



## **Project Overview**

### **Prize Payment/Security Consultant**

The Hoosier Lottery is interested in engaging a consultant with expertise in the areas of customer service/interaction (involving the exchange of legal tender) and physical security. The Hoosier Lottery operates a Claims Center at 1302 N. Meridian Street, Indianapolis, IN 46202. This Claims Center has the ability to process and pay winning tickets of any denomination – and ALL claims of \$50,000 or greater must be paid from this location. In addition to paying winners, this Claims Center sells all tickets available by the Hoosier Lottery. It has a separate room for winners to be interviewed by Security and by Public Relations. There are typically 5 employees working in the Claims Center at any given time.

The Lottery would like assistance in evaluating the layout of the Claims Center to determine the most secure operational layout while retaining effective customer interaction. Things to be considered should include, but not be limited to, the following:

- Review of existing physical space, as well as adjacent physical spaces.
- Review of layout of employees with consideration given to social distancing recommendations.
- Consideration of ideal layout in the event of a physical breach, active shooter, threatening person, etc.
- Review of individual employee workspaces with attention given to ideal layout and access to cash, tickets, etc.
- Consideration of incorporating 2 separate workspaces into the layout to accommodate both mail-in and in-person claims.

The consultant should have experience that allows for recommendations related to both design and security. Consultant should be able to communicate and provide an updated design of Claims Center space that is secure for employees, while providing a pleasurable experience to players.

Deliverables created during this project will be initially shared only internally within the Hoosier Lottery. However, the final report shall be provided to the Commission, and a summary may be presented during a public meeting of the State Lottery Commission of Indiana. Arrangements may be made to view the available space, or layout of available space may be provided, upon request.

### Procurement Process

Based on the Lottery's procurement policy defined in 65 IAC 2, we have determined that a formal RFP process is not necessary. However, the Lottery is committed to receiving at least three quotes. We are therefore soliciting proposals from at least three different firms that are considered to be qualified to perform this type of work. While price is not the sole factor in choosing a vendor for this project, it will certainly be considered in the decision making process. Other factors include:

- The expertise and experience of proposed staff,
- Clear and realistic project plan,
- Ability of the firm to complete the project within the desired time frame,
- Relationship of the firm with contractors who may be recommended to complete suggested work following the completed review, and
- Ability of the firm to include Minority and Women's Business Enterprises in completing the project consistent with goals adopted by the Hoosier Lottery.

### Timeline

The Hoosier Lottery desires to commence as soon as possible for the safety of employees and guests. It is our hope to receive quotes by June 30, 2020. We will notify successful bidder by July 7, 2020, and



anticipate the proposed project may begin by July 13, 2020. Ideally, the project as described herein will be completed and presented by July 31, 2020, so that physical work may commence shortly thereafter.

Lottery Point of Contact

Carrie Stroud, Chief of Staff, will serve as the primary point of contact.

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- 317-319-9075 (cell)