoicing and Ordering
- Billing and Tracking Receivables
- Fill-in person for managing the parts counter / Assist in warehouse as needed for a variety of tasks

Education:

- SUNY Orange County Community College
- Regis University
- University of Phoenix
- Monroe County Area Vocational Technical School / General Accounting
- Pocono Mountain High School – High School Diploma

Tom Needell

11 Elkay Drive, Suite 13 Chester, NY 10918



Summary of Experience:

Field Service Manager with over 18 years of experience in the casino industry. 8 years of technical service of casino electronics and electromechanical systems, including slot machines, video lottery terminals, electronic table games, and slot accounting systems, followed by 10 years of management of field service staff and all related on-site projects.

Professional Experience:

Scientific Games, New York, NY

Senior Field Service Manager (2014 – Present)

Technical Service Manager (2011 - 2014), ***Lead Tech*** (2005 - 2011)

- Responsible for hiring, training and management of a team of 25 Technicians and 2 Service Managers.
- Maintain procedural and operational compliance within New York Gaming Commission regulations.
- Coordinate and oversee technical service, programming and maintenance on networked electronic and electromechanical gaming devices.
- Review and produce various analytical slot performance data reports.
- Write standard operating procedures and produce reports on information such as; technician work performed and hours worked, machine operational performance and marketing information.
- Work with hardware and software engineering teams to continually improve hardware and software.
- Travel to assist with new product installations and training of internal and external technical and guest service personnel with procedures and machine operation.
- Coordinate and implement gaming floor design changes with casino management, trades, product vendors and New York Gaming Commission regulators.
- Act as point of contact for vendor accounts, sales representatives, and account managers.
- Oversee office and equipment orders and parts inventory, and coordinate all deliveries and shipments.

Seneca Niagara Casino, Niagara Falls, NY

Dual-Lead Slot Technician (2003 – 2005)

- Responsible for training of slot technicians and guest service staff.
- Maintain procedural compliance with, and work directly with State and Tribal Gaming Authorities.
- Analyze, investigate, and correct monetary variances in financial audit reports.
- Coordinate multi-departmental projects with gaming and hotel upper management.
- Troubleshoot and repair slot machines, and slot networking and accounting systems.
- Repair electronic circuits and systems at the component level.
- Perform slot programming, upgrades, conversions, and gaming floor moves.
- Work directly with slot supervisors and guests to resolve guest disputes.

Staley Communications, Pittsburgh PA

Installation/Service Technician

- Installed computer, communication, and GPS systems in law enforcement vehicles.
- Installed and serviced radio communication systems in the field.

Education:

ITT Technical Institute, Getzville, NY

A.S. Electronics Technology; March 2002

Erie Community College, Buffalo NY

Electronics Technicians Association Certification

West Seneca Senior High School

Major in Technology, Mechanical Drawing, CAD/CAM

Ronald D Chrestler

11 Elkay Drive, Suite 13 Chester, NY 10918



Summary of Experience:

In 2003 I began employment with Sierra Design group as a project technician. I worked with SDG for nearly 6 months at which time SDG was acquired by Bally Technologies. While working for Bally Technologies I worked my way up through the technician levels before eventually reaching level and then the level of Operations Manager. Bally Technologies was acquired by Scientific Games in 2014. Following the merger, I was promoted the level of Sr. Operations Manager where I now oversee the day-to-day operations at Resorts World NYC, and MGM Empire City Casino. I lead an operations team of 36 employees who are responsible for the service and maintenance of approximately 6300 gaming devices.

Professional Experience:

Scientific Games, Chester, NY

Senior Operations Manager – Public Gaming/VLT Operations (11/2014 – Present)

With oversight at two of New York’s premier casino locations, oversee day-to-day operations including but not limited to, coordinating with union and non-union labor to complete projects, service, maintenance, scheduling, performance management, and career path administrator. Serve as primary contact for grievance resolution and contract negotiations

Bally Technologies, Chester, NY

Operations Manager – Public Gaming/VLT Operations (3/3/2004 – 11/2014)

With oversight in multiple jurisdictions including Maryland, Rhode Island and Delaware, oversee day to day operations at multiple casino’s and racino’s, including but not limited to oversight of contracted labor, internal labor, coordination of project plans, scheduling, employee performance.

Sierra Design Group, Syracuse, NY

Project Technician (9/3/2003 – 3/3/2004)

Review project plans, book travel to customer site and conduct new game installations/conversions.

Education:

G Ray Bodley High School
High School Diploma

Cayuga Community College
College Classes

New Horizon’s Learning Center
A+ and Network + Certifications

- (3) Indicate the role each staff member will have in the project and the anticipated percentage of time allocated for each in the proposed work effort.

See Table 4: Project Management and Staffing for Lot 1 on page 25.

- (4) Indicate the role, if any, that proposed staff has had in previous projects with the organization, particularly those presented in the Proposal under gaming experience.

See Table 4: Project Management and Staffing for Lot 1 on page 25.

- (5) If applicable, list all subcontractors to be utilized, including each subcontractor's name and address, contact person (name, title, phone number, e-mail address, and mailing address), and a complete description of work to be subcontracted to each. Descriptive information relative to the subcontractor's organization and capabilities must be included. If the Bidder intends to utilize subcontractors, but has yet to identify them, the Proposal must include a description of the credentials that will be sought of such subcontractor(s). If the Bidder does not intend to utilize subcontractors, the Bidder should indicate the same in the Technical Proposal.

See Table 1: Subcontractors for Lot 1 on page 14.

- f. Work Plan. A Proposal shall include a detailed Work Plan identifying all aspects of the project, including specific deliverable dates, implementation process, and features. A work plan shall describe the approach to the project, including the:

- (1) Phase in schedule to achieve the required allocation, if all terminals will not be available upon the contract start date,

Scientific Games currently has over 7,900 VLTs and 1,500 ETGs installed in the NY Lottery program, in excess of 50% of both allocations, thus Scientific Games will have all terminals available for its allocation upon the contract start date. Any new terminals required at contract start date would be ordered at least 6-8 weeks prior to installation to allow enough time for manufacturing and shipping. As part of the planned transition to Lot 1 allocation, SG expects to work on a transition plan with the facilities and commission to achieve the desired floor share.

- (2) A terminal and title refresh schedule over the term of the contract;

Scientific Games strives to install replacement terminals on a quarterly basis, in varying quantities as conditions warrant, determined by location and revenue performance. This is done in conjunction with the individual facilities. Game titles are not necessarily refreshed on a set schedule, rather as performance data dictates, also done in conjunction with the individual facilities. SG is constantly analyzing performance data on an ongoing basis, rather than any defined schedule. SG has demonstrated its commitment to continually optimizing its game mix by making game changes to over 40% of our entire install base annually. Our game changes include game kit conversions (stars and dogs & new game releases), terminal upgrades/replacements, denomination changes, bet configurations, etc. This has resulted in SG being the top performing vendor in the NY Lottery VLT program for the last 11 years and continuing thus far into 2021.

- (3) Lead time required to fulfill a request to provide additional terminals when required.

Scientific Games current lead time on all terminal builds is 6 to 8 weeks.

- g. **Diversity Practices.** In addition to requirements specified in Section 2.18 of this RFP, each Bidder must provide, in writing, their Diversity Practices using the form provided in this RFP as Appendix K – Diversity Practices.

See : Appendix K: Diversity Practices Questionnaire on page 43.

Pursuant to § 310(22) of Article 15-A of New York State Executive Law, "Diversity Practices" shall mean the Contractor's practices and policies with respect to:

- (1) Utilizing certified minority- and women-owned business enterprises in contracts awarded by a state agency or other public corporation, as subcontractors and suppliers; and
- (2) Entering into partnerships, joint ventures, or other similar arrangements with certified minority- and women-owned business enterprises as defined in this article or other applicable statute or regulation governing an entity's utilization of minority- or women-owned business enterprises.

Supplier Diversity Program

- The mission of Scientific Games' global supplier diversity program is to be a proactive business partner with certified diverse suppliers who can provide quality materials and services that meet and exceed the needs of our operations and customers.
- We believe that success can be obtained by diverse groups working together to achieve common goals. Our supplier diversity program encourages diverse (minority, women, disabled, veteran-owned as well as other small and HUB Zone) businesses to provide materials and services that offer value and competitive pricing.
- Our supplier diversity program objectives focus on:
 - Maintaining a quality process for inclusion of certified and valued diverse suppliers in our supply chain.
 - Consistently monitoring and reporting supplier diversity achievements.
 - Developing new and innovative ways to utilize diverse suppliers within our supply chain.
 - Partnering with diverse supplier advocacy organizations and state entities to advance the growth of goods and services from qualified diverse businesses.



As one of the leading global suppliers of products and services to gaming operations and lotteries, we believe that diversity in our supplier base is good business. Scientific Games is proud to be a national corporate member of the *National Minority Supplier Development Council (NMSDC)*.

We continuously search for the best solutions to our customers' requests and have found many of these solutions are leveraged with our diverse suppliers. Through our supplier diversity program, Scientific Games provides economic and business-development opportunities for our suppliers and the communities they support.

Procurement Opportunities—We purchase an array of goods and services to support our customer's needs. Some of these items include:

- | | | |
|--|---|-------------------------------|
| ■ Office Supplies/Furniture | ■ Courier Services | ■ Computer Supplies |
| ■ Construction Services | ■ HVAC Services | ■ Janitorial Services |
| ■ Equipment Maintenance/Repair/Install | ■ Printing Supplies/Services | ■ Utility Services |
| ■ Packaging Supplies | ■ Wiring and Cabling | ■ Temporary Staffing Services |
| ■ Ticket Vending Services | ■ Building & Grounds Maintenance Services | ■ Power Generation |
| ■ Software Development | ■ Transportation Services | ■ Training Services |
| ■ Promotional Products | ■ Telecom Equipment and Services | |

Diverse Supplier Classifications

We consider the below classifications of diverse suppliers in our supplier diversity program:

- **Minority Business Enterprise:** 51 percent owned, controlled, and operated by minority individuals who are African American, Hispanic American, Asian Pacific American, Native American, or Asian Indian American.
- **Women Business Enterprise:** 51 percent owned, controlled, and operated by women.
- **Disabled Veteran Business Enterprise:** 51 percent owned, controlled, and operated by disabled veterans. A disabled veteran is a veteran of the U.S. Military with a service-connected disability that exceeds 10 percent.
- **Disabled Business Enterprise:** 51 percent owned, controlled, and operated by a disabled individual or service-disabled individual.
- **HUB Zone Small Business Enterprise:** Owned, controlled, and operated by one or more U.S. citizens with a business located within a historically underutilized business (HUB) or enterprise zone and employs at least 35 percent of its workforce from HUB Zone residents.
- **Disadvantaged Business Enterprise:** 51 percent owned, controlled, and operated by disadvantaged persons as defined by the U.S. Federal Government's SBA guidelines.

All diverse suppliers must be certified by third-party organizations such as their respective State Government Agencies, the National Minority Supplier Development Council (NMSDC), the Women's Business Enterprise National Council (WBENC), or the National Association of Women Business Owners (NAWBO).



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Section 3 Designation of Proprietary Information (1.15)

NOTE

For clarity this section includes text from the New York State Gaming Commission RFP for New York Lottery, Video Lottery Games C202017 with Scientific Games' response in the appropriate section in blue.

1.15 DESIGNATION OF PROPRIETARY INFORMATION

During the evaluation process, the content of each Proposal will be held in confidence and details of any Proposal will not be revealed (except as may be required under the New York State Freedom of Information Law ("FOIL") or other State law). FOIL provides for an exemption from disclosure for trade secrets or information the disclosure of which would cause substantial injury to the competitive position of a commercial enterprise. This exception applies both during and after the evaluation process.

If you believe your Proposal contains any such trade secrets or other Confidential Information, you must submit a request with your Proposal to exempt such information from disclosure. Such request must: (a) identify the specific material in the Proposal you believe should be exempt from disclosure; (b) identify the location (section, page number) of such material; and (c) state the reasons why the information should be exempt from disclosure.

Requests for exemption of the entire contents of a Proposal from disclosure have generally not been found to be meritorious and are discouraged. Please limit any requests for exemption of information from disclosure to bona fide trade secrets or specific information, the disclosure of which would cause a substantial injury to the competitive position of your business.

Upon receipt of proprietary designations, the Commission's legal staff, as directed by the Designated Contacts, will review each designation and communicate with the Bidder in the determination of such designation. The designation shall not become final until accepted by the Commission via formal letter. Once the designation is final, the Bidder will be required to submit a redacted version of the Proposal consistent with the accepted designation. The redacted version will be the material that is released upon a FOIL request.

SG requests that the following information be exempt from disclosure:

Table 5 Confidential and Proprietary Information to Exempt from Disclosure

Exempt Material	Location (Section, Page Number)	Reason
Location of major offices	4.2 1 a (4), page page 13	Disclosure would cause substantial injury to competitive position.
Table 1 Subcontractors for Lot 1	4.2 1 a (5), page 14	Disclosure would cause substantial injury to competitive position..
Contact for contractual matters	4.2 1 a (6), page 14	Disclosure would cause substantial injury to competitive position.
Bidder's representative for terms and conditions	4.2 1 a (7), page 14	Disclosure would cause substantial injury to competitive position.
Bidder's representative for site visits or demonstrations,	4.2 1 a (8), page 15	Disclosure would cause substantial injury to competitive position.
FEI number	4.2 1 a (9), page 15	Disclosure would cause substantial injury to competitive position.
Hiring Practices entire section	4.2.1 a (12), page 17	Disclosure would cause substantial injury to competitive position.
Bidder's strengths entire section	4.2 1 a (13), page 18	Disclosure would cause substantial injury to competitive position..
Lost Accounts entire section	4.2 1 a (14), page 18	Disclosure would cause substantial injury to competitive position..
Penalties entire section	4.2 1 a (15), page 18	Disclosure would cause substantial injury to competitive position..

Table 5 Confidential and Proprietary Information to Exempt from Disclosure (continued)

Exempt Material	Location (Section, Page Number)	Reason
Responsibility questionnaire entire section	4.2.1 a (16), page 19	Disclosure would cause substantial injury to competitive position.
Threshold entire section	4.2 1 c (1), page 22	Disclosure would cause substantial injury to competitive position..
Table 2 Comparable Accounts	4.2 1 c (2) (A), page 23	Disclosure would cause substantial injury to competitive position..
Bidder's Organization relevant to scope entire section	4.2 1 c (2) (B), page 23	Competitive advantage to our competition. Confidential information about our customers
Table 3 References	4.2 1 d, page 24	Confidential customer information. Disclosure would cause substantial injury to competitive position.
Table 4 Project Management and Staffing	4.2 1 e (1), page 25	Disclosure would cause substantial injury to competitive position.
Resumes	4.2 1 e (2), page 27	Personal information not for disclosure to our competition.
Phase in schedule entire section	4.2 1 f (1), page 37	Disclosure would cause substantial injury to competitive position.
Title refresh schedule entire section	4.2 1 f (2), page 37	Disclosure would cause substantial injury to competitive position.
Lead time	4.2 1 f (2), page 37	Disclosure would cause substantial injury to competitive position.
Diversity entire section	4.2 1 g (2), page 38	Disclosure would cause substantial injury to competitive position.

Section 4 Diversity Practices

Appendix K: Diversity Practices Questionnaire

Appendix K.1 - C202017

Diversity Practices Questionnaire (Response worth up to 5 Technical Points)

Note: Points will not be awarded based on your company's status as a certified MWBE firm; monies spend within your own firm; or training provided to your own employees. All points awarded will be based on the information provided in response to the questions herein pertaining to efforts made toward New York State certified MWBE firms.

I, Robert J. Parente as EVP & CRO (title) of SG Gaming, Inc., firm or company (hereafter referred to as the company), swear and/or affirm under penalty of perjury that the answers submitted to the following questions are complete and accurate to the best of my knowledge:

- 1. Does your company have a Chief Diversity Officer or other individual who is tasked with supplier diversity initiatives? **Yes** or **No**

If Yes, provide the name, title, description of duties assigned to the position and evidence of initiatives performed by this individual or individuals.

Heidi MacTavish, Sr. Manager, leads Scientific Games' supplier diversity program. She manages all diverse supplier outreach and development programs. She leads the diversity portion of customer RFPs that have a diversity requirement. Additionally, she is responsible for the periodic (monthly/quarterly) reporting requirements associated with any customer diversity agreements.

- 2. What percentage of your company's gross revenues (from your prior fiscal year) was paid to New York State certified minority and/or women-owned business enterprises as subcontractors, suppliers, joint-venturers, partners or other similar arrangement for the provision of goods or services to your company's clients or customers?

Scientific Games is a global enterprise with business operations in over 60 countries and had over \$3 billion in revenue in 2019. Scientific Games paid \$5,369,000 to New York State certified minority and/or women-owned business enterprises. This equates to .15% of our global enterprise-wide revenue for 2019.

- 3. What percentage of your company's overhead (i.e. those expenditures that are not directly related to the provision of goods or services to your company's clients or customers) or non-contract-related expenses (from your prior fiscal year) was paid to New York State certified minority- and women-owned business enterprises as suppliers/contractors?¹

Our expenditures with New York State certified minority and/or women-owned business enterprises was all directly related to the provision of goods and services in support of our customers. We estimate there were no expenditures with New York State certified minority and/or women-owned business enterprises that were associated with the company's overhead.

4. Does your company provide technical training² to minority- and women-owned business enterprises? **Yes** or **No**

If **Yes**, provide a description of such training which should include, but not be limited to, the date the program was initiated, the names and the number of minority- and women-owned business enterprises participating in such training, the number of years such training has been offered and the number of hours per year for which such training occurs.

5. Is your company participating in a government approved minority- and women-owned business enterprises focused mentor protégé program? **Yes** or **No**

If **Yes**, identify the governmental mentoring program in which your company participates and provide evidence demonstrating the extent of your company's commitment to the governmental mentoring program.

6. Is your company participating in a government approved minority- and women-owned business enterprises focused mentor protégé program? **Yes** or **No**

If **Yes**, identify the governmental mentoring program in which your company participates and provide evidence demonstrating the extent of your company's commitment to the governmental mentoring program.

Scientific Games strives to optimize our supplier diversity program engagement on non-government as well as government procurements, regardless of whether the customer RFP contained required diversity targets. Scientific Games utilizes many of our diverse suppliers to support our Corporate needs as well as supporting our needs across our other lines of business around the world.

7. Does your company include specific quantitative goals for the utilization of minority- and women-owned business enterprises in its non-government procurements? **Yes** or **No**

If **Yes**, provide a description of such non-government procurements (including time period, goal, scope and dollar amount) and indicate the percentage of the goals that were attained.

Scientific Games Corporation has an enterprise wide supplier diversity program. Our program materials are published on our Corporate website (<https://www.scientificgames.com/about/social-responsibility/#/>).

NOTE: All information provided in connection with the questionnaire is subject to audit and any fraudulent statements are subject to criminal prosecution and debarment.

Signature of Owner/Official *Robert J. Parente*
Printed Name of Signatory Robert J. Parente
Title EVP & CFO
Name of Business SG Gaming, Inc.
Address 6001 Bermuda Road
City, State, Zip Las Vegas NV 89119

¹ Do not include onsite project overhead.
² Technical training is the process of teaching employees how to more accurately and thoroughly perform the technical components of their jobs. Training can include technology applications, products, sales and service tactics, and more. Technical skills are job-specific as opposed to soft skills, which are transferable.





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