



**Appendix 1 to Framework Agreement**  
**CUSTOMER'S SPECIFICATIONS FOR**  
**DELIVERIES**

**Agreement reference: LEIA 22-09**

**RGS content agreement**

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## 1 INTRODUCTION

This Appendix contains Customer's requirements and specifications for deliveries. Below is described how the requirement tables are built, which fields are included and how they will be used in connection with Supplier's responses.

This Agreement is a non-exclusive agreement for the delivery, operation, and maintenance of online eInstants for the benefit of LEIA and the LEIA lotteries and the LEIA lotteries' players.

Upon call-off(s) from Customer (LEIA and the LEIA lotteries), the Supplier will be responsible for the following core deliveries within the regulatory requirements for LEIA and the LEIA lottery ordering the delivery:

- (i) Give Customer and Customer's players access to Supplier's current and future portfolio of games;
- (ii) Any and all software, hardware and licenses necessary for providing the games, and to host, operate and maintain such software, hardware and licenses throughout the term of this Framework Agreement and the subsequent call offs made under it
- (iii) Integrate the eInstants to Customer's ITF Integration Platform and Customer's other technical and commercial platforms.
- (iv) Develop, document and complete all customization of current and future eInstants as required by Customer;
- (v) Develop, design, engineer and complete new eInstants ordered by Customer

Further requirements regarding the operational services and maintenance to be provided by Supplier upon call-off from Customer is set forth in Appendix 1 to Operational Services Agreement.

Supplier must familiarize himself with the OSA and all its appendices in connection with the requirements herein in order to understand the complete scope of work.

### 1.1 Design of the requirements tables and how to respond

Customer's requirements are documented in the requirements tables as shown below.

For requirement type A, the following table structure is used:

<i>Req.no</i>	<i>Requirement description</i>	<i>Req. type</i>	<i>Satisfied YES/NO</i>

For requirement type B and C, the following table structure is used:

<i>Req.no</i>	<i>Requirement description</i>	<i>Req. type</i>	<i>Satisfied YES/NO/PARTLY</i>
<i>Supplier's solution</i>			

The content of the requirements table is categorized according to the standard below:

<b>Field name</b>	<b>Description</b>
Req.no	Unique identification of each requirement.
Requirement description	Description of each requirement stating what is required fulfilled by the supplier.
Req.type	<p>The requirements are divided into three types:</p> <ul style="list-style-type: none"> <li>• <b>A-requirement (absolute requirements)</b> Requirements classified as "A" must as a main rule be satisfied through the Supplier's solution. Tenders which do not satisfy the A-requirements may be rejected. Disclaimers will not be accepted and may lead to rejection. A-requirements will not be scored.</li> <li>• <b>B-requirement (important requirements)</b> Requirement classified as "B" should be satisfied through the Supplier's solution. The Supplier's answer to the B-requirements will have great significance for the evaluation of the tender. B-requirements will be scored.</li> <li>• <b>C-requirement (desireable requirements)</b> Requirement classified as "C" should be satisfied through the Supplier's solution. The suppliers answer to the C-requirement will have significance for the evaluation of the tender. C-requirements will be weighted lower than B-requirements. C-requirements will be scored.</li> </ul>
Satisfied	Suppliers answer to how the requirement is satisfied. Only one of the values "YES" or "NO" can be used for A-requirement and YES", "NO" or "PARTLY" can be used for B- and C-requirement. This field must be filled out for all requirements.
Supplier's solution	Supplier's answer according to what is provided by the guidelines under the field "Requirement description". Supplier must describe, illustrate, or explain how the solution maintains the specific requirement. For any requirements it is stated that the supplier's responses should only be entered in a specific appendix. Requirements will be evaluated and given scores based on the quality of the description and how good it is satisfied in relation to Customer's needs. Supplier shall strive to provide accurate, clear, and short answers. Unnecessary long, imprecise, and vague answers could result in lower scores. Links to sites, web pages, etc. will not be accepted as part of the supplier's responses.

## 1.2 Abbreviations

All concepts, terms, acronyms, and abbreviations found in this document are elaborated in table below:

<b>Concept/Term/Acronym</b>	<b>Explanation</b>
Bespoke development	Development of new games based on the Customers' requirements
Channel	In the meaning of sales channels or online distribution, for this procurement mobile, tablet and desktop
Customer	LEIA and the lotteries LEIA represent.
GGR	Abbreviation for Gross Gaming Revenue.
Gaming Rules	The gaming rules for the Games covered by this agreement. The gaming rules are determined by the authorities in each of the LEIA lotteries home jurisdictions, with the exception of Svenska Spel and Norsk Tipping. These lotteries define their Game rules themselves within the framework of their national legislations. In certain cases, there are differing requirements between the LEIA lotteries. These are specified in Appendix 1, Annex A-E
ITF Integration Platform Supplier	LEIA's partner Française des Jeux delivering and operating the ITF Integration Platform
LEIA	Lotteries Entertainment Innovation Alliance. A gaming services company owned by Danske Loteri Spil, Française des Jeux, Norsk Tipping, Svenska Spel and Veikkaus.
LEIA lottery/LEIA lotteries	The lotteries that are a part of LEIA
Library games	Games in the suppliers' portfolio, ready to be localized to each of the LEIA markets
Localization	Necessary customization of games to adapt to the marked and regulation of the LEIA lottery ordering the specific game or service.
Merchandise prize	When the prize is not paid out as a monetary prize, but the prize is e.g., a car, a travel voucher or similar.
RTP	Abbreviation for Return to Player

## 2 PURPOSE AND NEEDS

### 2.1 Purpose

LEIA is a joint venture between five European lotteries (Danske Lotteri Spil, la Francaise des Jeux, Norsk Tipping, Svenska Spel and Veikkaus) established in October 2018 as a tool for the lotteries to strengthen their positions in their respective local markets. LEIA has established a joint marketplace; all the LEIA lotteries are integrated with this marketplace, and they can utilize all the services and games that LEIA offers through this marketplace. When developing the marketplace moving forward LEIA will also focus on new features for eInstants like multiplayer and gamification and on new game verticals like hybrid games and draw games.

The purpose of this procurement is to gain access to a broad range of high-quality content from several providers on behalf of the LEIA lotteries. The LEIA lotteries share a common perspective on the development of their respective markets, with some variations, given some differences in their local regulations. All the lotteries have a strong focus on improving their overall digital customer experiences and the development of the eInstant category is central in this, both for bespoke/replica content and catalogue content. Currently the LEIA lotteries generate around 120M€ of GGR via the LEIA marketplace and we expect this to increase up towards 200M€ during the coming years.

## 2.2 Needs to be covered

LEIA is seeking 2-4 providers able to integrate to the LEIA platform (Interactive Factory/FDJ) utilizing the common integration towards the LEIA lotteries. The content will be made available to the lotteries through localization of the Suppliers content, based on the requirements described in “Appendix 1 LEIA specification of requirements” plus local requirements as defined in “Appendix 1 attachments A-E”. The providers will be given the opportunity to work directly with each of the LEIA lotteries under the supervision of LEIA to deliver their content based on local needs and requirements.

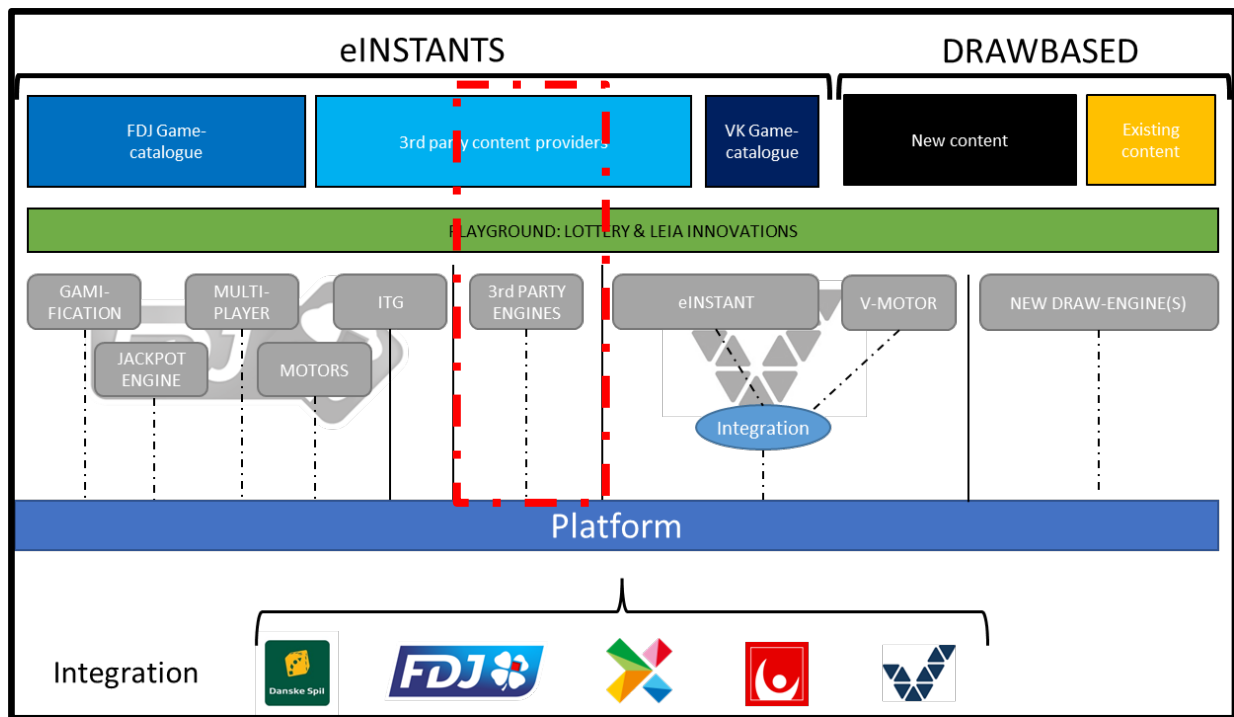


Figure 1 LEIA's Enterprise Model within all game categories. Dotted red line is the scope of this procurement.

For LEIA to deliver in accordance with its strategy of becoming an agile and attractive marketplace for the lotteries it is required to connect providers and their content to the lotteries with an efficient and modern approach. LEIA targets to connect 2-4 providers in the area marked with the dotted red line in the Figure 1 where the providers are connected to the platform giving access to each of the lotteries making it possible to provide games from respective game-catalogues to the lotteries. It is also within the scope of the procurement to develop bespoke and innovative content on behalf of the lotteries or LEIA.

## 2.3 Regulative changes, amendments or instructions from the authorities

Please note that LEIA's games are regulated by the local regulations for each of the LEIA lotteries. cf. Appendix 1 attachment A-E and The Gaming regulations in each of the Lotteries' countries.

It is the authorities in each Lottery's country that initiates amendments to the Gaming regulations for each of the lotteries in LEIA.

The Supplier is not entitled to compensation for decreases in the game revenue, due to regulatory changes/ amendments or instructions from the authorities.

### 3 DETAILED REQUIREMENTS

This chapter includes all requirements for the development and delivery of games, including maintenance and support. These requirements shall be complied with under all call-offs made under this Framework Agreement.

#### 3.1 Product and strategy

The LEIA strategy is clear when prioritizing an attractive game portfolio consisting of a wide range of content available from several providers. Currently 2 catalogue-providers are available totalling to around 50 games across the markets within LEIA. Future growth is expected to be strong from catalogue content as the markets are maturing and the lotteries will extend their elnstants portfolios.

#### 3.2 Strategy/Trends

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
S1	<p><b>Key trends and market development</b></p> <p>Describe the suppliers understanding of key trends and developments within the gaming industry, with focus on digital games and services in the categories of elnstants, hybrid games and drawgames over the next 3–4-year period.</p> <p>Elaborate (maximum 1000 words).</p>	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
S2	<p><b>Market insight and innovation</b></p> <p>The supplier must be innovative and be able to act on key trends and market insight.</p> <p>Describe how the supplier ensure an innovative approach for product and service development. Emphasize on younger segments and strategies to reach a wider market.</p> <p>Elaborate (maximum 1000 words).</p>	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
S3	<p><b>Portfolio management</b></p> <p>Describe the supplier's approach and recommendations to LEIA's portfolio management for elnstants within the following areas:</p>	B	

	<ul style="list-style-type: none"> <li>Recommended / typical size of digital portfolio to be offered to the local markets</li> <li>Frequency launch of new games</li> <li>Online distribution (desktop, mobile, affiliates, personalization etc.)</li> <li>Product life cycle, including exit-strategy</li> <li>Other important areas</li> </ul> <p>The supplier shall not describe the supplier's game portfolio in this requirement. Focus on best practice and findings to describe how to manage an optimal portfolio of eInstants. The supplier shall have an omnichannel perspective and see the link between the digital and physical portfolio.</p> <p>Elaborate (maximum 1500 words).</p>		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
S4	<p><b>Portfolio development</b></p> <p>Describe how the provider develops their content and to what extent the continuous development of existing content and new content is done, with references to the last 2 years.</p> <p>Elaborate (maximum 1000 words).</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
S5	<p><b>Game portfolio overview</b></p> <p>Please list the games in the supplier's game portfolio: Make a short description per game title, including features like storyline, play / win mechanics, license-fee (if any) The LEIA lotteries max RTP varies from 49%-90%. The portfolio should contain games to support a wide range of RTP levels. If for some reason there are restrictions or limited access to certain games, please define.</p> <p>The supplier will be evaluated based on the number of games, diversity of the games and distribution channels the games are available on.</p> <p>Please fill in all relevant titles in in "Appendix 5 part 3 Suppliers catalogue.pdf" The list shall include title, description, sub-supplier (if relevant), playable links and rev share cost.</p> <p>Also include a general wider description including the quality of the content including game-design, graphics, animations, and sounds</p>	B	
<b>Supplier's solution</b>			



<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
S6	<p><b>New opportunities</b></p> <p>The supplier shall describe new opportunities in the market related to new game types / game categories and technology and how this can be used in the development of the LEIA lotteries to deliver new games/features to enhance the player experience. Elaborate (maximum 1000 words).</p>	B	
<b>Supplier's solution</b>			

### 3.3 Game requirements -general

This section defines a set of general requirements that is general to all games provided to LEIA, independent of which lottery. Appendix 1A-E defines the local requirements from each lottery.

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
G1	<p><b>Access to Game portfolio</b></p> <p>LEIA and the LEIA lotteries shall have access to the supplier's game portfolio.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G2	<p><b>Accessibility design</b></p> <p>The supplier shall describe the supplier approach to accessibility design.</p> <p>LEIA uses the WCAG 2.0 guidelines for accessibility design for portal development (<a href="http://www.w3.org/WAI/intro/wcag.php">www.w3.org/WAI/intro/wcag.php</a>).</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
G3	<p><b>Certification of Games</b></p> <p>All games shall be certified according to the regulations in the local markets where the games are set in production. Specific requirements for each of the local markets are described in each LEIA lottery's Attachment. (Appendix1 Attachment A-E)</p>	A	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G4	<p><b>Playing abroad</b></p>	B	

	<p>The Supplier's games shall be available for the LEIA lottery players from abroad.</p> <p>In general, there are no restrictions to play LEIA games outside the LEIA countries, as long as the player is a registered customer in one of the LEIA participating lotteries. A LEIA customer shall be:</p> <ul style="list-style-type: none"> <li>• A permanent resident with a social security number and</li> <li>• Be above age 18 years old</li> </ul> <p>If there are any territorial restrictions in the Supplier's or sub-suppliers' offering, this shall be identified here.</p>		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G5	<p><b>In-game player behavioral statistics</b></p> <p>To enable incremental improvements of the user experience and customer journeys in the games, the Supplier shall provide statistics about in-game player behavior such as:</p> <ul style="list-style-type: none"> <li>• Switching the sound on/off</li> <li>• Clicked the help icon</li> <li>• Other kinds of player activity logging in place in the solution (please elaborate).</li> <li>• Other</li> </ul> <p>Please describe the solution and opportunities.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G6	<p><b>Hardware and software compatibility</b></p> <p>The Supplier shall be proactive and ensure that the games are performing when technology providers update devices or operating systems.</p> <p>Pay attention to the following, but not limited to:</p> <ul style="list-style-type: none"> <li>• Beta and pre-releases of operating systems</li> <li>• New devices</li> <li>• New or updates in browsers</li> <li>• New or changes in technology (E.g., HTML5, JavaScript, CSS etc.)</li> </ul> <p>Please describe the solution and your strategy for handling Hardware and Software compatibility.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G7	<b>Graphical elements for portal development</b>	B	

	<p>The supplier must deliver graphical elements that each LEIA lottery will use for their local portal development.</p> <p>Examples of elements:</p> <ul style="list-style-type: none"> <li>- Game logo</li> <li>- Game preview</li> <li>- Background image of the game</li> <li>- Screenshots from game</li> <li>- Game symbols from the game</li> </ul> <p>All graphical elements must be delivered in high resolution and be editable. Formats for the elements are described in each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p> <p>Describe how the supplier will deliver graphical elements for their games.</p>		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G8	<p><b>Game development kit</b></p> <p>Describe the technical process of how you develop bespoke games and what opportunities/flexibility you have to develop this efficient.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
G9	<p><b>Demo mode and replay</b></p> <p>Demo mode / replay shall be offered in order to allow players to experience and learn the games before committing real money and for the LEIA lotteries to replay previous game transactions when necessary.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G10	<p><b>Demo mode / Replay functionality</b></p> <p>It must be obvious that the player is engaged in demo mode with no monetary value involved. Replay of games should accurately represent all of the steps/ player choices and results of the game round in question. Demo mode / Replay of games must be configured and presented according to each LEIA lottery's Attachment (Appendix1 Attachment A-E). Describe the supplier's implementation of Demo games and replay of games.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
G11	<p><b>Support for merchandise prizes</b></p>	A	

	The supplier shall handle multiple tier levels of merchandise prizes		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G12	<p><b>Handling of merchandise prizes</b></p> <p>The supplier must send merchandise prize transaction data to the ITF integration platform when a merchandise prize is won.</p> <p>For merchandise prizes, both the market value and purchase value must be included in the merchandise prize transaction.</p> <p>The ITF integration platform and LEIA services will forward the prize information to the lottery for handling of pay out and notification to the players (e.g SMS service).</p> <p>The supplier shall handle multiple tier levels of merchandise prizes. Implementation of merchandize prizes must be configured and presented according to each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p> <p>Describe the supplier's implementation of Merchandize prizes</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G13	<p><b>Game session handling</b></p> <p>The supplier shall deliver a solution that can handle both short- and long-lasting game session functionality, e.g., for up to 3 months. (configurable). The solution must allow for new bets from customers even if there are still open game sessions for the customer.</p> <p>Game session handling must be configured and presented according to each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p> <p>Please describe how you can handle this functionality</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
G14	<p><b>Games with long lasting game session</b></p> <p>The games are countdown/calendar games which allows the players to reveal one game each day from the bet to the end of the long-lasting game session. The games can be played and finished anytime, but it is important that the players can choose to reveal whenever he wants. This means that the game sessions shall not be closed as per the normal batch job that close open game sessions.</p>	<b>B</b>	

	<ul style="list-style-type: none"> <li>It shall be possible to open every date or hatch at any time, one by one. (Players can scratch one or more hatches every day until e.g., 30th of December).</li> <li>This game will not be a part of the normal routine for closing of unfinished games. The game will be open from the time the players buy the ticket until he / she finishes the game, or until e.g., 29th of December.</li> <li>All unfinished games still open on the e.g., 29th of December, need to be closed this night by the supplier.</li> <li>The game must remember the revealed hatches / symbols when player leaves the games. The game must be in same state when it is re-opened from an unfinished game. E.g., The player reveals tabs 1-10, close the calendar and reopens the game the day after and the tabs 1-10 are revealed.</li> </ul> <p>Game session handling must be configured and presented according to each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p> <p>Please describe how you can handle this functionality.</p>		
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
G15	<p><b>Handling of open game sessions</b></p> <p>The lotteries should be able to configure if a specific game can have multiple game sessions open at the same time or not. Game session handling must be configured and presented according to each LEIA lottery's Attachment (Appendix1 Attachment A-E). Please describe your solution</p>	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO
G16	<p><b>Handling of regulatory changes affecting content in production</b></p> <p>If a regulator changes the Gaming regulation in any of the LEIA lotteries local markets, the provider is obliged to adapt existing content free of cost.</p>	A	

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
G17	<p><b>Location services</b></p> <p>Geo location services shall be optional per lottery. If the lottery turns off Geolocation, the location of the customer shall not be logged and the customer shall not receive any questions or messages about or connected to their location, while launching or playing the game. Please describe your solution. Please describe how Geolocation services are handled in your solution.</p>	B	

### 3.4 Library games

The core of this procurement is access to library content. The requirements to do so are based on general requirements relevant for games that shall be localized to each market.

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GL1	<p><b>Localization of games</b></p> <p>The supplier shall deliver games from the supplier's own portfolio and any sub-suppliers' portfolio with localization to the markets where the game will go into production.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GL2	<p><b>Translation to localized country</b></p> <p>All relevant texts and player messages in the games must be translated to localized country and reviewed and validated by the LEIA lottery. If needed, the translations must be adapted to the LEIA lottery's requirements as defined in each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GL3	<p><b>Translation to game titles</b></p> <p>All game titles shall be translated to localized titles decided by the LEIA lottery. If the Game title is changed by the LEIA lottery, the lottery has the responsibility to ensure that there is no conflict with other registered trademarks, when changing the game title.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GL4	<p><b>Flexibility of localization</b></p> <p>All localization should be done according to each LEIA lottery's Attachment (Appendix1 Attachment A-E). Describe the functionality and flexibility to localize games from the supplier's game portfolio. Specify which elements of a game that can be localized and the complexity to implement such localization.</p>	B	

**Supplier's solution**

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GL5	<p><b>Gamification</b></p> <p>Describe the suppliers' approach to gamification and how to share elements like "Trophies", "Badges", "achievements" etc. across game sessions and potentially across game titles. Gamification elements must be configured according to each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p>	B	

**Supplier's solution**

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GL6	<b>Multi-player</b>  Describe the suppliers' approach to multi-player. Describe the game formats and the alternative multi-player mechanisms like peer-to-peer, turn based, competitions, tournaments etc. that the supplier supports. Please describe opportunity to share liquidity and social features.	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GL7	<b>Social features</b>  Describe the Suppliers social features like chat, social media integration etc.	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GL8	<b>LEIA Jackpot services</b>  The supplier shall provide integration with the LEIA Jackpot service to enable the LEIA transnational jackpot or other jackpots from LEIA and or the LEIA lotteries in the suppliers' games. The LEIA and LEIA lotteries Jackpot services is described in as described in "Attachment F to Appendix 1 Chapter 6"	A	

## 4 REQUIREMENTS FOR SUPPLIERS IGAMING SERVICE AND BACKOFFICE

### 4.1 Introduction

This section lists the requirements to the Suppliers iGaming service and Backoffice functionality.

### 4.2 Requirements iGaming Service

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GS1	<b>Certification</b>  Hosting service Supplier and hosting solution must be ISO27001 certified and compliant with ISO27017. The hosting infrastructure shall be protected against distributed denial of services attacks	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GS2	<b>Data loss</b>	A	

	No loss of data is allowed. The Supplier must ensure that there will be no loss of data particularly in the asynchronous flows (events).		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS3	<p><b>iGaming service compliance</b></p> <p>The Supplier will be responsible of the compliance of its iGaming services with each of the LEIA lotteries' regulatory authorities and to verify compliance with their gaming regulations, including local certifications. This may include code review, code escrow, pen tests, configuration audits and change management audits depending on the regulator.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GS4	<p><b>RNG</b></p> <p>The RNG of the Suppliers iGaming services shall comply with the WLA SCS 2020 L2.4 controls</p> <p>The Supplier will be responsible of the compliance of its RNG with each of the LEIA lotteries' regulatory authorities and to verify compliance with their gaming regulations, including local certifications.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
GS5	<p><b>Audits</b></p> <p>The Lottery may at any time with prior notification conduct a security audit / verification of the iGaming service. Audits may be conducted by the Lottery, or any external companies designated by the Lottery. Audits may be conducted on site or remotely. Content of these audits are at the Lottery's auditor discretion. The Provider will accept any requests related to the audit and mitigate security risks according to any findings.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS6	<p><b>Integrity</b></p> <p>The system must ensure the authenticity and integrity of important information by cryptographic means (digital signature, timestamps, immutable hashes, etc).</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	B	
<b>Supplier's solution</b>			



<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS7	<p><b>Availability and scalability</b></p> <p>Please describe how you handle availability and scalability for your iGaming service</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS8	<p><b>iGaming service Data</b></p> <p>The iGaming service shall store detailed information about games, game sessions, game turnover with wager and win amount, game session start and end, with wager, transactions with wager/win amount; Event log.</p> <p>The iGaming service shall be able to regularly export all these data either automatically or manually. Reports shall be available for those data as part of the lotteries' fraud prevention processes.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS9	<p><b>Journaling</b></p> <p>The RGS shall manage an audit trail of every bet placed on the games engine, sign it, and seal it to a dedicated system. This ledger act as the proof of what happened on the platform (and can be used in case of player dispute). Extracts of this journal/audit trail may be provided to ITF platform provider operations on demand.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
GS10	<p><b>Monitoring</b></p> <p>The supplier of the ITF Integration platform must deliver a real-time status of the operations for monitoring purposes to the LEIA lotteries. To enable this, the Supplier must deliver the necessary information requested from the supplier of the ITF Integration platform.</p> <p>Minimum set of metrics:</p> <ol style="list-style-type: none"> <li>For each API function exposed by the engine: <ul style="list-style-type: none"> <li>number of calls per minute</li> </ul> </li> </ol>	B	

	<ul style="list-style-type: none"> <li>• average response time per minute</li> <li>• number of successful responses</li> <li>• number of error responses (per response code if possible)</li> </ul> <p>2. For each IF API function called by the RGS:</p> <ul style="list-style-type: none"> <li>• number of calls per minute</li> <li>• average response time per minute</li> <li>• number of successful responses</li> <li>• number of error responses (per response code if possible)</li> </ul> <p>3. Reconciliation:</p> <ul style="list-style-type: none"> <li>• Execution time of the last reconciliation job</li> <li>• Number of reconciliation jobs</li> <li>• Number of bets reconciliation blocked (max attempt)</li> <li>• Number of successful reconciliations</li> <li>• Number of failed reconciliations</li> <li>• Number of transactions per type and status for the last reconciliation job</li> </ul> <p>These metrics will be:</p> <ul style="list-style-type: none"> <li>- Exposed to ITF monitoring system using an API endpoint with Prometheus format</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>- Accessible through a provider's monitoring dashboard shared with the FDJ operations team</li> </ul> <p>Describe how the Supplier can support this.</p>		
<b>Supplier's solution</b>			

### 4.3 Backoffice requirements

Req.no	Requirement description	Req. type	Satisfied YES/NO
GS11	<p><b>Language</b></p> <p>All Back Office administrative functions will support English at a minimum. The administrative functions will be accessible by up-to-date browsers and operating systems.</p>	A	

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
GS12	<p><b>Back Office main features</b></p> <p>LEIA and LEIA lotteries will need to access to BOI configurations.</p> <p>Please describe the BOI with main features.</p>	B	
<b>Supplier's solution</b>			

### 4.4 Business Continuity

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
GS13	<b>Business Continuity and Backup</b>	B	

	<p>The Supplier shall have</p> <ul style="list-style-type: none"> <li>• Business continuity plan approved by LEIA</li> <li>• Disaster recovery plan approved by LEIA</li> <li>• Backup and retention policy approved by LEIA</li> </ul> <p>The purpose of the disaster recovery test is to validate the correct operation and recovery times of the disaster recovery tools set in place for the e-games solution. Disaster recovery tests must be performed annually at minimum.</p> <p>The disaster recovery test must include at minimum the following tests:</p> <ul style="list-style-type: none"> <li>- Backup</li> <li>- Recovery of databases</li> <li>- Recovery of data</li> <li>- Recovery of system configurations</li> <li>- Recovery of event queues</li> <li>- Error handling and automated alerts</li> </ul> <p>Describe how the Suppliers' will fulfil these requirements.</p>		
<b>Supplier's solution</b>			

## 5 INTEGRATION REQUIREMENTS

In Appendix 1F the general APIs and requirements from Interactive Factory are described. These are the integration guide for the integration for future providers in addition to the requirements in this chapter.

According to LEIA's architectural guidelines, the Supplier of the ITF Integration Platform is responsible for integrating game suppliers.

In "Appendix 3 to OSA– description of customers technical platform" you will find a brief description of the ITF Integration Platform with which the eInstants supplier will integrate, and its integration with the overall iGaming platform of the LEIA lotteries

The following requirements is based on the integration the e-Instant supplier shall cover.

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF1	<p><b>ITF standards</b></p> <p>Chapter 1.6 of Appendix 1F defines the standards used in ITF Integration Platform APIs.</p> <p>The Supplier shall follow those standards in all API calls and event publishing.</p>	A	
IF2	<p><b>ITF authorization management</b></p> <p>Chapter 3.1 of Appendix 1F describes the player authorization principles with ITF Integration Platform.</p> <p>The RGS game shall rely on the library provided by ITF to authenticate players according to each lottery rules regarding game access.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF3	<p><b>ITF transaction management</b></p> <p>Chapter 3.2 of Appendix 1F describes the transaction management principles with ITF Integration Platform.</p> <p>The RGS game engine shall use ITF transaction API to debit, credit or refund the player's purse.</p> <p>In case of timeout or desynchronization, the RGS game engine shall follow the reconciliation pattern described in chapter 3.2 of Appendix 1F.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF4	<p><b>Gaming limits, play breaks and exclusion</b></p> <p>The Supplier's solution shall integrate with the ITF Integration Platform in a manner that the Supplier stops the player from placing bets when responsible gaming limits is reached.</p> <p>All responsible gaming validations will be enforced on transaction level via each lottery's Responsible gaming solution. The ITF transactions will return an error code if the transaction/bet is not accepted by the Responsible gaming solution.</p> <p>The lotteries are responsible for handling responsible gaming rules for their local players. The lotteries have varying rules for maximum money and time spending, and they are calculating monetary and time usage against limits for each of the players transactions.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF5	<p><b>Player messages</b></p> <p>The Supplier shall ensure that game related messages will be presented to the player</p> <p>The messages can be delivered as an error code or a predefined text from the ITF Integration Platform.</p> <p>Exceptions are responsible Gaming Messages, shown to the Player. These messages will be handled by the ITF Integration Platform and LEIA. The elnstants supplier will in these cases receive a predefined error code. It is preferred that the elnstants supplier supress game messages in these cases.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF6	<p><b>ITF data integration</b></p> <p>Chapter 3.3 of Appendix 1F describes the data integration principles with ITF Integration Platform.</p>	A	

	The RGS game engine shall publish all activity regarding game configuration and player game sessions in near real-time.		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF7	<p><b>ITF data integration Kafka mirroring</b></p> <p>Chapter 3.3 of Appendix 1F describes the data integration principles with ITF Integration Platform.</p> <p>The Supplier shall specify whether its RGS is capable of publishing this activity through Kafka mirroring or not.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF8	<p><b>Game deployment</b></p> <p>Chapter 3.4 of Appendix 1F describes the game deployment process with ITF Integration Platform.</p> <p>For making a game available to a lottery, the Supplier shall provide a json configuration file for adding the game to the ITF game catalogue.</p> <p>The RGS game engine shall also expose APIs to ITF Integration Platform for creating/updating/retrieving game configurations as described in chapter 3.4 of Appendix 1F.</p>	<b>A</b>	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF9	<p><b>Back-office integration – deep-linking</b></p> <p>Chapter 4 of Appendix 1F describes the back-office integration principles with ITF Integration Platform.</p> <p>RGS back-office shall provide deep-linking for accessing to game configuration and player activity details, so that an operator can be redirected to a specific page by clicking on a link in the ITF back-office.</p>	<b>A</b>	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF10	<p><b>Back-office integration – Access control</b></p> <p>Chapter 4 of Appendix 1F describes the back-office integration principles with ITF Integration Platform.</p> <p>RGS back-office shall implement access control, so that an operator from a lottery cannot access game configuration or session details of another lottery. The operator roles existing for ITF back-office are listed in ITF documentation.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF11	<p><b>Back-office integration - SSO</b></p> <p>Chapter 4 of Appendix 1F describes the back-office integration principles with ITF Integration Platform.</p> <p>The supplier shall implement the Okta-based SSO solution used on ITF, so that a lottery operator can access the RGS back-office with his corporate credentials.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF12	<p><b>Frontend integration</b></p> <p>Chapter 5 of Appendix 1F describes the game integration to lottery frontend.</p> <p>The ITF Integration Platform provides the local lottery with the URL for the game launch via an API and this URL will be launched inside a frame owned by the ITF Integration Platform. Inside this frame there will be a new frame where the game is launched.</p> <p>Game related messages shall still be handled by the Supplier.</p>	<b>A</b>	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF13	<p><b>Frontend integration – iHostChannel</b></p> <p>Chapter 5 of Appendix 1F describes the game integration to lottery frontend.</p> <p>ITF provide the definition of methods already existing for communicating with the lotteries' frontends (iHostChannel). It is highly recommended to use this set of methods.</p> <p>Please elaborate on how the Supplier's solution can support this.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF14	<p><b>ITF jackpot integration</b></p> <p>Chapter 6 of Appendix 1F describes the ITF jackpot integration principles.</p> <p>The RGS game engine shall notify ITF when a game session has been started (after debit has been confirmed by ITF and game session initialized by RGS game engine).</p> <p>The Supplier shall adapt the RGS game layout and</p>	<b>A</b>	

	workflow for the jackpot widget display. The RGS game shall notify the jackpot widget when the game session ends, so that the jackpot result can be displayed.		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF15	<p><b>URL</b></p> <p>The supplier must ensure that the URL for all games must include the local lotteries URL on all devices.</p> <p>LEIA's preferred model for URL-naming is by creating a new subdomain «something». which DNS resolves to the game suppliers IP.</p> <p>Confirm that the described model can be used or describe how this can be solved.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF16	<p><b>Game Front end -flexible UI</b></p> <p>Games should be able to show and communicate with elements/buttons outside/on top of the elnstant games depending on type of device. The solution shall support hiding its equivalent elements from the game window. Please see each LEIA lottery's Attachment (Appendix1 Attachment A-E) for local requirements for elements outside the game window.</p> <p>Please elaborate on how to support this.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF17	<p><b>Responsive solution</b></p> <p>The solution shall support different screen sizes and aspect ratios (horizontal/vertical views) and be responsive depending on user's screen size/device.</p> <p>Please elaborate on how you can support this.</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF18	<p><b>Balance in game</b></p> <p>The Supplier shall ensure that all games display the player account balance.</p> <p>The current balance will be returned in every game transaction and this balance needs to be updated immediately inside the game.</p>	<b>B</b>	

	<p>In addition, the “getUserInformation” will be available for fetching current account balance from the ITF Integration Platform at game launch and when receiving UI message to update balance.</p> <p>The update of the player account balance should follow game logic, so the balance corresponds with the reveal mechanisms of the game (so the balance is not updated before the game shows the outcome)</p> <p>Please elaborate on how you can support this.</p>		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
IF19	<p><b>Denomination value</b></p> <p>The Supplier shall ensure that all monetary values are in the local currency of each lottery.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF20	<p><b>Integration of sub-suppliers</b></p> <p>If the Supplier has sub-suppliers, the Supplier shall deliver these games via their integration point with the ITF Integration Platform.</p> <p>LEIA shall also have the right to make a direct integration with a sub-supplier(s) if LEIA deems this as the most efficient solution. LEIA will bear the additional cost of any potential direct integration with sub-suppliers.</p> <p>Please describe how the sub-suppliers will be integrated with the ITF Integration Platform.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF21	<p><b>Native code development</b></p> <p>The LEIA lotteries deliver their games both via web and native apps.</p> <p>Describe the Suppliers approach to develop and deliver games in native code and how these can be integrated with the lotteries' native apps.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF22	<p><b>Secure transfer of data</b></p> <p>The Supplier will support secure transfer of data, including but not limited to:</p> <ul style="list-style-type: none"> <li>• TLS-encryption 1.2 or 1.3 (preferable)</li> </ul>	B	



	The Provider shall have a standard communication interface using API REST/HTTP that will be encrypted over TLS (1.2, 1.3 preferable)		
	Please elaborate on how you can support this.		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
IF23	<p><b>Communication and gateway</b></p> <p>The communication between the iGaming service and the platform will be performed through APIs over HTTPS. All the APIs must be protected by a gateway that will ensure the verification of the mutual certificates.</p> <p>Same requirement for Kafka communications.</p> <p>Please elaborate on how you can support this.</p>	B	
<b>Supplier's solution</b>			

## 6 GAME DEVELOPMENT PROCESS REQUIREMENTS

### 6.1 Introduction

Instant games are subject to approval either from the Gaming Authorities of each LEIA or the LEIA lottery itself. All configurations within the game shall be described and are subject to approval as a part of the license for this game. Certain changes in an already approved game such as changes in RTP or payable must be reapproved.

### 6.2 Responsible gaming

The lotteries of LEIA have implemented rich featured responsible gaming platforms. The most important responsible gaming tools and measures are:

- Mandatory loss and time limits.
  - The player needs to choose personal limits before he/she can play the games
  - There are also maximum amounts for these limits.
  - If a player has spent his/her limit, he/she will not be allowed further play until the time-period for the limit expires
- A mandatory (play) break will occur after a set time of consecutive play
  - The purpose is to offer the player a cool-down period
- A menu of play breaks (different lengths) and permanent exclusion
  - The play breaks are accessible from each game
- Mandatory use of Playscan, a risk monitoring service which alerts the player about the risk of his/her current playing behaviour
- Overview of spending on gambling

The LEIA lotteries' responsible gaming platforms handle responsible gaming issues like money and time budgets, play break and exclusions.

The ITF Integration Platform enforces time usage against time limits synchronized with LEIA’s responsible gaming systems towards the suppliers’ games. The Supplier shall deliver a solution integrated with the ITF Integration Platform to handle all responsible gaming limits listed above.

The LEIA lotteries may also conduct a risk assessment of the game. Based on the outcome of the risk assessment the LEIA lottery may consider using additional responsible gaming tools and measures. Additional tools and measures may be implemented in the LEIA lotteries responsible gaming platforms, the ITF Integration Platform or the eInstants Games. The Supplier is an important contributor to the LEIA lotteries ambition on offering the best overall responsible gaming in the world to their customers.

### 6.3 Game development and delivery process

The Game development and delivery process shall be performed in accordance with the responsibility matrix described in tab “GAME DEVELOPMENT AND DELIVERY” in “Appendix 1 attachment I Responsibility Matrix Supplier LEIA ITF platform supplier”.

A new game is a game with new game title and new artwork that has not been approved earlier. Certain changes in an already approved game such as changes in RTP or payable must be reapproved.

The LEIA lotteries have been given very strict procedures and documentation requirements that shall be enclosed in any application for game approval. The high-level process is reflected in the presentation below. For each of the LEIA lotteries there are specific local regulations defined in Appendix1 Attachments A-E. The Supplier shall contribute to timely document preparation and with correct content to enable a smooth and efficient process to ensure short time to market for the offering for the LEIA lotteries.

The game approval process:

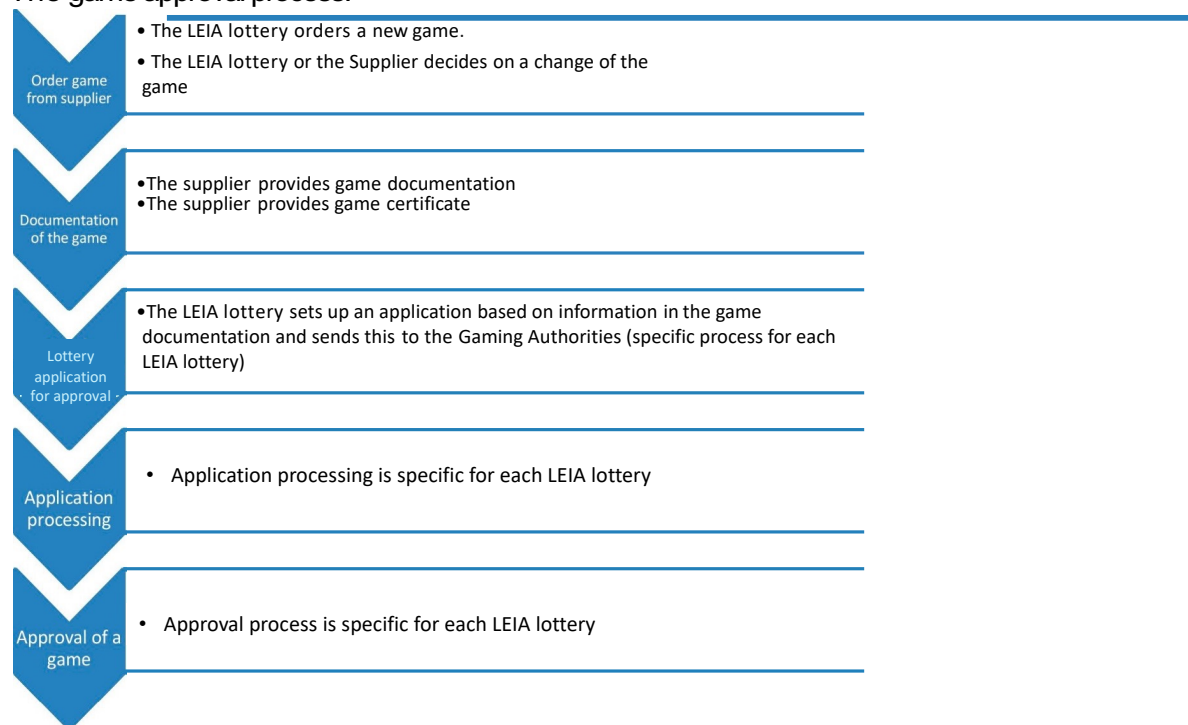


Figure 3

The game documentation delivered for each game shall include:

- game title
- unique ID of the game
- version number
- category
- distribution channels
- game logic: theme, visual display and how to play
- A full video of the game
- maximum stake
- prize plan (including top prize)
- return to player
- near win functionality
- skills elements (how player can influence on the outcome of the game)
- duration of a game session
- jackpot (possibility to win, how it is triggered, start value, jackpot contribution, Multi- jurisdictional Jackpot etc.)
- bonus games

<i>Req.no</i>	<i>Requirement description</i>	<i>Req. type</i>	<i>Satisfied YES/NO</i>
DP1	<p><b>Delivery of documentation for compliance</b></p> <p>The Supplier shall ensure that all necessary documentation for the compliance process is delivered according to each LEIA lotteries requirements as defined in Attachment (Appendix1 Attachment A-E). Game documentation shall be provided for each Game variant.</p>	A	

<i>Req.no</i>	<i>Requirement description</i>	<i>Req. type</i>	<i>Satisfied YES/NO</i>
DP2	<p><b>Game certificate</b></p> <p>The game supplier shall be responsible for the game certification process of games delivered to LEIA.</p> <p>The certification shall be in accordance with each LEIA lotteries requirements as defined in each LEIA lotterys' Attachment (Appendix1 Attachment A-E).</p>	A	

<i>Req.no</i>	<i>Requirement description</i>	<i>Req. type</i>	<i>Satisfied YES/NO</i>
DP3	<p><b>Game release cycle</b></p> <p>LEIA has established a high-level game release cycle to make sure that all game providers follow the same routine when it comes to delivery of games. This is to have an efficient routine with the goal to have a secure process that cover all steps from a game is ordered from the game provider until it is deployed to production and finally released to the LEIA lotteries' customers. The game development process is described in "Appendix 1 Attachment G – Content delivery model "</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
DP4	<p><b>Version control</b></p> <p>The Supplier shall be responsible for proving that the correct game version is the actual version in production at any given time.</p> <p>Local Gaming Authorities and /or accredited test labs audit the LEIA lotteries. The supplier needs to ensure that that there are only game titles with correct version in production. Version numbers in production must correspond with version numbers of approved and communicated in documentation of the game.</p> <p>Describe the Suppliers' proposed version handling process.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
DP5	<p><b>Information to players in each game</b></p> <p>The Supplier shall include information in each game about pay table and general information about the game. The information shall at least cover these elements:</p> <ul style="list-style-type: none"> <li>• General information about how to play and win</li> <li>• Stake, including overall win probability.</li> <li>• If bonus game: How it will be triggered and a description of the rules for bonus game</li> <li>• Joker/scatter/wild symbols/prize features shall be elaborated</li> <li>• All winning combination including possibility to win shall be visually illustrated in a relevant way to the player</li> <li>• Maximum winning (if relevant)</li> <li>• Description of jackpot functionality, prize features, how it will be triggered, buffers, start value, possibility to win, rules, etc.</li> <li>• Information about skill elements in the game (if relevant)</li> <li>• Return to player</li> <li>• Unfinished games/ interrupted games</li> </ul> <p>Additional requirements for each LEIA lottery's Attachment (Appendix1 Attachment A-E).</p>	A	

	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
DP6	<p><b>Regulatory compliance</b></p> <p>All games delivered to any lottery within LEIA shall comply with the LEIA ' current gaming rules at any time.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
DP7	<b>Document compliance with the gaming rules</b>	A	

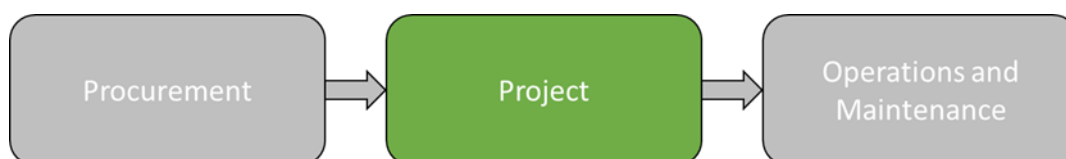
	The Supplier shall be able to document compliance with the Gaming Rules for the LEIA lotteries where the games are in production.		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
DP8	<p><b>Verification of compliance with the gaming rules</b></p> <p>The LEIA lotteries are regularly audited by accredited test labs or their local Gaming Authorities. The Supplier shall be able to provide documentation of compliance with the gaming regulations for each of the LEIA lotteries.</p> <p>Describe and show examples on how the Supplier will verify compliance with the Gaming regulations and requirements during audit reviews, e.g., reports.</p>	B	
<b>Supplier's solution</b>			

## 7 PROJECT MANAGEMENT AND TEST REQUIREMENTS

This chapter describes the scope and requirements regarding the Suppliers plan, process and organization of the implementation project, and requirements regarding test and acceptance.

### 7.1 Project management

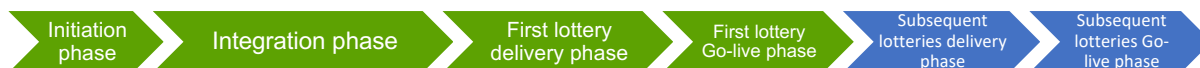


LEIA defines the scope of the implementation project from signing the contract with the Supplier, until the final delivery phase is complete for all the LEIA lotteries. If LEIA contracts several Suppliers, the Suppliers will be integrated to LEIA in a sequential manner based on their ranking in the competition. For each Supplier, when the final delivery phase for each of the LEIA lotteries is complete, the implementation project is finished for the Supplier and regular operations and maintenance start.

The initiation phase will start with the contract signing This is followed by a start-up meeting with the Supplier, LEIA, the first LEIA lottery, and the supplier of the ITF integration platform where we will detail out the implementation.

In the following integration phase, the Supplier will lead the project, so it is essential that the Supplier has a good co-operation with the supplier of the ITF integration platform and the LEIA lottery.

To validate the go-live of each LEIA lottery, there will also be an additional operational start up meeting, with LEIA, the LEIA lottery launching, the Supplier and the supplier of the ITF integration platform.

**Illustration of approach for the integration project**

<b>Initiation phase</b>	Project is initiated and next phase is planned
<b>Integration phase</b>	Development, integration, (incremental) deliveries, testing and UAT
<b>First lottery delivery phase</b>	Release candidate, acceptance, certification for the first LEIA lottery
<b>First lottery Go-live phase</b>	Launch and post-launch for the first LEIA lottery
<b>Delivery for subsequent LEIA lotteries</b>	Next steps should be planned for each of the four subsequent LEIA lotteries
<b>Subsequent lottery delivery phase</b>	Release candidate, acceptance, certification for the subsequent LEIA lottery
<b>Subsequent lottery Go-live phase</b>	Launch and post-launch for subsequent LEIA lottery

LEIA's ambition is that The Supplier's solution is integrated with the ITF integration platform according to the Main Milestone table below

<b>ID</b>	<b>Main Milestone</b>	<b>Month/Year</b>
MM1	Contract(s) signed	Est. July 2023
MM2	Startup meeting	Est. August 2023
MM3	Integration phase complete	Est. November 2023
MM4	Launch of first LEIA lottery (Norsk Tipping) Pilot	TBD
MM5	Launch of second LEIA lottery (Svenska Spel)	TBD
MM6	Launch of third LEIA lottery (Danske Spil)	TBD
MM7	Launch of fourth LEIA lottery (Veikkaus)	TBD
MM8	Launch of fifth LEIA lottery (FDJ)	TBD

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
PM1	<p><b>Delivery project plan and project management process</b></p> <p>LEIA prefers that the Supplier has an agile and iterative approach to project management, having close collaboration throughout the process and providing incremental deliveries.</p> <p>The Supplier shall describe their project plan for implementation and project management process within the framework of the responsibility matrix defined in the tab "BUILD PHASE" in "Appendix 1 attachment I Responsibility Matrix Supplier LEIA ITF platform supplier" (Maximum 3000 words).</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
PM2	<p><b>Risk reporting</b></p> <p>The Supplier shall deliver a risk analysis in the Initiation phase covering the whole project scope and including the Supplier's solution integration with the Lotteries components and the ITF Integration Platform components</p> <p>The Supplier shall continuously update LEIA on the current risk picture for the project. If the risk picture is changed, the Supplier shall immediately inform LEIA about this.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
PM3	<p><b>Project team</b></p> <p>The supplier shall have a project team with defined roles and communication structure.</p> <p>Describe the supplier's project team, and how the supplier will communicate with the supplier of the ITF integration platform and LEIA during the implementation period.</p> <p>List the person(s) including competence in "Appendix 4 Authorized personnel and meetings".</p>	B	
<b>Supplier's solution</b>			

## 7.2 Test

This chapter provides an overview of how LEIA expects test and acceptance to be executed and requirements related to test. This will apply to both the integration project and the delivery of new games and maintenance.

### Management tool for error reporting

LEIA and the LEIA lotteries is using Jira for both test planning and reporting defects. Access to LEIA's Jira will be given to the supplier.

### Classification of error levels

<b>Category</b>	<b>Explanation</b>
Critical	All or material parts of the game is not working, breach of the Gaming Rules or affect the money transactions.
Major	Certain critical functional parts of the game do not work, wrong configuration and/or game settings and misleading information to players (paytable, helpfiles)
Minor	Non-critical errors that do not have a large impact on the gaming experience or not complete/misleading documentation.

**Acceptance-criteria:** For LEIA or the LEIA lottery to approve the different test phases, the delivery should not contain any critical or major defects. Minor defects (which do not affect deployment or compliance) must be scheduled for fixing in upcoming updates.

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
QA1	<b>Quality assurance</b>	B	

	<p>The Supplier shall ensure that all customization and configuration made on its components meet the integration requirements and that defects are fixed or reported and acknowledged.</p> <p>The Supplier shall describe their plan for quality assurance of the implementation of the solution for the entire integration phase (maximum 1000 words).</p>		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
QA2	<p><b>The system integration test</b></p> <p>The purpose of this test is to make sure that all systems communicate before the Factory- and Customer acceptance test starts. The supplier will be responsible for performing these tests together with The ITF platform supplier and the relevant LEIA lottery.</p> <p>Describe the providers approach to this.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
QA3	<p><b>Factory Acceptance Test</b></p> <p>The Factory Acceptance should cover the whole project scope based on the final user experience (game, lottery frontend, lottery backend, ITF Integration Platform and Supplier's solution)</p> <p>The Supplier shall verify that the final deliveries have no deviation and comply with the project design and requirement specifications.</p> <p>The Supplier will also secure the games compliance with the LEIA lottery's requirements.</p> <p>Describe the providers approach to this</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
QA4	<p><b>Customer Acceptance Test (UAT)</b></p> <p>The purpose of this test is to conduct and determine if the requirements of the delivery are fulfilled. Customer acceptance test is done by the relevant LEIA lottery. The supplier and the LEIA lottery are responsible to produce</p>	B	



	relevant test data and deliver supporting services during the customer acceptance test.  Describe the providers approach to this		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
QA5	<p><b>Pre-production Test</b></p> <p>Before deployment to the LEIA lottery receiving the delivery, the ITF platform supplier will install the delivery in a staging environment (pre-production environment) for final verification before production.</p> <p>A smoke test will be executed by the Supplier and ITF integration platform supplier to verify that the system is working as expected and the installation procedures are complete.</p> <p>The LEIA lottery receiving the delivery will give a written approval to deploy to production.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
T1	<p><b>Test of games</b></p> <p>The supplier shall test all games before delivery to the relevant LEIA lottery's integration and customer acceptance test.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
T2	<p><b>Simulation of game states and configuration in test environments</b></p> <p>It should be possible to trigger e.g., jackpots, big wins, merchandize prizes and bonus games in the test environments. In addition, the supplier should be able to change the settings and configuration.</p> <p>Describe the supplier's solution.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
T3	<p><b>Management tool for error reporting</b></p> <p>The supplier must report and manage all errors in the system test, the customer acceptance test and installation test/stage in LEIA's Jira.</p>	A	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
T4	<b>Error reporting</b>	A	

	During the test phases, the relevant LEIA lottery will report errors to the supplier and the supplier shall fix the errors on an ongoing basis and deliver to LEIA lottery for retesting.		
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<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
T5	<p><b>Test reports and release notes</b></p> <p>The supplier must deliver a test report and release note before deployment to the test environments. The test reports shall include all relevant test information such as problem areas, known errors, test coverage, device/OS/browser etc. The release note should include the content of the delivery and time for deployment.</p> <p>Provide a standard test report and release note done by the supplier.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
T6	<p><b>Availability of the test environments</b></p> <p>The Supplier's solution shall be available for LEIA, the LEIA lotteries, and the ITF integration platform provider test environments</p> <ul style="list-style-type: none"> <li>- 1 dev2dev environment</li> <li>- 2 integration environments</li> <li>- 1 pre-production environment</li> </ul> <p>LEIA, the LEIA lotteries, and the ITF integration platform provider will normally use the test environments during working hours (07:00 – 18:00 CET), and support for the environments shall be available during that time.</p> <p>The Supplier shall describe how to fulfill this requirement.</p>	B	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
T7	<p><b>Supporting the environments</b></p> <p>The Supplier shall establish a main contact for supporting development and test environments. This main contact shall communicate with LEIA's technical personnel regarding issues with the environments.</p>	A	

### 7.3 Organization structure

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
O1	<p><b>Key personnel</b></p> <p>The supplier shall name the dedicated person(s) who is responsible for different product areas in the supplier's organization to support LEIA, the LEIA lotteries, and the ITF</p>	B	

	integration platform provider and take care of all aspects of games and services provided.  List the person(s) including competence in "Appendix 4 <i>Authorized personnel and meetings</i> "		
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
O2	<b>Replacement of resources</b>  If a change of any personnel heading product teams occurs, the supplier must replace these roles with equivalent competence and make sure the knowledge of the deliverables governed by this contract and the operational service agreement is transferred.  Describe how the supplier fulfills this requirement.	B	
<b>Supplier's solution</b>			

#### 7.4 Prices and price provisions

All prices and price/ payment provisions are stated in Appendix 5 (part1 and part2).

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
PR1	<b>Prices</b>  The supplier shall fill in prices for Standard Games, optional costs for advanced games, optional costs for licensed games and optional cost for integration to LEIA in Appendix 5 (part 2).	B	
<b>Supplier's solution</b>			

## 8 OPTION -CUSTOMIZED DEVELOPMENT AND NEW OPPORTUNITIES

LEIA and the LEIA lotteries may consider the development and operation of customized games and innovative content via an external RGS. Several of the LEIA lotteries has a strategy to develop bespoke games optimized for their local market opportunities. These games can vary from typical replica scratch tickets tailormade for the lottery to the development of entirely new games / game types. The delivery of customized development is optional for the supplier. The requirements for customized development or innovations ordered directly from one or several lotteries or from LEIA will follow the general requirements but differs from the requirements related to localized games. Customized development of games or services that LEIA or the LEIA lotteries decide to call off shall use the Research and development agreement attached as "Appendix 3 Attachment C SSA-O"

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
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OP1	<b>Support for developing customized games</b> The Suppliers shall have the capability and capacity to deliver customized development of games to the LEIA lotteries. The development and operation of customized games shall be done according to the requirements set forth in this agreement.	A	
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Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
OP2	<b>Capacity to develop customized games</b>  Describe the Suppliers capacity to develop and deliver customized games. Also include how the Supplier can increase the capacity during busy periods.	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
OP3	<b>Development team(s)</b>  Describe the supplier's development team(s) and commitment for the LEIA lotteries' customized game development.	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
OP4	<b>Customized games development process</b>  The supplier must have the capacity and competence to develop a range of different game concepts. <ul style="list-style-type: none"> <li>• Bespoke games based on physical scratch card games provided by the lotteries within LEIA.</li> <li>• New games based on game ideas and concepts from LEIA Innovation funnel</li> <li>• New games based on game ideas and concepts from the LEIA lotteries.</li> </ul> Describe the supplier's process and methodology for developing a customized game for LEIA. Clarify differences in the process for a conversion of physical scratch cards and more general customized development for new interactive games. Focus on the steps from generating ideas until the game is ready for test.	B	
<b>Supplier's solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
OP5	<b>Hybrid games and other game categories</b>  Describe other game categories the Supplier can deliver over their established RGS integration (Lottery, Bingo, Keno, Sports, etc.)	B	

**Supplier's solution**

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
OP6	<p><b>Replica games (Conversion of physical scratch cards)</b></p> <ol style="list-style-type: none"> <li>Describe important areas/aspects to consider when converting a physical scratch card to an online version of the game.</li> <li>Describe a solution for converting and implementing the five scratchcard games described in Appendix 1 Attachment H marked as set 1 as online versions.</li> </ol> <p>Please see "Guidelines bespoke development – 20210521.pdf" in the folder "Attachments to Appendix1/Documents for Attachment C -Norsk Tipping local requirements/" and the document "Quick Game rules and localization for library games (15.12.2022).pdf" in the folder "Attachments to Appendix 1/ Documents for Attachment A -Danske Spil local requirements/"</p> <p>The purpose of these guidelines are to ensure consistency to the LEIA lotteries local requirements for bespoke game development and should be followed in all bespoke developments.</p> <p>Please describe your solution below, and add the price for the developments in Appendix 5 Part 2</p>	<b>B</b>	
<b>Supplier's solution</b>			

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO</b>
OP7	<p><b>Game Supplier logo</b></p> <p>The game supplier's logo shall not be shown in game loader or in main game for any bespoke games.</p>	<b>A</b>	

<b>Req.no</b>	<b>Requirement description</b>	<b>Req. type</b>	<b>Satisfied YES/NO/PARTLY</b>
OP8	<p><b>Detailed proposal for physical scratchcard</b></p> <p>The Supplier shall <b>illustrate</b> and describe the suggested look and feel of the online version of the game. This should be based on information provided by Norsk Tipping, see "Appendix 1 Attachment H Conversion of physical scratchcards". The supplier shall provide flat <b>images</b> for all screens in the game flow (including unrevealed/revealed state) based on the game design of the printed ticket. Please</p>	<b>B</b>	

	<p>see “Appendix 1 Attachment C Guidelines for bespoke development”, when illustrating the game flow. These guidelines are described to ensure consistency in bespoke development and should be followed in all bespoke developments.</p> <p>The flat images shall be optimized for mobile devices with small screens. The Supplier shall also illustrate the main game design for desktop.</p> <p>Use the design from the physical ticket, as an inspiration.</p> <p>The compressed file “Appendix 1 Attachment J julekalender-design_2023-01-11_1233.zip” contains all the design elements for the physical ticket.</p> <p>All copyrights and intellectual property rights in the design of the ticket, belongs to Norsk Tipping AS.</p> <p>Please make a short description for your solution in the field below, including a reference to an appended detailed description for your solution and add the price for the developments in Appendix 5 Part 2</p>		
<b>Supplier’s solution</b>			

Req.no	Requirement description	Req. type	Satisfied YES/NO/PARTLY
OP9	<p><b>Prices bespoke development</b></p> <p>The supplier shall fill in the following in Appendix 5 part 2:</p> <ol style="list-style-type: none"> <li>1. Hourly rates for custom development</li> <li>2. The supplier may propose an alternative business model for delivery of custom developed games and services.</li> <li>3. Pricing for the bespoke games described in Appendix 1 Attachment H. The supplier shall fill in the development cost and the reskin development cost of these games.</li> </ol>	<b>B</b>	
<b>Supplier’s solution</b>			