

**AMENDED AND RESTATED
HOOSIER LOTTERY
INTEGRATED SERVICES AGREEMENT**

between

STATE LOTTERY COMMISSION OF INDIANA

and

IGT INDIANA, LLC

TABLE OF CONTENTS

	Page
ARTICLE 1 AGREEMENT FRAMEWORK AND STRUCTURE.....	2
1.1 Purpose of Agreement.....	2
1.2 Definitions.....	2
1.3 Construction	2
1.4 Due Diligence Complete.....	4
ARTICLE 2 GENERAL RESPONSIBILITIES OF THE PARTIES	4
2.1 Provider.....	4
2.2 The Commission	4
ARTICLE 3 TRANSITION SERVICES AND RESOURCE RESPONSIBILITIES	5
3.1 Transition.....	5
3.2 Third Party Consents.....	8
3.3 Replacement Contracts.....	9
ARTICLE 4 SERVICES.....	9
4.1 Scope of Services	9
4.2 Services Generally.....	10
4.3 Party Bearing Cost of Performance	10
4.4 Continuity of Services	10
ARTICLE 5 SERVICE STANDARDS, GOVERNANCE AND ANNUAL BUSINESS PLAN	10
5.1 Governance.....	10
5.2 Operating Standards.....	11
5.3 Annual Business Plan.....	11
5.4 General Performance Standards	12
5.5 Service Levels	13
5.6 SLA Credits	13
5.7 Excused Performance	13
5.8 Reporting on Performance	14
5.9 Requirement of Cooperation.....	14
5.10 Reporting of Adverse Impacts	14
ARTICLE 6 PERSONNEL	15
6.1 Provider Personnel Are Not Commission Personnel.....	15
6.2 Personnel.....	15
6.3 Provider Personnel – Designation, Removal and Replacement	15
6.4 Supervision and Conduct of Provider Personnel	16
6.5 Compliance with Applicable Requirements.....	16
6.6 Other Commission Requirements Regarding Provider Personnel.....	16
6.7 Equal Employment.....	17
ARTICLE 7 SUBCONTRACTORS CONTRACTS.....	18
7.1 Use of Subcontractors	18
7.2 Procurement of Subcontractors	18
7.3 Requirements for Contracting with an Affiliate of Provider	18
7.4 Participation by Minority and Woman Owned Businesses.....	18
7.5 Term of Provider Contracts	18
7.6 Notice of Subcontractors	18
7.7 Subcontractors Integrity Investigation of and Background Checks	19
7.8 Subcontractor Agreements.....	19
7.9 Responsibility for Subcontractors.....	19
7.10 Ordinary Course Payments to Subcontractors	19
7.11 No Commission Responsibility.....	19

TABLE OF CONTENTS

	Page
7.12 Assignability of Subcontracts	20
7.13 Removal / Replacement of Subcontractors	20
7.14 Applicable of Provisions to Sub-contractors of Subcontractors	20
ARTICLE 8 INTELLECTUAL PROPERTY RIGHTS.....	20
8.1 Commission Intellectual Property	20
8.2 Provider Intellectual Property	21
8.3 New Intellectual Property.....	21
8.4 Embedded Provider Intellectual Property.....	22
8.5 Post-Termination Rights in Provider Proprietary Intellectual Property.	22
8.6 Third Party Intellectual Property.....	23
8.7 General Rights	24
8.8 Software Escrow	24
ARTICLE 9 DATA PROTECTION, SECURITY AND CONFIDENTIALITY	25
9.1 Ownership of Commission Data	25
9.2 Security.....	25
9.3 Confidentiality	26
9.4 Injunctive Relief	28
9.5 Information Request	28
ARTICLE 10 COMPENSATION AND PAYMENT TERMS.....	29
10.1 Compensation	29
10.2 Invoices.....	29
10.3 Budget Overruns and Surpluses	30
10.4 Right to Apply Monies	30
10.5 Taxes.....	30
ARTICLE 11 RECORDKEEPING AND AUDIT RIGHTS	30
11.1 Contract Records	30
11.2 Recordkeeping	31
11.3 Commission Audit Rights	31
11.4 Audit Results.....	32
11.5 Governmental Audits of the Commission	33
11.6 Provider Internal Investigations and Audits	33
11.7 Provider Response to External Audits	33
11.8 Audit Costs.....	33
ARTICLE 12 REPRESENTATIONS, WARRANTIES AND COVENANTS	33
12.1 Provider Representations, Warranties and Covenants	33
12.2 Covenant Regarding Malicious Code.....	35
12.3 Covenant Regarding Facilities, HQ Space Arrangement and Transferred Assets	36
ARTICLE 13 TERM AND TERMINATION.....	36
13.1 Term of Agreement.....	36
13.2 Termination for Convenience by Commission	37
13.3 Termination for Consistent Net Income Shortfalls	39
13.4 Termination for Change in Control	39
13.5 Termination for Events of Default.....	39
13.6 Step-In Rights	40
13.7 Limitation on Termination by Provider.....	42
13.8 Termination for Convenience by Provider	42

TABLE OF CONTENTS

	Page
13.9 Termination due to Federal Force of Law Requirements or Action by Federal Governmental Authority	43
13.10 Post-Term Recovery of Approved Significant Investment Costs.....	43
13.11 Remedies	44
13.12 Survival	44
ARTICLE 14 DISENTANGLEMENT OBLIGATIONS	44
14.1 General Obligations	44
14.2 Disentanglement Process and Performance.....	45
14.3 Specific Disentanglement Services Obligations	45
ARTICLE 15 INDEMNIFICATION.....	46
15.1 Indemnifications by Provider	46
15.2 Indemnifications by the Commission	48
15.3 Indemnification Procedures	48
15.4 Escrow for Benefit of Commission Indemnitees.....	49
ARTICLE 16 LIMITATIONS ON LIABILITY	50
16.1 Cap on Commission Liability for Direct Damages.....	50
16.2 Cap on Provider's Liability for Direct Damages.....	50
16.3 Limitation on Non-Direct Damages.....	50
16.4 Exclusions from Limitations on Liability.....	50
16.5 Indemnification Payments.....	51
16.6 Acknowledged Direct Damages.....	51
16.7 Duty to Mitigate.....	51
ARTICLE 17 INSURANCE AND RISK OF LOSS.....	51
17.1 Required Insurance Coverages	51
17.2 General Provisions	51
17.3 No Implied Limitation	53
17.4 Risk of Loss.....	53
ARTICLE 18 PERFORMANCE SECURITY.....	53
18.1 Provider's Security.....	53
18.2 Provider's Security as Collateral	54
18.3 Guaranty	54
ARTICLE 19 LEGAL COMPLIANCE.....	55
19.1 Governmental Approvals	55
19.2 Compliance with Applicable Requirements.....	55
19.3 Commission Compliance Directives	55
ARTICLE 20 DISPUTE RESOLUTION; GOVERNING LAW	55
20.1 Dispute Governed by These Procedures	55
20.2 Informal Resolution as Condition Precedent.....	56
20.3 Informal Resolution Procedures	56
20.4 Formal Resolution Procedures.....	57
20.5 Confidentiality of Settlement Negotiations and Other Documents Used in Dispute Resolution Process.....	59
20.6 Venue and Jurisdiction	59
20.7 Performance of Agreement, Continuation of Services, and Payments.....	59
20.8 Financial Expert Engagement	60
20.9 Governing Law	61
20.10 Sovereign Immunity	61

TABLE OF CONTENTS

	Page
ARTICLE 21 ADVERSE ACTIONS	61
21.1 Adverse Actions	61
21.2 Effect of Adverse Action	63
ARTICLE 22 MISCELLANEOUS.....	63
22.1 Assignment.....	63
22.2 Third Party Beneficiaries	63
22.3 Notices	63
22.4 Waivers.....	64
22.5 Relationship Between the Parties.....	64
22.6 Severability	64
22.7 Bankruptcy Protection.....	64
22.8 Counterparts.....	64
22.9 Further Assurances.....	64
22.10 Covenant Regarding Pledging.....	64
22.11 Covenant of Good Faith.....	65
22.12 Acknowledgement	65
22.13 Entire Agreement	65
22.14 Time is of the Essence	65
22.15 Amendment.....	65

Schedules to Integrated Services Agreement

Schedule 1.2	Definitions
Schedule 2.1	Operational Responsibilities of Provider
Schedule 2.2	Operational Responsibilities of the Commission
Schedule 3.3	Terminated Commission Contracts and/or Assumed Commission Contracts
Schedule 5.1	Governance Protocols
Schedule 5.3.3	Annual Business Plan Requirements
Schedule 5.5	Service Level Exhibit
Schedule 6.3.1	Provider Key Personnel
Schedule 7.2	Approved Subcontractors
Schedule 8.1.2	Commission Intellectual Property
Schedule 8.2.1	Provider Intellectual Property
Schedule 10.1	Payments Schedule
Schedule 12.1.2	Provider's Standard Certifications
Schedule 12.3.1	Facilities
Schedule 12.3.3	Transferred Assets
Schedule 17.1	Insurance Coverages

Exhibits to Integrated Services Agreement

Exhibit 3.1	Transition Plan
Exhibit 5.2.1	Initial Operating Standards
Exhibit 5.3.2	Initial Annual Business Plan
Exhibit 9.3.2	Form of Confidentiality Agreement
Exhibit 10.2	Form of Invoice
Exhibit 18.3	Guaranty

AMENDED AND RESTATED HOOSIER LOTTERY INTEGRATED SERVICES AGREEMENT

This Amended and Restated Hoosier Lottery Integrated Services Agreement (together with any schedules and exhibits incorporated by reference herein, as the same may be amended, revised or otherwise modified, the “Agreement”) is entered into on this 27th day of June, 2016, by and between the **State Lottery Commission of Indiana** (the “**Commission**”), and **IGT Indiana, LLC** (which entity was formerly known as **GTECH Indiana, LLC**), an Indiana limited liability company with its principal corporate offices at 1302 N. Meridian Street, Indianapolis, IN 46202 (the “**Provider**”). The Commission and Provider are sometimes individually referred to herein each as a “**Party**”, and collectively, as the “**Parties**”.

RECITALS

WHEREAS, capitalized words in this Agreement including these recitals shall have the meanings ascribed to them consistent with **Section 1.2** of this Agreement;

WHEREAS, pursuant to the Lottery Law, the Commission has been established as a separate body politic and corporate from state government, to function as much as possible as an entrepreneurial business enterprise;

WHEREAS, pursuant to the Lottery Law, the Commission Director is required to operate the Lottery to maximize revenues in a manner consistent with the dignity of the State and the welfare of its citizens;

WHEREAS, pursuant to the Lottery Law, in all procurement decisions the Commission Director and the Commission are required to consider, among other things, the objective of raising net revenues for the benefit of the Lottery’s public purposes;

WHEREAS, pursuant to the Lottery Law, the Commission is permitted to enter into an Integrated Services Agreement with a vendor to provide the Services (including Equipment and Products) in connection with Commission’s operation of the Lottery;

WHEREAS, on July 9, 2012, the Commission issued a Request for Information seeking an entrepreneurial provider to assist in the management and operation of the Lottery (the “**RFI**”);

WHEREAS, Provider submitted to the Commission an initial response dated August 31, 2012 (which included information (a) concerning Provider’s experience, organization, financial reports, references, and financial resources and (b) needed to act consistent with the Highest Standards and the Commission procurement requirements), followed thereafter by a final binding offer and related information and documents (such final binding offer and related information, documents and representations made in its response to the RFI including its Initial Annual Business Plan, the “**Provider Bid**”);

WHEREAS, based on the Provider Bid, the Commission selected Provider to provide the Commission with the Services including Equipment and Products described in this Agreement;

WHEREAS, the Commission (under the Lottery Law) and the Provider (under the terms of this Agreement) have a mutual interest in maximizing Provider Net Income;

WHEREAS, on the 12th day of October 2012 (the “**Agreement Effective Date**”) the Parties entered into the Hoosier Lottery Integrated Services Agreement (the “**Original Agreement**”);

WHEREAS, on the 12th day of June 2015 the Parties amended the Original Agreement through the execution of that certain document entitled “Amendment to the Hoosier Lottery Integrated Services Agreement” (the “**Amendment**”);

WHEREAS, this Agreement fully merges and incorporates the Original Agreement and the Amendment into a

single restated document intended to (i) fully encompass the agreement of the Parties in furtherance of their mutual interests, (ii) reflect corporate merger and name change actions taken by Provider since the Agreement Effective Date, and (iii) make various technical corrections and changes. For avoidance of doubt, it is the Parties' mutual intent that this Agreement substantively reflect the Original Agreement as modified by the Amendment and by the technical corrections herein, without any further substantive changes;

WHEREAS, in recognition of (i) Provider's expertise in rendering the Services, (ii) the Commission's need to maintain the Highest Standards (and to also meet its non-financial public purposes) and (iii) the Parties' mutual interest in maximizing Provider Net Income, the Commission aspires to Approve Annual Business Plans in strategic cooperation with the Provider;

WHEREAS, while continuing to manage and direct the course of the Lottery, the Commission will be deferential to the Provider's expertise in rendering the Services pursuant to any Approved Annual Business Plan; and

WHEREAS, this Agreement recognizes that upon expiration or sooner termination of this Agreement, there will be a complete transition from the Provider to the Commission (or a Replacement Provider) of any Services being provided by Provider as of the Termination Date.

NOW, THEREFORE, in consideration of the representations, warranties, promises and covenants contained herein, and other good and valuable consideration, the receipt, sufficiency and adequacy of which are hereby acknowledged, the Parties, intending to be legally bound, agree to the foregoing and as follows:

ARTICLE 1

AGREEMENT FRAMEWORK AND STRUCTURE

1.1 Purpose of Agreement. The Commission, while continuing to conduct and maintain control over the Lottery, desires to engage Provider to increase sales and Commission Net Income from the Lottery while maintaining and acting consistent with the Highest Standards. This Agreement establishes the framework and terms and conditions of the strategic relationship between the Commission and Provider pursuant to which Provider shall coordinate, consult, provide for and integrate the Commission's management and operation of the Lottery and, to a broad extent, introduce opportunities for innovation, agility and market responsiveness for the Lottery in order to facilitate the Commission carrying out public purposes of the Commission and the State as set forth in the Lottery Law including funding, financing, undertaking and constructing capital improvement projects as provided by Indiana Code 4-30-1-1 and Indiana Code 4-30-17-4.1.

1.2 Definitions. Capitalized terms used in this Agreement, including in any recital to this Agreement, the Services Exhibit and Other Attached Documents, shall have the meanings ascribed to them in **Schedule 1.2**. Other capitalized terms used in this Agreement are defined in the context in which they are used and shall have the meanings ascribed to them therein. The terms defined in **Schedule 1.2** include the plural as well as the singular.

1.3 Construction

1.3.1 Captions and References. Captions, titles and headings to articles and sections of this Agreement are inserted for convenience of reference only and are not intended to affect the interpretation or construction of this Agreement. Any reference herein to a particular Section number (e.g., "Section 2") shall be deemed a reference to all Sections of this Agreement that bear sub numbers to the number of the referenced Section (e.g., Sections 2.1, 2.2). The terms "this Agreement", "herein", "hereof", "hereunder" and similar expressions refer to this Agreement and not to any particular article, section or other portion hereof. Unless otherwise specified, "days" means calendar days and the word "dollar" and the symbol "\$" refer to United States Dollars. Any use of the term "including" in this Agreement shall be construed as if followed by the phrase "without limitation" or "but not limited to".

1.3.2 Plurality. Words importing the singular number mean and include the plural number and vice versa.

1.3.3 Persons. Words importing persons include individuals, legal personal representatives, firms, companies, associations, joint ventures, general partnerships, limited partnerships, limited liability partnerships, limited liability companies, trusts, business trusts, corporations, governmental bodies, and other legal entities.

1.3.4 References to Provider.

(a) As used in this Agreement relating to the provision of Services hereunder, references to "Provider" also shall apply to Subcontractors, Affiliates of Provider and Provider Personnel in accordance with the following: (i) a reference to Provider shall mean at all times that Provider is responsible for ensuring and causing the compliance of Subcontractors, Affiliates of Provider and Provider Personnel with the terms and conditions of this Agreement; (ii) with regard to complying with the terms and conditions of this Agreement, references to Provider include Affiliates of Provider and Subcontractors to the extent that such Affiliates of Provider and/or Subcontractors are providing the Services; and (iii) with regard to complying with the terms and conditions of this Agreement, references to Provider include the applicable Provider Personnel who are providing the Services.

(b) Notwithstanding the foregoing, under no circumstances shall Affiliates of Provider, Subcontractors or Provider Personnel be eligible for or exercise, use or enjoy any rights or benefits of Provider under the terms and conditions of this Agreement, unless otherwise explicitly stated in the applicable term or condition of this Agreement.

1.3.5 References to Statutes. Each reference to a statute or statutory provision includes any statute or statutory provision which amends, extends, consolidates or replaces the statute or statutory provision or which has been amended, extended, consolidated or replaced by the statute or statutory provision and includes any orders, regulations, by-laws, ordinances, codes of practice or instruments made under the relevant statute.

1.3.6 Interpolation. If any calculation hereunder is to be made by reference to a chart or table of values, and the reference calculation falls between two stated values, the calculation shall be made on the basis of linear interpolation.

1.3.7 Accounting and Financial Terms. All accounting and financial terms used herein are, unless otherwise indicated, to be interpreted and applied in accordance with GAAP.

1.3.8 Imputation of Knowledge to the Commission. The Commission will not be imputed with knowledge of any fact, matter or thing unless that fact, matter or thing is within the actual knowledge of those of its commissioners, members, officials, director, employees or agents who have responsibilities in connection with the conduct of the performance of this Agreement. The Commission will not be imputed with knowledge of any fact, matter or thing within the actual knowledge of any Third Parties and/or any of their respective employees, consultants or agents.

1.3.9 Knowledge Deemed Held by Provider. Without limiting the extent of its actual knowledge, Provider shall for all purposes of this Agreement be deemed to have such knowledge with respect to the Services as is held (or ought reasonably to be held) by all persons involved in carrying out the Services including Provider, the Affiliates of Provider, Subcontractors, and the agents, employees or workers of any of them.

1.3.10 Order of Precedence. It is the intent of the Parties that the language in the documents making up this Agreement be construed to the maximum extent possible so as not to create a conflict among or between such documents, and to the extent the conflicting terms can reasonably be interpreted so that such terms are consistent with each other, such consistent interpretation shall prevail. If there is a conflict among the terms in the various contract documents (such being this Agreement, the Services Exhibit and the Other Attached Documents) incorporated by reference within this Agreement or which incorporate this Agreement, the following order of precedence shall prevail: (a) this Agreement (including the Services Exhibit and Other Attached Documents as of the Agreement Effective Date) shall prevail over a conflicting term in the

Operating Standards; (b) the terms set forth in the body of this Agreement shall prevail over a conflicting term in the Services Exhibit and Other Attached Documents; and (c) the terms in the Services Exhibit shall prevail over a conflicting term in the Other Attached Documents.

1.3.11 Statutory Rights. Nothing in this Agreement affects any statutory rights granted or terms required, in either case, by Force of Law Requirements that cannot be waived or limited by contract. If there is a conflict between the terms in this Agreement and Force of Law Requirements, Force of Law Requirements shall prevail. Notwithstanding anything contained herein to the contrary, the Commission shall not be liable to the Provider for any loss or damage suffered by, or cost or expense incurred by, the Provider as a result of this Agreement being affected any statutory rights granted or terms required, in either case, by Force of Law Requirements (as of the Agreement Effective Date) that cannot be waived or limited by contract.

1.3.12 Neither Party Considered Drafter. Despite the possibility that one Party may have prepared the initial draft of this Agreement or played the greater role in the preparation of subsequent drafts, the Parties agree that neither of them shall be deemed the drafter of this Agreement, and that, in construing this Agreement in case of any claim that any provision hereof may be ambiguous, no such provision shall be construed in favor of one Party on the ground that such provision was drafted by the other Party.

1.4 Due Diligence Complete. Provider hereby acknowledges and agrees that it has reviewed the Commission's requirements set forth in this Agreement, reviewed the Applicable Requirements, and has completed all due diligence it deems necessary to perform the Services in conformance with the terms of this Agreement (including any Applicable Requirements). Provider hereby acknowledges that Provider has obtained, through the Commission or otherwise, all information and documents that Provider deems necessary for Provider to negotiate the terms and conditions of this Agreement and to enter into and perform its obligations under this Agreement in accordance with its terms (collectively, the "**Due Diligence Information**"). Provider shall not be relieved of any of its obligations under this Agreement nor shall the Payments, Services or Service Levels, or any other terms and conditions of this Agreement be adjusted, as a result of: (a) Provider's failure to review the Due Diligence Information; (b) any inaccuracies, errors, or omissions contained in the Due Diligence Information; and/or (c) Provider's failure to request any information or documents from the Commission.

ARTICLE 2

GENERAL RESPONSIBILITIES OF THE PARTIES

2.1 Provider. Provider shall, subject to the actual control and oversight of the Commission and in accordance with the terms and conditions of this Agreement, the Applicable Requirements, and the Annual Business Plan, provide all Services (including all Equipment and Products) and perform all functions necessary for the Commission to operate the Lottery, except for those functions or services specifically retained by the Commission, as more fully described in **Section 2.2** below. Provider's functions and responsibilities shall include (a) those functions and responsibilities set forth in **Schedule 2.1** and (b) those functions and responsibilities necessary or useful in supporting the Commission in its performance of the specific functions and responsibilities described in **Schedule 2.2**.

2.2 The Commission. The Commission shall, at no expense to the Provider (and not as Operating Expenses) and subject to the terms and conditions of this Agreement, perform the specific functions and responsibilities described in **Schedule 2.2** and shall continue to have actual control and oversight over all Lottery operations, by retaining the authority to direct or countermand Provider's decisions, maintaining ready access to information regarding all aspects of Lottery operations, and retaining all right, title and interest in and to Lottery assets including all Commission Intellectual Property.

ARTICLE 3

TRANSITION SERVICES AND RESOURCE RESPONSIBILITIES

3.1 Transition.

(a) **Transition Services.** During the Transition, which shall commence on the Agreement Effective Date, Provider shall perform the services, functions and responsibilities and provide the deliverables associated with the Transition (other than the Commission Transition Activities) (collectively, the “**Transition Services**”) as specified in a plan for Transition to be prepared and submitted by Provider and Approved by the Commission prior to the Agreement Effective Date and which shall be attached hereto as **Exhibit 3.1** (the “**Transition Plan**”). During the Transition the Commission shall, at its sole cost and expense, perform the services and functions specified as Commission responsibilities in the Transition Plan (the “**Commission Transition Activities**”).

(b) **Transition Expenses.** Provider shall, at its sole cost and expense, perform the Transition Services in accordance with the timetable and the Transition Milestones set forth in the Transition Plan. Except as may be otherwise provided in the Transition Plan, the Commission shall not be responsible for any charges, fees or expenses of Provider or any Third Parties engaged by Provider in connection with the Transition Services. The Commission shall be responsible for all charges, fees or expenses in connection with Commission Transition Activities unless Provider has explicitly agreed herein or in Provider’s Bid to bear all or a portion of such cost. Each Party shall provide reasonable cooperation to the other in connection with its performance of its respective activities during the Transition.

3.1.1 Elements of a Transition Plan. The Transition Plan shall include, at a minimum, the following:

(a) the requirement that both Parties create and identify appropriate Transition teams responsible for the establishment of administrative operations, as well as the assumption of critical aspects of the business during Transition and the Ramp-Up Period;

(b) all Transition activities to be performed and the deliverables to be completed by Provider and the Commission, the significant components and subcomponents of each such activity or deliverable and a complete timetable for completion of each such activity or deliverable, including the dates by which each such activity or deliverable are to be completed;

(c) Provider activities and deliverables (including timeframes and the required dates for completion) that are identified by the Parties in the applicable Transition Plan as “critical” for performance of the Transition Services including matters pertaining to (i) the establishment of Transition teams and governance process; (ii) the set-up of Provider’s organization; (iii) the development of management support processes; (iv) the hiring of Provider Key Personnel and other Provider Personnel; (v) transition of employment consistent with **Section 3.1.2**; (vi) the requirements of the Operating Standards (including the Compliance Program, Security Plan, Continuity Plans, MWBE Plan and Ethics Code required therein); and (vii) modification of the Initial Annual Business Plan, as may be required by the Commission (the “**Transition Milestones**”);

(d) Provider’s plan and timetable for terminating any Terminated Commission Contracts, assuming any Assumed Commission Contracts and entering into or assuming, as applicable, any Replacement Contracts;

(e) Provider’s plan and timetable for transition of technology and/or Continuity Plans;

(f) Provider’s proposed plan and budget for Services during the Ramp-up Period, which shall be consistent with the Initial Annual Business Plan and be subject to Approval (including any change from the Commission’s budgeted expenditures for the same period) and shall not adversely impact the Commission’s forecasted budget, as of the Transition Completion Date, for any of its fiscal periods ending on or prior to the Base Services Commencement Date, which plan and budget shall be a Transition Milestone (as Approved, the “**Ramp-up Period Plan**”);

(g) an assessment of risks associated with the Transition and the contingency or risk mitigation strategies to be employed by Provider and the Commission (any Commission obligations in connection herewith shall be expressly set forth in the applicable Transition Plan) in the event of disruption or delay; *provided, however*, that such assessment and plans shall not affect Provider's obligation to meet the Transition Milestones and otherwise provide the Transition Services; and

(h) a process for implementing the Commission's right to delay the Scheduled Base Services Commencement Date in accordance with **Section 3.1.6**; and

(i) Provider's plan and timetable for implementing its assumptions, undertakings and other related performance obligations as set forth in **Section 12.3**; and

(j) Provider's plan and timetable for interviewing and offering full-time employment by the Provider for any Commission Personnel as of the Agreement Effective Date in accordance with **Section 3.1.2**.

3.1.2 Transition Employment. Consistent with the Transition Plan, Provider shall make an offer of full-time employment effective immediately after the Transition Completion Date to all Commission Personnel employed by the Commission as of the Agreement Effective Date who are engaged in a function that has been identified in the Initial Annual Business Plan as being a function that Provider will provide as part of the Services from and after the Transition Completion Date. Provider's offer to each such Person shall be on substantially the same compensation terms applicable to that Person as of the Transition Completion Date; *provided* that any changes in such terms from the date of the RFI until the Transition Completion Date shall be consistent with the Commission's historical, ordinary course of business changes as to the timing and aggregate amount thereof. Provider may condition the employment offer only on the Person verifying employment eligibility and satisfactorily completing typical pre-employment criminal and other background checks consistent with the Provider's hiring procedures, but Provider may not use these conditions to rescind any such offer absent reasonable cause that is Approved. From and after the Transition Completion Date all such Persons hired by Provider shall in all respects be Provider Personnel subject to the exclusive control and direction of Provider (including any and all functions and duties to be performed by such Persons). Absent reasonable cause that is Approved, Provider shall continue to employ all such hired Persons for a period of at least one (1) year following the Transition Completion Date with their principal duties to be performed in substantially the same geographic area they were performing on behalf of the Commission as of the Agreement Effective Date unless otherwise agreed by such Person. Provider is not undertaking any liability with respect to any employee benefit plan sponsored and maintained by the Commission. Any obligations or liabilities with respect to any Commission-sponsored employee benefit plan, including any accrued and vested pension, health (e.g., continuation coverage or retiree medical, if applicable) or similar benefits of Former Commission Employees, shall remain the obligation of the Commission. The Commission shall have no liability with respect to any Provider employee benefit plan.

3.1.3 Warn Act Obligations. Provider shall assume all obligations and liabilities for the provision of notice or payment in lieu of notice or any applicable penalties under the Warn Act or any similar state or local law arising as a result of this Agreement; *provided* that the form and content of any such notice is subject to Approval.

3.1.4 Transition Meetings and Reports. Provider shall provide Transition-related reports ("Transition Reports") in accordance with the schedule and frequency specified in the Transition Plan. In addition, Provider shall provide such additional Transition Reports as the Commission may reasonably request regarding the performance of Provider's responsibilities and the then-current status with respect to the timetable, in each case as set forth in the Transition Plan. Promptly upon Provider becoming aware of any information indicating that Provider will not perform its responsibilities or meet the timetable set forth in the Transition Plan, Provider shall notify the Commission in writing of material delays and shall identify for the Commission's consideration and Approval specific measures to address such delay and mitigate the risks associated therewith. Promptly upon the Commission becoming aware of any information indicating that the Commission will not timely perform the Commission Transition Activities, the Commission shall notify the

Provider in writing of material delays and shall work with Provider to identify and implement specific measures to address such delay and mitigate the risks associated therewith.

3.1.5 Failure to Meet Transition Milestones. If Provider fails to complete Transition by the Scheduled Base Services Commencement Date for causes other than reasons attributable to (i) the material fault of the Commission (including the material failure of the Commission to timely perform the Commission Transition Activities), (ii) the material fault of a Third Party not under the direct or indirect control of the Provider (and/or its Subcontractors, and/or any of their respective employees, consultants or agents), (iii) a Force Majeure Event, (iv) a court injunction other than as a result of an act or omission on the part of the Provider in breach of this Agreement or (v) the Commission's exercise of its rights under **Section 3.1.6(a)** (other than where the exercise of such rights is attributable to the failure of Provider to timely perform its obligations contemplated by this **Article 3** that is not attributable to the reasons contemplated by clauses (i), (ii), (iii) or (vi) above) (collectively, a "**Non-Provider Transition Delay Event**"), then the Commission shall have the right to require Provider to promptly reimburse the Commission for any retained (internal and external Third Party) costs and expenses incurred by the Commission as a result of such failure (the "**Transition Credits**"). In addition, should Provider fail to achieve Transition by the Scheduled Base Services Commencement Date for causes other than a Non-Provider Transition Delay Event, then the Commission shall have the right to: (a) receive from Provider the Transition Credits (as damages for the failure to achieve Transition by the Scheduled Base Services Commencement Date and not as a penalty) determined in accordance with the Transition Plan; (b) delay Provider, for a length of time reasonably deemed necessary by the Commission based on the business functions and/or processes impacted, from proceeding with any part of the Transition; and/or (c) alter the timing for implementation of portions of the Services, all without any increase in the Payments payable by the Commission or any additional cost or charge charged to the Commission. Subject to any costs payable to Provider pursuant to **Section 3.1.6(b)**, under no circumstance shall Provider be entitled to recover any additional cost or charge incurred by Provider as a result of any such Commission delay or alteration. Because the Transition Credits represent the Parties' good faith estimate of the actual damages that the Commission would suffer as a result of the Provider's failure to complete the Transition by the Scheduled Base Services Commencement Date (such actual damages agreed by the Parties to be exceedingly difficult to calculate or incalculable other than at great expense), the Commission agrees that its rights to the Transition Credits described herein shall be its sole and exclusive financial remedy as a result of such a failure on the part of the Provider, and the Commission shall not be entitled to recover other damages, credits, reimbursements or other payments except in the case of fraud, willful misconduct or gross negligence by Provider. However, the Commission's rights to the Transition Credits described herein shall not limit the Commission's right to pursue other non-financial rights and remedies as a result of such failure, including terminating this Agreement in whole or in part in accordance with **Article 13**.

3.1.6 Extension of Transition.

(a) Subject to **Section 3.1.6(b)** below, at any time and from time to time during the Transition, the Commission shall have the right to require that Provider cease, suspend or delay all or any part of the Transition or alter the timing for all or any part of the Transition if the Commission reasonably determines that any part of the Transition Services pose a material risk or hazard to the Commission's business interests, all without any increase in the Payments payable by the Commission or any additional costs or expenses charged to the Commission; *provided, however*, that Provider shall be entitled to recover from the Commission any costs reasonably incurred by Provider as a result of a Non-Provider Transition Delay Event that is specified in clause (i) or (iv) of **Section 3.1.5** (other than as may result from a Force Majeure Event) but only to the extent Provider notifies the Commission in advance of such costs and uses commercially reasonable efforts to minimize such costs.

(b) If any such extension period has delayed the date for completion of Transition past the Scheduled Base Services Commencement Date for longer than a six (6) month period, then Provider may, after such six (6) month period, require the Commission to reimburse Provider for any additional cost or charge reasonably incurred by Provider as a result of such Commission delay, but only to the extent Provider notifies the Commission in advance of such costs, obtains the Commission's written Approval prior to incurring such costs (if applicable) and uses commercially reasonable efforts to minimize such costs. In the event of any Commission-initiated Transition

extension, the Parties shall agree on appropriate adjustments to the Transition Plan, the Transition Plan and all associated dates and milestones (including any dates reasonably required to be modified in the Initial Annual Business Plan and adjustments to the Bid Net Income and Budget to be made in accordance with **Schedule 10.1**). Notwithstanding the foregoing, if such extension was initiated by the Commission as a result of: (i) delays, risks or hazards created by Provider's failure to perform its obligations contemplated in this **Article 3** (other than, for the avoidance of doubt, any failure attributable to a Non-Provider Transition Delay Event); (ii) Provider's failure to perform in accordance with this Agreement (other than, for the avoidance of doubt, any failure attributable to a Non-Provider Transition Delay Event), or (iii) a court injunction that causes a material adverse impact on the Transition, then Provider shall not be entitled to recover any such additional cost or charge.

3.1.7 Ramp-up Period.

(a) If the date on which the Transition has been fully achieved (the "**Transition Completion Date**") occurs prior to the Scheduled Base Services Commencement Date, Provider shall commence providing all of the services required for, and perform all functions necessary for, the Commission to operate the Lottery, in accordance with the Ramp-up Period Plan and this Agreement. In consideration of such services during the Ramp-up Period (the "**Ramp-up Period Services**"), the Commission shall pay Provider all Operating Expenses incurred and/or that become due and payable by Provider during the Ramp-up Period to the extent provided for in the Ramp-up Period Plan. For avoidance of doubt, no Incentive Compensation or Net Income Shortfall Payment pertains to any Services provided prior to the Base Services Commencement Date. The Transition Completion Date shall be established as follows:

(b) When Provider believes that it has achieved each of the Transition Milestones, including Provider's receipt of Commission Approval of the Ramp-up Period Plan, Provider shall submit written notice to Commission so certifying such event, including supporting documentation as required by the Commission (the "**Provider Transition Notice**"). Immediately thereafter, the Commission shall conduct those investigations and inquiries as it deems necessary or appropriate to determine if all of the Transition Milestones have in fact been achieved. Within ten (10) Business Days after the receipt of the Provider Transition Notice by the Commission, the Commission shall either (i) if the Transition Milestones have been achieved in all material respects, notify Provider accordingly, or (ii) if the Transition Milestones have not been achieved in all material respects, notify Provider accordingly, and stating with reasonable specificity the reasons therefor. In the event the Commission provides written notice that each of the Transition Milestones has been achieved in all material respects, Provider and Commission shall execute a "**Certificate of Transition**" establishing and identifying the Transition Completion Date and the commencement of the Ramp-up Period. In the event the Commission provides written notice that all of the Transition Milestones have not been achieved in all material respects due to conditions that are the responsibility of Provider under this Agreement (other than any conditions attributable to a Non-Provider Transition Delay Event), Provider shall, at its sole cost and expense, promptly correct and/or remedy the deficiencies and other conditions which so prevent completion of the Transition. If it is determined that the conditions causing the failure to achieve all of the Transition Milestones are not the responsibility of Provider (including any conditions attributable to a Non-Provider Transition Delay Event), then Provider may be entitled to additional time to effectuate the Transition in accordance with **Section 3.1.6** to complete the modifications and tasks necessary to achieve the Transition. Upon completion of such corrective and/or remedial actions, Provider shall resubmit its notice stating that it believes all of the Transition Milestones have been achieved in all material respects and the foregoing procedures shall be repeated until the complete Transition has in fact been achieved. If within ten (10) Business Days after its receipt of the Provider Transition Notice, the Commission fails to respond to such notice or fails to notify Provider why the Commission has not issued the Certificate of Transition in accordance with this **Section 3.1.7**, then the Commission will be deemed to have issued the Certificate of Transition and the Transition Completion Date shall be deemed to be effective as of the date of the notice submitted by Provider. The Certificate of Transition shall not be unreasonably withheld or delayed by the Commission.

3.2 Third Party Consents. Each Party shall obtain and maintain all Third Party consents required for the other Party to fulfill its obligations under this Agreement, including any required sub-licensing of Commission Intellectual Property or Provider Intellectual Property, as the case may be. In connection with any Third Party consent, each Party shall reasonably cooperate with the other Party in obtaining any required Third Party consents.

3.3 Replacement Contracts.

3.3.1 Termination and Assumption of Commission Contracts. The Commission shall at the direction of the Provider in accordance with the Approved Transition Plan and/or Ramp-up Period Plan:

(a) terminate any Existing Commission Contracts (collectively, the “**Terminated Commission Contracts**”); or

(b) assign any Existing Commission Contracts to Provider and, if assigned, Provider shall assume (whether by and pursuant to separate instruments of assignment and assumption by or among the Parties or by Provider causing all rights and responsibilities of the Commission under such Existing Commission Contracts to be discharged and performed in accordance with their terms and in furtherance of Services pursuant to this Agreement) (collectively, the “**Assumed Commission Contracts**”); *provided* that any cost or expense related to the termination of the Terminated Commission Contracts and the assumption of the Assumed Commission Contracts shall (a) be a Lottery Expense and subject to Approval and (b) either be included in (i) the Initial Annual Business Plan for one or more Contract Years (and in the related Budget as detailed by “Figure 2” in Part B-Budgets of **Exhibit 5.3.2**) or (ii) Ramp-up Period Plan (and shall not adversely impact the Commission’s forecasted budget, as of the Transition Completion Date, for any of its fiscal periods ending on or prior to the Base Services Commencement Date); and *provided* further that the Commission may in lieu of causing any Existing Commission Contract to be assigned or terminated pursuant to this **Section 3.3.1**, retain such Existing Commission Contract when so provided in the Approved Transition Plan and/or Ramp-up Period Plan. Provider shall enter into contracts related to the replacement of any Terminated Commission Contracts to the extent Provider reasonably determines to be necessary or advisable for use in providing the related Services and Provider shall enter into separate instruments of assignment and assumption of any Assumed Commission Contracts to the extent the Commission determines such to be necessary or advisable (collectively and inclusive of all Assumed Commission Contracts, the “**Replacement Contracts**”).

3.3.2 Replacement Contracts. The material terms of each Replacement Contract that involves a Major Procurement (or series of Replacement Contracts with the same Subcontractor) shall be Approved in advance by the Commission (whether by Approval of the Initial Annual Business Plan or otherwise). Each Replacement Contract shall materially comply with the terms governing Subcontracts set forth in **Article 7** hereto.

ARTICLE 4

SERVICES

4.1 Scope of Services. From the Agreement Effective Date or such later date as may be specified in this Agreement, Provider shall provide the following to the Commission:

(a) the services, functions, responsibilities and tasks set forth in (i) the Services Exhibit, (ii) the Operating Standards and (iii) elsewhere in this Agreement including **Section 2.1**;

(b) the Transition Services;

(c) the Ramp-up Period Services (if applicable);

(d) Disentanglement Services;

(e) all Equipment and Products necessary for the performance of Provider’s obligations under this Agreement, including those arising under the Annual Business Plan; and

(f) any related or incidental services, functions, responsibilities or tasks and any Equipment and Products not specifically described in this Agreement, but which are an inherent, necessary or customary part of the Services or that are required or reasonably necessary for the proper performance and provision of the services, functions, responsibilities or tasks set forth in **subsections (a) through (e)** above.

The items set forth in **subsections (a) through (f)** shall collectively be referred to as the “**Services**”. The Services other than the Transition Services and the Ramp-up Period Services, if any, are referred to as the “**Base Services**”.

4.2 Services Generally. Provider shall at all times perform all functions necessary for the Commission to operate the Lottery, in accordance with the requirements of the Services Exhibit, the Service Level Exhibit, the Operating Standards, the Annual Business Plan, applicable law and as otherwise set forth in this Agreement.

4.3 Party Bearing Cost of Performance. All obligations undertaken by each Party hereto shall be performed at the cost of the Party undertaking the obligation or responsibility, unless the other Party has explicitly agreed herein to bear all or a portion of the cost either directly, by reimbursement to the other Party or through an adjustment to the Management Fee or otherwise.

4.4 Continuity of Services. Provider shall provide to the Commission true and complete copies of Approved disaster recovery and business continuity plans prior to the Base Services Commencement Date (the “**Continuity Plans**”), such plans to be attached to and incorporated in the Operating Standards.

4.4.1 Disaster Recovery Execution. In the event of an emergency, Service interruption or Force Majeure Event, Provider shall implement to the extent necessary the disaster recovery and the business continuity plans set forth in the Continuity Plans, subject to consultation with the Commission.

4.4.2 Force Majeure Events.

(a) General. Subject to **subsection (b)** below, no Party shall be liable for any default or delay in the performance of its obligations under this Agreement if and to the extent such default or delay is caused by a Force Majeure Event.

(b) Duration and Notification. Provided the Party claiming the benefit of the Force Majeure Event (the “**Non-Performing Party**”) is not at fault in accordance with **subsection (a)** above due to a Force Majeure Event, the Non-Performing Party shall be excused from performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such Party continues to use all commercially reasonable efforts to recommence performance or observance whenever and to whatever extent reasonably possible without delay. Any Party so prevented, hindered or delayed in its further performance shall, as quickly as practicable under the circumstances, notify the Party to whom performance is due by telephone (and use commercially reasonable efforts to confirm in writing within one (1) day of the inception of such delay) and describe at a reasonable level of detail the circumstances of the Force Majeure Event, the steps being taken to address such Force Majeure Event and the expected duration of such Force Majeure Event. The occurrence of a Force Majeure Event shall not relieve Provider of its obligation to implement Continuity Plans, except to the extent such Force Majeure Event prevents such implementation.

ARTICLE 5

SERVICE STANDARDS, GOVERNANCE AND ANNUAL BUSINESS PLAN

5.1 Governance. **Schedule 5.1**, as amended or supplemented from time to time by the Parties by mutual agreement of the Parties, sets forth the guidelines and principles of the Parties’ communications and relationship, including Commission Approval procedures, during the Term of this Agreement (the “**Governance Protocols**”). Notwithstanding anything contained herein to the contrary, Commission Approval shall be required for any material change from those business practices and decisions already Commission Approved (e.g., those items enumerated and Approved in Annual Business Plans).

5.2 Operating Standards.

5.2.1 General. The Commission shall provide to Provider a manual describing the policies and procedures that shall govern the operational provisions for the performance of the Services (as amended from time to time, the “**Operating Standards**”). The initial Operating Standards as in effect as of the Agreement Effective Date, are attached hereto as **Exhibit 5.2.1**. Provider shall comply with the then-current Operating Standards in performing the Services in all material respects. The Operating Standards shall in no event be interpreted as an amendment to this Agreement or so as to relieve Provider of any of its performance obligations under this Agreement. In the event of a conflict between the provisions of this Agreement and the Operating Standards, the provisions of this Agreement shall control.

5.2.2 Modifications. Either the Commission or Provider may propose a modification to the Operating Standards at any time during the Term. Upon consultation with Provider, the Commission may, at its sole discretion reasonably exercised, elect to implement any such modification to the Operating Standards and shall inform Provider in writing of any such modification. Provider shall comply in all material respects with all such modifications or updates to the Operating Standards.

5.3 Annual Business Plan.

5.3.1 Except in the case of the initial Annual Business Plan prepared in accordance with the Provider Bid (the “**Initial Annual Business Plan**”), Provider shall, no later than ninety (90) days prior to the end of each Contract Year during the Term, prepare and submit for Commission Approval an updated Annual Business Plan (each, an “**Updated Annual Business Plan**”), subject to the terms herein. Upon execution of this Agreement, the Initial Annual Business Plan shall be deemed Approved and shall be a part of this Agreement consistent with **Section 22.13**.

5.3.2 The Initial Annual Business Plan is attached hereto as **Exhibit 5.3.2** and sets forth among other matters:

(a) the projected Operating Expenses for each of the first five (5) Contract Years (as thereafter updated in accordance with **Section 5.3.3** below, the “**Budget**”);

(b) a description of Provider’s objectives for each such Contract Year, including Provider’s projected Bid Net Income for each such Contract Year (as may be adjusted in accordance with **Schedule 10.1** and thereafter supplemented in accordance with **Section 5.3.3** below, the “**Bid Net Income**”);

(c) a description of the functions that Provider will provide as part of Services from and after the Transition Completion Date with sufficient detail (including references to organization charts of Provider and the Commission) to determine and fix the extent and scope of offers of full-time employment to be made in accordance with **Section 3.1.2**;

(d) Provider’s business plans, strategies, and actions to be taken in providing Services for each of the first five (5) Contract Years;

(e) For each of the first two (2) Contract Years, Provider’s business plans, strategies, and actions shall be (i) highly specific, complete and granular in detail and content (including (y) assumptions, timelines, action steps and other operational and strategic elements and (z) an informational format that delineates in a clear and conspicuous manner those elements and values for any separate, discrete and distinct business plans, strategies, and actions that if countermanded after Approval may potentially involve Adverse Action as set forth in **Article 21**) (the “**Detailed Portion of the Plan**”) and (ii) much more specific and detailed than the next following three (3) Contract Years of the five (5) Contract Years planning cycle.

(f) The Budget included in each Annual Business Plan shall itemize and detail Operating Expenses; *provided, however*, with respect to Lottery Expenses, Provider may adjust the amount of itemized Lottery

Expenses and the nature thereof, so long as the Lottery Expenses as adjusted do not increase in the aggregate in any Contract Year. In addition, Provider may at any time request from the Commission's consideration an increase in any itemized Lottery Expenses. Any such request to increase Lottery Expenses shall (i) include an explanation of how such additional spending will contribute to the Commission Net Income or otherwise be in the Commission's interest and (ii) be subject to Approval.

(g) With respect to the Initial Annual Business Plan and each Updated Annual Business Plan, once Approved, Provider is authorized to implement each such Approved Annual Business Plan in all material respects (and take any actions contemplated therein), subject to the provisions of **Section 2.2**.

5.3.3 Each Updated Annual Business Plan shall be prepared as follows:

(a) Each Updated Annual Business Plan shall update the Budget in accordance with **Schedule 5.3.3**, as well as include each of the plans and objectives specified in **Schedule 5.3.3**. Among other information, each Updated Annual Business Plan shall:

- (i) update the Detailed Portion of the Plan for the then next Contract Year;
- (ii) at least be as specific, detailed and informative as the then existing Annual Business Plan (including the Budget and the Detailed Portion of the Plan);
- (iii) include information required by this Agreement including as provided in **Section 7.4** and **Schedule 5.3.3**; and
- (iv) include all information that bears significantly on the public interest (such as decisions on the kinds of Lottery Games to be offered to the public and decisions affecting the relative risk and reward of such Lottery Games to be offered), so that the Commission will have a reasonable opportunity to evaluate it.

(b) The Commission shall Approve each Updated Annual Business Plan, with such amendments and modifications as the Commission may require (other than Bid Net Income, or Minimum Net Income and Incentive Net Income, as applicable, for each Contract Year which may be modified only in accordance with **Schedule 10.1**), not later than thirty (30) days prior to the first day of each Contract Year.

(c) During any Contract Year, the Commission may request Provider to submit to the Commission a revised Annual Business Plan, with such amendments and modifications as the Commission may require, (other than Bid Net Income, or Minimum Net Income and Incentive Net Income, as applicable, for each Contract Year which may be modified only in accordance with **Schedule 10.1**), not later than sixty (60) days after any such request.

5.3.4 Net Income Shortfalls. For Contract Years 1 and 2 a "Net Income Shortfall" shall be deemed to have occurred in any Contract Year in which Provider Net Income does not meet or exceed the Bid Net Income for such Contract Year determined in accordance with **Section 5** of **Schedule 10.1**. For all other Contract Years, a Net Income Shortfall shall be deemed to have occurred in any Contract Year in which Provider Net Income does not meet or exceed the Minimum Net Income for such Contract Year determined in accordance with **Section 5** of **Schedule 10.1**. In the event of a Net Income Shortfall, then the Commission shall have the right to collect the "Net Income Shortfall Payments" in accordance with **Section 5** of **Schedule 10.1**.

5.4 General Performance Standards. At all times after the Transition Completion Date and in addition to the requirements of **Section 5.5**, Provider shall perform the Services (including the provision of all Equipment and Products) in accordance with this Agreement, the Services Exhibit, the Operating Standards, and the Annual Business Plan at levels of accuracy, quality, completeness, timeliness, responsiveness, resource efficiency and productivity that are (a) at least equal to those received or provided by the Commission prior to such Transition Completion Date and (b) equal to or higher than the generally accepted industry standards of first tier providers of

(i) services similar to the Services, (ii) equipment similar to the Equipment and (iii) products, supplies and materials similar to the Products.

5.5 Service Levels. Beginning on the Base Services Commencement Date and until the Termination Date, Provider shall perform the Services so as to meet or exceed the SLAs applicable to those Services, as set forth in **Schedule 5.5** (the “**Service Level Exhibit**”). To the extent an SLA has been established for a specific Service, the obligations described in **Section 5.4** shall not be construed to alter, expand, diminish or supersede such SLA. Provider shall be responsible for meeting or exceeding the applicable Service Levels even where doing so is dependent on the provision of Services by Subcontractors.

5.6 SLA Credits. Provider recognizes that the Commission is paying Provider to deliver the Services at specified SLAs and the Commission and Provider agree that it would be extremely difficult and impractical to ascertain and fix the actual damages the Commission would incur, including with respect to its Lottery brand and public image, should Provider fail to deliver the Services at such specified SLAs. Accordingly, if Provider fails to meet any of the SLAs, then, in addition to other non-financial remedies available to the Commission, Provider shall pay or credit, as liquidated damages, to the Commission the performance credits (“**SLA Credits**”) specified in the Service Level Exhibit, subject to the remaining provisions of this **Section 5.6**, and *provided* that if the same failure could be subject to SLA Credits under multiple Service Levels as specified in the Service Level Exhibit, Provider shall be required to pay or credit to the Commission SLA Credits under only one Service Level, the choice of which shall be made by the Commission at its sole discretion. The Parties agree that the SLA Credits reflect the diminished value of the Services as a result of any Provider failure to provide the Services in accordance with the SLAs, and accordingly do not constitute nor shall be construed or interpreted as penalties. For the avoidance of doubt, Provider shall not be required to pay or credit an SLA Credit amount where the failure to meet the applicable SLA was solely and directly attributable to (a) a Force Majeure Event, (b) time delays due to or Approved by the Commission, (c) material failures of the Commission (including material failures of the Commission to timely perform the Commission’s obligations under this Agreement), (d) any changes after the Agreement Effective Date in Force of Law Requirements, the Governance Protocols, any Operating Standards and/or any other Applicable Requirements, (e) a court injunction other than as a result of an act or omission on the part of the Provider in breach of this Agreement or (f) acts or omissions of Third Parties not under the direct or indirect control of the Provider (and/or its Subcontractors, and/or any of their respective employees, consultants or agents). Because the SLA Credits represent the Parties’ good faith estimate of the actual damages that the Commission would suffer as a result of the Provider’s failure to meet the Service Levels specified in the Service Level Exhibit (such actual damages agreed by the Parties to be exceedingly difficult to calculate or incalculable other than at great expense), the Commission agrees that its rights to the SLA Credits described herein shall be its sole and exclusive financial remedy as a result of such specific failures on the part of the Provider, and the Commission shall not be entitled to recover other damages, credits, reimbursements or other payments except in the case of fraud, gross negligence or willful misconduct by Provider. To the extent Provider owes SLA Credits for failing to meet SLAs that adversely impacts Lottery revenues, such SLA Credits shall be credited on a dollar-for-dollar basis to Provider Net Income in the Contract Year in which such SLA Credits are owed. Provider shall be responsible for enforcing (and if received, shall be entitled to the benefit of) any provisions contained in any Subcontracts that are similar to the Service Levels and/or SLA Credits and shall be entitled to the benefit of such; for avoidance of doubt, any such payments by Subcontractor received by or owed to Provider from any Subcontractor shall not be (a) included as part of Provider Net Income or (b) subject to payment by Provider to the Commission (whether by direct payment to the Commission, as a reduction in the Lottery Expense payable by the Commission or otherwise).

5.7 Excused Performance. The Commission’s material failure to perform any of its obligations or responsibilities under this Agreement shall not be deemed to be grounds for termination of this Agreement by Provider except as otherwise expressly set forth in **Section 13.8**. Provider’s failure to perform its obligations or responsibilities under this Agreement, including meeting or exceeding applicable SLAs, shall be excused if and only to the extent such Provider non-performance is expressly excused under this Agreement or directly caused by or attributable to: (a) the material fault of the Commission, (b) a Force Majeure Event or (c) any act or omission by any Third Party not under the direct or indirect control of Provider (and/or its Subcontractors, and/or any of their respective employees, consultants or agents). **Subsection (a) and (c)** of the preceding sentence shall only be applicable if: (x) Provider notifies the Commission in writing as soon as is reasonable (under the circumstances) of such action or failure to act or perform and Provider’s consequent inability to perform under such circumstances; (y)

where applicable, Provider provides the Commission with every reasonable opportunity to correct such action or failure to act or perform and thereby avoid such Provider non-performance; and (z) Provider uses commercially reasonable efforts to perform notwithstanding the Commission's action or material failure to act or perform.

5.8 Reporting on Performance. Provider shall provide the Commission with the reports pertaining to the performance of the Services and Provider's other obligations under this Agreement to be provided by Provider described in the Governance Protocols, the Operating Standards and anywhere else in this Agreement in the format and at the frequencies provided therein (collectively, the "**Reports**"). Without limiting the generality of the foregoing, Provider shall provide all assistance requested by the Commission, including the timely and expeditious preparation and delivery of any information that the Commission requests, in fulfilling its monthly and annual reporting obligations under Indiana Code 4-30-3-3 and bi-annual reporting obligations under Indiana Code 4-30-6-7. In addition, from time to time, the Commission may identify additional Reports to be generated by Provider and delivered to the Commission on an ad hoc or periodic basis (including presentations to the operating board of the Commission when requested).

5.9 Requirement of Cooperation. In the event the Commission contracts with a Third Party to provide any services, equipment, products, supplies and materials to the Commission and the Commission requires that such Third Party interact with Provider, Provider shall cooperate in good faith with the Commission and any such Third Party. Subject to Provider's reasonable confidentiality requirements, such cooperation shall include: (a) providing access to the records, data, systems and facilities being used by Provider (and any Affiliates and Subcontractors) to provide the Services (or the Equipment or Product), to the extent necessary for the Commission or the Third Party to perform its work; (b) providing access to the Commission's Lottery resources to the extent required for the Commission or the Third Party to provide services and Third Party resources to and on behalf of the Commission; (c) providing such information regarding the Services procedures, operating environment, system constraints and other operating parameters as a person with reasonable commercial skills and expertise would find necessary for the Commission or the Third Party to perform its work; and (d) cooperating with the Commission and the Third Party to diagnose and correct deficiencies, problems, concerns and issues. The Commission shall cooperate in good faith with Provider and any Subcontractors.

5.10 Reporting of Adverse Impacts.

5.10.1 Failure to Comply with Obligations. If Provider becomes aware of any failure by Provider to comply with its obligations under this Agreement, including any of the requirements set forth in the Operating Standards, or any other situation, the occurrence of any event or the existence of any circumstance: (a) that has materially and adversely impacted or reasonably could materially and adversely impact the maintenance of the Highest Standards including Commission's financial integrity or internal controls, the accuracy of the Commission's financial, accounting, manufacturing quality or records and reports, or compliance with the Applicable Requirements; (b) that has had or reasonably could have any other material adverse impact on the Services in question or the Lottery (including the Commission's operations and Commission Net Income); (c) that would be reasonably likely to result in Provider's inability to achieve any Service Level, and/or (d) that has materially and adversely impacted or reasonably could materially and adversely impact the Commission Intellectual Property, goodwill or public image, then in any such case, Provider shall, in accordance with the Governance Protocols, promptly inform the Commission in writing of such situation and the impact or potential impact, and Provider and the Commission shall promptly meet to formulate an action plan to minimize or eliminate the impact of such situation at no cost to the Commission.

5.10.2 Reporting of Complaints – Provider. In connection with its performance of the Services, Provider shall, in accordance with the Governance Protocols, promptly notify the Commission in writing of any material complaints received regarding the Services by Provider or Provider Personnel (or any Affiliate or Subcontractor, or any of their respective employees, consultants or agents) that would reasonably be expected to materially and adversely impact the Commission's or Lottery's brand or public image or Commission Net Income, and shall identify the party making such complaint and the party against which such complaint was made and shall specify in reasonable detail the nature of and circumstances giving rise to such complaint.

5.10.3 Reporting of Complaints – Commission. The Commission may, in accordance with the Governance Protocols, notify Provider of any complaints (and related circumstances and details) regarding the Services, Provider and/or Provider Personnel (or any Affiliate or Subcontractor, or any of their respective employees, consultants or agents) received by the Commission (including those involving Lottery's brand or public image or it suspects may impact Commission Net Income) to permit the Provider to resolve any related deficiencies, problems, concerns or issues involved therein.

ARTICLE 6

PERSONNEL

6.1 Provider Personnel Are Not Commission Personnel. Nothing in this Agreement shall operate or be construed as making the Commission and Provider partners, joint venturers, principals, joint employers, agents or employees of or with the other. No officer, director, employee, agent, Affiliate or Subcontractor retained by Provider to perform work on the Commission's behalf or for the Commission hereunder shall be deemed to be an officer, commissioner, director, employee, agent, Affiliate, contractor or subcontractor of the Commission for any purpose. Provider, subject to the Commission's ultimate authority and control as provided hereunder, has the right, power, authority and duty to supervise and direct the activities of Provider Personnel and to compensate such Provider Personnel for any work performed by them on the behalf of or for the Commission pursuant to this Agreement. Provider, and not the Commission, shall be responsible and therefore solely liable for all acts and omissions of Provider Personnel with regard to or in connection with this Agreement, including acts or omissions constituting negligence, gross negligence, willful misconduct or fraud. Provider hereby acknowledges that Provider and Provider Personnel are not entitled to any protections or benefits that may be afforded to governmental entities and/or public employees under Indiana Code 34-13.

6.2 Personnel. The Commission and Provider shall be responsible for acts and omissions of Commission Personnel and Provider Personnel, respectively, with regard to or in connection with this Agreement.

6.3 Provider Personnel – Designation, Removal and Replacement.

6.3.1 Designation of Provider Key Personnel. Each of Provider Key Personnel shall be designated in **Schedule 6.3.1**, and shall have the functions assigned to him/her therein. **Schedule 6.3.1** designating Provider Key Personnel shall be promptly updated and provided to the Commission by Provider upon any replacement or substitution of a new person for any Provider Key Personnel in accordance with this Agreement.

6.3.2 Removal/Replacement of Provider Key Personnel by Provider.

(a) All Provider Key Personnel shall be assigned to perform the Services on such basis (e.g., full time assignment or otherwise) as needed to ensure that the Services contemplated hereunder are provided in an efficient and timely manner and in accordance with this Agreement.

(b) If any Provider Key Personnel becomes incapacitated, suffers a disability that cannot be reasonably accommodated, takes a long-term leave of absence, voluntarily terminates his/her employment with Provider, is terminated or removed For Cause by Provider, or is transferred, reassigned or redeployed with Commission Approval, within a reasonable time under the circumstances but as soon as practical, Provider shall, where possible, promptly provide written notice to the Commission of such occurrence and identify a potential suitable replacement, if any, in writing and replace such person with another person in accordance with **Section 6.3.4** below. In the event of any replacement of Provider Key Personnel, if circumstances permit, Provider shall provide for an appropriate transition (overlap) period for the new individual and use commercially reasonable efforts to minimize any disruption such replacement may cause in the performance of Provider's obligations under this Agreement. Notwithstanding the foregoing, if Provider Key Personnel are identified in the Initial Annual Business Plan as "interim" or "transitional," then no Approval is required for the transfer, reassignment or redeployment of such interim/transitional Provider Key Personnel.

6.3.3 Removal of Provider Personnel by the Commission. Notwithstanding anything contained herein to the contrary, at the Commission's request, Provider shall, at Provider's cost, promptly replace any Provider Personnel (including Provider Key Personnel) with another Provider Personnel (who shall be reasonably acceptable to the Commission and with sufficient knowledge and expertise to perform the Services in accordance with this Agreement) when the Commission believes that the performance or conduct of any such Provider Personnel employed or retained by Provider to perform Provider's obligations under this Agreement is unsatisfactory for any reasonable reason or is not in compliance with the provisions of this Agreement (including actual or suspected violations of the terms and conditions of this Agreement including the Applicable Requirements); *provided* that no such replacement shall be required if (a) such performance or conduct is curable, as reasonably determined by the Commission, (b) Provider notifies the Commission of its intent to attempt to cure such within ten (10) Business Days after the Commission's notification and (c) in fact Provider causes such performance or conduct of such Provider Personnel to be so cured within thirty (30) days after the Commission's notification, all to the Commission's reasonable satisfaction.

6.3.4 Reassignment/Replacement of Provider Personnel. If: (a) Provider is obligated to replace any Provider Personnel as provided in **Section 6.3.3** above; or (b) Provider wants to replace or reassign any of Provider Key Personnel and the Commission Approves such replacement or reassignment as provided in **Section 6.3.2** above, then the proposed replacement personnel shall be "qualified," meaning that the proposed replacement personnel shall possess necessary experience and training as Provider Personnel to be replaced and, as Provider deems warranted, the replacement Provider Personnel shall work with the replaced Provider Personnel during a reasonable transition period.

6.4 Supervision and Conduct of Provider Personnel. Provider shall be responsible for the Services-related performance of all Provider Personnel assigned to provide Services under this Agreement, and shall direct the management of such Provider Personnel. For Provider Personnel, Provider shall: (a) determine and pay all applicable wages and salaries, including applicable overtime and other premium pay; (b) comply with applicable tax Force of Law Requirements, including income tax and employment tax withholding Force of Law Requirements; (c) comply with all applicable Force of Law Requirements governing the employment relationship between Provider and its employees, including Force of Law Requirements, as applicable, relating to accommodation of disabilities, equal pay, provision of leave (e.g., FMLA, jury duty), unlawful discrimination, as well as wage and hour requirements; (d) comply with all applicable workers' compensation insurance coverage Force of Law Requirements; (e) ensure that the employees are appropriately licensed and/or supervised to perform their assigned duties in accordance with applicable Force of Law Requirements; and (f) maintain all required employment records, including I-9, personnel and medical files consistent with applicable regulatory requirement and customary business practices.

6.5 Compliance with Applicable Requirements. In performing the Services, Provider, Provider Personnel and each Subcontractor shall comply with all Applicable Requirements relating to the Lottery. Provider shall be responsible for the promulgation and distribution of the Applicable Requirements relating to the Lottery to Provider Personnel and Subcontractors to the extent necessary and appropriate.

6.6 Other Commission Requirements Regarding Provider Personnel.

6.6.1 Integrity Investigations by the Commission. Provider hereby acknowledges and agrees that the Commission shall have the right to conduct integrity investigations of any Provider Personnel prior to and during the Term to assure that all conduct of the Provider is consistent and in compliance with the Highest Standards including the Operating Standards.

6.6.2 Background Checks for Provider Personnel. Provider shall ensure that Provider Personnel are authorized to work in any jurisdiction in which they are assigned to perform Services and are not otherwise disqualified from performing the Services under Applicable Requirements. To the extent allowed by Applicable Requirements, Provider shall conduct its standard background check on all Provider Personnel and shall review the results of the background check of each Provider Personnel to verify that Provider Personnel meets Provider's standards for employment. Such background check shall be in the form generally used by Provider in its initial hiring of employees or contracting for contractors or, as applicable,

during the employment screening process. Nothing in the foregoing shall preclude the Commission from undertaking background checks of Provider Personnel.

6.6.3 Drug-free Workplace Policies for Provider Personnel. Provider covenants and agrees to make a good faith effort to provide and maintain during the Term a drug-free workplace. Provider shall give notice to the Commission within ten (10) Business Days after receiving actual notice that any Provider Personnel (or any Subcontractor with a Subcontract that involves Major Procurement provisions) is convicted of a criminal drug violation occurring in Provider's or any Subcontractor's workplace. False certification or violation of the certification may result in sanctions including suspension of any Payment, termination of any Payment and/or debarment of contracting opportunities with the Commission and the State for up to three (3) years. Provider certifies and agrees (and for each such Subcontract that involves Major Procurement provisions), the Subcontractor thereunder shall certify and agree), as required by Executive Order No. 90-5, April 12, 1990, issued by the Governor of Indiana, that each shall provide a drug-free workplace by: (1) Publishing and providing to all of its employees a statement notifying them that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in their workplace, and specifying the actions that will be taken against employees for violations of such prohibition; (2) Establishing a drug-free awareness program to inform their respective employees of (a) the dangers of drug abuse in the workplace; (b) the Provider's and each Subcontractor's policy of maintaining a drug-free workplace; (c) any available drug counseling, rehabilitation, and employee assistance programs; and (d) the penalties that may be imposed upon an employee for drug abuse violations occurring in the workplace; (3) Notifying all employees in the statement required by Applicable Requirements that as a condition of continued employment, the employee will (a) abide by the terms of the statement; and (b) notify Provider and each such Subcontractor of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) Business Days after such conviction; (4) Notifying the Commission within ten (10) Business Days after receiving notice from an employee under subdivision (3)(b) above, or otherwise receiving actual notice of such conviction; (5) Within thirty (30) days after receiving notice under subdivision (3)(b) above of a conviction, imposing the following sanctions or remedial measures on any employee who is convicted of drug abuse violations occurring in the workplace: (a) taking appropriate personnel action against the employee, up to and including termination; or (b) requiring such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state or local health, law enforcement, or other appropriate agency; and (6) Making a good faith effort to maintain a drug-free workplace through the implementation of subparagraphs (1) through (5) above. Provider covenants that it has and shall maintain substance abuse policies, in each case in conformance with Applicable Requirements, and Provider Personnel shall be subject to such policies. Provider covenants that it shall require its Subcontractors and Affiliates providing Services to have and maintain such policies in conformance with Applicable Requirements and to comply with this provision.

6.6.4 Written Compliance Requirement. Provider shall require and cause all Subcontractors and Provider Personnel to sign a written agreement, in a form reasonably satisfactory to the Commission, in which such person agrees to comply with (i) the Applicable Requirements and (ii) the confidentiality provisions of this Agreement.

6.7 Equal Employment. Provider and Provider Personnel shall comply, and shall require all of its Subcontractors to comply, with all Force of Law Requirements that pertain to, or otherwise touch upon, the employment relationship, including without limitation all applicable provisions of State and Federal laws and regulations pertaining to discrimination against any employee or applicant for employment because of race, color, religion, age, gender, national origin, ancestry, marital status, sexual orientation, military status, physical or mental disability unrelated to ability, order of protection status, unfavorable discharge from military service, sexual or other forms of unlawful harassment and equal employment opportunity, such as Indiana Civil Rights Laws (Indiana Code 22-9.; 910 IAC 3); the United States Civil Rights Act of 1964 (as amended) (42 U.S.C. §2000a- §2000h-6); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §794); the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.); Exec. Order Nos. 11246, 11375 (Equal Employment Opportunity), and 13160 (Improving Access to Services for Persons with Limited English Proficiency). Upon the Commission's request, Provider shall furnish to the Commission written certification that Provider is in compliance with all applicable non-discrimination Force of

Law Requirements applicable to private sector employers and agrees to obtain similar certifications from any Subcontractors.

ARTICLE 7

SUBCONTRACTORS CONTRACTS

7.1 Use of Subcontractors. Provider may, subject to the terms of this **Article 7**, use Subcontractors to provide Services (including Equipment and Products) as Provider deems are necessary for the operation of the Lottery and the provision of Services. In contracting with Subcontractors, Provider shall at all times consider the sensitive nature of a state-conducted lottery, its public image and social implications, and shall act to promote and ensure it acts consistent with the Highest Standards in the procurement of Subcontractors and in providing Services (including Equipment and Products) through any involvement of Subcontractors.

7.2 Procurement of Subcontractors. Other than for Subcontracts identified as a Subcontractor of the Provider in the Initial Annual Business Plan (and as listed in **Schedule 7.2**), unless otherwise Approved, Provider shall engage in a procurement process for any Subcontract that favors the selection of Subcontractors that provide the best overall value for the Commission and designed to ensure that the selection of, and work conducted by (or Equipment or Products provided by) the Subcontractors is in compliance with this Agreement and the Operating Standards.

7.3 Requirements for Contracting with an Affiliate of Provider. Unless otherwise Approved (including in any Approved Updated Annual Business Plan), prior to entering into any Subcontract with an Affiliate of Provider that is not identified as a Subcontractor of the Provider in the Initial Annual Business Plan and has an aggregate value in excess of the Subcontractor Threshold Amount, Provider shall solicit at least three proposals from potential Subcontractors (if three comparable Subcontractors can be sourced and if not the greatest number that can be sourced) who are not Affiliates of Provider for the work (or the Equipment or Products) needed to be covered by such Subcontract. Notwithstanding the foregoing, when practicable, more than one (1) price quote should be obtained for any procurement valued in excess of one hundred thousand dollars (\$100,000) and less than the Subcontractor Threshold Amount, in order for such quote to be made known to the Commission as a point of reference. If after the procurement process the Affiliate of Provider is selected to enter into such Subcontract, then Provider shall, prior to the effective date of the Subcontract, provide a written explanation to the Commission of the factors justifying the award of any Subcontract to an Affiliate of Provider.

7.4 Participation by Minority and Woman Owned Businesses. Pursuant to the Commission's responsibility to achieve the equitable participation of minorities and women in all phases of the Lottery, Provider shall endeavor in good faith, and in accordance with any and all representations made in the Provider Bid and each Updated Annual Business Plan, to assist the Commission in complying with any annual goals that are established or maintained by the Commission during the Term with respect to the use of "minority business enterprises" and "women's business enterprises" as those terms are defined in Indiana Code 4-13-16.5-1 and Indiana Code 4-13-16.5-1.3, respectively, including through Provider's use of Subcontractors and Third Party vendors. Provider shall make available to the Commission a written summary regarding Provider's efforts and compliance with this **Section 7.4**. Such summary shall be provided at a minimum on an annual basis (or on any more frequent basis as may be provided in the Operating Standards). Such summary may be included with each Updated Annual Business Plan.

7.5 Term of Provider Contracts. To the extent a contract entered into by Provider in connection with this Agreement has a term extending beyond the Term of this Agreement, the Provider shall be solely responsible for any additional cost, charge or obligations that arise under or with respect to such contract extending beyond the Term of this Agreement, unless such contract has been assigned to the Commission as contemplated hereunder, or the Commission, its Affiliates and/or the Replacement Provider has assumed the use and benefit thereof pursuant to **Section 14.3.2**.

7.6 Notice of Subcontractors. Prior to entering into a Subcontract with a Third Party for any part of the Services (including Equipment or Products) that involves a Major Procurement, Provider shall: (a) notify the Commission in writing of the components of the Services affected, the scope of the proposed subcontract, the

identity and qualifications of the proposed Subcontractor and the reasons for subcontracting the work in question, together with any further information as may be required by the Applicable Requirements (which information shall be sufficient in the discretion of Commission to the same extent as if the Commission's consideration related to directly entering into such as a Vendor Contract); (b) other than for such a Subcontractor that is identified in the Initial Annual Business Plan, obtain Commission Approval of such Subcontractor (when the aggregate value of such Subcontract is in excess of the Subcontractor Threshold Amount) which Approval shall not be unreasonably withheld; and (c) obtain a Subcontractor Standard Certifications and Covenants signed by the Subcontractor when the aggregate value of such Subcontract is in excess of the Subcontractor Threshold Amount.

7.7 Subcontractors Integrity Investigation of and Background Checks. Provider hereby acknowledges and agrees that the Commission shall have the right to conduct integrity investigations of any Subcontractor prior to and during the term of its Subcontract with Provider in accordance with the Operating Standards and shall be consistent with the Highest Standards. Provider shall include a provision in the contracts entered into with Subcontractors notifying such Subcontractors of the possibility of such integrity investigations. Provider shall cause each Subcontractor to ensure that Subcontractor's employees are authorized to work in any jurisdiction in which they are assigned to perform Services and are not otherwise disqualified from performing the Services under Applicable Requirements. To the extent allowed by applicable Force of Law Requirements, Provider shall cause each Subcontractor to conduct its standard background check on all Subcontractor's employees and review the results of the background check of each Subcontractor's employees to verify that Subcontractor's employees meet Subcontractor's standards for employment. Such background check shall be in the form generally used by Subcontractor in its initial hiring of employees or contracting for contractors or, as applicable, during the employment screening process. Nothing in the foregoing shall preclude the Commission from undertaking background checks of any Subcontractor's employees or requiring any Subcontractor from causing background checks of Subcontractors' employees to be undertaken as a condition to their providing any Services (including Equipment and Products).

7.8 Subcontractor Agreements. Provider shall include in its Subcontracts terms and conditions that are consistent in all material respects with the provisions of this Agreement to the extent applicable. Subject to **Article 9**, Provider shall provide the Commission with access to all Subcontracts and other documents relating to the Subcontractors' performance of the Services (including the provision of any Equipment or Products) and amounts charged to the Commission under this Agreement.

7.9 Responsibility for Subcontractors. In no event shall Provider be relieved of its obligations under this Agreement as a result of its use of any Subcontractors, including any failure by Subcontractor to perform its obligations to Provider. Provider shall supervise the activities and performance of each Subcontractor and shall remain wholly and fully responsible and liable for the actions and omissions of each Subcontractor and/or for any act or failure to act by such Subcontractor in connection with or related to this Agreement. Provider shall ensure that each Subcontractor has obtained and maintains all Governmental Approvals and other Third Party licenses, authorizations, approvals and consents required in connection with the Services for which such Subcontractor is responsible. Provider shall be the Commission's sole point of contact regarding the Services that are subcontracted, including with respect to payment.

7.10 Ordinary Course Payments to Subcontractors. Provider shall directly pay to all Subcontractors all amounts due in accordance with their respective Subcontracts, subject to reimbursement by the Commission in accordance with **Article 10** herein.

7.11 No Commission Responsibility. The Commission shall not pay any Subcontractor any amount due under its respective Subcontracts arising out of indemnity claims for which Provider is responsible. No Subcontractor shall have any right against the Commission for labor, services, materials or equipment furnished for the Services, unless its Subcontract has been assigned to the Commission and/or the Replacement Provider (and/or their Affiliates) as contemplated hereunder, or the Commission and/or the Replacement Provider (and/or their Affiliates) Provider has assumed the use and benefit thereof pursuant to **Section 14.3.2**. Provider acknowledges that its indemnity obligations to its Subcontractors under this **Section 7.11** shall include all claims for payment or damages by any Subcontractor who furnishes or claims to have furnished any labor, services, materials or equipment in connection with the Services, except to the extent its Subcontract has been assigned to the Commission and/or the Replacement

Provider (and/or their Affiliates) as contemplated hereunder, or the Commission and/or the Replacement Provider (and/or their Affiliates) has assumed the use and benefit thereof pursuant to **Section 14.3.2**. For avoidance of doubt, Lottery Expense shall in no event include any such indemnity obligations of Provider owed or paid to its Subcontractors.

7.12 Assignability of Subcontracts. All Subcontracts entered into by Provider with respect to this Agreement having an aggregate value of in excess of the Subcontractor Threshold Amount or involving a Major Procurement, shall be assignable to the Commission and/or the Replacement Provider (and/or their Affiliates), solely at the Commission's election and without cost or penalty to the Commission (it being understood and agreed that in the event the Commission elects to have the rights and benefits under such Subcontracts assigned to the Commission and/or the Replacement Provider (and/or their Affiliates), it shall assume the obligations and liabilities under such Subcontracts other than obligations and liabilities existing or accruing prior to such assignment (including any indemnity described in **Section 7.11**), which shall remain the respective obligations and liabilities of the Subcontractor and Provider).

7.13 Removal / Replacement of Subcontractors. The Commission shall have the right to require Provider to replace a Subcontractor for any reason, including: (a) non-performance of the applicable Services performed by such Subcontractor in the Commission's reasonable determination that is not cured within a reasonable amount of time; (b) engagement by such Subcontractor in illegal activity or material violation of Applicable Requirements that is not cured within a reasonable amount of time, or (c) violation of this Agreement (or its Subcontractor Standard Certifications and Covenants) attributable to such Subcontractor that is not cured within a reasonable amount of time. Upon any occurrence of any of the preceding events, the Commission or Provider, as applicable, shall promptly notify the other Party of such occurrence in writing, and, if required by the Commission, Provider shall replace such Subcontractor (at no penalties, fees or damages to the Commission) by another Third Party or by Provider Personnel as soon as reasonably possible after receipt of such notice from the Commission. At all times, notwithstanding the removal of the Subcontractor, Provider shall continue to perform all of its obligations under this Agreement in compliance with all of the terms and conditions of this Agreement.

7.14 Applicable of Provisions to Sub-contractors of Subcontractors. Affirmative requirements applicable to Subcontractors under this Agreement shall not apply to any sub-contractor of a Subcontractor unless such relationship between such Subcontractor and such sub-Subcontractor involves a sub-Subcontract: (a) that is related to a Major Procurement or (b) that when initially established (i) involved a sub-Subcontractor where all or substantially of its business was services and goods offered in support of Services under this Agreement and (ii) had as a substantial purpose (whether demonstrated by intent or effect of the sub-Subcontract) the avoidance of the requirements of this **Article 7**.

ARTICLE 8

INTELLECTUAL PROPERTY RIGHTS

8.1 Commission Intellectual Property.

8.1.1 Ownership. As between the Parties, all worldwide right, title and interest in and to all Commission Intellectual Property is and shall be owned by the Commission at all times relevant herein.

8.1.2 Commission Intellectual Property and Licensed Technology. Subject to obtaining the applicable Third Party consents, the Commission hereby grants to Provider, solely to the extent necessary to provide the Services, a royalty-free, non-exclusive, non-transferable license to use Commission Intellectual Property and Commission Licensed Technology during the Term. Provider may sublicense, subject to any applicable Third Party consents, to Affiliates of Provider and Subcontractors the royalty-free right to access and use Commission Intellectual Property and Commission Licensed Technology during the Term solely to the extent necessary to provide those Services that such Affiliates of Provider and Subcontractors are responsible for providing under this Agreement, if and only if such Affiliates of Provider and Subcontractors are subject to a written agreement with Provider consistent with the applicable terms set forth in this

Agreement protecting Commission Intellectual Property, including all confidentiality, non-disclosure, non-use and non-compete obligations pertaining thereto.

8.1.3 No Post-Termination Rights. After the Term, Provider shall have no rights in or to Commission Intellectual Property, and Provider shall promptly return to the Commission all Commission Intellectual Property and/or items embodying such Commission Intellectual Property in Provider's possession or in the possession of any Provider Affiliate or Subcontractor to the Commission or, upon the Commission's request, destroy any copies of such items remaining in Provider's or any Provider Affiliate's or Subcontractor's possession and certify such destruction to the reasonable satisfaction of the Commission.

8.2 Provider Intellectual Property.

8.2.1 Ownership. As between the Parties, all worldwide right, title and interest in and to all Provider Intellectual Property is and shall be owned by Provider at all times relevant herein. As of the Agreement Effective Date, Provider's patents, trademarks, and/or copyrights, to be used in connection with the Services are listed on **Schedule 8.2.1**, which shall be kept current by Provider and be provided to the Commission on at least a quarterly basis.

8.2.2 License to the Commission. Provider hereby grants, and shall cause to be granted, to the Commission, a royalty-free, non-transferable (except as transferable under **Section 22.1**), non-exclusive and irrevocable license to access and use Provider Intellectual Property during the Term, to the extent that such access and use is reasonably required for the Commission to receive the Services, and/or to continue, uninterrupted, its business operations. For purposes of clarity, this license grant shall be irrevocable during the Term.

8.2.3 Post-Termination Rights. In order to ensure that the Commission's business operations continue uninterrupted upon and subsequent to any expiration or termination of this Agreement, the license rights granted to the Commission by Provider pursuant to **Section 8.2.2** shall continue indefinitely after the Term (for so long as the Commission chooses) so long as the Commission pays a reasonable royalty to Provider to be negotiated, in good faith, between the Parties. In the event the Parties cannot reach agreement, then a Financial Expert shall be engaged to determine the amount and payment terms of such royalty in accordance with **Section 20.8**.

8.3 New Intellectual Property.

8.3.1 Commission New Intellectual Property. As between the Parties, the Commission owns all worldwide right, title and interest in and to any and all Commission New Intellectual Property at all times relevant herein. The Commission New Intellectual Property shall be considered to be works made-for-hire (as that term is used in Section 91 of the United States Copyright Act, 17 U.S.C. § 101, or in analogous provisions of other Applicable Requirements). If any such Commission New Intellectual Property may not be considered a work made-for-hire under Applicable Requirements, Provider does hereby irrevocably assign, and shall assign, to the Commission, without further consideration, all of Provider's right, title and interest in and to such Commission New Intellectual Property, including United States and foreign patent, copyright and other intellectual property rights. Provider acknowledges that the Commission and the successors and assigns of the Commission have the right to obtain and hold in their own name any patent, copyright and other intellectual property rights in and to such Commission New Intellectual Property. The Commission hereby grants Provider license and other rights with respect to such Commission New Intellectual Property as described in **Section 8.1.2**, subject to **Section 8.1.3**.

8.3.2 Provider New Intellectual Property. As between the Parties, Provider shall own all worldwide right, title and interest in and to all Provider New Intellectual Property at all times relevant herein. Provider hereby grants to the Commission license and other rights with respect to such Provider New Intellectual Property as described in **Section 8.2.2** and **Section 8.2.3**.

8.3.3 Jointly Developed IP. All newly developed Intellectual Property that is jointly developed by the Parties during the Term other than Commission New Intellectual Property or Provider New Intellectual Property (hereinafter “**Jointly Developed IP**”) shall be jointly owned by the Parties. Subject to the following with regard to patent rights, each Party shall jointly own all right, title and interest in such Jointly Developed IP, including joint worldwide ownership of copyrights, in and to the Jointly Developed IP and all copies made thereof. In the event that a Party wishes to transfer, convey, market, license and otherwise commercialize such Jointly Developed IP to a Third Party, such Party shall obtain the prior written approval of the other Party in order to determine the extent to which any resulting monetary consideration shall be shared between the Parties. Subject to **Sections 8.2.2 and 8.2.3**, each Party shall have a right of first refusal with respect to the other Party's interest in the Jointly Developed IP should the other Party seek to transfer, convey and/or assign such interest. Should a Party wish to file a patent application on Jointly Developed IP (a) the filing Party must first obtain written approval to file from the non-filing Party, (b) the filing Party shall be liable for costs associated with such patent application and any resulting patent, and (c) the filing Party must provide a perpetual, irrevocable, royalty-free, transferable and sub-licensable license back to the non-filing Party reasonably satisfactory in form and substance to the non-filing Party. If written approval from the non-filing Party is not provided, the Jointly Developed IP shall be kept as a jointly-owned trade secret and the Parties agree to protect any such Jointly Developed IP trade secret in a manner sufficient to protect such rights. Subject to the foregoing regarding patent rights, each Party, and its successors and permitted assigns, shall have the right to obtain and hold in its own name any of its intellectual property rights in and to the Jointly Developed IP.

8.3.4 Notice of Development. Provider shall promptly notify the Commission upon the completion of the earliest of conception, creation or reduction to practice of any and all Provider New Intellectual Property and Jointly Developed IP.

8.4 Embedded Provider Intellectual Property. To the extent that Provider Intellectual Property or Provider New Intellectual Property is: (a) embedded in; (b) incorporated into; or (c) necessary for the access and continuous and uninterrupted use of any Commission Intellectual Property or Jointly Developed IP, Provider shall not be deemed to have assigned its or any Third Party's intellectual property rights in such materials to the Commission, but Provider hereby grants (subject to the following sentence) to the Commission an irrevocable, non-exclusive, fully paid-up, non-transferable and non-sublicensable license during and after the Term, to access, use, modify and create derivative works of such materials (including all modifications, replacements, upgrades, enhancements, methodologies, tools, documentation, materials and media related thereto). If, prior to embedding or incorporating Third Party Intellectual Property into Commission Intellectual Property, Provider Intellectual Property or Jointly Developed IP, Provider describes to the Commission such Third Party Intellectual Property and any limitations and restrictions associated with such Third Party Intellectual Property and obtains the Commission Approval to use of such Third Party Intellectual Property notwithstanding such limitations and restrictions, then such Third Party Intellectual Property shall be subject to such limitations and restrictions.

8.5 Post-Termination Rights in Provider Proprietary Intellectual Property. To ensure the Commission's continuous and uninterrupted use and access to Provider Proprietary Intellectual Property and Provider New Intellectual Property used to provide the Services (and any modifications, substitutions, upgrades, enhancements, methodologies, tools, Related Documentation, materials and media related thereto):

8.5.1 License Grant. Provider hereby grants to the Commission (or, at the Commission's election, to its designee(s)) a non-exclusive, non-transferable, irrevocable and perpetual license to access, and to permit a Third Party to access, in order to use, modify and create derivative works of such Provider Proprietary Intellectual Property and Provider New Intellectual Property for the benefit or use of the Commission, to the extent that such access and use is reasonably required for the Commission to receive the Services and/or to ensure the Commission's continuous and uninterrupted business operations after the Term (for so long as the Commission chooses); *provided, however*, that (a) to the extent any of such licensed Provider Proprietary Intellectual Property and Provider New Intellectual Property constitutes Software, only the object code version of such Software shall be licensed; and (b) the rights of any Third Party shall be conditioned upon Provider's right to protect such Intellectual Property.

8.5.2 Delivery of Code. Provider shall deliver to the Commission (or, at the Commission's election, to its designee(s)) the object code for such Provider Proprietary Intellectual Property and Provider New Intellectual Property to the extent such code is reasonably necessary to permit the Commission to access and use such Provider Proprietary Intellectual Property and Provider New Intellectual Property to the extent such access and use is reasonably required for the Commission to receive the Services and/or to ensure the Commission's continuous and uninterrupted business operations after the Term.

8.5.3 Provision of Support. Provider shall offer to provide to the Commission (or, at the Commission's election, to its designee(s)), to the extent reasonably required for the Commission to receive the Services during the Term and/or to ensure the Commission's continuous and uninterrupted business operations after the Term, upgrades, maintenance, support and other services for commercial off-the-shelf Provider Proprietary Intellectual Property and Provider New Intellectual Property on mutually acceptable terms and conditions for such services (*provided that* such terms and conditions shall including being at no additional cost or charge to the Commission subject only to **Section 8.5.4**).

8.5.4 No Obligation to Pay. Unless the Commission has otherwise agreed in advance, the Commission (and, to the extent applicable, the Commission's designee(s)) shall not be obligated to pay any license or transfer fees in connection with its receipt of the licenses and other rights granted under this **Section 8.5**. Provider shall not use any Provider Proprietary Intellectual Property and Provider New Intellectual Property for which it is unable to offer such license or other rights without Commission Approval and, absent such Commission Approval, Provider's use of any such Provider Proprietary Intellectual Property or Provider New Intellectual Property shall obligate Provider to provide, at no additional cost or charge to the Commission, such license and other rights to the Commission.

8.5.5 Royalty. For the perpetual and irrevocable post-termination or post-expiration license Provider grants the Commission pursuant to this **Section 8.5**, the Commission agrees to pay a reasonable royalty to Provider in an amount to be negotiated in good faith between the Parties in the future. In the event the Parties cannot reach agreement, then a Financial Expert shall be engaged to determine the amount and payment terms of such royalty in accordance with **Section 20.8**.

8.6 Third Party Intellectual Property. In order to ensure the Commission's continuous and uninterrupted use and access to Provider Third Party Intellectual Property licensed by Provider and used to provide the Services:

8.6.1 Grant to the Commission. Provider hereby grants to the Commission (or, at the Commission's election, to its designee(s)) a sublicense offering the same rights and warranties with respect to such Provider Third Party Intellectual Property available to Provider (or its Affiliates or Subcontractors), on the same terms and conditions, for the benefit and use of the Commission until the expiration or termination of the Term; *provided, however*, that, in lieu of such license, Provider may, with the Commission Approval, substitute one of the following for such sublicense:

(a) the assignment to the Commission (or, at the Commission's election, to its designee(s)) of the underlying license for such Provider Third Party Intellectual Property;

(b) the procurement for the Commission (or, at the Commission's election, to its designee(s)) of a new license (with terms at least as favorable as those in the license held by Provider or its Affiliates or Subcontractors) to such Provider Third Party Intellectual Property for the benefit or use of the Commission until the expiration or termination of the Term; or

(c) the procurement for the Commission (or, at the Commission's election, to its designee(s)) of a substitute license for Provider Third Party Intellectual Property sufficient to perform, without additional cost or charge to the Commission, support or resources and at the levels of performance and efficiency required by this Agreement, the functions of Provider Third Party Intellectual Property necessary to enable the Commission or its designee to provide the Services to the Commission.

8.6.2 Other Obligations. Following the Term (for so long as the Commission chooses), Provider shall be obligated to provide access for the Commission to Provider Third Party Intellectual Property (including the source code to such Third Party Intellectual Property). Provider shall also be obligated to cause maintenance, support or other services to be available to the Commission.

8.6.3 Royalty. For the perpetual and irrevocable post-termination or post-expiration license Provider grants the Commission in this **Section 8.6**, the Commission agrees to pay a reasonable royalty to Provider in an amount to be negotiated in good faith between the Parties in the future. In the event the Parties cannot reach agreement, then a Financial Expert shall be engaged to determine the amount and payment terms of such royalty in accordance with **Section 20.8**.

8.7 General Rights.

8.7.1 Legal Notices and Legends. Each Party agrees to reproduce all applicable legal legends, including patent, trademark, copyright or confidentiality markings that may appear on any portion of the Intellectual Property and/or copies or materials embodying the Intellectual Property that may be owned by the other Party or Third Parties.

8.7.2 Cooperation on Enforcement of Intellectual Property Rights. Each Party agrees to reasonably cooperate with and reasonably assist the other Party, at the other Party's expense, in connection with the investigation or pursuit of any third party in enforcing and/or investigating violations of the Intellectual Property rights of such Party. The Party seeking to enforce its Intellectual Property rights is entitled to retain any monies so recovered.

8.7.3 Assistance in Perfecting Intellectual Property Rights. Each Party agrees to execute any documents or take any other actions as may reasonably be necessary, or as the other Party may reasonably request, to perfect such other Party's ownership of, as applicable, any Commission Intellectual Property, Provider Intellectual Property or Jointly Developed IP.

8.7.4 Residual Knowledge. Nothing in this Agreement shall restrict a Party from using the generic data processing or business process ideas, concepts, or know-how developed by or disclosed to a Party in connection with this Agreement and inadvertently retained in the unaided memory of the receiving Party's employees and representative (and not intentionally memorized for the purpose of later recording or use) who have rightful access to such information under the terms of this Agreement; *provided, however*, that such use does not infringe or misappropriate the Intellectual Property rights of a Party or breach any confidentiality obligations or other obligations under this Agreement.

8.7.5 No Implied Rights. Except as expressly specified in this Agreement, nothing in this Agreement shall be deemed to grant to one Party, by implication, estoppel or otherwise, license rights, ownership rights or any other Intellectual Property rights in any Intellectual Property owned by the other Party.

8.8 Software Escrow.

8.8.1 Original Software. On or before the Transition Completion Date, with respect to any Software code owned by Provider used in the delivery of Services to the Commission under this Agreement, including the generation or validation of lottery tickets, Provider agrees to place copies of the source code with an escrow agent mutually acceptable to the Parties and enter into an appropriate Software escrow agreement to be negotiated in good faith and agreed upon among the escrow agent, Provider and the Commission. The Provider shall deposit current versions of the code to the escrow agent at least annually. Escrow-related expenses shall constitute Lottery Expenses.

8.8.2 Third-Party Software. On or before the Transition Completion Date, with respect to any Software code for Provider Third Party Intellectual Property which relates to a gaming system, Provider agrees to use commercially reasonable efforts to secure the authority from the third-party owner of the right to place copies of

the source code with an escrow agent mutually acceptable to the Parties and enter into an appropriate Software escrow agreement to be negotiated in good faith and agreed upon among the escrow agent, Provider, third-party Software owner, and the Commission. To the extent possible Provider shall deposit current versions of the code to the escrow agent at least annually. Escrow-related expenses shall constitute Lottery Expenses.

ARTICLE 9

DATA PROTECTION, SECURITY AND CONFIDENTIALITY

9.1 Ownership of Commission Data. As between the Commission and Provider, Commission Data is and shall remain the property of the Commission at all times relevant herein. Except as provided in **Section 9.3.6**, and except to the extent prohibited by applicable Force of Law Requirements, Provider shall promptly deliver Commission Data (or the portion of such Commission Data specified by the Commission) to the Commission in the format and on a medium acceptable to the Commission: (a) at any time upon reasonable notice; and (b) at the end of the Term after the completion of all Disentanglement Services (except Contract Records, which shall be retained by Provider for the Record Retention Period, unless otherwise directed in writing by the Commission). Thereafter, except as provided in **Section 9.3.6**, Provider shall return or destroy (and with respect to Provider Personnel, shall ensure the return or destruction of), as requested and directed by the Commission, all copies of Commission Data in the possession of or under the direct or indirect control of Provider (and/or its Subcontractors, and/or any of their respective employees, consultants or agents), as soon as possible, but in no event later than thirty (30) days, and shall upon the Commission's written request, deliver to the Commission written certification of such return or destruction signed by an authorized representative of Provider or the applicable Provider Personnel. Provider shall not withhold any of Commission Data as a means of resolving any Dispute. Commission Data shall not be utilized by Provider for any purpose other than the strict performance of Services under this Agreement and Provider shall at all times comply with the Commission's policies set forth in the Operating Standards as may be amended by the Commission from time to time in accordance hereunder. Commission Data shall not be sold, assigned, leased, encumbered, commercially exploited or otherwise provided to Third Parties, including Provider Affiliates not performing any Services under this Agreement, or on behalf of Provider or any Provider Personnel. Provider shall promptly notify the Commission in writing if Provider believes that Commission Data has been used in a manner inconsistent with the foregoing.

9.2 Security.

9.2.1 Safeguarding Procedures. Provider shall establish and maintain physical, environmental, safety and facility procedures, data security and disaster recovery procedures and other safeguards consistent with the requirements of the Operating Standards against the destruction, loss, unauthorized access or alteration of Commission Data in the possession of or under the direct or indirect control of Provider (and/or its Subcontractors, and/or any of their respective employees, consultants or agents) that are: (a) no less rigorous than those maintained by the Commission prior to the Agreement Effective Date; (b) no less rigorous than those maintained by the Provider and its Affiliates for its own information of a similar nature or for other customers of Provider and its Affiliates, as modified from time to time, with respect to information of a similar nature; (c) adequate to meet the requirements of the Commission's privacy, security and records retention policies and Applicable Requirements; and (d) no less rigorous than generally accepted industry standards including of first tier providers of services similar to the Services. With respect to Commission Data in Provider's possession or direct or indirect control, Provider shall periodically provide the Commission with downloads of Commission Data in Provider's possession, as frequently as requested by the Commission, to enable the Commission to maintain backup security or backup copies of Commission Data. Provider shall remove all Commission Data from any media taken out of service and shall destroy or securely erase such media in accordance with the Operating Standards or, if not specified therein, generally accepted industry standards. No media on which Commission Data is stored may be used or re-used to store data of any other customer of Provider or to deliver data to a Third Party, including another Provider customer, unless absolutely securely erased. In the event Provider discovers or is notified of a breach or potential breach of security relating to Commission Data in Provider's possession or direct or indirect control, Provider shall expeditiously: (i) notify the Commission in writing of such breach or potential breach in sufficient time

to allow the Commission to comply with any applicable notification or other Applicable Requirements; (ii) investigate such breach or potential breach and perform a Root Cause Analysis thereon and provide such Root Cause Analysis report to the Commission; (iii) remediate the effects of such breach or potential breach of security, *provided* that the Commission, its Third Parties or its Affiliates are not the direct cause of the breach or potential breach; (iv) provide the Commission with such assurances as the Commission shall request that such breach or potential breach shall not recur, *provided* that the Commission, its Third Parties or its Affiliates are not the direct cause of the breach or potential breach; (v) provide periodic updates of any investigations to the Commission; and (vi) cooperate with the Commission with respect to any investigation by the Commission.

9.2.2 Reconstruction and Disaster Recovery Procedures. As part of the Services, Provider shall be responsible for developing and maintaining procedures for data backup and restoration to the last back-up and/or restoration of lost Commission Data using other generally accepted data restoration techniques which are: (a) no less rigorous than those maintained by the Commission prior to the Agreement Effective Date; (b) no less rigorous than those maintained by Provider and its Affiliates, as modified from time to time, with respect to information of a similar nature; (c) adequate to meet the requirements of the Commission's privacy, security and records retention policies and Applicable Requirements; and (d) no less rigorous than generally accepted industry standards including of first tier providers of services similar to the Services.

9.2.3 Corrections. Provider shall at all times adhere to the procedures and safeguards specified in the Operating Standards, and shall correct (including data backup and restoration from scheduled backups or, if not available on such backups, using other generally accepted data restoration techniques), at no charge to the Commission, any unauthorized destruction, loss or alteration of any Commission Data in Provider's possession or direct or indirect control, attributable to the failure of Provider or Provider Personnel.

9.2.4 Data Access. Upon reasonable notice to Provider, the Commission shall have the right to access all computer or other files to the extent such computer or other files contain Commission Data, as well as all systems and network logs, system parameters and documentation to the extent such systems, logs, parameters and documentation contain Commission Data (collectively "**Commission Data Files**"). Provider shall maintain Commission Data Files in a format acceptable to the Commission. At no time shall any of such files or other materials or information be stored or held in a form or manner not readily accessible to the Commission. Provider shall provide to the Commission all passwords, codes, comments, keys, documentation and the locations of any such files and other materials promptly upon the request of the Commission, including Equipment, Products and Software keys and such information as to format, encryption (if any) and any other specification or information necessary for the Commission to readily retrieve, read, revise and/or maintain such files and information. Upon the request of the Commission, Provider shall confirm in writing that, to the best of its knowledge after due inquiry, all Commission Data Files provided to the Commission are materially complete and that no material element, amount or other fraction of such Commission Data Files has been deleted, withheld, disguised and/or encoded in a manner inconsistent with the purpose and intent of providing full and open access to the Commission as contemplated by this Agreement.

9.2.5 Advice on Best Practices. Provider and the Commission shall discuss, as appropriate at applicable meetings, data security practices, procedures and safeguards in effect for other Provider customers, subject to Provider's confidentiality obligations, where such practices, procedures and safeguards are of a higher standard than those contemplated under this Agreement.

9.3 Confidentiality.

9.3.1 Confidential Information. Provider and the Commission each acknowledge that the other possesses and shall continue to possess Confidential Information that (i) has been developed or received by it, (ii) has commercial value in its or its customers' business, and (iii) is not generally available to the public. The Parties hereto acknowledge and agree that for purposes of the Indiana Access to Public Records Act (APRA) (Indiana Code 5-14-3), information requiring confidential treatment by the Commission shall be

designated (inclusive of the applicable statutory citation) by Provider as Confidential Information at the time of delivery of such information to the Commission and such shall be subject to disclosure pursuant to **Section 9.3.4** and **Section 9.5**.

9.3.2 Confidentiality Obligations.

(a) During the Term and at all times thereafter, subject to and as provided in this **Article 9**, Provider and the Commission shall not disclose, and shall maintain the confidentiality of, all Confidential Information of the other Party. The Commission and Provider shall each use at least the same degree of care to safeguard and to prevent disclosing to Third Parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication, dissemination, destruction, loss or alteration of its own information (or information of its customers) of a similar nature, but not less than reasonable care. Provider shall require all Subcontractors and Provider Personnel having access to the Commission Confidential Information to be subject to a written agreement (which may be that Provider Personnel's employment agreement) of confidentiality and non-disclosure that contains terms and conditions substantially similar to those set forth in this **Article 9** protecting the Commission Confidential Information, a form of which is set forth in **Exhibit 9.3.2**. Upon the Commission's request, Provider shall cooperate with, and enforce, such terms and conditions. Provider shall ensure that Provider Personnel shall have access to the Commission Confidential Information only to the extent necessary for such Provider Personnel to perform his/her obligations under or with respect to this Agreement or as otherwise naturally occurs in such Provider Personnel's scope of responsibility, *provided* that such access is not in violation of any Applicable Requirements.

(b) The Parties may disclose Confidential Information to their Affiliates, auditors, attorneys, accountants, consultants, contractors and subcontractors, where: (i) use by such Entity is authorized under this Agreement; (ii) such disclosure is necessary for the performance of such Entity's obligations under or with respect to this Agreement or otherwise naturally occurs in such Entity's scope of responsibility; and (iii) the Entity (and its applicable officers and employees) agrees to confidentiality obligations that meet the requirements of **Section 9.3**. The disclosing Party hereby assumes full responsibility for the acts or omissions of such Entity and shall ensure that the Confidential Information is not disclosed or used in contravention of this Agreement. Any disclosure to such Entity shall be under the terms and conditions as provided herein. Each Party's Confidential Information shall remain the property of such Party.

(c) Neither Party shall: (i) make any use or copies of the Confidential Information of the other Party except as contemplated by this Agreement; (ii) acquire any right in or assert any lien against the Confidential Information of the other Party; (iii) sell, assign, transfer, lease or otherwise dispose of Confidential Information to Third Parties or commercially exploit such information; or (iv) refuse for any reason (including a default or material breach of this Agreement by the other Party) to promptly provide the other Party's Confidential Information (including copies thereof) to the other Party if requested to do so.

9.3.3 Exclusions. **Section 9.3.2** shall not apply to any particular information which the Receiving Party can demonstrate: (a) is, at the time of disclosure to it, generally available to the public other than through a breach of the Receiving Party's or a Third Party's confidentiality obligations; (b) after disclosure to it, is published by the Disclosing Party or otherwise becomes generally available to the public other than through a breach of the Receiving Party's or a Third Party's confidentiality obligations; (c) is lawfully in the possession of the Receiving Party at the time of disclosure to it; (d) is received from a Third Party having a lawful right to disclose such information without any restriction on further disclosure; or (e) is independently developed by the Receiving Party without reference to Confidential Information of the Disclosing Party; *provided, however*, that the exclusions in the foregoing **subsections (a), (b) and (c)** shall not be applicable to the extent that the disclosure or sharing of such information by one or both Parties is subject to any limitation, restriction, consent or notification requirement under any applicable Data Privacy Laws then in effect. The Parties acknowledge and agree that Confidential Information that is not generally available to the public shall not be deemed public or subject to this exclusion merely because it is combined with information that is generally available to the public.

9.3.4 Legally Required Disclosures. The Receiving Party may disclose the Confidential Information of the Disclosing Party to the extent disclosure is based on the good faith written opinion of the Receiving Party's legal counsel that disclosure is required by Force of Law Requirements; *provided, however*, that the Receiving Party shall give advance notice of such requested disclosure and a legal opinion to the Disclosing Party prior to any such disclosure and the Disclosing Party shall have the right to pursue a protective order or otherwise protect the confidentiality of such Confidential Information. For purposes of this **Section 9.3.4**, the Parties' in-house counsel or law department may act as their respective legal counsel.

9.3.5 Notification and Mitigation. In the event of any impermissible disclosure, loss or destruction of Confidential Information, the Receiving Party shall immediately notify the Disclosing Party and take all reasonable steps to mitigate any potential harm or further disclosure, loss or destruction of such Confidential Information.

9.3.6 Return/Destruction of Confidential Information. Upon the expiration or termination of the Term, and at any other time upon written request by the Disclosing Party, the Receiving Party shall return to the Disclosing Party all applicable Confidential Information (including all documentation in any medium to the extent it contains, refers to, or relates to the Confidential Information) of the Disclosing Party then in its possession or control, in whatever form, or, in the case of a written request by the Disclosing Party, the Confidential Information specified in such request as then in the Receiving Party's possession or control, in whatever form, in any case within thirty (30) days (except Contract Records, which shall be retained by Provider for the Record Retention Period unless and to the extent Provider is directed by the Commission to deliver such Contract Records to the Commission prior to the expiration of such Record Retention Period). In addition, unless the Disclosing Party otherwise consents in writing, the Receiving Party also shall deliver to the Disclosing Party or, if requested by the Disclosing Party, shall delete or destroy, any copies, duplicates, summaries, abstracts or other representations of any such Confidential Information or any part thereof, in whatever form, then in the possession or control of the Receiving Party (and/or its Subcontractors, and/or any of their respective employees, consultants or agents). Notwithstanding the foregoing: (a) Provider may retain a reasonable number copies of documentation and data, excluding Commission Data, for archival purposes or warranty support; *provided, however*, that any subsequent disclosure of such archived data shall comply with this **Article 9**; and (b) the Commission may retain copies of Provider Confidential Information to the extent required by Force of Law Requirements, to the extent otherwise permitted under this Agreement and for legal archival purposes; *provided, however*, that any subsequent disclosure of such archived data shall comply with this **Article 9**. Each Party shall deliver to the other Party written certification of its compliance with this **Section 9.3.6** signed by an authorized representative of such Party.

9.4 Injunctive Relief. If the Receiving Party or anyone acting on its behalf or operating under its control, publishes, transmits, releases, discloses or uses any Confidential Information of the Disclosing Party in violation of this **Article 9**, or if the Disclosing Party anticipates that the Receiving Party may violate or continue to violate any restriction set forth in this **Article 9**, then the Disclosing Party shall have the right to have the provisions of this **Article 9** specifically enforced by any court identified in **Section 20.6** having equity jurisdiction, without being required to post bond or other security and without having to prove the inadequacy of available remedies at law, it being acknowledged and agreed that any such violation shall cause irreparable injury to the Disclosing Party and that monetary damages shall not provide an adequate remedy.

9.5 Information Request. Notwithstanding anything contained herein to the contrary (including **Section 9.3.4**), if (a) any Person shall request any information from the Commission (including any Confidential Information), (b) the Commission has given ten (10) Business Days' notice to Provider of such request, and (c) Provider fails to assert in a notice given to the Commission by such tenth (10th) day that, consistent with **Section 9.3.4**, it has determined such information is not subject to disclosure pursuant applicable Force of Law Requirements and Provider instructs the Commission in such notice to protect information from disclosure (or Provider fails to assume and pursue the defense, at Provider's sole cost and expense, of any related administrative or judicial proceeding that the Commission has given Provider notice of), then the Commission may in its discretion release any such information (including any Confidential Information) to such Person without any further consent or approval from the Provider. Nothing in this **Section 9.5** shall prevent or restrict the Commission from making any

disclosure of any information (including any Confidential Information) pursuant to any other provision of this Agreement or any applicable Force of Law Requirements.

ARTICLE 10

COMPENSATION AND PAYMENT TERMS

10.1 Compensation. During the Term, as the only payments for all of the Services and other tasks and obligations to be performed by Provider hereunder, the Commission shall pay to Provider (i) the Operating Expenses and certain Incentive Compensation set forth in **Schedule 10.1**, and (ii) if applicable, the Operating Expenses of Provider as specified in the Ramp-up Period Plan and (iii) such additional amounts specifically called for in this Agreement to be paid by the Commission to the Provider (together, the “**Payments**”). The Commission shall not be liable for and shall not pay any additional fees, amounts or charges other than as specifically set forth in this Agreement or Approved by the Commission. Except as otherwise expressly provided in this Agreement (including any Approved Ramp-up Period Plan) or separately Approved by the Commission, the Commission shall not pay Provider any additional fees, assessments, reimbursements or expenses for labor and general business expenses (including travel, meals and overhead expenses) for the Services and other tasks, services and obligations of Provider hereunder, or any costs incurred by Provider prior to the Base Services Commencement Date.

10.2 Invoices.

10.2.1 General Requirements. On the first Business Day of each calendar month during the Term, beginning with the first month following the Base Services Commencement Date, Provider shall deliver to the Commission or its designee an invoice in the form and format set forth in **Exhibit 10.2** for payment of the percentage equal to one-twelfth (1/12) of the aggregate Operating Expenses set forth in the Budget payable to Provider during such Contract Year. Each monthly invoice shall be accompanied by backup data and information documenting Lottery Expenses during the previous month. It is understood and agreed by the Parties that: (i) such backup data and information shall be provided with the monthly invoices solely for information purposes and that actual invoiced Management Fees and Lottery Expenses will be reconciled following the end of the Contract Year, with any Budget surpluses being returned to the Commission pursuant to **Section 10.3.2**, and (ii) the amounts of the monthly invoices may not, on a month to month basis, reconcile with the backup data and information provided with such invoices during the course of the Contract Year. The invoice(s) and data underlying each invoice shall be delivered to the Commission electronically (if requested by the Commission) in a form and format compatible with the Commission’s accounting systems. All invoices shall be subject to the Commission’s review and Approval based on the requirements of this **Section 10.2.1** prior to payment, and any Dispute shall be raised in accordance with **Article 20**. Invoices for Operating Expenses incurred through June 30 of any year must be submitted to the Commission no later than July 31 of that year. By no later than July 31 of each year, Provider shall submit to the Commission final data and information sufficient to reasonably demonstrate to the Commission Provider Net Income for such Contract Year. In addition to the rights of the Commission under **Section 10.4**, all invoices are subject to withholding and set off for payments of taxes, permit fees or other statutory, regulatory or judicially required payments currently due to the State by Provider, Provider Key Personnel or Affiliates. Any payments that the Commission may delay, withhold, deny or apply under this **Section 10.2** shall not be subject to penalty or interest except as provided in **Section 10.2.3**.

10.2.2 Annual Invoice for Incentive Compensation or Net Income Shortfall Payment. By no later than July 31 of each year, Provider shall submit to the Commission a final annual invoice demonstrating and setting forth the amount of the Incentive Compensation or Net Income Shortfall Payment, as applicable. Notwithstanding anything contained herein to the contrary, Provider hereby acknowledges and agrees that any Incentive Compensation or Net Income Shortfall Payment, as applicable, payable in any Contract Year shall be limited as set forth in **Sections 3(b)** and **5(b)** in **Schedule 10.1**, respectively.

10.2.3 Payment Due Date; Late Payment. Unless otherwise provided (e.g., in the Transition Plan or the Ramp-up Period Plan) invoices for Payments other than those described in **Sections 10.2.1** and **10.2.2**, shall be submitted monthly. Unless subject to a Dispute, the Commission shall pay Provider the

amounts stated in each such invoice within thirty-five (35) days after the Commission's receipt of an invoice that complies with the requirements of this Agreement.

10.3 Budget Overruns and Surpluses.

10.3.1 Budget Overruns. Provider shall be solely responsible for all operating costs and expenses that are in excess of the Lottery Expenses set forth in the Budget unless such additional costs and expenses are Approved. If any such additional expenses are Approved by the Commission, then the applicable Annual Business Plan shall be adjusted to include such additional expenses in the calculations of the Lottery Expenses to be paid corresponding to such adjusted Annual Business Plan.

10.3.2 Budget Surpluses. If at the end of any Contract Year any portion of the Management Fees or Lottery Expenses allocated for such Contract Year has not been used to pay Management Fees or Lottery Expenses, respectively, then the balance of Payments attributable to Management Fees or Lottery Expenses (as applicable) for such Contract Year shall be returned (to the extent previously paid to Provider) to the Commission within thirty (30) days of the end of such Contract Year and shall be credited in the calculation of Provider Net Income for such Contract Year.

10.4 Right to Apply Monies. The Commission shall have the right to deduct, from any funds or monies due to Provider, any amounts due or to become due to the Commission from Provider as a result of any losses, costs, expenses, damages, obligations or liabilities for which Provider is responsible pursuant to the terms and provisions of this Agreement. In the event it is determined after undertaking (a) the Dispute Resolution Procedures in **Article 20** or (b) any Financial Expert's Upward Adjustments or Financial Expert's Downward Adjustments process in accordance with **Schedule 10.1**, that any of such monies were improperly withheld (or any of Provider's Security improperly converted to cash pursuant to **Article 18**), the Commission shall pay such sums to Provider, with interest accruing from the date such monies were first due to be paid to Provider, at a rate equal to the lesser of (a) one percent (1%) per month or (b) the then applicable rate for overpayment of tax prescribed by the Commissioner of the Indiana Department of Revenue pursuant to Indiana Code 6-8.1-10-1.

10.5 Taxes. Each Party shall be responsible for their own taxes, if any, arising under or in connection with this Agreement.

ARTICLE 11

RECORDKEEPING AND AUDIT RIGHTS

11.1 Contract Records.

11.1.1 Records. With respect to the performance of Services and as reasonably needed to validate Provider's compliance with this Agreement, Provider shall maintain complete and accurate records of and supporting documentation for all Payments, all Commission Data and all transactions, authorizations, changes, implementations, soft document access, reports, plans, projections, proposals, submittals, Subcontracts, invoices, schedules, budgets, forecasts, income statement, balance sheets, statements of cash flow and changes in financial position, filings, returns, analysis, materials, documents, working papers, presentations, procedures, samples, specifications, diagrams, drawings, controls, records, reports, papers, certificates, settlements, correspondence, expert analysis, investigations, notices, requests, complaints, studies, surveys, tests, test results, statements, agreements, data (including test data) or information created, generated, collected, processed or stored by Provider, whether in printed, handwritten, coded, magnetic or other form, during the course of the performance of its obligations under this Agreement ("**Contract Records**").

11.1.2 Access to Contract Records. Provider shall make all Contract Records available for inspection by the Commission and its authorized representatives, designees and legal counsel. Provider shall make the same available at Provider's principal offices in the State, at all times during normal business hours, or at other reasonable times, in each case, without charge, throughout the Term of this Agreement and thereafter. Provider shall furnish copies at no cost to the Commission when reasonably requested by the Commission. The Commission may conduct

any such inspection upon forty-eight (48) hours' prior notice, or unannounced and without prior notice where there is good faith suspicion of fraud. The right of inspection includes the right to make extracts and take notes. To avoid confusion, this **Section 11.1.2** shall remain in full force and effect regardless of whether either Party or both of the Parties have invoked the Dispute Resolution Procedures under **Article 20**.

11.2 Recordkeeping. Provider shall maintain Contract Records in accordance with Applicable Requirements and in accordance with the Commission's record retention policy set forth in the Operating Standards as modified from time to time in accordance hereunder (the "**Record Retention Period**").

11.3 Commission Audit Rights.

11.3.1 Audit Procedures. In connection with any and all audits conducted by the Commission under this **Section 11.3**, the Parties shall follow the procedures set forth below in **subsections (a) through (h)** and in the Operating Standards during the Term and the Contract Record retention period, as required in the Operating Standards.

(a) The Commission and the Commission's internal and external auditors, regulators and other representatives, including customers, clients, vendors, licensees and other Third Parties to the extent the Commission is legally or contractually obligated to submit to audits by such entities (all such parties and entities, the "**Permitted Auditors**"), shall have the right to conduct audits of Provider, Provider Affiliates and Subcontractors pursuant to this **Section 11.3**, *provided* that such Permitted Auditors have agreed in writing to be bound by the confidentiality terms that are substantially similar to those in this Agreement.

(b) Provider shall provide such cooperation and assistance as may be reasonably requested by the Commission and/or its Permitted Auditors in conducting any audit, and shall make requested Provider Personnel and Contract Records available. In performing audits, the Commission shall give Provider fifteen (15) days' advance notice of audits; *provided, however*, the fifteen (15) day advance notice requirement shall not apply in connection with audits by or in connection with Governmental Authorities.

(c) Upon the Commission's request, Provider shall assist the Commission, in conducting and/or responding to any audit or audit request, including assisting in the Commission's attempts to obtain certifications or other confirmations required by the Applicable Requirements.

(d) Notwithstanding anything contained herein to the contrary including in this **Section 11.3**, the Commission and its Permitted Auditors shall not be given access to: (i) the proprietary information of other Provider customers; (ii) Provider locations or facilities, or areas in locations or facilities, that are not involved in, directly or indirectly in whole or part, the provision of Services to the Commission; or (iii) Provider's internal costs or pricing models, except to the extent such costs are the basis upon which the Commission is charged and/or are necessary to calculate the applicable variable Payments.

(e) In performing any audits, the Commission and its Permitted Auditors shall use commercially reasonable efforts to avoid unnecessary disruption of Provider's operations and unnecessary interference with Provider's ability to perform the Services in accordance with this Agreement. Access for such audits shall be provided during normal business hours, except as may reasonably be required on an emergency basis or by Force of Law Requirements.

(f) Provider shall provide to the Commission (and its Permitted Auditors) reasonable private workspace in which to perform an audit, plus access to photocopiers, telephones, facsimile machines, computer hook-ups and any other facilities or equipment reasonably requested for the performance of the audit.

(g) Provider acknowledges that the Commission may engage in unannounced physical or electronic audits, inspections and visitations of Provider Service Locations if required by applicable Force of Law Requirements, or if the Commission in good faith has a reasonable suspicion that Provider may not be performing in compliance with this Agreement, then upon twenty-four (24) hour advance verbal notice.

(h) The Commission (and its Permitted Auditors) shall not audit Provider more than two (2) times per Contract Year. The foregoing limitation on the number of audits shall not apply: (i) if additional audits are required by applicable Force of Law Requirements; (ii) if additional audits are required as a result of Provider's non-compliance with this Agreement; or (iii) to audits by Governmental Authorities other than the Commission in accordance with **Section 11.5**.

11.3.2 Operational Audits. The Commission and its Permitted Auditors shall have the right to conduct any reasonable type of operational audit to verify that the performance of the Services is in compliance with this Agreement including the Highest Standards. Such audit shall, as determined by the Commission: (a) verify the integrity of Commission Data in Provider's possession or under its control; (b) examine the systems that process, store, support and transmit that data; (c) examine the internal controls (e.g., IT, finance and accounting, procurement, organizational controls, input/output controls, system modification controls, processing controls, system design controls and access controls) and the security, disaster recovery, business continuity and back-up practices and procedures; (d) examine Provider's performance of the Services; (e) verify Provider's reported performance against the applicable SLAs; (f) examine Provider's measurement, monitoring and management tools; and (g) enable the Commission to meet applicable Force of Law Requirements and contractual requirements (including those associated with the Sarbanes-Oxley Act of 2002 and the implementing regulations promulgated by the United States Securities and Exchange Commission and Public Company Accounting Oversight Board), in each case to the extent applicable to the Services.

11.3.3 Financial Audits. The Commission and its Permitted Auditors shall have the right to conduct any type of reasonable financial audit to verify that the Provider's invoices have been calculated in compliance with the invoicing and pricing terms and conditions and the compliance of the foregoing with the terms and conditions of this Agreement. Such audit may, in addition, as determined by the Commission: (a) verify the accuracy and completeness of Contract Records; (b) verify the accuracy and completeness of the Incentive Compensation and Operating Expenses and any other Approved expenses; (c) examine the financial controls, processes and procedures utilized by Provider; and (d) enable the Commission to meet applicable Force of Law Requirements and contractual requirements, in each case to the extent applicable to the Services and/or the Payments for such Services.

11.4 Audit Results.

11.4.1 Results of Operational Audits. If an operational audit under **Section 11.3.2** reveals that Provider is not in compliance with any of the Applicable Requirements or any other term of this Agreement, Provider shall be responsible for and liable for, at Provider's sole cost and expense, promptly taking any and all actions necessary to comply with such Applicable Requirements or term of this Agreement. In addition, Provider shall promptly reimburse the Commission for the actual cost of such audit and any damages, fees, fines or penalties assessed against or incurred by the Commission as a result thereof.

11.4.2 Results of Financial Audits. If a financial audit under **Section 11.3.3** reveals an overcharge by Provider, Provider shall promptly pay to the Commission the amount of such overcharge, together with interest from the date of Provider's receipt of such overcharge at then applicable rate for overpayment of tax prescribed by the Commissioner of the Indiana Department of Revenue pursuant to Indiana Code 6-8.1-10-1. In addition, if any such audit reveals an overcharge of more than three percent (3%) of the audited Payments in any Payment category, Provider shall promptly reimburse the Commission for the actual cost of such audit (including all fees of any Permitted Auditors) and any damages, fees, fines or penalties assessed against or incurred by the Commission as a result thereof.

11.4.3 Audit Follow-Up. Provider and the Commission shall meet promptly upon the completion of a Commission audit (but in no event more than fifteen (15) days after completion) conducted pursuant to this **Article 11** (i.e., an exit interview) and/or the issuance of an interim or final report to Provider and the Commission following an audit. Provider shall develop for Commission Approval an action plan for Provider to take (within thirty (30) days, unless a shorter resolution time is mutually agreed to by the Parties in writing) any and all actions necessary for Provider to rectify, at its sole cost and expense, its non-

compliance with any Applicable Requirements or term of this Agreement, or otherwise resolve any deficiencies, problems, concerns or issues and/or any recommendations identified in such exit interview and/or audit report.

11.5 Governmental Audits of the Commission. The Commission may be subject to regulation and audit by Governmental Authorities or standards organizations under Applicable Requirements or contract provisions. If a Governmental Authority or standards organization exercises its right to examine or audit the Commission's books, records, documents or accounting practices and procedures pursuant to such Applicable Requirements or contract provisions Provider shall provide all assistance reasonably requested by the Commission in responding to such audits or requests for information (including allowing the Commission to conduct an audit pursuant to **Section 11.3**), and shall do so in a timely and expeditious manner to facilitate the prompt closure of such audit or request.

11.6 Provider Internal Investigations and Audits.

11.6.1 Provider Investigations. In accordance with the Operating Standards, Provider shall commence a complete and thorough financial and operational investigation promptly following (a) every third (3rd) Contract Year during the Term and (b) the final Contract Year.

11.6.2 Internal Audits. If Provider determines as a result of its own internal audit that it has: (a) overcharged the Commission, then Provider shall (i) promptly pay to the Commission the amount of such overcharge, plus interest from the date of Provider's receipt of such overcharge at the then applicable rate for overpayment of tax prescribed by the Commissioner of the Indiana Department of Revenue pursuant to Indiana Code 6-8.1-10-1 and (ii) investigate why such overcharge occurred and identify in writing to the Commission what actions Provider is taking to ensure that such overcharge shall not occur again; and/or (b) failed to perform a task, activity or process in compliance with any applicable Force of Law Requirements or terms of this Agreement, then Provider shall (i) investigate why such failure occurred and identify in writing to the Commission what actions Provider is taking to ensure that such failure shall not occur again, and (ii) work with the Commission to identify the portion of the Services that may have been impacted and the Commission personnel affected by such failure. In any case, Provider shall comply with the requirements of **Section 11.4.3** to address any deficiencies, problems, concerns or issues.

11.7 Provider Response to External Audits. If an audit by a Governmental Authority other than the Commission or by a standards organization having jurisdiction over the Commission or Provider results in a finding that Provider is not in compliance with any Applicable Requirements, including any generally accepted accounting principle or other audit requirement relating to the performance of its obligations under this Agreement, Provider shall, at its sole cost and expense and within the time period specified by such auditor, address and resolve any deficiencies, problems, concerns and issues identified by such Governmental Authority or standards organization.

11.8 Audit Costs. Provider shall provide the audit-related Services and the audit assistance and compliance described in this **Article 11** at no additional charge or expense to the Commission.

ARTICLE 12

REPRESENTATIONS, WARRANTIES AND COVENANTS

12.1 Provider Representations, Warranties and Covenants.

12.1.1 Legal and Corporate Authority. Provider represents and warrants to the Commission that:

(a) (i) Provider is a special purpose entity which is an Indiana limited liability company and wholly-owned subsidiary of the Guarantor and is qualified and registered to transact business in all locations where the performance of its obligations hereunder would require such qualification and registration; (ii) Provider was and shall remain incorporated under the laws of the State, its principal place of business is and will continue to be in

Marion County, Indiana, and its principal assets are and will continue to be located in the State; (iii) Provider has all necessary powers and authority to enter into and perform this Agreement, and the execution, delivery and performance of this Agreement by Provider have been duly authorized by all necessary corporate action; (iv) the execution and performance of this Agreement by Provider shall not breach any agreement, court order, judgment or decree to which Provider is a party or by which it or its property is bound; (v) Provider has, and promises that it shall maintain in effect, all Governmental Approvals necessary for it to provide the Services contemplated by this Agreement, except to the extent the failure to obtain any such Governmental Approvals is, in the aggregate, immaterial; and (vi) Provider is in compliance in all material respects with all Applicable Requirements.

(b) (i) Guarantor is IGT Global Solutions Corporation and is qualified and registered to transact business in all locations where the performance of its obligations hereunder would require such qualification and registration; (ii) Guarantor has all necessary powers and authority to enter into and perform the Guaranty, and the execution, delivery and performance of the Guaranty by Guarantor have been duly authorized by all necessary corporate action; (iii) the execution and performance of the Guaranty by Guarantor shall not breach any agreement, court order, judgment or decree to which Guarantor is a party or by which it or its property is bound; (iv) Guarantor has, and promises that it shall maintain in effect, all Governmental Approvals necessary for it to provide the Services contemplated by the Guaranty, except to the extent the failure to obtain any such Governmental Approvals is, in the aggregate, immaterial; and (v) Guarantor is in compliance in all material respects with all Applicable Requirements.

12.1.2 Performance of the Services. Provider represents and warrants to the Commission that Provider, directly or through Affiliates and/or Subcontractors, has the skills, resources and expertise to provide and covenants that it shall provide all Services in accordance with the terms of this Agreement. Without limiting the generality of the foregoing, Provider represents and warrants to the Commission that all Services provided under this Agreement shall be provided in a timely, professional and workmanlike manner consistent with the generally accepted industry standards of quality and integrity; *provided, however*, that where this Agreement specifies a particular standard or criteria for performance, including applicable SLAs, this warranty is not intended to and does not diminish that standard or criteria for performance. Provider hereby certifies that each of the representations and warranties set forth in this **Section 12.1.2** and in **Schedule 12.1.2** attached hereto are true and correct as of the date hereof and covenants that it shall maintain compliance with each such representation and warranty (the “**Provider’s Standard Certifications**”).

12.1.3 Equipment. Provider shall possess (a) good title, free and clear of all liens, to the Equipment or (b) good and transferable interests or contract rights to Equipment that is leased by or supplied to Provider under valid and enforceable leases or contracts that may be assigned to the Commission and/or the Replacement Provider (and/or their Affiliates) at no cost or expense to the Commission and/or the Replacement Provider (and/or their Affiliates). Provider shall cause all Equipment to be maintained in a state of good operating condition and repair (except for ordinary wear and tear), in conformity with Applicable Requirements, and in a manner that is consistent with past practice of the Commission prior to the Agreement Effective Date and with acceptable and prudent business practices equal to or higher than the generally accepted industry standards of first tier providers of services similar to the Services.

12.1.4 Products. Provider shall have good title, free and clear of all liens, to the Products that are purchased as a Lottery Expense. Provider shall cause all Products to be of a quality and quantity usable, in the ordinary course of business, and in a manner that is consistent with past practice of the Commission prior to the Agreement Effective Date and with acceptable and prudent business practices equal to or higher than the generally accepted industry standards of first tier providers of services similar to the Services.

12.1.5 Efficiency and Cost Effectiveness. Provider covenants to the Commission that Provider shall use commercially reasonable efforts to provide the Services in a cost-effective manner consistent with the required levels of quality and performance. Without limiting the generality of the foregoing, such actions shall include: (a) making adjustments in the timing of actions and the performance of non-critical functions (consistent with the Commission priorities and schedules for the Services and Provider’s obligation to meet the SLAs); (b) scheduling usage of Commission system resources to low utilization periods where practicable

and in Provider's control; and (c) efficiently using the processes and resources for which the Commission is charged hereunder, consistent with industry norms.

12.1.6 No Inducements. Provider represents and warrants to the Commission that neither Provider nor any of its Affiliates, nor any Provider Personnel, has accepted or shall accept anything of value based on an understanding that the actions of Provider, any such Affiliates or any such Provider Personnel would be influenced thereby in connection with this Agreement. Provider further represents and warrants that it has not given, nor has any of its officers, directors, employees, agents or representatives given, any payments, gifts, or other thing of value to any Commission Personnel (or any commissioner of the Commission) in violation of the Ethics Code.

12.1.7 Financial Condition and Accuracy of Financial Information. Provider represents and warrants to the Commission that Provider now possesses, and covenants that it shall maintain throughout the Term, sufficient financial resources to comply with all of the requirements of Provider under this Agreement, including any contingent obligations under any Subcontract. If Provider experiences a change in its financial condition that would materially and adversely impact its ability to perform under this Agreement, then it immediately shall notify the Commission of such change. Provider further represents and warrants to the Commission that all financial statements, reports and other information furnished by Provider to the Commission as part of the Provider Bid or otherwise in connection with the award of this Agreement fairly and materially accurately represent the business, properties, financial condition and results of operations of Provider as of the respective dates, or for the respective periods, covered by such financial statements, reports or other information. Since the respective dates or periods covered by such financial statements, reports or other information, there has been no material adverse change in the business, properties, financial condition or results of operations of Provider.

12.1.8 No Litigation. Provider represents and warrants to the Commission that as of the Agreement Effective Date there is no pending or, to its knowledge, anticipated claim, suit or proceeding that involves Provider that would materially and adversely impact Provider's ability to perform its obligations under this Agreement including actions pertaining to the proprietary rights described in **Section 12.1.9**. At all times during the Term, Provider shall notify the Commission, within a reasonable period of time after Provider's knowledge of any such claim, suit or proceeding initiated by or against Provider that would materially adversely impact Provider's ability to perform under this Agreement.

12.1.9 Non-Infringement; Authority to Grant Rights. Provider represents and warrants to the Commission that, to its knowledge, the Work Product, Provider Intellectual Property, Software, Equipment, Products, tools and processes furnished or used by Provider in providing the Services and the Commission's use (in compliance with this Agreement) thereof, shall not infringe, misappropriate or violate any Intellectual Property rights of any Third Party. Provider further represents and warrants that Provider: (a) has the right to grant the rights and/or licenses granted to the Commission in this Agreement; and (b) is the owner of or authorized to use all Provider Intellectual Property, Software, Equipment, Products, tools, processes and Intellectual Property furnished or used by Provider in providing the Services.

12.1.10 Information Furnished to the Commission. Provider represents and warrants to the Commission that to the best of its knowledge after due inquiry: (a) the Provider Bid; (b) all written clarifying responses and other written information submitted by or on behalf of Provider as part of the RFI process; (c) all pricing information and disclosures; and (d) all the information provided by Provider made a part of this Agreement contains no untrue statement of a material fact or omits any material fact necessary to make such information not misleading.

12.1.11 Additional Provider Payment. On or before July 31, 2015, Provider shall pay the Additional Provider Payment to the Commission.

12.2 Covenant Regarding Malicious Code. Provider shall cooperate with the Commission and shall take commercially reasonable actions and precautions consistent with **Section 9.2.1** to prevent the introduction and proliferation of Malicious Code into the Commission's networks, environments and/or systems (including all

subcomponents thereof) or networks, environments and/or systems (including all subcomponents thereof) used by Provider to provide the Services. Without limiting Provider's other obligations under this Agreement, in the event Malicious Code is found in any Provider Intellectual Property, Work Product, Equipment, Products, Software, networks, environments and/or systems (including all subcomponents thereof): (a) managed, supported and/or provided by Provider hereunder; (b) used or accessed by Provider to provide the Services; and/or (c) used or accessed by the Commission to receive the Services, then in any such case Provider shall, at no additional cost or charge to the Commission, eliminate and reduce the effects of such Malicious Code and, if the Malicious Code causes a loss of operational efficiency or loss of data, to mitigate such losses and restore such data with generally accepted data restoration techniques; *provided that* in the case of clauses (b) or (c), Provider's obligations shall apply only if such Malicious Code was introduced by Provider, Provider's Affiliates or Provider's Subcontractors.

12.3 Covenant Regarding Facilities, HQ Space Arrangement and Transferred Assets.

12.3.1 Facilities. Provider and the Commission shall enter into sublease agreements in a usual and customary form as presented by the Commission to Provider (collectively, the "**Sublease Agreements**") whereby Provider subleases from the Commission the entirety of the South Bend Facility, Distribution Facility and Evansville Facility as described in the attached **Schedule 12.3.1** (collectively, the "**Facilities**") on the same terms and conditions as stated in the lease agreements entered into by the Commission to lease the Facilities in effect on the Transition Completion Date. The Sublease Agreements shall be entered into by, and effective on, the Transition Completion Date. Provider shall cooperate with the Commission in its efforts to obtain landlord consent to sublet the South Bend Facility and Evansville Facility to Provider. Notwithstanding the foregoing provisions of this **Section 12.3.1**, if requested by the Commission (whether prior to or after the Transition Completion Date), Provider shall cooperate with the Commission by the Provider entering into direct leases with the landlords for the Facilities on the substantially the same terms and conditions as stated in such existing lease agreements of the Commission to permit the existing lease agreements of the Commission related to the Facilities (and any Sublease Agreements) to be terminated at no cost to the Commission.

12.3.2 HQ Space Arrangement. The Commission agrees to make available for the benefit of Provider's operations (including providing a principal office location for Provider Key Personnel) office space on a shared, non-exclusive basis at the Commission's HQ Facility which shall be (i) consistent with the requirements of the HQ Lease (the "**HQ Space Arrangement**") and (ii) of such a scope, nature of arrangement and location of space use arrangements that are both consistent with past practices of the Commission and as the Parties shall mutually agree upon, mindful of their respective and collective operating, security and integration needs. The HQ Space Arrangement shall remain in effect until the sooner of when (a) the HQ Lease terminates or (b) the Commission otherwise directs pursuant to ninety (90) days' notice and Approves in a Budget (either in an Updated Annual Business Plan or in an Budget amendment) an amount that it reasonably determines to be sufficient to facilitate locating such operations of the Provider in a separate facility located in Marion County, Indiana meeting Provider's reasonable needs.

12.3.3 Transferred Assets. Provider and the Commission shall enter into such assignments, bills of sale or other instruments in a usual and customary form as presented by the Commission to Provider (collectively, the "**Transfer Instruments**") whereby the Commission grants or transfers use rights related to the provision of Services to Provider, and Provider acquires or otherwise assumes such use rights from the Commission (and any related obligations), to the property and interest as described in **Schedule 12.3.3** to be mutually agreed upon by the Parties during Transition (collectively, the "**Transferred Assets**") on the same terms and conditions as the Commission possesses regarding, and is entitled to such use of, the Transferred Assets as of the Transition Completion Date. The Transfer Instruments shall be entered into by, and effective on, the Transition Completion Date.

ARTICLE 13

TERM AND TERMINATION

13.1 Term of Agreement.

13.1.1 Term and Termination Date. The term of this Agreement (the “Term”) shall commence on the Agreement Effective Date and shall continue until the earlier of the following dates (the “Termination Date”):

(a) June 30, 2028 or such later date as the Term may be extended pursuant to **Section 13.1.2**;
or

(b) the date on which this Agreement terminates in accordance with this **Article 13**.

13.1.2 Extension of the Term. If Provider Net Income is more than one hundred ten percent (110%) of Incentive Net Income in the sixth (6th) Contract Year or any subsequent Contract Year during the Term, then Provider may, at its option, extend the Term of this Agreement by one (1) additional Contract Year for each exercise of any such option up to a maximum number of extensions of ten (10) additional Contract Years; *provided, however*, that Provider Net Income for the final Contract Year of the Term (including as extended) shall not serve as the basis for an option to extend the Term of this Agreement. Provider shall exercise each such option under this **Section 13.1.2** by giving the Commission notice thereof, within ninety (90) days after Provider’s timely submission of the final annual invoice pursuant to **Section 10.2.2** that relates to the Contract Year that satisfies the conditions for the exercise of any such option. If Provider does not give the Commission such notice within such ninety (90) day period, then any such option shall expire. For avoidance of doubt, the latest possible Termination Date resulting from the operation of this **Section 13.1.2** would be June 30, 2038.

13.2 Termination for Convenience by Commission.

13.2.1 Commission’s Rights to Terminate for Convenience. Subject to its payment obligations set forth in **Section 13.2.2** below, the Commission shall have the right to terminate this Agreement for its convenience, without penalty or liability, including any penalty or liability for any future Provider lost revenue or severance costs, by delivering to Provider a Termination Notice no less than ninety (90) days prior to the Termination Date specified therein.

13.2.2 Termination for Convenience Fee. If the Commission terminates this Agreement for its convenience, then Provider shall (i) take all measures required by **Article 14** and (ii) submit no later than two (2) months from the Termination Date a “**13.2.2 Termination Settlement Proposal**” to the Commission which shall set forth Provider’s requested termination fee determined in accordance with the criteria in **subsections (a) through (i)** of this **Section 13.2.2**. If Provider fails to submit such proposal within such two (2) month period, the Commission may determine, on the basis of information available and the criteria set forth below, the amount, if any, due to Provider and shall pay Provider such amount and such payment shall be deemed full satisfaction and settlement. If the Parties cannot agree on the 13.2.2 Termination Settlement Proposal, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final amount to be paid by the Commission pursuant to this **Section 13.2.2** (any sum to be paid by the Commission in accordance with this **Section 13.2.2**, the “**13.2.2 Termination Payment**”). The 13.2.2 Termination Payment shall be based on the aggregate of the following:

(a) Provider’s Management Fee due and owing to Provider pro-rated for the applicable portion of the Contract Year until the Termination Date; *plus*

(b) any Incentive Compensation due and owing to Provider from any previous Contract Year and, in the event that Incentive Net Income was exceeded in each of the three Contract Years prior to the Termination Date, an amount equal to the average annual Incentive Compensation (excluding any Incentive Compensation determined by reference to Provider’s Unrecovered Shortfall Amount) Provider received during the three previous Contract Years as pro-rated for the applicable portion of the Contract Year until the Termination Date; *plus*

(c) in the event that Incentive Net Income was exceeded in each of the three Contract Years prior to the Termination Date, an amount equal to one hundred fifty percent (150%) of the average annual Incentive Compensation (excluding any Incentive Compensation determined by reference to Provider’s Unrecovered Shortfall Amount) Provider received during the three previous Contract Years; *plus*

(d) documented Lottery Expenses due and owing to Provider for goods or services rendered prior to the Termination Date; *plus*

(e) any then remaining unrecovered Provider's Commission Expense Payment; *plus*

(f) the Unamortized Amount of any capital expenditures made or incurred by Provider directly related to the provision of the Services; *provided that* Provider shall, as and if directed by the Commission: (i) take all reasonable measures to mitigate such costs pursuant to this **Section 13.2.2** and **Section 16.7** including by causing a redeployment of such remaining assets or contractual rights to other productive opportunities for their continued use that may be available to Provider or its Affiliates (in which event the amount payable under this **Section 13.2.2(f)** shall be reduced accordingly) or (ii) cause any Equipment and Products that have been fully paid for by the Commission associated with such Payments (and not redeployed pursuant to the foregoing clause (i)) to be transferred to the Commission, as the Commission may request, free and clear of all liens and encumbrances; *plus*

(g) reasonable documented costs of Provider incurred in the disentanglement and demobilization of Provider which are not included in **subsections (a) through (e)**, including reasonable costs relating to amounts due and owing to Subcontractors under Subcontracts (*provided that* such Subcontracts conformed to the requirements of **Article 7**), amounts due and owing under leases and licenses, severance costs for Provider Personnel as set forth in the Approved Disentanglement Services Plan, and other expenses reasonably necessary for storage, transportation and other incurred costs reasonably necessary for the preservation, protection or disposition of the Lottery's assets; *provided that* Provider shall, as and if directed by the Commission: (i) take all reasonable measures to mitigate such costs pursuant to this **Section 13.2.2** and **Section 16.7** including by causing a redeployment of such remaining assets or contractual rights to other productive opportunities for their continued use that may be available to Provider or its Affiliates (in which event the amount payable under this **Section 13.2.2(d)** shall be reduced accordingly) or (ii) cause any Equipment and Products that have been fully paid for by the Commission associated with such Payments (and not redeployed pursuant to the foregoing clause (i)) to be transferred to the Commission, as the Commission may request, free and clear of all liens and encumbrances; *plus*

(h) an amount, if positive, equal to the difference between the Additional Provider Payment and the total of the cumulative Incentive Compensation paid to Provider as of the Termination Date plus any compensation that the Commission shall include in its 13.2.2 Termination Payment under **subsections (b) or (c)**; *but* an amount owed under this **subsection (h)** may not exceed eighteen million two hundred fifty thousand dollars (\$18,250,000) if the Commission submits a Termination Notice under this **Section 13.2.2** in Contract Year 3, twelve million dollars (\$12,000,000) if the Commission submits a Termination Notice under this **Section 13.2.2** in Contract Year 4, and six million dollars (\$6,000,000) if the Commission submits a Termination Notice under this **Section 13.2.2** in Contract Year 5; furthermore, the Commission shall not owe any amount under this **subsection (h)** if it submits a Termination Notice under this **Section 13.2.2** in Contract Year 6 or a subsequent Contract Year; *less*

(i) any accrued and unpaid amounts as of the Termination Date owed to the Commission from Provider pursuant to this Agreement, which are unrelated to termination of this Agreement pursuant to this **Section 13.2** including any Provider Owed Amounts.

The 13.2.2 Termination Payment shall be the Commission's sole and exclusive liability to Provider, and Provider's sole and exclusive remedy from the Commission, resulting from the Commission's exercise of its rights under this **Section 13.2**. For the avoidance of doubt: (i) payment of the 13.2.2 Termination Payment shall only apply to a termination for convenience by the Commission as set forth in this **Section 13.2**, and under no circumstances except those shall the Commission be liable for the payment of the 13.2.2 Termination Payment or any other liabilities, costs, fees and expenses in connection with the Commission's exercise of any of its other termination rights under this **Article 13**; (ii) to the extent the Commission pays any amount under this **Section 13.2.2** for Management Fees, Lottery Expenses, Incentive Compensation or otherwise, the Commission shall not be obligated to make any such payments under any other provision of this Agreement; and (iii) no 13.10 Termination Payment shall accrue or otherwise be payable under **Section 13.10**. Any Dispute with respect to the calculation of the 13.2.2 Termination Payment shall be resolved by the Financial Expert selected pursuant to **Section 20.8**. A termination of this Agreement pursuant to **Section 13.2** shall not terminate any provisions of this Agreement relating to 13.2.2

Termination Payment, including their calculation and Provider's right to payment thereof, and all such provisions shall continue in full force and effect until Provider has received full payment of such 13.2.2 Termination Payment.

13.3 Termination for Consistent Net Income Shortfalls. Subject to any adjustments contemplated by **Schedule 10.1**, the Commission shall have the right to terminate this Agreement and without payment of any Termination Payment and without penalty or liability, including any penalty or liability for any future Provider lost revenue or severance costs, in the event that Net Income Shortfalls equal to more than (i) ten percent (10%) of the applicable Bid Net Income for Contract Years 1 or 2; or (ii) five percent (5%) of the applicable Minimum Net Income for all other Contract Years (each individually a "**Shortfall Termination Qualifying Year**"), occur for either: (a) any consecutive two (2) Contract Year periods or (b) any three (3) Contract Years in a five (5) Contract Year period, which termination shall be effected by delivery by Commission to Provider of a Termination Notice no less than ninety (90) days prior to the Termination Date. For avoidance of doubt, Shortfall Termination Qualifying Years from (i) and (ii) above may be combined to form a qualifying sequence to satisfy (a) or (b) above. If the Commission does not exercise its right to terminate this Agreement under this **Section 13.3** by the first business day of the November immediately following the most recently completed Shortfall Termination Qualifying Year that fully satisfies the requirements of either (a) or (b) above, the Commission shall have waived its right to use the earliest Shortfall Termination Qualifying Year in the qualifying sequence under either (a) or (b) above as the basis for termination of the Agreement under this **Section 13.3**.

13.4 Termination for Change in Control. The Commission shall have the right to terminate this Agreement, without payment of any Termination Payment and without penalty or liability, including any penalty or liability for any future Provider lost revenue or severance costs, in the event of a Change in Control of Provider that is not Approved by the Commission by delivering to Provider a Termination Notice no less than ninety (90) days prior to the Termination Date.

13.5 Termination for Events of Default.

13.5.1 Types of Events of Default. The following events, if not attributable to a Force Majeure Event or the material fault of the Commission, shall constitute "**Events of Default**", and the occurrence of any one (1) or more of such Events of Default shall constitute a material breach of this Agreement by Provider, and the Commission may, in its sole discretion, terminate this Agreement and/or the impacted portion of the Services, without payment of any Termination Payment:

(a) Provider: (i) fails to comply with or materially breaches its obligations with respect to the provision of Transition Services; or (ii) fails to meet a Transition Milestone set forth in the Transition Plan, and *provided* further, that such failure is not cured by Provider within ten (10) Business Days following receipt of written notice of such failure;

(b) Provider's failure or inability to achieve recovery in accordance with the Continuity Plans, except in the event that such failure does not have a material adverse impact on the Lottery;

(c) Provider's failure to obtain any Governmental Approval as set forth in **Section 19.1**, except in the event that such failure does not have a material adverse impact on the Lottery, and *provided* that such failure is not cured by Provider within ten (10) Business Days following receipt of written notice of such failure;

(d) Provider's failure to implement a Commission-required Provider Personnel removal as set forth in **Section 6.3.3**, *provided* that such failure is not cured by Provider within thirty (30) days following receipt of written notice of such failure;

(e) Provider's material breach of any representation or warranty if such breach is not curable, or if such breach is curable, if not cured within the time frames, if any, specified in this Agreement, by the Commission in writing, or, if not otherwise specified, then within thirty (30) days, in each case following receipt of written notice of such breach;

(f) Provider fails to maintain all of the insurance coverages as specified in **Article 17** or the Provider's Security as specified in **Article 18**, *provided* that such failure is not cured by Provider within the earlier of (i) thirty (30) days following receipt of written notice of such failure or (ii) the expiration date of the Provider's Security;

(g) The: (i) institution of bankruptcy, receivership, insolvency, reorganization or other similar proceedings by Provider under any section or chapter of the Bankruptcy Code, as amended, or under any similar laws or statutes of the United States (or any state thereof); (ii) institution of bankruptcy, receivership, insolvency, reorganization or other similar proceedings against Provider under any section or chapter of the Bankruptcy Code, as amended, or under any similar laws or statutes of the United States (or any state thereof), if such proceedings have not been dismissed or discharged within forty five (45) days after they are instituted; (iii) insolvency or making of an assignment for the benefit of creditors or the admittance by Provider of any involuntary debts as they mature; the institution of any reorganization arrangement or other readjustment of debt plan of Provider not involving the Bankruptcy Code; (iv) initiation of any corporate action taken by the governing body of Provider in furtherance of any of the above actions; or (v) assignment by Provider of all or substantially all of its assets for the benefit of creditors, or Provider's governing body takes any corporate action by in furtherance of the above action;

(h) Provider's breach of any of the terms, conditions or requirements of **Article 9**, except in the event that such breach does not have a material adverse impact on the Lottery;

(i) Provider's breach of any of the terms, conditions or requirements of **Article 19**, except in the event that such breach does not have a material adverse impact on the Lottery;

(j) Provider's attempted assignment, transfer or delegation of its rights and duties hereunder in breach or violation of **Section 22.1**;

(k) Provider's material breach of any of its other duties, responsibilities and/or obligations under this Agreement that is not cured within thirty (30) days following receipt of written notice of such breach; and

(l) Except with respect to a Force Majeure Event or events due to the material fault of the Commission, if (i) in any two month period (the "**Affected Period**") during any rolling twelve (12) month period during the Term, the revenue derived from the Lottery in such Affected Period is more than Three Million Dollars (\$3,000,000) lower than the two month average for the revenue derived from the Lottery in the other ten (10) months of the rolling twelve (12) month period and (ii) during such Affected Period Provider's gaming system failed to operate as intended by the Parties.

13.5.2 Termination Notice. Upon the occurrence of an Event of Default by or with respect to Provider with respect to which the Commission exercises its termination rights, the Commission shall have the right to terminate this Agreement, without penalty or liability, including any penalty or liability for any future Provider lost revenue or severance costs, by delivering to Provider a Termination Notice prior to the Termination Date specified therein.

13.6 Step-In Rights. The Commission may assign Commission staff or Third Parties to step in and perform any element of the Services that fails to meet the requirements of this Agreement (regardless of whether or not such failure would constitute an Event of Default, with or without the passage of any time or the giving of any notice), which step in shall be in accordance with this **Section 13.6** until such time as Provider can demonstrate the ability to resume provision of such Services to the satisfaction of the Commission or the Commission exercises other rights under this Agreement ("**Step-In Rights**").

13.6.1 Step-In Notice. The Commission may exercise its Step-In Rights by giving Provider notice (the "**Step-In Notice**") if: (a) if Provider commits a breach of this Agreement that (i) the Commission reasonably believes will have a material adverse impact on the Lottery, the Commission or provision of Services and (ii) Provider is unable to cure such breach within seventy-two (72) hours; or (b) the Commission has reasonable suspicion that acts of fraud are being committed in relation to the Services. The Step-In

Notice must specify in reasonable detail the basis on which the Commission is entitled to exercise its Step-In Rights and the affected Services.

13.6.2 Exercise of Step-In Rights.

(a) As soon as possible, but not longer than twenty-four (24) hours, following Provider's receipt of the Step-In Notice, the Commission and Provider shall discuss any alternative course of action which Provider may undertake to remedy the event giving rise to the Step-In Rights, and the manner in which the Commission shall exercise its Step-In Rights, including how the Commission may engage any Third Party to act on its behalf. If Provider and the Commission fail to reach agreement within three (3) Business Days after Provider's receipt of the Step-In Notice, the Commission may exercise its Step-In Rights. The Commission's exercise of its Step-In Rights shall not prejudice any other rights of the Commission under this Agreement.

(b) In exercising its Step-In Rights, the Commission may itself provide, or may employ a replacement Third Party provider to provide, the affected Services in whole or in part. Provider shall cooperate fully with and provide all necessary assistance to the Commission and any replacement Third Party provider to enable the affected Services to resume. Provider's assistance shall include: (i) granting the Commission or the replacement Third Party provider management control over relevant Provider Personnel; (ii) granting the Commission or the replacement Third Party provider access to Provider's premises and materials as needed to provide the Services; (iii) granting the Commission or the replacement Third Party provider access to management records and systems which relate to the affected Services as needed to provide the Services; and (iv) if the Commission requests, providing written confirmation that the Commission may give to Third Parties confirming that the Commission is exercising its rights in compliance with this Agreement.

(c) So long as the Commission exercises its Step-In Rights for reasons set forth in **Section 13.6.1** above: (i) the Commission shall not be obliged to pay or make any payments (whether Payments or otherwise) to Provider for Services that the Commission or a replacement Third Party provider is providing; and (ii) Provider shall be liable to pay any additional cost or charge directly incurred by the Commission as a result of the exercise of the Step-In Rights. The Commission's exercise of its Step-In Rights shall not constitute a waiver by the Commission of any termination rights or rights to pursue a claim for damages arising out of the failure that led to its exercise of the Step-In Rights.

13.6.3 Step-Out Notice. The Commission's Step-In Rights shall end when the event(s) or circumstance(s) giving rise to the Step-In Rights is resolved to the Commission's reasonable satisfaction. The Commission shall deliver a sufficiently prior written notice to Provider specifying the date the Commission plans to conclude its Step-In Rights (the "**Step-Out Notice**"). Provider shall, following receipt of a Step-Out Notice, meet with the Commission to discuss the Commission's findings as a result of the exercise of its Step-In Rights. Within ten (10) Business Days after the meeting, Provider shall develop and deliver to the Commission a plan to resolve any deficiencies, problems, concerns or issues related to the exercise of such Step-In Rights by the Commission and/or any related recommendations identified by the Commission.

13.6.4 Effect of Step-In. During any period it has exercised the Step-In Rights, the Commission shall be entitled to recover from Provider either an equitable adjustment to the Management Fee or a reimbursement by Provider of amounts, or a combination thereof, that in the aggregate are sufficient to compensate the Commission for its costs and expenses directly or indirectly incurred by the Commission (including through any of its Vendors) in connection with the Commission's exercise of such Step-In Rights. If the Commission exercised the Step-In Rights pursuant to **Section 13.6**, the Commission shall submit no later than two (2) months from the Step-Out Notice, a "**13.6.4 Settlement Proposal**" to Provider which shall set forth Commission's requested equitable adjustment to the Management Fee or a reimbursement by Provider of amounts, or a combination thereof determined in accordance this **Section 13.6**. If the Parties cannot agree on the 13.6.4 Settlement Proposal, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final amount to be paid by the Commission pursuant to this **Section 13.6.4**.

13.7 Limitation on Termination by Provider. Except as provided in **Section 13.8** and **Section 13.9**, Provider shall not have the right to terminate this Agreement for any other reason or cause.

13.8 Termination for Convenience by Provider.

13.8.1 Provider's Rights to Terminate for Convenience. Subject to its obligations set forth in **Section 13.8.2** below and in the event Provider Net Income has been less than one hundred five percent (105%) of Incentive Net Income in the most recently completed Contract Year, the Provider shall have the right to terminate this Agreement for its convenience, without penalty or liability, including any penalty or liability for any future Commission lost revenue or severance costs, by delivering to the Commission a Termination Notice no less than one (1) year prior to the Termination Date specified therein; *provided that* the Commission may in its discretion accelerate such Termination Date to any date that is no less than thirty (30) days prior to a modified Termination Date as may be specified by the Commission without such termination remaining as a termination pursuant to this **Section 13.8** (and, for avoidance of doubt, such accelerated termination shall not be deemed a termination pursuant to **Section 13.2**). In the event that Provider exercises its right to terminate this Agreement for its convenience by submitting to the Commission a Termination Notice under this **Section 13.8** prior to the first day of Contract Year 4, the Commission may delay the Termination Date specified in Provider's Termination Notice to a date that is up to and no later than the first day of Contract Year 5. If the Commission elects to delay the Termination Date under this **Section 13.8.1**, such delayed termination shall not be deemed a termination pursuant to **Section 13.2**.

13.8.2 Termination for Convenience Obligations. If Provider terminates this Agreement for its convenience pursuant to **Section 13.8.1**, then Provider shall:

(a) as and if directed by the Commission (at its discretion) and upon the payment to Provider of the lesser of (i) the fair market value of any capital assets in use on the Termination Date that resulted from capital expenditures made or incurred by Provider directly related to the provision of the Services or (ii) the Unamortized Amount of any capital expenditures made or incurred by Provider directly related to the provision of the Services, cause any Equipment and Products that have been fully paid for by the Commission associated with such Payments to be transferred to the Commission free and clear of all liens and encumbrances;

(b) if a Re-Bid Process has been commenced by the Commission prior to the expiration of the Term, cause to be paid to the Commission an amount equal to any and all Re-Bid Costs that the Commission transmits notice of to Provider, which amount shall be paid by Provider within thirty (30) days after its receipt of any such invoiced Re-Bid Cost; and

(c) cause all amounts owed by Provider to the Commission as of the Termination Date to be paid including any Provider Owed Amounts.

13.8.3 Termination for Convenience Payments. If Provider terminates this Agreement for its convenience pursuant to **Section 13.8**, then Provider shall: (i) take all measures required by **Article 14** and (ii) submit no later than two (2) months from the Termination Date a "**13.8.3 Termination Settlement Proposal**" to the Commission which shall set forth Provider's requested termination fee determined in accordance with the criteria in subsections (a) through (e) of this **Section 13.8.3**. If Provider fails to submit such proposal within such two (2) month period, the Commission may determine, on the basis of information available and the criteria set forth below, the amount, if any, due to Provider and shall pay Provider such amount and such payment shall be deemed full satisfaction and settlement. If the Parties cannot agree on the 13.8.3 Termination Settlement Proposal, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final amount to be paid by the Commission pursuant to this **Section 13.8.3** (any sum to be paid by the Commission in accordance with this **Section 13.8.3**, the "**13.8.3 Termination Payment**"). The 13.8.3 Termination Payment shall be based on the aggregate of the following:

(a) Provider's Management Fee due and owing to Provider pro-rated for the applicable portion of the Contract Year until the Termination Date; *plus*

(b) any Incentive Compensation due and owing to Provider from any previous Contract Year and, in the event that Incentive Net Income was exceeded in each of the three Contract Years prior to the Termination Date, an amount equal to the average annual Incentive Compensation Provider received during the three previous Contract Years as pro-rated for the applicable portion of the Contract Year until the Termination Date; *plus*

(c) documented Lottery Expenses due and owing to Provider for goods or services rendered prior to the Termination Date; *plus*

(d) as and if directed by the Commission pursuant to **Section 13.8.2(a)**, then such Payments as provided by **Section 13.8.2(a)** but only if the Commission at its option has directed a transfer be made by Provider pursuant to **Section 13.8.2(a)**; *less*

(e) any accrued and unpaid amounts as of the Termination Date owed to the Commission from Provider pursuant to this Agreement including any Provider Owed Amounts.

The 13.8.3 Termination Payment shall be the Commission's sole and exclusive liability to Provider, and Provider's sole and exclusive remedy from the Commission, resulting from the Provider's exercise of its rights under this **Section 13.8**. For the avoidance of doubt: (i) payment of the 13.8.3 Termination Payment shall only apply to a termination for convenience by the Provider as set forth in this **Section 13.8**, and under no circumstances except those shall the Commission be liable for the payment of the 13.8.3 Termination Payment or any other liabilities, costs, fees and expenses in connection with the Provider's exercise of any of its other termination rights under this **Article 13**; (ii) to the extent the Commission pays any amount under this **Section 13.2.2** for Management Fees, Lottery Expenses, Incentive Compensation or otherwise, the Commission shall not be obligated to make any such payments under any other provision of this Agreement; and (iii) no 13.10 Termination Payment shall accrue or otherwise be payable under **Section 13.10**. Any Dispute with respect to the calculation of the 13.8.3 Termination Payment shall be resolved by the Financial Expert selected pursuant to **Section 20.8**. A termination of this Agreement pursuant to **Section 13.8** shall not terminate any provisions of this Agreement relating to 13.8.3 Termination Payment, including their calculation and Provider's right to payment thereof, and all such provisions shall continue in full force and effect until Provider has received full payment of such 13.8.3 Termination Payment.

13.9 Termination due to Federal Force of Law Requirements or Action by Federal Governmental Authority. Either Party shall have the right to terminate this Agreement, without penalty or liability, including any penalty or liability for any future Provider or Commission lost revenue or severance costs including without payment of any Termination Payment on the part of the Commission, by delivering to the other Party a Termination Notice (specifying with reasonable particularity the nature and extent of the reason for such termination) no less than thirty (30) days prior to the Termination Date in the event that (a) the terminating Party determines in its reasonable judgment that changes in applicable federal Force of Law Requirements will materially affect the validity or legality of the arrangements contemplated by this Agreement and/or create the reasonable likelihood of civil or criminal prosecution, liability, sanction or penalty; or (b) either Party receives notice of any actual or threatened decision, finding, or action of any federal Governmental Authority, which materially affects the validity or legality of the arrangements contemplated by this Agreement and/or creates the reasonable likelihood of civil or criminal prosecution, liability, sanction or penalty. During the thirty (30) day notice period, the Parties shall use commercially reasonable efforts to negotiate in good faith conforming amendments to this Agreement or other remedial action in a manner that will achieve the business purposes hereof.

13.10 Post-Term Recovery of Approved Significant Investment Costs. At end of the Term (other than a termination pursuant to **Sections 13.2, 13.3, 13.4, 13.5, 13.8 or 13.9**), Provider shall have an opportunity to recover an amount equal to the Unamortized Amount of any pre-Approved Significant Investment where the opportunity to earn such Incentive Compensation would otherwise extend beyond the Term (a "**13.10 Termination Payment**"). Any 13.10 Termination Payment shall be calculated according to a formula mutually agreed upon by the Parties at the time of Approval of the Significant Investment. Provider shall be responsible for identifying and proposing an 13.10 Termination Payment by submit no later than two (2) months from the Termination Date a "**13.10 Termination Settlement Proposal**" to the Commission which shall set forth Provider's requested 13.10 Termination Payment determined in accordance with the criteria in this **Section 13.10**. If Provider fails to submit

such proposal within such two (2) month period, the Commission may determine, on the basis of information available and the criteria, the amount, if any, due to Provider and shall pay Provider such amount and such payment shall be deemed full satisfaction and settlement. If the Parties cannot agree on the 13.10 Termination Settlement Proposal, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final amount to be paid by the Commission pursuant to this **Section 13.10**.

13.11 Remedies. The remedies provided in this **Article 13** and elsewhere in this Agreement are neither exclusive nor mutually exclusive, and the Parties shall be entitled to any and all such remedies, and any and all other remedies that may be available to the Parties at law or in equity, by statute or otherwise, individually or in any combination thereof. The election by a Party of any remedy provided for in this Agreement or otherwise available to such Party shall not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract or otherwise. For the avoidance of doubt, the **Sections 13.8** and **13.9** provide Provider's only termination rights under this Agreement.

13.12 Survival.

13.12.1 General. The provisions of **Articles 8** (except for **Sections 8.1.2** and **8.3.4**), **9**, **10**, **14**, **15**, **16**, **17**, **18**, **20**, **21** and **22** and **Sections 11.1**, **11.2**, **12.1**, **13.2.2**, **13.8**, **13.10**, **13.11**, **13.12** and any other **Sections**, **Schedules** or **Attachments** of this Agreement that by their nature may reasonably be presumed to survive any termination or expiration of this Agreement, shall survive termination of this Agreement.

13.12.2 Confidentiality Requirements Survival. Provider's obligations with respect to Commission Personal Data shall survive the expiration or termination of this Agreement for any reason and shall be perpetual. The Parties' obligations of non-disclosure and confidentiality with respect to all other Confidential Information shall survive the expiration or termination of this Agreement for a period of ten (10) years from the expiration or termination of this Agreement; *provided, however*, that: (a) the passage of this ten (10) year period shall not absolve either Party of responsibility for any breach of **Article 9** occurring prior to the expiration of such ten (10) year period; and (b) with respect to any Confidential Information that constitutes a trade secret (as determined under applicable Force of Law Requirements), such restrictions on disclosure and/or use shall survive the termination, expiration or non-renewal of this Agreement for as long as such Confidential Information remains a trade secret but, in no event, shall such restrictions on disclosure and/or use cease prior to the expiration of ten (10) years following the expiration or termination of this Agreement.

ARTICLE 14

DISENTANGLEMENT OBLIGATIONS

14.1 General Obligations. Provider shall, with the Commission's cooperation, accomplish a complete transition from Provider to the Commission, its Affiliates or to any replacement provider designated by the Commission (the "**Replacement Provider**") as directed by the Commission, of any terminated Services being provided by Provider as of the Termination Date, without any material interruption of, or material adverse impact on, the Services being provided or on the Lottery (including the Commission's operations and Commission Net Income), except as mutually agreed by the Parties and set forth in the applicable Disentanglement Services Plan. As part of the Services, Provider shall perform the obligations set forth in this **Article 14** and the Disentanglement Services Plan (collectively, the "**Disentanglement Services**"), *provided* that no Disentanglement Services shall be required to be performed after the Term except as may be requested by the Commission pursuant to **Section 22.9**.

14.2 Disentanglement Process and Performance.

14.2.1 Disentanglement Services Plan. Provider shall perform the Disentanglement Services as specified in a plan for implementing the provision of the Disentanglement Services set forth in **Article 14** to be prepared and submitted by Provider and Approved by the Commission prior to the Base Services Commencement Date and which shall be attached hereto as **Exhibit 14.2.1** (the “**Disentanglement Services Plan**”). Such Disentanglement Services Plan shall be updated annually by Provider as part of the Commission Approved Annual Business Plan.

14.2.2 Charges for the Disentanglement Services. Provider’s Disentanglement Services obligations through the Termination Date specified in the Termination Notice, as applicable, shall be provided as part of the Payments payable for all of the Services.

14.2.3 Firm Commitment. During the Term, Provider shall provide the Disentanglement Services to the Commission, its Affiliates and/or the Replacement Provider regardless of the reason for the expiration or termination of this Agreement. At the Commission’s request, Provider shall provide the Disentanglement Services directly to a Replacement Provider, *provided* that provision for adequate protection of Provider Intellectual Property shall be made.

14.3 Specific Disentanglement Services Obligations. The Disentanglement Services shall include the performance of the specific obligations described in this **Section 14.3** and in the Services Exhibit. In connection with the initiation of the Disentanglement Services, but in no event longer than ten (10) Business Days after such initiation of the Disentanglement Services, Provider shall provide to the Commission in writing a complete and accurate list of all items (including all Equipment and Products transferred to, or purchased as an Operating Expense by, the Provider from the Agreement Effective Date through the end of the Term) that shall be subject to conveyance or re-conveyance to the Commission and/or the Replacement Provider (and/or their Affiliates) as provided in this **Section 14.3**.

14.3.1 Full Cooperation, Information and Knowledge Transfer. During the provision of the Disentanglement Services, the Parties shall reasonably cooperate with one another to facilitate a smooth transition of the terminated/expired Services from Provider to the Commission, its Affiliates and/or the Replacement Provider. Without limiting the generality of the foregoing, Provider shall: (a) cooperate with the Commission, its Affiliates and/or the Replacement Provider and otherwise promptly take all steps required to assist the Commission in effectuating the Disentanglement Services; (b) provide to the Commission, its Affiliates and/or the Replacement Provider full, complete, detailed and sufficient information (including all information then being utilized by Provider with respect to data conversions, interface specifications, programs, tools, utilities and other resources used to provide the Services) and knowledge transfer with respect to all such information in order to enable the Commission’s, its Affiliate’s and/or the Replacement Provider’s personnel (or that of Third Parties) to fully assume, become self-reliant with respect to and continue without interruption the provision of the Services; (c) provide for the prompt and orderly conclusion of all work, as the Commission may direct, including completion or partial completion of Services, documentation of work in progress, and other measures to assure an orderly transition to the Commission, its Affiliates and/or the Replacement Provider; and (d) accomplish the other specific obligations described in this **Article 14** and the Disentanglement Services Plan. In addition to the foregoing requirements, as directed by the Commission, Provider shall deliver to the Commission, its Affiliates and/or the Replacement Provider all documentation and data related to the Commission, including Commission Data, as well as all procedures, standards and operating schedules (including the Operating Standards), held by Provider.

14.3.2 Third Party Contracts and Provider Subcontracts. Without limiting the obligations of Provider elsewhere set forth in this Agreement, if requested by the Commission as part of the Disentanglement Services, Provider shall procure at no charge to the Commission any Third Party consent necessary to grant the Commission and/or the Replacement Provider (and/or their Affiliates) the use and benefit of any Subcontracts (that have an aggregate value in excess of the Subcontractor Threshold Amount or involve a Major Procurement matter) used by Provider to provide the Services. Provider shall, at the

Commission's request, cause any such Subcontractors to permit the Commission and/or the Replacement Provider (and/or their Affiliates) to assume prospectively any or all such contracts or to enter into new contracts with the Commission and/or the Replacement Provider (and/or their Affiliates) on substantially the same terms and conditions, including price (except where Provider's price is based on volume-based discounts not otherwise reasonably comparable to the volume expected to result from the combined usage of the Commission and/or the Replacement Provider (and/or their Affiliates)). There shall be no charge or fee imposed on the Commission and/or the Replacement Provider (and/or their Affiliates) by Provider or its Subcontractors, Affiliates or Third Party contractors for any such assumption by the Commission. Provider shall: (a) represent and warrant that it is not in default under such Subcontracts and Third Party contracts; (b) represent and warrant that all payments thereunder through the date of assignment are current; and (c) notify the Commission of any Subcontractor's or Third Party contractor's default with respect to such Subcontracts and Third Party contracts of which it is aware at the time.

14.3.3 Provider Intellectual Property. Provider shall comply with the post-termination license rights and obligations with regard to Provider Intellectual Property set forth in **Article 8**.

14.3.4 Provider Personnel. Other than for those Provider Key Personnel positions identified in the Disentanglement Services Plan, Provider and its Affiliates shall not adopt, institute or undertake any policy or practice, or enter into any agreement, that restricts, disincentivizes or otherwise interferes with any other Provider Personnel from accepting an offer of employment from the Commission and/or the Replacement Provider (and/or their Affiliates) in respect of the Commission's operation of the Lottery during and after the Term. Provider shall provide such cooperation and assistance as may be reasonably requested by the Commission or any Replacement Provider in conducting interviews, providing information and otherwise facilitating the making of any such offer of employment in connection with a complete transition from Provider to the Commission (or any Replacement Provider) pursuant to this **Article 14**.

14.3.5 Equipment and Products. Any Equipment and Products transferred by the Commission to, or purchased as an Operating Expense by, Provider from the Agreement Effective Date through the end of the Term, as may be in the possession, or under the control, of Provider (and/or their Affiliates or Subcontractors) shall be transferred, conveyed and delivered to the Commission and/or the Replacement Provider (and/or their Affiliates or Subcontractors) as and when directed by the Commission during the Term.

ARTICLE 15

INDEMNIFICATION

15.1 Indemnifications by Provider.

15.1.1 Provider General Indemnifications. To the extent permitted by law, Provider shall indemnify, defend and hold harmless the Commission Indemnitees from and against, and shall pay any and all Losses sustained or incurred by any of the Commission Indemnitees, based upon, relating to or arising from, any and all actual, threatened and/or alleged Claims in connection with any of the following:

(a) Any actual or alleged bodily injury or death, damage to tangible personal or real property, notwithstanding the form in which any such action is brought (e.g., contract, tort), to the extent such injuries or damages arise directly or indirectly from acts, errors or omissions that constitute negligence, willful misconduct or violations of Force of Law Requirements, by Provider and/or any Affiliates of Provider, Subcontractors (excluding however any claim related to acts, errors or omissions of Subcontractors occurring prior to the Transition Completion Date under Existing Commission Contracts) or Provider Personnel;

(b) Provider's breach of any of the representations and warranties set forth in **Article 12**.

(c) Provider's breach of any of its obligations under any Third Party contract (including with any Affiliates of Provider, Subcontractors or Provider Personnel) to which Provider is a party and is used by Provider to provide the Services or otherwise perform its obligations under this Agreement;

(d) Any actual or alleged breach by Provider of a Replacement Contract, to the extent the claim, suit or proceeding accrues after the date of assignment to and assumption by Provider with respect to such Replacement Contract, and is a result of (i) Provider's failure to fulfill its obligations under the Replacement Contract, and/or (ii) Provider's breach of any term or condition of this Agreement;

(e) Any aspect of the employment of Provider Personnel (including Former Commission Employees solely with respect to Losses accruing on or after their applicable employment dates with Provider), or the termination of such employment, including claims relating to (i) any violation by Provider or its officers, directors, employees, representatives and/or agents of Applicable Requirements protecting persons or members of protected classes or categories and/or prohibiting discrimination or harassment on the basis of a protected characteristic, (ii) payment or failure to pay any salary, wages or other compensation due and owing to any Provider Personnel, (iii) payment or failure to pay any pension or other benefits of any Provider Personnel, (iv) liability for (A) any social security or other employment taxes for Provider Personnel, (B) workers' compensation claims and premium payments for Provider Personnel, and (C) contributions applicable to the wages and salaries of such Provider Personnel, (v) claims by Provider Personnel for wages, benefits, discrimination or harassment of any kind, wrongful termination and/or denial of severance or termination payments upon leaving their applicable place of employment, and (vi) wrongful discharge of such Provider Personnel, claims for breach of express or implied employment contract of such Provider Personnel and claims that the Commission is an employer, co-employer or joint employer of any Provider Personnel, *provided* the Commission has not mandated Provider to act in any way that would cause any such claims by Provider Personnel;

(f) Any improper disclosure, misuse or theft of Commission Personal Data by Provider or Provider Personnel;

(g) Any introduction by Provider or Provider Personnel of Malicious Code in the Commission's environment, network or systems, to the extent Losses caused by such introduction arise from acts, errors or omissions of Provider or Provider Personnel;

(h) Provider's breach of or failure to perform or comply with any of Provider obligations set forth in **Article 19**;

(i) Provider's breach of or failure to obtain, maintain or comply with any Governmental Approvals required to be maintained by Provider under this Agreement;

(j) Provider's breach of or failure to obtain, maintain or comply with any Third Party consent or to comply with any Third Party consent;

(k) Any failure by Provider to pay applicable taxes, together with any interest and penalties, assessed or imposed against the Commission for which Provider has responsibility pursuant to **Section 10.5** or Applicable Requirements;

(l) A Provider Affiliate or Subcontractor asserting rights under this Agreement, or any entity to which Provider assigned, transferred, pledged, hypothecated or otherwise encumbered its rights to receive payments from the Commission under this Agreement; and

(m) Any claim or allegation by, on behalf of or regarding any Person including Provider Personnel for or relating to matters referenced in **Section 3.1.2** or **Section 3.1.3**.

15.1.2 Provider Infringement Indemnification.

(a) To the extent permitted by law, Provider shall indemnify, defend and hold harmless the Commission Indemnitees from and against, and shall pay any and all Losses sustained or incurred by any of the Commission Indemnitees, based upon, relating to or arising from, any and all actual, threatened and/or alleged Claims that: (i) Services, Provider Intellectual Property, and any other Provider and/or Third Party services, technologies, techniques, Equipment or Products used by Provider to provide the Services; (ii) the Work Product or any other deliverables provided by Provider; and/or (iii) the receipt or use by the Commission of any of the foregoing items referenced in **subsections (i) and (ii)** (collectively referred to as “**Provider Items**”), infringes, misappropriates and/or violates any patent, copyright, trademark, trade secret and/or other intellectual property, proprietary, moral or privacy rights of any Third Party.

(b) If the Commission’s right to use, receive or enjoy the Provider Items is enjoined or appears likely to be enjoined, Provider promptly shall, at Provider’s sole cost and expense and in such a manner as to minimize the disturbance to the Commission’s business activities (including the Lottery) and rights under this Agreement, do one of the following: (i) obtain for the Commission the right to continue receiving and using such Provider Items free of claims of infringement, misappropriation and/or violation; (ii) modify the Provider Items so that they no longer infringe, misappropriate and/or violate, *provided* that such modification does not degrade the performance or quality of the Services or adversely impact the Commission’s intended use as contemplated by this Agreement; or (iii) replace Provider Items with non-infringing, non-misappropriating and non-violating functional equivalents acceptable to the Commission.

15.2 Indemnifications by the Commission.

15.2.1 Commission Indemnifications.

(a) To the extent permitted by law, the Commission shall indemnify, defend and hold harmless Provider Indemnitees from and against, and shall pay any and all Losses sustained or incurred by any of the Provider Indemnitees, based upon, relating to or arising from, any and all actual, threatened and/or alleged Claims that the Commission Intellectual Property infringes, misappropriates and/or violates any patent, copyright, trademark, trade secret and/or other intellectual property, proprietary, moral or privacy rights of any Third Party.

(b) If Provider’s right to use, receive or enjoy the Commission Intellectual Property is enjoined or appears likely to be enjoined, the Commission promptly shall, at the Commission’s sole cost and expense and in such a manner as to minimize the disturbance to Provider’s business activities and rights under this Agreement, do one of the following: (i) obtain for Provider the right to continue receiving and using such Commission Intellectual Property free of claims of infringement, misappropriation and/or violation; (ii) modify the Commission Intellectual Property so that they no longer infringe, misappropriate and/or violate or (iii) replace the Commission Intellectual Property with non-infringing, non-misappropriating and non-violating functional equivalents acceptable to the Commission.

(c) Each of the Commission indemnification obligations hereunder are subject to **Section 20.10** hereof.

15.3 Indemnification Procedures.

15.3.1 General. In the event of an actual, threatened and/or alleged Claim governed by this **Article 15** against an Indemnified Party, such Indemnified Party shall give prompt written notice thereof to the Indemnifying Party; *provided, however*, that failure to give prompt notice shall not reduce the Indemnifying Party’s obligations under this **Article 15**, except to the extent the Indemnifying Party can demonstrate that it is prejudiced thereby. After such notice, if the Indemnifying Party acknowledges in writing to the Indemnified Party that the right of indemnification under this Agreement applies with respect to such Claim, then the Indemnifying Party shall be entitled, if it so elects in a written notice delivered to the Indemnified Party not fewer than ten (10) Business Days prior to the date on which a response to such Claim is due, to take control of the defense and investigation of such Claim and to employ and engage attorneys of

its choice, that are reasonably satisfactory to the Indemnified Party, to handle and defend same, at the Indemnifying Party's expense. The Indemnified Party shall cooperate in all reasonable respects with the Indemnifying Party and its attorneys, at the Indemnifying Party's expense, in the investigation, trial and defense of such Claim and any appeal arising therefrom; *provided, however*, that the Indemnified Party may participate, at its own cost and expense, through its attorneys or otherwise, in such investigation, trial and defense of such Claim and any appeal arising therefrom.

15.3.2 Defense Accepted. Notwithstanding anything contained herein to the contrary, if the Indemnifying Party accepts defense of a Claim as provided in this Section, the Indemnified Party shall have the right to engage, at its own cost and expense, independent counsel to monitor and participate in the defense of the matter as such counsel or the Indemnified Party deems fit to protect its interests. The Indemnifying Party and its counsel must reasonably cooperate with the Indemnified Party's counsel at the Indemnified Party's expense to enable such counsel to adequately represent the interests of the Indemnified Party.

15.3.3 Defense Declined. If the Indemnifying Party declines to assume defense of a Claim as provided in this Section, without limiting any other rights or remedies available to the Indemnified Party: (a) the Indemnified Party may assume such defense and, if such defense is assumed, unless the Parties otherwise agree in writing, the Indemnifying Party thereafter shall be barred from assuming such defense at a later time; and (b) if it is later determined by a court of competent jurisdiction, without right of further appeal, that such Claim was eligible for indemnification by the Indemnifying Party under this **Article 15**, within thirty (30) days following such determination, the Indemnifying Party shall reimburse the Indemnified Party in full for all settlements, judgments, costs and expenses (including reasonable attorneys' fees) incurred by the Indemnified Party in connection with such Claim.

15.3.4 Settlement of Claims. No settlement of a Claim that involves a remedy other than the payment of money by the Indemnifying Party along with standard settlement terms, specifically including a dismissal of all Claims with prejudice in favor of the Indemnified Party as well as a non-admission of liability or other wrongdoing by the Indemnified Party, shall be entered into by the Indemnifying Party without the prior written consent of the Indemnified Party not to be unreasonably withheld, conditioned or delayed. In no event shall an adverse judgment be entered against the Indemnified Party as part of a settlement without its express written consent.

15.3.5 Waiver of Subrogation. Each Party hereby waives its respective rights to subrogation against the other Party with respect to any claims or defenses as to which any indemnification relates.

15.4 Escrow for Benefit of Commission Indemnitees. In the event of an actual, threatened and/or alleged Claim governed by this **Article 15** against any Commission Indemnitees that has resulted in formal proceedings having been commenced in a federal or state court, the Commission may cause an amount, up to the amount of any such Claim made therein, to be transferred into an escrow account held by a Third-Party trustee from any Incentive Compensation due and owing to Provider to meet and provide for any such Claim adjudicated and awarded from the time to time in respect of such Claim or otherwise approved by Provider to be paid therefrom; *provided* that in the event Provider establishes to the satisfaction of the Commission (as Approved) an acceptable and quantifiable reserve value or amount to protect against the recovery of all such pending Claims, then the Commission shall only require such portion of any such pending Claims that are, in the aggregate, in excess of Five Million Dollars (\$5,000,000) to be so reserved and escrowed.

ARTICLE 16

LIMITATIONS ON LIABILITY

16.1 Cap on Commission Liability for Direct Damages. SUBJECT TO SECTION 16.3, THE APPLICABLE PROVISIONS OF TITLE 34, ARTICLE 13 OF THE INDIANA CODE, AND EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN SECTION 16.4.1 THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF THE COMMISSION FOR ANY AND ALL DIRECT DAMAGES FOR ANY AND ALL CLAIMS, EVENTS OR OCCURRENCES ARISING UNDER OR RELATING TO THIS AGREEMENT, NOTWITHSTANDING THE FORM IN WHICH ANY SUCH ACTION IS BROUGHT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL BE LIMITED TO AN AMOUNT EQUAL TO TWENTY MILLION DOLLARS (\$20,000,000) IN THE AGGREGATE FOR THE TERM (THE “COMMISSION CAP”).

16.2 Cap on Provider’s Liability for Direct Damages. SUBJECT TO SECTION 16.3 AND EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN SECTION 16.4.2, THE AGGREGATE CUMULATIVE MONETARY LIABILITY OF PROVIDER FOR ANY AND ALL DIRECT DAMAGES FOR ANY AND ALL CLAIMS, EVENTS OR OCCURRENCES ARISING UNDER OR RELATING TO THIS AGREEMENT, NOTWITHSTANDING THE FORM IN WHICH ANY ACTION IS BROUGHT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL BE LIMITED TO AMOUNTS EQUAL TO FIFTY MILLION DOLLARS (\$50,000,000) IN THE AGGREGATE PER YEAR AND TWO HUNDRED MILLION DOLLARS (\$200,000,000) IN THE AGGREGATE FOR THE TERM (THE “PROVIDER CAP”); *PROVIDED* THAT THE TWO HUNDRED MILLION DOLLARS (\$200,000,000) IN THE AGGREGATE FOR THE TERM PORTION OF THE PROVIDER CAP SHALL BE INCREASED BY AN AMOUNT EQUAL TO TWENTY MILLION DOLLARS (\$20,000,000) IN THE AGGREGATE PER YEAR FOR EACH YEAR THE TERM IS EXTENDED PURSUANT TO SECTION 13.1.2 UNLESS NO SUCH MONETARY LIABILITY OF PROVIDER SUBJECT TO THE PROVIDER CAP HAS ARISEN UNDER THIS AGREEMENT AS OF THE ORIGINAL TERMINATION DATE SET BY SECTION 13.1.1(a).

16.3 Limitation on Non-Direct Damages. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN SECTION 16.4, NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY AND/OR PUNITIVE DAMAGES, INCLUDING LOST PROFITS OR LOSS OF BUSINESS, REGARDLESS OF THE FORM OF THE ACTION OR THE THEORY OF RECOVERY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM IN WHICH ANY ACTION IS BROUGHT.

16.4 Exclusions from Limitations on Liability.

16.4.1 Commission Exclusions. As to the Commission’s liability, subject to Section 20.10, the Commission Cap for direct damages liability and the Section 16.3 limitation on non-direct damages shall not apply to: (a) Losses arising under or relating to the Commission’s material failure to comply with Article 8, (b) Losses arising under or relating to the gross negligence, willful misconduct or fraud of the Commission or (c) any Payment owed by the Commission to Provider including any Termination Payment.

16.4.2 Provider Exclusions. As to Provider’s liability, the Provider Cap for direct damages liability and the Section 16.3 limitation on non-direct damages shall not apply to: (a) Losses arising under or relating to Provider’s failure to comply with Article 8; (b) Losses resulting from Provider’s failure to comply with any Force of Law Requirements; (c) Losses arising under or relating to the gross negligence, willful misconduct or fraud of Provider; (d) any introduction by Provider or Provider Personnel of Malicious Code in the Commission’s environment, network or systems, to the extent Losses caused by such introduction arise from acts, errors or omissions of Provider or Provider Personnel that constitute gross negligence or willful misconduct; (e) personal injury, including death, and damage to tangible personal or real property caused by the grossly negligent, willful or intentional acts of a Provider or Provider Personnel; (f) amounts owed by Provider due to a Net Income Shortfall under Section 5.3.4; or (g) Provider’s wrongful termination of this Agreement or repudiation or wrongful abandonment of all or any part of the Services.

16.5 Indemnification Payments. Notwithstanding anything contained herein to the contrary (including in **Section 15.1** and **Section 15.2**), all Loss payments made by the Commission or Provider, as applicable, in respect of Claims that are indemnified pursuant to this **Article 16** shall be considered direct damages, not consequential, incidental, indirect, special, exemplary and/or punitive damages, without regard to the nature of the Claim which gave rise to such obligation to indemnify.

16.6 Acknowledged Direct Damages. The following shall be considered direct damages and neither Party shall assert that they are indirect, incidental, collateral, consequential, exemplary or special damages or lost profits to the extent they result directly from either Party's failure to perform in accordance with this Agreement:

(a) Costs and expenses of restoring any lost, stolen or damaged Commission Data as a result of Provider's failure to provide the Services or any part thereof in accordance with this Agreement;

(b) Costs and expenses of implementing a Workaround in respect of a failure to provide the Services or any part thereof in accordance with this Agreement;

(c) Costs and expenses incurred by the Commission as a result of Provider's breach of or failure to comply with **Section 9.2.1**;

(d) Costs and expenses of replacing lost, stolen or damaged Commission and/or Provider Equipment, Products, Software or other materials;

(e) Cover damages, including the reasonable expenses incurred by the Commission to procure the Services or corrected Services from an alternate source, to the extent in excess of the Payments that the Commission is obligated to pay Provider under this Agreement; and

(f) Straight time, overtime, or related expenses incurred by the Commission, including overhead allocations of the Commission for the Commission's employees, wages and salaries of additional employees, travel expenses, overtime expenses, telecommunication charges, and similar charges, due to the failure of Provider to provide the Services or incurred in connection with **subsections (a) through (e)** above.

16.7 Duty to Mitigate. Each Party shall have a duty to mitigate damages for which the other Party is liable.

ARTICLE 17

INSURANCE AND RISK OF LOSS

17.1 Required Insurance Coverages. During the Term and for a minimum of ninety (90) days after the expiration or termination of this Agreement, at Provider's sole cost and expense, Provider shall provide and maintain insurance consistent with acceptable and prudent business practices including (a) equal to or higher than the generally accepted industry standards of first tier providers of services similar to the Services and (b), at a minimum, the types of insurance and the amounts described in **Schedule 17.1**. The fact that Provider has obtained the insurance required in this **Article 17** shall in no manner lessen nor otherwise affect Provider's other obligations or liabilities set forth in this Agreement including its obligations to defend, indemnify and hold the Commission Indemnitees harmless in accordance with **Article 15**. For any Subcontract having an aggregate value of in excess of the Subcontractor Threshold Amount or involving a Major Procurement matter, Provider shall require all such Subcontractors to carry the coverages that are commensurate with the services being performed by each such Subcontractor and are equal to or higher than the generally accepted industry standards of first tier providers of such services.

17.2 General Provisions.

17.2.1 Satisfaction of Insurance Requirements. Provider may satisfy the minimum limits requirements of **Section 17.1** by any combination of primary liability and umbrella and/or excess liability coverage that result in the same protection to Provider and the Commission Indemnitees. To satisfy this

insurance requirement for non-owned and hired vehicles, Provider may extend its commercial general liability insurance to provide insurance for such vehicles. Any annual aggregate limit must be stated separately as to the Services or twice the required limit. The policies required under **Section 17.1** must be on a per occurrence basis except for professional liability insurance which is on a per claim basis.

17.2.2 Endorsements. Provider's insurance policies as required in this Agreement for Commercial General Liability Insurance and Commercial Business Automobile Insurance shall name the Commission Indemnities as "Additional Insureds" for any and all liability caused by Provider's performance under this Agreement, with the standard separation of insureds provision or an endorsement for cross-liability coverage. Should any policy expire or be canceled during the Term and Provider fails to immediately procure replacement insurance as specified, the Commission reserves the right (but not the obligation) to procure such insurance. Prior to the Commission procuring such insurance, the Commission shall provide Provider with prior written notice of its intent to procure such insurance, and if Provider shall fail to procure such insurance within thirty (30) days of receipt of the Commission's written notice, the Commission shall have the right to procure such insurance and to deduct the cost thereof from any sums due Provider under this Agreement. All insurance required under **Article 17** shall be primary insurance and any other valid insurance existing for the Commission's benefit shall be excess of such primary insurance. Provider shall obtain such agreements within its policy or policies of insurance as are necessary to cause the policy or policies to comply with the requirements stated in this Agreement.

17.2.3 Evidence of Insurance. Within ten (10) Business Days after the Agreement Effective Date and thereafter at the Commission request (and at least annually with the Annual Business Plan if not requested sooner), Provider shall deliver to the Commission certificates of insurance evidencing the insurance required hereunder.

17.2.4 Claims-Made Coverage. If coverage is written on a "claims-made" basis, the certificate of insurance shall clearly so state. In addition to the coverage requirements specified above, Provider shall make commercially reasonable efforts to provide that:

- (a) the policy's retroactive date shall coincide with or precede Provider's commencement of the performance of Services (including subsequent policies purchased as renewals or replacements);
- (b) equivalent policies are maintained for at least four (4) years after the expiration or termination of this Agreement;
- (c) if insurance is terminated for any reason, Provider shall purchase a replacement claims-made policy with the same or an earlier retroactive date or shall purchase an extended reporting provision to report claims arising in connection with this Agreement to the extent such insurance is commercially and reasonably available; and
- (d) all claims-made policies shall allow the reporting of circumstances or incidents that might give rise to future claims.

17.2.5 Notice of Cancellation or Change of Coverage. All certificates of insurance provided by Provider must evidence that the insurance provider shall give the Commission thirty (30) days' written notice in advance of any cancellation, lapse, material reduction or other material adverse change in respect of such insurance.

17.2.6 Insurance Subrogation. With respect to worker's compensation and employer's liability coverage to be provided by Provider, the insurance policies shall provide that the insurance companies waive all rights of subrogation against the Commission and its respective employees, excepting without limit claims caused by the Commission's willful misconduct. Provider waives its rights to recover against the Commission and its respective employees, excepting without limit claims caused by the Commission's willful misconduct.

17.2.7 Qualifying Insurers. All policies of insurance required hereby (excepting professional liability insurance) shall be issued by companies that have been approved to do business in the State of Indiana, unless a company lacking such approval is otherwise Approved by the Commission. All providers of insurance shall have an A.M. Best Financial Strength Rating (FSR) rating of A or better.

17.3 No Implied Limitation. The obligation of Provider and its Subcontractors to provide the insurance specified in this Agreement shall not limit in any way any obligation or liability of Provider provided elsewhere in this Agreement.

17.4 Risk of Loss.

17.4.1 General. Each Party shall be responsible for risk of loss of, and damage to, any Equipment, Products or Software in its possession or control, and such Party shall be responsible for the cost of any necessary repair or replacement of such Equipment, Products or Software due to an Event of Loss (defined below). Each Party shall promptly notify the other Party of any damage (except normal wear and tear), destruction, loss, theft or Governmental Authority taking of any item of the other Party's Equipment, Products or Software ("**Event of Loss**") in its possession or control. For Events of Loss for which the Commission is responsible, such repair or replacement shall not be considered part of Provider's Service obligations, but Provider shall, if requested by the Commission, coordinate and oversee repair or replacement performed by a Third Party as a Lottery Expense.

17.4.2 Waiver. Each Party waives all rights to recover against the other Party for damage, destruction, loss, theft or Governmental Authority taking of their respective real or tangible personal property (whether owned or leased) from any cause to the extent: (a) covered by insurance required to be maintained by such Party under this Agreement, including their respective deductibles or self-insured retentions; and (b) insurance proceeds are actually received by such Party for such loss. Provider and the Commission shall cause their respective insurers to issue appropriate waivers of subrogation rights endorsements to all property insurance policies required to be maintained by each Party.

ARTICLE 18

PERFORMANCE SECURITY

18.1 Provider's Security. No later than ten (10) days after the Agreement Effective Date, Provider shall, at its sole cost and expense, furnish and deliver to the Commission and maintain thereafter, until the end of the Term and for a minimum of ninety (90) days after the Termination Date ("**Post-Term 90-day Period**"), one or more forms of Provider's Security, issued by Eligible Institutions for the benefit of the Commission in the aggregate amount of TWENTY MILLION DOLLARS (\$20,000,000) together with Provider's Security Legal Opinion; *provided, however,* that after the Post-Term 90-day Period has ended, notwithstanding the foregoing, Provider's Security shall be maintained and remain in effect after the expiration of such Post-Term 90-day Period until the later of: (a) the end of a continuous period of ninety-five (95) consecutive days during which no petition in bankruptcy is pending or has been filed by or against the Provider or any Affiliate under the United States Bankruptcy Code, which period shall commence on the day after the last date of any payment owed by Provider to the Commission has been made including any made in settlement of any Dispute or (b) if and until any Dispute as raised by the Commission asserting a payment is owed by Provider to the Commission has been resolved pursuant to this Agreement; and *provided, further,* that for any such extension of the Provider's Security after the Post-Term 90-day Period, the amount of the Provider's Security may be reduced to an amount that is in the aggregate no less than the sum of payments and amounts described in foregoing clauses (a) and (b). Such Provider's Security shall be maintained in the applicable amount during the applicable time period, unless Provider provides and/or the Provider's Security (or any component thereof) is replaced by alternate security Approved by the Commission, to the extent such is required in order to provide security in the applicable amount. In the event any institution from time to time providing Provider's Security under this **Section 18.1** was previously, but is no longer, an Eligible Institution, then Provider shall cause one or more instruments of Provider's Security, to be issued by replacement Eligible Institutions for the benefit of the Commission no later than thirty (30) days after the date any such institution no longer qualifies as an

Eligible Institution. In the event there is more than one instrument comprising the Provider's Security, the Commission may, at its sole discretion, call upon any of such instruments or combination of such instruments and in such amounts as the Commission deems necessary. The instruments comprising the Provider's Security may be renewable annually (to the extent necessary to equal the applicable aggregate amount), *provided* that (i) each instrument making up Provider's Security provides that, in the event it will not be renewed for an additional year (and is necessary to ensure that the Provider's Security is in the applicable aggregate amount), the applicable Eligible Institution will provide the Commission with written notice thereof at least thirty (30) days prior to the expiration thereof; (ii) if any such instrument comprising the Provider's Security is not renewed for an additional year (to the extent such instrument is necessary to ensure that Provider's Security is in the applicable aggregate amount), Provider must obtain a replacement Provider's Security from an Eligible Institution and Approved by the Commission to be in place so that at no time is Provider in violation of its obligation pursuant to this **Section 18.1** to maintain in place Provider's Security instruments Approved by the Commission throughout the Term in the applicable aggregate amount; and (iii) if any such instrument comprising the Provider's Security is not renewed for an additional year by the tenth (10th) Business Day prior to the stated expiration of the then existing instrument, the Commission may cause such then existing instrument to be drawn upon with the proceeds thereof to be deposited and held in an escrow depository account that is acceptable to the Commission until such time as a Provider's Security instrument from an Eligible Institution and Approved by the Commission has been provided to the Commission. Notwithstanding anything contained herein to the contrary, neither non-renewal by the issuer of an instrument that is part of the Provider's Security nor the failure or inability of Provider to renew an instrument that is part of the Provider's Security for a subsequent year shall constitute a loss to the Commission recoverable under the Provider's Security, *provided* that replacement Provider's Security are put in place on a timely basis so that at no time is Provider in violation of its obligation pursuant to this **Section 18.1** to maintain in place Provider's Security as aforesaid.

18.2 Provider's Security as Collateral. The Commission and Provider agree that the Provider's Security shall serve as collateral and security in the hands of the Commission to be drawn upon for the applicable amount in the event of any amount owed by Provider to the Commission including any of the following: (a) Provider's failure to perform any of its obligations in respect of the Services under this Agreement by reason of becoming insolvent; (b) non-performance by Provider of its obligations regarding the Services which renders Provider to be in breach of this Agreement which breach was not remedied within any applicable cure period (or if no such cure period is specifically provided hereunder, then which has not been remedied within thirty (30) days, it being acknowledged and understood that such thirty (30) day grace period applies solely for purposes of this **Section 18.2**), (c) Provider is liable to the Commission for Transition Credits pursuant to **Section 3.1.6** or SLA Credits in accordance with **Section 5.6**, and such Transition Credits or SLA Credits remain due and payable ten (10) days after the due date for payment and notice of default from the Commission, (d) Provider owes amounts to the Commission due to (i) a Net Income Shortfall Payment in accordance with **Section 5.3.4**, (ii) an overcharge and related audit costs in accordance with **Sections 11.4.2** and/or **11.6**, (iii) a budget surplus in accordance with **Section 10.3.2**, (iv) a 13.6.4 Settlement Proposal made in accordance with **Section 13.6.4** and/or (v) a Re-Bid Cost in accordance with **Section 13.8.2**, and such amounts remain due and payable ten (10) days after the due date for payment and notice of default from the Commission, (e) any amount related to the exercise of any right or remedy in respect of the occurrence of an Event of Default and/or (f) Provider owes amounts to the Commission pursuant to **Article 15**. (Each of clauses (a) through (f) above shall be called "**Trigger Events**" and such amounts also called "**Provider Owed Amounts**".) The Provider's Security shall serve as security for the payment of amounts owed by Provider to the Commission including against any Trigger Events and Provider Owed Amounts. Prior to the Commission's draw upon the Provider's Security, Commission shall provide written notice as to the occurrence of a Trigger Event (or any other event to which a draw relates) and the amount which the Commission intends to draw under the Provider's Security. Provider shall have ten (10) days from its receipt of such written notice to pay to the Commission an amount equivalent to the amount proposed to be drawn by the Commission from the Provider's Security, failing which the Commission may draw upon the Provider's Security up to the proposed amount; *provided, however*, that in the event the Provider's Security expires within such ten (10) day period, then such notice period shall not apply.

18.3 Guaranty. Provider has delivered to the Commission an executed copy of a guaranty issued by IGT Global Solutions Corporation, a Delaware corporation (the "**Guarantor**"), covering the full and faithful performance and completion of the Services and payment obligations of Provider under this Agreement, which guaranty is attached hereto as **Exhibit 18.3** or in such other form satisfactory to the Commission (the "**Guaranty**").

ARTICLE 19

LEGAL COMPLIANCE

19.1 Governmental Approvals. Provider shall obtain or provide, at Provider's sole cost and expense, all Governmental Approvals applicable to Provider that are necessary for Provider to commence and complete the Transition Services and to provide the Services.

19.2 Compliance with Applicable Requirements. Provider shall comply with the Applicable Requirements and shall be responsible for any fines or penalties imposed on Provider or the Commission resulting from Provider's failure to comply with the Applicable Requirements.

19.3 Commission Compliance Directives. From time to time the Commission may instruct Provider in writing as to the manner in which Provider should implement compliance with any Applicable Requirements and changes in Provider's policies, procedures and processes relating to such compliance. Provider shall promptly implement and comply with each such "Commission Compliance Directive" in the performance and delivery of the Services. The Commission shall notify Provider in writing of any new Applicable Requirements or changes in the Applicable Requirements that are applicable to the Services of which Commission becomes aware, and Provider shall work with the Commission to the extent necessary to identify the impact of such new Applicable Requirements and changes in the Applicable Requirements on Provider's performance and the Commission's receipt and use of the Services. Provider shall promptly notify the Commission of any new Applicable Requirements or changes in the Applicable Requirements that are applicable to the Services of which Provider becomes aware.

ARTICLE 20

DISPUTE RESOLUTION; GOVERNING LAW

20.1 Dispute Governed by These Procedures.

(a) Except as expressly set forth in **Article 9** and except for Disputes related to a party's right to terminate pursuant to **Article 13**, the Parties agree that any Dispute arising out of, relating to, or in connection with this Agreement (including any breach thereof) that is not resolved by the Informal Resolution Procedures, including the question as to whether such Dispute is subject to nonbinding arbitration, shall be resolved pursuant to this **Article 20**, and the Dispute Resolution Procedures provided for in this **Article 20** shall be the sole and exclusive means for resolving any Dispute arising out of, relating to, or in connection with this Agreement.

(b) Resolutions of Disputes pursuant to this **Article 20** shall be final, binding, conclusive and enforceable as set forth in this **Article 20**.

(c) FAILURE OF PROVIDER TO CONFORM TO THE DISPUTE RESOLUTION PROCEDURES RESPECTING ANY DISPUTE SUBJECT THERETO SHALL CONSTITUTE A FAILURE TO PURSUE DILIGENTLY AND EXHAUST THE ADMINISTRATIVE PROCEDURES IN THIS AGREEMENT AND SHALL OPERATE AS A BAR TO THE DISPUTE.

(d) The Parties adopt these methods for resolving Disputes between the Commission and the Provider, each of whom are proper Parties to these Dispute Resolution Procedures.

(e) The Party bringing a Dispute shall bear the burden of proving the same.

20.2 Informal Resolution as Condition Precedent. As a condition precedent to the right to have any Dispute resolved pursuant to the Formal Dispute Resolution Procedures or by the Marion County, Indiana Circuit/Superior Court, the claiming Party must first attempt to resolve the Dispute directly with the responding Party through the Informal Resolution Procedures. Time limitations set forth for those Informal Resolution Procedures may be changed by mutual written agreement of the Parties. Changes to the time limitations for the Informal Resolution Procedures agreed upon by the Parties shall pertain to the particular Dispute only and shall not affect the time limitations for Informal Resolution Procedures applicable to any other or subsequent Disputes.

20.3 Informal Resolution Procedures.

20.3.1 Notice of Dispute to Designated Agent.

(a) The claiming Party shall initiate the Informal Resolution Procedures by serving a written notice on the other Party's designated agent. Unless otherwise indicated by written notice from one Party to the other Party, each Party's designated agent shall be its Dispute Representative. The notice shall contain a concise statement describing: (i) the date of the alleged act, inaction or omission or threatened action or inaction giving rise to the Dispute; (ii) an explanation of the Dispute, including a description of its nature, circumstances and cause; (iii) a reference to any pertinent provision(s) from this Agreement; (iv) the estimated dollar amount of the Dispute, and how that estimate was determined (including any cost and revenue element that has been or may be affected) or if the claiming Party contends that this provision is not applicable, a statement as to why it is not applicable; (v) if applicable, an analysis of the Transition Plan and all associated dates and milestones showing any changes or disruptions (including an impacted delay analysis reflecting the disruption in the manner and sequence of performance that has been or will be caused, delivery schedules, staging, and adjusted Transition Milestones); (vi) the claiming Party's plan for mitigating the amount claimed and/or the delay claimed, or if the claiming Party contends that this provision is not applicable, a statement as to why it is not applicable; (vii) the claiming Party's desired resolution of the Dispute, and if seeking a monetary award, a detailed calculation to support the desired resolution; and (viii) any other information the claiming Party considers relevant.

(b) The notice shall be signed by the Dispute Representative of the claiming Party, and shall contain a written certification by the claiming Party that: (i) the notice of Dispute is served in good faith; (ii) except as to specific matters stated in the notice as being unknown or subject to discovery, all supporting information is reasonably believed by the claiming Party to be accurate and complete; (iii) the Dispute accurately reflects the amount of money or other right, remedy or relief to which the claiming Party reasonably believes it is entitled; and (iv) the Dispute Representative is duly authorized to execute and deliver the notice and such certification on behalf of the claiming Party.

(c) The Parties shall attempt in good faith to resolve such Dispute within fifteen (15) days of delivery of the notice of Dispute to the responding Party. If the responding Party agrees with the claiming Party's position and desired resolution of the Dispute, it shall so state in a written response signed by the responding Party's Dispute Representative and delivered to the claiming Party. The notice of the Dispute and such response shall suffice to evidence the Parties' resolution of the subject Dispute unless either Party requests further documentation. Upon either Party's request, within five (5) Business Days after the claiming Party's receipt of the responding Party's response in agreement, the claiming Party's Dispute Representative shall state the resolution of the Dispute in a signed writing.

20.3.2 Commission Director Meetings. If the Dispute is not resolved pursuant to Section 20.3.1(c), then commencing within fifteen (15) days after the notice of Dispute is served and concluding fifteen (15) days thereafter, the Chief Executive Officer of Provider and the Commission Director, shall meet and confer, in good faith, to seek to resolve the Dispute raised in the claiming Party's notice of Dispute. If they succeed in resolving the Dispute, Provider and the Commission shall memorialize the resolution in a signed writing.

20.3.3 Failure to Resolve Dispute with Informal Resolution Procedures.

(a) If a Dispute is not timely resolved under the Informal Resolution Procedures, then the Parties may mutually agree to initiate mediation.

(b) If a Dispute is not timely resolved under the Informal Resolution Procedures or by mediation, or the Parties do not mutually agree to initiate mediation or other alternative dispute resolution process, either Party may: (i) as a condition precedent to the right to have any Dispute within the jurisdiction of the arbitrator resolved by the Marion County, Indiana Circuit/Superior Court, pursuant to **Section 20.4.2(a)** refer the Dispute to the arbitrator for an arbitrator decision; or (ii) with respect to all other Disputes, as well as Disputes submitted to but not finally resolved through the arbitrator, pursue any other relief that may be available in the Marion County, Indiana Circuit/Superior Court pursuant to **Section 20.4.2**.

20.4 Formal Resolution Procedures.

20.4.1 Non-binding Arbitration.

(a) It is the intent of the Parties to resolve the Dispute between them whenever possible by mutual and voluntary settlement rather than through any binding dispute resolution process. In support of this, the Parties acknowledge that, except as otherwise provided herein, if the Dispute cannot be settled through the Informal Resolution Procedures, the Parties agree first to submit their Dispute to non-binding arbitration as a condition precedent to filing litigation under **Section 20.4.2**. The Parties recognize that non-binding arbitration is a process to assist them in resolving their Disputes by making their own free and informed choices and that the arbitrator will have no authority to impose a binding award on any Party but only to issue an advisory decision. The non-binding award cannot be entered as a judgment in any court, except on mutual consent of the Parties, nor can it be cited as evidence or precedent with any preclusive effect in any court or other proceeding.

(b) A Party shall initiate the non-binding arbitration process by serving a written demand for arbitration on the other Party's designated agent. Unless otherwise indicated by written notice from one Party to the other Party, each Party's designated agent shall be its Dispute Representative. The arbitration demand shall contain a concise statement of the matters set forth in **Section 20.3.1(a)**.

(c) The receiving Party shall respond to the demand for arbitration within ten (10) Business Days of receipt thereof.

(d) The Parties shall attempt in good faith to select an arbitrator to which they mutually agree within ten (10) Business Days of the notice of non-binding arbitration. If the Parties are unable to agree on an arbitrator, the Parties agree to select from the most current list of mediators as maintained by the Indiana Supreme Court Division of State Court Administration (the "**List of Mediators**"). In the event the Parties cannot agree, the arbitrator shall be selected through a striking process by which (i) each Party shall propose ten (10) names appearing on the List of Mediators, (ii) Provider shall strike two (2) names, followed by Commission striking two (2) names and thereafter each Party shall alternately strike two (2) additional names until eight (8) remain, and (iii) from such eight (8) remaining names Provider shall then strike one (1) name, followed by the Commission striking one (1) name and thereafter each Party shall alternately strike one (1) additional name until two (2) names remain, at which point the Parties shall select the arbitrator from the remaining candidates by coin flip or other act of random chance. In the event that the arbitrator selected does not agree to serve, then the arbitrator whose name was stricken immediately before shall be selected. This procedure shall be repeated, if necessary, until an arbitrator who agrees to serve is selected. Unless mutually agreed otherwise, the Parties shall complete the process of selecting an arbitrator within twenty (20) days of the notice initiating non-binding arbitration.

(e) The cost of the arbitration shall be equally divided between the Parties, regardless of outcome.

(f) Unless otherwise agreed, the arbitration hearing shall take place in Indianapolis, Indiana, at a location to be mutually agreed upon or determined by the arbitrator. The hearing shall be scheduled for a date no later than 90 days after the demand for arbitration is sent.

(g) The rules of discovery shall apply. Unless agreed otherwise, each Party shall be entitled to take no more than two depositions.

(h) No later than thirty days before the hearing, each Party shall provide the arbitrator and the opposing Party with a listing of witnesses and documentary evidence to be considered. The listing of witnesses shall designate those to be called in person, by deposition and/or by written report.

(i) Unless otherwise agreed, all documents the Parties desire to be considered in the arbitration process shall be filed with the arbitrator and exchanged between the Parties no later than thirty (30) days prior to the arbitration hearing. In addition, no later than fifteen (15) days prior to hearing, each Party may file with the arbitrator a pre-arbitration brief setting forth the factual and legal positions as to the issues being arbitrated.

(j) Unless agreed otherwise, the arbitration hearing shall be limited to three days, and the arbitrator shall issue its written determination within twenty (20) days of the close of the hearing and shall serve a copy of this determination on the Parties who participated in the arbitration.

(k) If the non-binding arbitration is not completed and the Parties do not reach a mutually agreeable settlement within one hundred and twenty (120) days after initiation of the non-binding arbitration, either Party may continue to pursue the Dispute by filing a complaint in the Marion County, Indiana Circuit/Superior Court, or the Parties may mutually agree to extend the time for non-binding arbitration.

(l) If neither Party rejects the arbitrator's non-binding determination within thirty (30) days of its being issued by the arbitrator, such decision shall become final and binding as between the Parties, and shall be enforceable in any court of competent jurisdiction.

(m) In the event one Party rejects the arbitrator's determination, it shall send a notice of its objection/rejection to the other Party within thirty (30) days of such decision and either Party may proceed with state court litigation as provided in **Section 20.4.2**.

(n) The non-binding arbitration proceedings shall be considered as settlement negotiations and shall be governed by **Section 20.5(a)**.

(o) In the event the amount at issue in the Dispute is greater than Two Million Dollars (\$2,000,000), then at the Commission's sole discretion the Dispute may proceed directly from the Informal Resolution Procedures to state court litigation pursuant to **Section 20.4.2**. The Commission shall advise Provider of its decision to forgo the non-binding arbitration procedures by written notice submitted no later than the date by which the response to an arbitration demand is due. For avoidance of doubt, if there is no arbitration hearing and decision under **Section 20.4.1**, then attorneys' fees provisions in **Section 20.4.2(b)** shall not apply.

20.4.2 State Court Litigation.

(a) In the event a Party rejects the arbitrator's determination in accordance with **Section 20.4.1(m)**, or the Commission determines to forego non-binding arbitration in accordance with **Section 20.4.1(o)**, then either Party may thereafter file a lawsuit in the Marion County, Indiana Circuit/Superior Court located in Marion County, Indiana.

(b) In the event the Party that rejected the arbitrator's decision does not obtain a more favorable result at the trial court level in the state court litigation, that Party shall be responsible to pay for the litigation costs, including the attorneys' fees, incurred by the other Party in the state court litigation.

20.5 Confidentiality of Settlement Negotiations and Other Documents Used in Dispute Resolution Process.

(a) All discussions, negotiations, Informal Resolution Procedures described in **Section 20.3** and non-binding arbitration proceedings described in **Section 20.4** between the Parties to resolve a Dispute, and all documents and other written materials furnished to a Party or exchanged between the Parties during any such discussions, negotiations, procedures or proceedings, shall be considered Confidential Information and not subject to disclosure by either Party.

(b) During any arbitration, alternative dispute resolution or judicial proceeding regarding a Dispute, all information that has been deposited in an Intellectual Property escrow pursuant to **Section 8.8** shall be available as evidence but treated as Confidential Information and subject to a protective order issued by the arbitrator or court to protect the information from public disclosure.

(c) The Parties may also request a protective order in any arbitration, alternative dispute resolution or judicial proceeding to prohibit the public disclosure of any other information they believe is confidential. Determinations of such requests by the arbitrator or court shall be governed by the standards in the Indiana Rules of Evidence and Indiana Rules of Trial Procedure and/or Indiana's Administrative Rules, as applicable.

20.6 Venue and Jurisdiction. The Parties agree that the exclusive original jurisdiction and venue for any legal action or proceeding, at law or in equity, that is permitted to be brought by a Party in court arising out of this Agreement shall be the Marion County, Indiana Circuit/Superior Court. Service of process on a Party may be made either by registered or certified mail addressed as provided for in **Section 22.3** or by delivery to the applicable Party's registered agent for service of process in the State. If the Party is presented with a request for documents by any administrative agency or with a subpoena duces tecum regarding any documents which may be in its possession by reason of this Agreement, such Party shall give prompt notice to the other Party, at the address specified in **Section 22.3**. The Commission may contest such process by any means available to it before such records or documents are submitted to a court or other third party; *provided, however*, that Provider shall not be obligated to withhold such delivery beyond that time as may be ordered by the court or administrative agency or required by law, unless the subpoena or request is quashed or the time to produce is otherwise extended.

20.7 Performance of Agreement, Continuation of Services, and Payments.

(a) At all times during Dispute Resolution Procedures or until this Agreement is terminated pursuant to **Article 13**, Provider shall continue with the performance of the Services and obligations, including any Dispute as to the scope of Services or obligations, diligently and without delay, in accordance with this Agreement, except to the extent enjoined by order of a court or otherwise Approved. Provider acknowledges that it shall be solely responsible for the results of any delaying actions or inactions taken during the course of Dispute Resolution Procedures relating to any Dispute as to the scope of Services or obligations even if Provider's position in connection with the Dispute ultimately prevails.

(b) During the course of any Dispute Resolution Procedures, the Parties shall continue to comply with all provisions of this Agreement including Applicable Requirements.

(c) Throughout the course of any Dispute, Provider shall keep complete records that provide a clear distinction between the incurred direct and indirect costs related to the Dispute and that which is not in Dispute. Provider shall provide the Commission access to all Contract Records as the Commission desires to evaluate the Dispute. The arbitrator shall have similar access to all such Contract Records. All such Contract Records shall be retained for a period of not less than one year after the date of resolution of any Dispute pertaining to such Dispute (or for any longer period required under any other applicable provision of this Agreement).

(d) During the course of any Dispute Resolution Procedures, the Commission shall continue to pay to Provider when due all undisputed amounts owing under this Agreement.

(e) In addition to the foregoing, under no circumstances shall a Party repudiate this Agreement, in whole or part, or otherwise refuse to perform all or any portion of this Agreement including, with respect to Provider, the Services, except as a Party's refusal to perform is expressly excused by a contractual provision in this Agreement or a Party is permitted to terminate this Agreement or the Services. Provider expressly acknowledges and agrees that, pending resolution of any Dispute, it shall not deny, withdraw, or restrict Provider's provision of the Services to the Commission under this Agreement, except as specifically and expressly agreed in writing by the Commission and Provider. The time frame for a Party to cure any breach of the terms of this Agreement shall not be tolled by the pendency of any Dispute Resolution Procedures.

20.8 Financial Expert Engagement. When any provision of this Agreement requires the Parties to engage a Financial Expert, such engagement shall be initiated by the Commission, which shall be required to be initiated no sooner than the later of (a) thirty (30) days after the date the Commission has received any applicable proposed and complete analysis that would be the subject of such engagement or (b) ten (10) Business Days after notice of Provider requesting such action.

20.8.1 Selection of a Financial Expert. If the Parties cannot mutually agree upon the Financial Expert to be so engaged within fifteen (15) days after notice to the other Party indicating a desire to initiate such an engagement, then either Party may request that the selection be made pursuant to the Dispute Resolution Procedures, with such Informal Resolution Procedures to be commenced by each Party proposing three (3) Persons to the other Party to serve in such role as the Financial Expert (which may or may not be selected from the List of Mediators and which may be proposed by a Party only to the extent that such person clearly satisfies the requirements set forth in the definition of Financial Expert); *provided* that in the event that such Informal Resolution Procedures involves the use of an arbitrator pursuant to **Section 20.4.1**, then the selection of a Financial Expert by an arbitrator shall be binding on the Parties. After the selection of the six (6) potential Financial Experts but prior to ranking, the Parties shall ensure that each potential Financial Expert (a) satisfies the subject matter and independence requirements, including if deemed necessary by either Party, through interviews of each candidate and (b) has indicated their willingness to serve, if selected. The candidates will be ranked by each Party assigning a score of one through six with highest candidate being scored a six; the total of such scores assigned by both Parties shall establish the rankings for each of the proposed Financial Experts. The candidate with the highest total ranking shall be selected the Financial Expert. In the event of a tie between two (2) or more Financial Experts in rank, a Party may eliminate any such tied Financial Experts proposed by the other Party until there are only two (2) Financial Experts remaining, at which point the Parties shall select the Financial Expert from the remaining candidates by coin flip or other act of random chance; *provided, however*, the Commission may in lieu of any such randomly selected Financial Expert accept at any point any of the three (3) Financial Experts proposed by Provider. In any event, the selection of the Financial Expert shall occur within forty-five (45) days following the initiation of the engagement to select a Financial Expert under this **Section 20.8**. The costs of the Financial Expert shall be borne at the sole cost and expense of the Provider.

20.8.2 Nature of a Financial Expert Determination. The Financial Expert shall be deemed to act as an expert and not as an arbitrator. The Financial Expert shall be instructed to notify its determination to both Parties within sixty (60) days of engagement by means of a written determination which shall (except in the case of manifest error) be final and binding on both Parties for purposes of this Agreement except as otherwise provided in this **Section 20.8.2** or in **Section 4 of Schedule 10.1**. The failure of any Party to respond in writing to any finding of Financial Expert's proposed amount related to such a Dispute within fourteen (14) days of receipt of the applicable notification shall be deemed acceptance of it. The following sentence shall apply to any matter herein in which a Financial Expert is made applicable by the provisions of this Agreement other than a matter pursuant **Section 4 of Schedule 10.1**. If either Party disagrees, in writing, within fourteen (14) days of receiving such finding of the Financial Expert and:

(a) If the adjustment found by the Financial Expert in any one instance is less than five percent (5%) from the adjustment or the amount proposed by the Commission, then such Financial Expert's adjustment, if any, shall be final and binding upon the Parties; or

(b) If adjustment found by the Financial Expert in any one instance is equal to or greater than five percent (5%) from the adjustment or the amount proposed by the Commission, then the Dispute over the appropriate amount of adjustment shall be settled in accordance with the other Dispute Resolution Provisions of this Article 20 of this Agreement; and

(c) *Provided* that such five percent (5%) threshold shall apply to each instance, and the phrase “in any one instance” as used in this Section 20.8.2 shall mean each discrete event for which the opinion of a Financial Expert is sought, and does not mean each time a Financial Expert is engaged. The Financial Expert shall have the authority to determine whether claims presented are discrete events.

20.9 Governing Law. This Agreement shall in all respects be interpreted under, and governed by, the laws of the State of Indiana including as to validity, interpretation and effect, without giving effect to the State of Indiana’s conflicts of laws principles.

20.10 Sovereign Immunity. Except as provided in Indiana Code 34-13, the Commission shall not be made a defendant or party in any court whatsoever. Provider’s remedies hereunder are expressly limited to the remedies afforded to it under this Agreement. Notwithstanding the foregoing, the Commission hereby reserves any and all rights to sovereign immunity with respect to all claims that may be asserted by Provider arising out of this Agreement. The Commission does not waive sovereign immunity by entering into this Agreement.

ARTICLE 21

ADVERSE ACTIONS

21.1 Adverse Actions.

21.1.1 Adverse Actions. An “Adverse Action” shall consist of (i) any affirmative action by the Commission, (ii) any failure of the Commission to act where such action is required by this Agreement and such failure to act results in a breach of this Agreement by the Commission, (iii) any affirmative action by another Indiana Governmental Authority, or (iv) any affirmative action by a federal Governmental Authority, which at any time during the Term meets each and all of the following requirements of subsections (a) through (f) of this Section 21.1.1:

(a) meets one of the following requirements set forth in clause (1), (2) or (3) below:

1. Such act (or failure to act) shall have had the effect of countermanding or revoking Approval for (A) a clear and conspicuous action plan that was set forth in and established by the initial Detailed Portion of the Plan related to the first two (2) Contract Years, or in an updated Detailed Portion of the Plan related to later Contract Years that had previously been Approved, as applicable, but which shall not be established by reference to general or generic descriptions related to any action plan in any such Detailed Portion of the Plan; or (B) a business practice or activity that is substantially the same in scope and effect as was in use by the Commission during the fiscal year ending June 30, 2012; or
2. Such act (or failure to act) shall have had the effect of being inconsistent with a clear and conspicuous action plan that was set forth in and established by (A) any Detailed Portion of the Plan related to the first two (2) Contract Years, or (B) any updated Detailed Portion of the Plan related to later Contract Years, in each case that had been previously Approved; or
3. Is an act set forth in foregoing clauses (iii) or (iv), which is not an act set forth in Section 21.1.2 or an act that is an Upward Adjustment Trigger; and

(b) Provider shall establish by clear, convincing and demonstrable evidence that there is a direct causal relationship between such potentially Adverse Action and the asserted economic effect thereof; and

(c) Provider shall establish by clear, convincing and demonstrable evidence that such potentially Adverse Action will have (a) an adverse impact on Provider Net Income in any one applicable Contract Year in an amount in excess of One Million Dollars (\$1,000,000), as and when determined for each separate, discrete and distinct matter asserted to be a potentially Adverse Action (rather than in aggregate for all unrelated matters), and (b) an adverse impact on Provider's ability to earn and collect Incentive Compensation (or increases the Net Income Shortfall Payment owed by the Provider); and

(d) Such act (or failure to act) shall not be any act and omission that is in response to any act or omission on the part of Provider that (i) is illegal (other than an act or omission rendered illegal by virtue of the Adverse Action) or (ii) constitutes a material breach of this Agreement by Provider; and

(e) Provider shall have given notice to the Commission within thirty (30) days after any such specific Commission exercise of its rights to countermand (or its revocation of an Approval or its failure to act) (or after Provider knew of, or should have known of, any such affirmative action by another Governmental Authority) giving rise to such Adverse Action (including giving notice with sufficient detail to demonstrate the causal relationship under the foregoing **subsection (b)** and the amount of the economic effects applicable to each affected Contract Year in relation to and consistent with the requirements of the foregoing **subsection (c)**) so as to permit the Commission, in its sole discretion, to consider and take steps to eliminate or mitigate such adverse impact, which information submitted by Provider to the Commission pursuant to this **subsection (e)** shall establish and constitute the maximum potential downward adjustment to "Bid Net Income", or to "Minimum Net Income" and "Incentive Net Income", pursuant to **Schedule 10.1** (the "Noticed Potential Downward Adjustment"); and

(f) The Commission shall not have given notice to Provider within ten (10) Business Days after its receipt of the notice under the foregoing **subsection (e)** of its intent to consider and/or take steps to eliminate or mitigate such adverse impact (or if such notice under the foregoing **subsection (e)** has been so given, the Commission shall have failed to eliminate or mitigate such adverse impact within ninety (90) days after it was so given or such longer period that the Commission may inform Provider that it is diligently pursuing the elimination or mitigation of such adverse impact) (such failure to give such notice or take such action under this **subsection (f)**, an "Adverse Action Trigger").

21.1.2 No Adverse Action. Notwithstanding anything in **Section 21.1.1** to the contrary, an Adverse Action shall not be deemed to have occurred in the following circumstances: (a) an Indiana Governmental Authority enacts or amends any of the Force of Law Requirements, or fails to act, in a manner that permits or requires (i) new Gambling Game activities that are similar to Gambling Game activities being conducted at all or any one Casino Facility in the State as of the date the Provider Bid was submitted to the Commission, (ii) relocation of riverboat Casino Facilities to inland Casino Facilities as authorized by House Enrolled Act 1540 (2015), (iii) live table games in Casino Facilities at racetracks as authorized under terms that are materially consistent with the scope of table games authorized in House Enrolled Act 1540 (2015), (iv) new charity gaming activities (under Indiana Code 4-32.2) which are similar to the charity gaming activities being conducted in the State as of the date the Provider Bid was submitted to the Commission, (v) new pari-mutuel wagering on live races (under Indiana Code 4-35) at racetracks or satellite facilities in the State, which is similar to the pari-mutuel wagering being conducted at existing racetracks or satellite facilities as of the date the Provider Bid was submitted to the Commission, including pari-mutuel wagering over the internet as part of an authorized advance deposit wagering service, (vi) new type II gambling activities (under Indiana Code 4-36) which are similar to the type II gambling activities being conducted in the State as of the date the Provider Bid was submitted to the Commission, or (vii) Class II or Class III gaming on Indian lands in the State conducted under the National Indian Gaming Regulatory Act; (b) the imposition of, or an increase in taxes of general application; (c) any final decision, judgment, opinion or interpretation by the Commission, any other Indiana Governmental Authority or a court of competent jurisdiction interpreting the Lottery Law as it existed as of the date the Provider Bid was submitted to the Commission; (d) any action by the Commission contemplated in an Annual Business Plan; (e) any act or failure to act by the Commission in connection with the Transition Plan (or activities, events or matters related to it), the Ramp-up Period Plan (or activities, events or matters related to it), or anything related to activities, events or matters occurring prior to the Base Services Commencement Date, to the extent that such act or failure to act by the Commission was necessary to prevent or avoid an adverse impact on achieving the result shown as *Surplus Revenue to the*

State in the Commission's original budget for its fiscal period ending on June 30, 2013; or (f) the occurrence of a Force Majeure Event.

21.2 Effect of Adverse Action. If Provider believes an Adverse Action has occurred it may, as its sole remedy hereunder with respect to any such Adverse Actions, within thirty (30) days of the date an Adverse Action Trigger occurs, initiate the procedures to claim a downward adjustment to "Bid Net Income", or to "Minimum Net Income" and "Incentive Net Income", as provided in **Schedule 10.1**. Any failure to so initiate within such thirty (30) day period such procedure to claim a downward adjustment, shall definitively waive Provider's rights to do so.

ARTICLE 22

MISCELLANEOUS

22.1 Assignment.

22.1.2 General. Neither Party shall assign, transfer or delegate its rights and duties under this Agreement, in whole or in part, whether by operation of law or otherwise, without the prior written consent of the other Party, except in the following circumstances: (a) Provider can subcontract certain of its obligations as permitted by **Article 7** and (b) the Commission may assign its rights or obligations under this Agreement, without approval of Provider, to another Indiana Governmental Authority which expressly assumes the Commission's obligations and responsibilities hereunder. Any assignment in contravention of this **Section 22.1** shall be null and void *ab initio*. Subject to all other provisions herein contained, this Agreement shall be binding on the Parties and their successors and permitted assigns.

22.1.3 Restriction on Assignment. The Parties further agree that the Services to be rendered under this Agreement were determined by the Commission after having undertaken a detailed, sophisticated and significant (a) selection process that included a broad solicitation pursuant to the RFI, (b) evaluation processes involving multiple responses to the RFI including the Provider Bid and (c) diligence processes including matters dealing with Highest Standards and compliance with the requirement of the Lottery Law. Provider acknowledges that the Commission's selection of Provider included the Commission's analysis of the Provider Bid and Provider's capacity to perform its obligation under this Agreement (including undertaking its Transition Plan, Ramp-up Period Plan, Annual Business Plan and Disentanglement Services Plan) to maximize sales and Commission Net Income from the Lottery while maintaining and acting consistent with the Highest Standards. Provider further acknowledges that Indiana Code 4-30-8-1 requires the Commission in all procurement decisions (including this Agreement) to take into account the particularly sensitive nature of the Lottery and to consider the competence, quality of product, experience, and timely performance of any Vendor (including Provider) in order to promote and ensure security, honesty, fairness, and integrity in the operation and administration of the Lottery and the objective of raising net revenues for the benefit of the public purposes described in Lottery Law. Provider acknowledges that given the nature of the Services and the applicable Lottery Law governing the Commission and the Lottery, the Services to be rendered hereunder are non-assignable by Provider (unless Approved) for purposes of Section 365(c)(1) of the Bankruptcy Code.

22.2 Third Party Beneficiaries. This Agreement is entered into solely between, and may be enforced only by, the Commission and Provider and their respective permitted successors and assigns. Except for the Commission Indemnitees and the Provider Indemnitees, this Agreement shall not be deemed to create any rights or causes of action in or on behalf of any Third Parties, including employees, agents, representatives, contractors, suppliers or customers of a Party or any other Third Party Entity.

22.3 Notices. Any written notice, request, consent, approval or other communication required or permitted to be given pursuant to this Agreement shall be in writing and shall be deemed to have been given: (a) upon delivery if delivered personally; (b) upon transmission if sent via facsimile or electronic mail (with the original sent by recognized overnight courier); or (c) one (1) Business Day after deposit with a national overnight courier, in each case addressed to the following mailing addresses/facsimile numbers/electronic mail addresses, or to such other mailing addresses/facsimile numbers/electronic mail addresses as may be specified by a Party upon written notice to the other in accordance with the terms of this **Section 22.3**:

If to the Commission:

Hoosier Lottery
1302 N. Meridian St.
Indianapolis, IN 46202
Attention: Director

With a copy to:

Hoosier Lottery
1302 N. Meridian St.
Indianapolis, IN 46202
Attention: General Counsel

If to Provider:

IGT Indiana, LLC
1302 N. Meridian St.
Indianapolis, IN 46202
Attention: Chief Executive Officer

With a copy to:

IGT Global Solutions Corporation
IGT CENTER
10 Memorial Boulevard
Providence, RI 02903
Attention: General Counsel

22.4 Waivers. A delay or omission by either Party hereto to exercise any right or power under this Agreement shall not be construed to be a waiver thereof. A waiver by either of the Parties hereto of any of the covenants to be performed by the other or any breach thereof shall not be construed to be a waiver of any succeeding breach thereof or of any other covenant herein contained. All waivers shall be in writing and signed by the Party waiving its rights.

22.5 Relationship Between the Parties. Neither Party (nor any employee, subcontractor or agent thereof) shall be deemed or otherwise considered a representative, agent, employee, partner or joint venturer of the other Party. Further, neither Party (nor any employee, subcontractor or agent thereof) shall have the authority to enter into any agreement, nor to assume any liability, on behalf of the other Party, nor to bind or commit the other Party in any manner, except as expressly provided in this Agreement. Provider, in furnishing Services to the Commission hereunder, is acting as an independent contractor, and Provider has the sole obligation to supervise, manage, contract, direct, procure, perform or cause to be performed, all work to be performed by Provider under this Agreement.

22.6 Severability. If any provision of this Agreement is determined to be invalid or unenforceable, that provision shall be deemed stricken and the remainder of this Agreement shall continue in full force and effect insofar as it remains a workable instrument to accomplish the original intent and purposes of the Parties, and, if possible, the Parties shall replace the severed provision with a provision that reflects the intention of the Parties with respect to the severed provision but that shall be valid and enforceable.

22.7 Bankruptcy Protection. All rights and licenses granted under or pursuant to this Agreement by Provider to the Commission are, and shall otherwise be deemed to be, for purposes of Section 365(n) of Title 11 of the Bankruptcy Code, licenses to rights to "intellectual property" as defined under the Bankruptcy Code. The Parties agree that the Commission, as licensee of such rights under this Agreement, shall retain and may fully exercise all of its rights and remedies available to it under the Bankruptcy Code, including Section 365(n) thereof.

22.8 Counterparts. This Agreement may be executed in duplicate counterparts, each of which shall be deemed an original and both of which together shall constitute one and the same instrument.

22.9 Further Assurances. Subsequent to the execution and delivery of this Agreement and without any additional consideration, each Party shall execute and deliver any further legal instruments and perform any acts that are or may become reasonably necessary to effectuate the purposes of this Agreement.

22.10 Covenant Regarding Pledging. To the extent permitted by Section 22.1 or by Commission Approval, if Provider assigns, transfers, pledges, hypothecates or otherwise encumbers its rights to receive payments from the Commission under this Agreement, Provider shall continue to be the Commission's sole point of contact with respect to this Agreement, including with respect to payment. The Entity to which such rights are assigned, transferred, pledged, hypothecated or otherwise encumbered shall not be considered a Third Party beneficiary under this Agreement and shall not have any rights or causes of action against the Commission.

22.11 Covenant of Good Faith. Each Party agrees that, in its respective dealings with the other Party under or in connection with this Agreement, it shall act in good faith.

22.12 Acknowledgement. The Parties each acknowledge that the terms and conditions of this Agreement have been the subject of active and complete negotiations, and that such terms and conditions should not be construed in favor of or against any Party by reason of the extent to which any Party or its professional advisors participated in the preparation of this Agreement.

22.13 Entire Agreement. This Agreement, the Services Exhibit and the Other Attached Documents are an integral part of this Agreement and shall be read and interpreted together with this Agreement as a single document. This Agreement, consisting of all of the pages of this instrument, together with the Services Exhibit and Other Attached Documents, sets forth the entire, final and exclusive agreement between the Parties and supersedes all prior and contemporaneous agreements, understandings, negotiations and discussions, whether oral or written, between the Parties related to the subject matter herein.

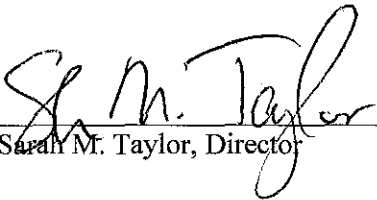
22.14 Time is of the Essence. The times for performance provided in this Agreement are essential due to the obligations and expenditures of the Parties. If a time is not specified, performance shall be required promptly and with due regard to the conditions of performance of other parties in reliance thereon.

22.15 Amendment. This Agreement may be amended, modified or supplemented only by a written instrument signed by both Parties.

[END OF PAGE; SIGNATURES ON THE FOLLOWING PAGE]

IN WITNESS WHEREOF, the undersigned affirm and attest that this Amended and Restated Integrated Services Agreement fully and accurately merges and incorporates the Original Agreement, the Amendment, and certain technical corrections into a single restated document intended to fully encompass and reflect the agreement of the Parties.

**STATE LOTTERY COMMISSION OF
INDIANA**

By: 
Sarah M. Taylor, Director

IGT INDIANA, LLC


By: _____
Colin Hadden
Chief Operating Officer and
General Manager

Schedule 1.2
Definitions

“Additional Provider Payment” means a one-time sum of eighteen million two hundred fifty thousand dollars (\$18,250,000) paid from Provider to the Commission in accordance with Provider’s covenant in **Section 12.1.11**, which amount shall be separate from, and not in lieu of, any Net Income Shortfall Payment or other payments that may be owed to the Commission under the terms of the Agreement or any other written agreements between the Parties and at all times subject to the Force of Law Requirements. For avoidance of doubt, the Additional Provider Payment is a separate and distinct payment and shall not be included in the calculation of Provider Net Income, nor shall it be considered a credit against or used to offset any Net Income Shortfall Payment that may become due to the Commission in any Contract Year.

“Adverse Action” is defined in **Section 21.1.1**.

“Adverse Action Trigger” is defined **subsection (f)** of **Section 21.1.1**.

“Affected Period” is defined in **Section 13.5.1(l)**.

“Affiliate” means (i) any Entity that, directly or indirectly, through one or more intermediaries, Controls, is Controlled by or is under common Control with the Entity specified; and (ii) any Entity in which the Entity specified has a direct or indirect, through one or more intermediaries, financial interest either through ownership, contract or otherwise.

“Agreement” means this Integrated Services Agreement, the Services Exhibit and the Other Attached Documents, all as amended from time-to-time.

“Agreement Effective Date” has the meaning set forth in the preamble hereto.

“Amortization Methodology” means the more rapid methodology used to depreciate or amortize consistent with the following – either: (1) the methodology, consistent with GAAP, to be used to depreciate or amortize any capital expenditure investment (including any Significant Investment), in respect of which the applicable depreciation or amortization period and the rate of depreciation or amortization for any applicable period shall in no event (a) delay such depreciation or amortization more than would occur using a straight line depreciation/amortization methodology over a useful life that is reasonably acceptable to the Commission; or (b) be less rapid (in duration or percentage) than that in practice by any first tier provider in the industry for comparable capital investments; or (2) the methodology in use by the Person to depreciate or amortize any capital expenditure investment (including any Significant Investment) in respect of federal income taxation by the United States of America.

“Annual Business Plan” means either the Initial Annual Business Plan or the then current Updated Annual Business Plan, as the case may be.

“Applicable Requirements” means (a) the standards, policies, practices, processes, procedures, controls and rules of the Commission regarding confidentiality, security, record retention, safety and health and personal, professional and ethical conduct (including those contained in the Ethics Code, the Operating Standards and other written policies and procedures) applicable to the provision of the Services and (b) all Force of Law Requirements, policies, and rules applicable to the provision of the Services, including those set forth in the Operating Standards, and all additions and modifications to each of **subsections (a)** and **(b)**.

“Approval”, “Approved” and similar expressions mean approved or consented to in writing by the Commission, in each case at the discretion of the Commission, as such Approvals are obtained in accordance with the Governance Protocols.

“Assumed Commission Contracts” has the meaning set forth in **Section 3.3.1**.

“Bankruptcy Code” means the United States Bankruptcy Code, as amended.

“Base Services” is defined in **Section 4.1**.

“Base Services Commencement Date” means the later of (i) the Scheduled Base Services Commencement Date and (ii) the date following the Transition Completion Date.

“Bid Net Income” is defined in **Section 2 of Schedule 10.1**.

“Budget” is defined in **Section 5.3.2**.

“Business Days” means any day which is not a Saturday, Sunday or legal holiday on which banking institutions in the State are authorized to close.

“Casino Facility” means any facility where Gambling Games are conducted under the jurisdiction of the Indiana Gaming Commission pursuant to Indiana Code 4-33 or Indiana Code 4-35.

“Central Gaming System” means one or more computer systems designed to control, monitor, and communicate with the Terminals and to record the plays and transactions processed by the Terminals for Draw Games and Instant Lottery Games.

“Certificate of Transition” is defined in **Section 3.1.7**.

“Change in Control” means: (a) any transaction or combination of transactions as a result of which an Entity that presently is in Control of a Party ceases to be in Control of such Party; (b) the direct or indirect sale, transfer, exchange or other disposition (including disposition in full or partial dissolution) to an Entity other than an Excluded Person of twenty percent (20%) or more of the beneficial ownership (as defined in Section 13(d) of the Securities Exchange Act of 1934) of the voting power of a Party, or of the assets of such Party that constitute a substantial or material business segment of such Party; or (c) with respect to Provider, the unit, division or operating group of Provider that is responsible in providing the Services to the Commission is directly or indirectly sold or transferred in whole or in part to an Entity other than an Excluded Person or otherwise experiences a change in ownership or Control.

“Claim” means any civil, criminal, administrative or investigative suit, action or proceeding brought by a Third Party against a Party.

“Commission” has the meaning set forth in the preamble hereto.

“Commission Cap” is defined in **Section 16.1**.

“Commission Data” means, in or on any media or other form of any kind: (a) all data that is in the possession of the Commission as of the Agreement Effective Date, all data updating and/or manipulating such data and all data concerning or indexing such data (regardless of whether or not owned by the Commission or generated or compiled by or for the Commission); (b) all other records, data, files, input materials, reports, forms and other such items that may be received, computed, developed, used or stored by Provider from, for or on behalf of the Commission, or in connection with the Services; and (c) Commission Personal Data.

“Commission Data Files” is defined in **Section 9.2.4**.

“Commission Designee” shall mean the “Commission Designee” as from time to time provided for in the Operating Standards and, in the absence thereof, the Commission Director.

“Commission Director” shall mean the Person appointed to the role of the Director of the Commission as specified by the Lottery Law (or, if such role is not from time to time specified by the Lottery Law or established or filed by the Commission, the Person from time to time serving as the acting chief executive officer for or behalf of the Commission or the governing body of any successor in interest as permitted by **Section 22.1**), which shall not be the Provider Lead or any employee of the Provider.

“Commission Facilities” means any facility or site owned, leased, or under the control of the Commission at which the Commission receives Services and/or is used by Provider to provide the Services.

“Commission Indemnitees” means the Commission and each of its respective commissioners, directors, officers, employees, attorneys, agents, representatives, consultants, successors and assigns.

“Commission Intellectual Property” means, collectively: (a) the Intellectual Property (including the Commission Licensed Technology), that is (i) owned, acquired or developed by the Commission prior to or after the Agreement Effective Date, or (ii) licensed or leased by the Commission from a Third Party prior to or after the Agreement Effective Date; and (b) Commission New Intellectual Property.

“Commission Lead” is defined in **Schedule 5.1**.

“Commission Licensed Technology” means the Commission owned and licensed Intellectual Property set forth on **Schedule 8.1.2** and as mutually agreed and supplemented during Transition.

“Commission Net Income” means all revenue derived from the Lottery, *less* paid Prize Claims, commissions to Lottery Retailers, Operating Expenses, Incentive Compensation and any other expense of the Commission other than Operating Expenses and Incentive Compensation, all determined in accordance with GAAP.

“Commission New Intellectual Property” means (a) any modifications and enhancements to, and derivatives of, Intellectual Property described in **clause (a)** of the definition of "Commission Intellectual Property" whether developed by the Commission or jointly by the Parties, (b) any Intellectual Property developed by the Commission on or after the Agreement Effective Date with no assistance from Provider, Provider's Affiliates and/or Provider's Subcontractors and without incorporating the Confidential Information of any of those Entities; (c) any Intellectual Property licensed or leased by the Commission from a Third Party on or after the Agreement Effective Date; and (d) any modifications and enhancements to, and derivatives of, Intellectual Property described in clauses (b) and (c) of this definition whether developed by the Commission or jointly by the Parties.

“Commission Personal Data” means, collectively, all data or information, in any form, that is provided to Provider by or from a Third Party on behalf of the Commission or any data or information that is collected, generated or processed by Provider for the benefit of the Commission, that alone, or in combination with other information: (a) is considered “sensitive personal data” defined under any Applicable Requirements; and/or (b) uniquely identifies (i) a current, former or prospective customer, agent, vendor or contractor of the Commission, or (ii) any employee of any of the foregoing or an employee of the Commission, or their respective spouses or families, and includes customer names, addresses, telephone numbers and/or any other personally identifiable information, including copies of such information, and materials derived from such information.

“Commission Personnel” are the employees from time to time of the Commission while any such Person is employed by the Commission.

“Commission’s Unrecovered Shortfall Amount” means the remainder, if any, by which Bid Net Income (for Contract Years 1 and 2) and Minimum Net Income (for all other Contract Years) exceeds the sum of Provider Net Income and Net Income Shortfall Payment for the applicable Contract Year.

“Commission Transition Activities” is defined in **Section 3.1**.

“Confidential Information” means (subject to **Section 9.5**): (a) all information marked confidential, restricted or proprietary by either Party; and (b) any other information that is treated as confidential by the Disclosing Party and would reasonably be understood to be confidential, whether or not so marked. In the case of the Commission, Confidential Information also shall include Commission Intellectual Property, Commission Data, attorney-client privileged materials, attorney work product, customer lists, customer contracts, customer information and transaction data, rates and pricing, information with respect to competitors, strategic plans, account information, research information, financial/accounting information (including assets, expenditures, mergers, acquisitions, divestitures, billings collections, revenues and finances), IT and personnel information, marketing/sales information,

information regarding businesses, plans, operations, Third Party contracts, licenses, internal or external audits, law suits, regulatory compliance or other information or data obtained, received, transmitted, processed, stored, archived or maintained by Provider under this Agreement; *provided, however*, that Confidential Information shall not mean or include this Agreement other than such portion of the Annual Business Plan as may be marked "PROPRIETARY INFORMATION."

"Continuity Plans" is defined in **Section 4.4**.

"Contract Records" is defined in **Section 11.1**.

"Contract Year" means, as applicable, each consecutive twelve (12) month period during the Term ending on June 30 with (a) the initial Contract Year beginning on the Base Services Commencement Date and ending on the following June 30 and (b) each subsequent Contract Year commencing on each July 1st thereafter during the Term with the final Contract Year ending on the Termination Date; *provided, however*, that (i) if the Base Services Commencement Date occurs after July 1, 2013, then the initial Contract Year shall begin on the Base Services Commencement Date and shall end on the next following June 30th with such initial Contract Year then having a duration of less than twelve (12) months and (ii) if the Termination Date is any date other than June 30th, then such final Contract Year which commences on July 1st in such final year and shall have a duration of less than twelve (12) months (as the case may be, such abbreviated Contract Years described in clause (i) or (ii) are referred to herein as **"Stub Contract Years"**); *provided, further*, that each such Contract Year shall commence at 12:00:01 A.M. local time in the City of Indianapolis, Indiana, on such date.

"Control" means, with respect to any Entity, the possession, directly or indirectly, of the power to direct or cause the direction of management or policies of such entity, whether through the ownership of voting securities (or other ownership interests), by contract or otherwise. For this purpose, and without limiting the foregoing, any Entity that owns more than twenty percent (20%) of the outstanding voting securities of any other Entity shall be deemed to Control such other Entity.

"Data Privacy Laws" means all applicable data and/or privacy Applicable Requirements in connection with all processing of Commission Personal Data by Provider, including any relevant recommendation issued by the applicable data protection Governmental Authority.

"Detailed Portion of the Plan" is defined in **Section 5.3.2**.

"Disclosing Party" means the Party that has disclosed Confidential Information to the other Party.

"Disentanglement Services" is defined in **Section 14.1**.

"Disentanglement Services Plan" is defined in **Section 14.2.1**.

"Dispute" means any dispute or problem arising out of or relating to this Agreement, including those that relate to any of the following: (a) an alleged failure by either Party to perform its obligations under this Agreement; (b) an alleged inadequacy or delay of either Party's performance under this Agreement; (c) a request for products, services or resources, where the Parties disagree whether such products, services or resources are within the scope of the Services (and therefore included in the Payments) or otherwise within the scope of this Agreement; and/or (d) a disagreement as to the responsibilities either Party has under this Agreement.

"Dispute Representative" means the representative or agent of the applicable Party with due authority to act on behalf of and represent the Party in the applicable matter.

"Dispute Resolution Procedures" means the procedures, requirements and provisions provided for in **Article 20**.

"Distribution Facility" means the area of real estate, located at 5252 Decatur Boulevard, Indianapolis, Indiana, leased by the Commission pursuant to that certain Lease Agreement, as amended, between the Commission and KPJV 5252 Decatur Boulevard LP (successor in interests to ProLogis NAPF XI, which was successor in interest to

Midwest Logistics Partners) and dated October 23, 1997.

“Draw Game” means a Lottery Game in which a player selects a combination of numbers or symbols, either manually or by a quick pick, and winning tickets are determined by appropriately matching the combination of numbers or symbols randomly selected by the Commission at a designated future drawing or selection event.

“Drawing” means the random generation or selection of one or more numbers or symbols that may result in making a Player or Players eligible to redeem a Prize in a Lottery Game.

“Due Diligence Information” is defined in **Section 1.4**.

“Eligible Institution” means a Third Party that is (i)(a) as to any letter of credit constituting Provider’s Security, a financial institution domiciled in the United States of America that is unless otherwise Approved at all times (and not merely at the time a Provider’s Security instrument is issued) rated at least A3 by Moody’s Investors Service, Inc. and A- by Standard & Poor’s Ratings Services (and their successors and assigns, *provided* that, in the event that either of the foregoing are dissolved or liquidated or the Commission determines that such entity no longer performs the function of a credit rating agency or that another rating agency performs a substantially similar function, such other nationally recognized securities rating agency or agencies as the Commission may from time to time designate) or (b) as to any other Approved form Provider’s Security, a company meeting such other credit indicia as the Commission sets forth as part of its initial Approval thereof, (ii) duly licensed to do business in the State of Indiana, and (iii) without any equity interest, directly or indirectly, in Provider or any of its Affiliates.

“Entity” means any natural person, corporation, limited liability company, limited liability partnership, general partnership, limited partnership, joint venture, trust, association, governmental organization or agency, political subdivision, body politic or other legal person or entity of any kind, legally constituted.

“Equipment” means all telecommunications, electronic, computing, network, office and facilities equipment and machinery, vehicles and tools owned or leased by a Party and used to provide or in connection with the Services, including the following (to the extent owned or leased by a Party and used to provide or in connection with the Services): (a) mainframe, midrange, server and distributed computing equipment and associated attachments, features, accessories, peripheral devices and cabling; (b) personal computers, laptop computers, workstations and personal data devices and associated attachments, features, accessories, printers, multi-functional printers, peripheral or network devices and cabling; and (c) voice, data, video and wireless telecommunications and network and monitoring equipment and associated attachments, features, accessories, cell phones, peripheral devices and cabling.

“Ethics Code” means Provider’s code of ethics as required by the Operating Standards.

“Evansville Facility” means the area of real estate, located at 5625 East Virginia Street, Evansville, Indiana, leased by the Commission pursuant to that certain Lease Agreement, as amended, between the Commission and Spurling Properties, LLP and dated August 30, 2007.

“Event of Loss” is defined in **Section 17.4.1**.

“Events of Default” means any of the events described in **Section 13.5.1**.

“Excluded Person” means: (a) a Party; (b) any one hundred percent (100%)-owned Affiliate of a Party; or (c) a new corporation owned directly by the shareholders of a Party in the same proportions as their ownership in such Party.

“Existing Commission Contracts” means those Lottery related contracts to which the Commission is a party as of the Agreement Effective Date as listed in the attached **Schedule 3.3**, together with any additional Lottery related contracts thereafter (and prior to the Base Services Commencement Date) entered into in the ordinary course of business by the Commission either (a) at the request of Provider or (b) when such contract (i) was found necessary by the Commission for the continuing operation of the Lottery and (ii) terminates (or at the option of the Commission or its assignee may by its terms be terminated without material cost) on or prior to the Base Services Commencement Date.

“Facilities” is defined in **Section 12.3**.

“Financial Expert” means an independent expert of national standing qualified in financial and economic analysis engaged by the Commission pursuant to **Section 20.8**, which Financial Expert shall (i) not have been engaged by the Commission (or the State) or Provider (or any Affiliate) in any matter or (ii) not have had a commercial relationship with any key personnel of either the Commission or the Provider (or any Affiliate), in each case within the three (3) year period preceding the date of its engagement other than another Dispute undertaken pursuant to **Section 20.8**.

“For Cause” means the applicable employee committed or participated in actions that are or were dishonest, fraudulent, illegal, unethical, involving insubordination or moral turpitude, or involving disclosure or trade secrets, proprietary information or other forms of confidential information, or otherwise violated in any material respect the Commission’s or Provider’s code of conduct or policies, as applicable.

“Force Majeure Event” means: (a) fire, flood, earthquake, pandemics, elements of nature or acts of God; (b) wars (declared and undeclared), acts of terrorism, sabotage, riots, civil disorders, rebellions or revolutions; or (c) acts of any Governmental Authority with respect to any of the foregoing, except, in each case, to the extent that the non-performing Party is at fault in failing to take reasonable precautions to prevent or causing such default or delay, and *provided* that such default or delay cannot reasonably be circumvented by the non-performing Party through the use of reasonable alternate sources, work-around plans or other means. Notwithstanding the foregoing, “Force Majeure Event” expressly excludes: (y) a strike, walkout, lockout, labor shortage or labor dispute involving Provider (including Provider Subcontractors or Affiliates) and their respective Provider Personnel; and (z) any non-performance of a Subcontractor or Provider Affiliate, regardless of cause except for a Force Majeure Event affecting such Subcontractor or Provider Affiliate.

“Force of Law Requirements” means all federal, country, state, provincial, regional, territorial, local and other laws, rules and regulations, ordinances, interpretive letters and other official releases of or by any Governmental Authority, decrees, orders and codes (including any requirements for permits, certificates, approvals and inspections), as the same are promulgated, supplemented and/or amended from time to time, that directly or indirectly apply to the delivery or receipt of Services and performance of this Agreement.

“Formal Resolution Procedures” means the procedures, requirements and provisions provided for in **Section 20.4**.

“Former Commission Employees” means those former personnel of the Commission who have severed their employment with the Commission in order to become employed by Provider pursuant to the terms of this Agreement. Provider Personnel includes Former Commission Employees.

“GAAP” means generally accepted accounting principles as in effect from time to time in the United States.

“Gambling Game” shall have the meaning set forth in Indiana Code 4-33-2-9 and Indiana Code 4-35-2-5.

“Game Rules” means a set of written rules that govern the manner of playing a Lottery Game and, at a minimum, include the following: identification of the Lottery Game; Lottery Ticket price; manner of winning each Prize; approximate odds of winning each Prize, such odds of winning to be based on a mathematically defensible formula; and Prize structure.

“Governance Protocols” are the guidelines, principles and protocols governing the Parties’ relationship during the Term of this Agreement attached hereto as **Schedule 5.1**, as may be amended or supplemented from time to time in accordance hereunder.

“Governmental Approval” means any license, consent, permit, approval or authorization of any person or entity, or any notice to any person or entity, the granting of which is required by Applicable Requirements for the consummation of the transactions and the performance of the Services contemplated by this Agreement.

“Governmental Authority” means any federal, State, regional or local legislative, executive, judicial or other governmental board, department, agency, authority, commission, administration, court or other body, or political

subdivision or instrumentality thereof (including the Commission), or any official thereof, having jurisdiction in any way over or in respect of any aspect of the performance of this Agreement.

“Guarantor” is defined in **Section 18.3**.

“Guaranty” is defined in **Section 18.3**.

“Highest Standards” means, in relation to all matters affecting or bearing upon any aspect of the operation and conduct of the Lottery (including provision of any Service) demonstrating, or acting with, as approximate to the context (including when demonstrating as a matter may deal with (i) background or historical matters, (ii) a Person’s capacity to so act or (iii) any course of actual conduct), the highest degrees of integrity, security, honesty, probity, character, competence, dependability, financial responsibility, dignity and fairness in furtherance and compliance with Applicable Requirements including the Lottery Law.

“HQ Facility” means the area of real estate, located at 1302 North Meridian Street, Indianapolis, Indiana, leased by the Commission pursuant to the HQ Lease.

“HQ Lease” means that certain Lease, as amended, between the Commission and 1300 Lexington Partners, LLC and dated August 30, 2007, related to the HQ Facility.

“HQ Space Arrangement” is defined in **Section 12.3.1**.

“Incentive Compensation” is defined in **Section 3 of Schedule 10.1**.

“Incentive Net Income” is defined in **Section 2 of Schedule 10.1**.

“Indemnified Party” means either the Commission Indemnitees, in the case of claims, suits or proceedings subject to indemnification by Provider under **Section 15.1** of this Agreement, or Provider, in the case of claims, suits or proceedings subject to indemnification by the Commission under **Section 15.2** of this Agreement.

“Indemnifying Party” means Provider or the Guarantor, in the case of claims, suits or proceedings subject to indemnification by Provider under **Section 15.1** of this Agreement, or the Commission Indemnitees, in the case of claims, suits or proceedings subject to indemnification by the Commission under **Section 15.2** of this Agreement.

“Indiana Governmental Authority” means the State or any political subdivision or instrumentality thereof (including the Commission).

“Informal Resolution Procedures” means the procedures, requirements and provisions provided for in **Section 20.3**.

“Initial Annual Business Plan” is defined in **Section 5.3.1**.

“Instant Lottery Game” means a Lottery Game the outcome of which is immediately available to the Player upon playing the game, and is not contingent upon a Drawing.

“Intellectual Property” means any: (a) formulae, algorithms, methodologies, processes, process improvements, procedures, designs, ideas, concepts, research, discoveries, work product, materials, inventions and invention disclosures (whether or not patentable or reduced to practice), know-how, and technology; (b) Software, databases, tools, and machine-readable texts and files; and (c) literary work or other work of authorship, including documentation, reports, drawings, charts, graphics and other written documentation, together with all patents, copyrights, trademarks, service marks, trade secrets and other intellectual property rights in or appurtenant to any of the foregoing.

“Jointly Developed IP” is defined in **Section 8.3.3**.

“Limit Amount” means the amount from time to time in the Operating Standards or as otherwise Approved.

“Losses” means settlements, judgments, awards, fines, penalties, sanctions, interest, liabilities, losses, costs, damages and expenses, including reasonable attorneys’ fees and disbursements and court costs.

“Lottery” means the Hoosier Lottery gaming system including the Lottery Games as authorized by the Lottery Law.

“Lottery Expenses” is defined in **Section 1 of Schedule 10.1**.

“Lottery Game” means all games presently offered by the Lottery, together with new games introduced during the Term.

“Lottery Law” means Indiana Code 4-30 and all other Force of Law Requirements additive or supplemental thereto, including Applicable Requirements, as each of the foregoing may be amended or supplemented from time to time.

“Lottery Retailer” means a Person who complies with the requirements of the Lottery Law and has entered into an agreement to be an authorized agent for the retail sale of Lottery Tickets to the public, which is additionally defined in Indiana Code 4-30-2-7.

“Lottery Ticket” means an official Lottery Game ticket, receipt, voucher, token or other acknowledgment capable of being validated on sale through the Lottery.

“Major Procurement” has the meaning set forth in Indiana Code 4-30-2-5.

“Malicious Code” means: (a) any virus, worm, code, program, or sub-program whose knowing or intended purpose is to damage or interfere with the operation of the computer system containing the code, program or sub-program, or to halt, disable or interfere with the operation of the Software, code, program, or sub-program, itself; (b) any device, method, or token that permits the circumvention of the normal security of the Software or the system containing the code; or (c) any adware, spyware, Internet bots, malware, bugs, web bugs or other surreptitious code.

“Management Fee” is defined in **Section 1 of Schedule 10.1**.

“Minimum Net Income” is defined in **Section 2 of Schedule 10.1**.

“Net Income Shortfall” is defined in **Section 5.3.4**.

“Net Income Shortfall Payment” is defined in **Section 5 of Schedule 10.1**.

“Non-Provider Transition Delay Event” is defined in **Section 3.1.5**.

“Noticed Potential Downward Adjustment” is defined subsection (e) of **Section 21.1.1**.

“Operating Expenses” is defined in **Section 1 of Schedule 10.1**.

“Operating Standards” is defined in **Section 5.2.1**.

“Other Attached Documents” means, individually or collectively, the other schedules (such being **Schedules 1.2, 3.3, 5.1, 5.3.3, 5.5, 6.3.1, 7.2, 8.1.2, 8.2.1, 10.1, 12.1.2, 12.3.1, 12.3.3, 17.1 and 20.3**), the exhibits (such **Exhibits 3.1, 5.3.2, 9.3.2, 10.2, 14.2.1, 18.1 and 18.3**), and appendices, addenda and other documents attached to (or incorporated or referenced in) such schedules and exhibits, each and all as so attached and existing as of the Agreement Effective Date.

“Party” or “Parties” means, individually or collectively, the Commission and/or Provider.

“Payments” is defined in **Section 10.1**.

“Permitted Auditors” is defined **Section 11.3.1(a)**.

“Person” means any individual (including the heirs, beneficiaries, trusts, executors, legal representatives or administrators thereof), corporation, partnership, joint venture, trust, limited liability company, limited partnership, joint stock company, unincorporated association or other entity.

“Player” means any Person who legally seeks to purchase or purchases a Lottery Ticket.

“Post-Term 90-day Period” is defined **Section 18.1**.

“Prize” means any award, financial or otherwise, owed or awarded to one or more Persons pursuant to the Game Rules or Promotion Rules.

“Prize Claim” means a claim made to collect on a winning Lottery Ticket.

“Products” means all products, supplies and materials used to operate the Lottery and Lottery Games including the portfolio or inventory of Lottery Tickets used in connection with Lottery Games from time to time offered.

“Promotion” means a benefit or contest offered to encourage sales of Lottery Tickets and to generate goodwill for the benefit of the Commission.

“Promotional Drawing” means a Drawing or other event involving the random selection of one or more winners that may not require participants to purchase or hold a Lottery Ticket in order to win.

“Promotion Rules” means a set of written rules that govern the manner of participating in a Promotion and, at a minimum, include the following: identification of the Promotion, and the manner of winning each Prize.

“Provider” has the meaning set forth in the preamble hereto.

“Provider Bid” is defined in the recitals hereto.

“Provider Cap” is defined in **Section 16.2**.

“Provider Indemnitees” means Provider and its Affiliates, and each of their respective officers, directors, employees, attorneys, consultants, agents, successors and assigns.

“Provider Intellectual Property” means, collectively, the Provider Proprietary Intellectual Property, the Provider Third Party Intellectual Property and the Provider New Intellectual Property.

“Provider Items” is defined in **Section 15.1.2(a)**.

“Provider Key Personnel” means, initially, those employees of Provider and its Subcontractors who are so designated in the Services Exhibit, and any other Provider Personnel at the director level or at the vice-president level and above.

“Provider Lead” is defined in **Schedule 5.1**.

“Provider Net Income” means all revenue derived from the Lottery, less paid Prize Claims, commissions to Lottery Retailers and Operating Expenses determined in accordance with GAAP.

“Provider New Intellectual Property” means, collectively, subject to the Commission’s ownership of Commission Data and Commission Intellectual Property: (a) to the extent not covered by the definition of Commission New Intellectual Property or Jointly Developed IP, the Intellectual Property that is developed or provided by Provider in connection with the provision of the Services; and (b) all modifications and enhancements to, and derivatives of, Provider Intellectual Property whether developed by the Provider or jointly by the Parties.

“Provider Owed Amounts” is defined in **Section 18.2**.

“Provider Personnel” means those employees, representatives, contractors, subcontractors and agents of Provider, Subcontractors and Provider Affiliates who perform any Services under this Agreement, and shall not mean any of the Commission Personnel (*provided that such Person’s status may later no longer be part of Commission Personnel and the same Person may become part of Provider Personnel*).

“Provider Proprietary Intellectual Property” means, collectively, the Intellectual Property and Related Documentation used in connection with the Services that was owned, acquired or developed by or on behalf of the Provider prior to the Agreement Effective Date.

“Provider Service Locations” means, individually and collectively, the facilities owned or leased by Provider (or its Affiliates or Subcontractors) from or through which Provider (or its Affiliates or Subcontractors) provides or supports any Services.

“Provider Transition Notice” is defined in **Section 3.1.7**.

“Provider Third Party Intellectual Property” means, collectively, the Intellectual Property and Related Documentation used in connection with the Services that is licensed, leased or otherwise obtained by or on behalf of Provider prior to or after the Agreement Effective Date from a Third Party or Subcontractor.

“Provider’s Commission Expense Payment” means any unrecovered portion of the amount paid by Provider to the Commission by means of the release and payment of the Bid Deposit (as defined in RFI) to the Commission consistent with Section 5.6.2 of the RFI, which shall not in any event exceed the lesser of (a) Five Million Dollars (\$5,000,000) as paid by Provider (or its Affiliate) or (b) the portion of the Management Fee attributable thereto as itemized in the Budget for Contract Years 1 through 5 in the Initial Annual Business Plan. For avoidance of doubt, such “unrecovered portion” shall only be that portion of the Management Fee (which was so designed in the itemized Budget in the Initial Annual Business Plan) that, as of the Termination Date, has not been paid to Provider in respect of such itemized cost as a Management Fee.

“Provider’s Security” shall mean (a) an unconditional and irrevocable standby letter of credit payable upon presentation of a demand notice given by the Commission to the issuing Eligible Institution, without any condition or approval (whether involving Provider or otherwise), which shall be issued in a usual and customary form in use in the State which form is Approved and that is consistent with and governed by the Uniform Customs and Practice for Documentary Credits, 2006 Revision, International Chamber of Commerce Publication No. 600 (UCP), or any later version or amendment and applicable uniform commercial code law of a state of the United States of America, the force and effect of which state law is substantially the same as the laws of the State or (b) such performance bonds or alternate security instruments as may be Approved.

“Provider’s Security Legal Opinion” shall mean opinions of outside or inside legal counsel to Eligible Institution regarding usual and customary matters pertaining to the Provider’s Security (including the Eligible Institution being organized and existing, the due authorization and enforceability of such Provider’s Security).

“Provider’s Standard Certifications” is defined in **Section 12.1.2**.

“Provider’s Unrecovered Shortfall Amount” means the amount (if positive in value) from time to time that equals (a) the amount of the Additional Provider Payment paid by the Provider under **Section 12.1.11**, *plus* (b) the sum of all Net Income Shortfall Payments made by Provider to the Commission as a result of Net Income Shortfalls accrued only for Contract Years after Contract Year 2, *less* (c) the sum of all Commission’s Unrecovered Shortfall Amounts for all Contract Years other than Contract Years 1 and 2, *less* (d) any amount that has been paid to Provider as part of Incentive Compensation resulting from the application of the formula referencing this term under **Section 3(b) of Schedule 10.1**. For avoidance of doubt, as of the beginning of Contract Year 3, Provider’s Unrecovered Shortfall Amount shall be eighteen million two hundred fifty thousand dollars (\$18,250,000), which amount shall be subject to the calculations in this definition subsequent to the beginning of Contract Year 3.

“Quick Pick” means any numbers or symbols randomly generated by a Terminal to compose or complete a play in a Draw Game.

“Ramp-up Period” means the period commencing on the Transition Completion Date and terminating on the Base Services Commencement Date, during which Provider shall provide all of the services required for, and perform all functions necessary for, the Commission to operate the Lottery, at the Commission’s cost and expense in preparation for implementation of the Initial Annual Business Plan commencing on the Base Services Commencement Date. Provider shall not be entitled to any compensation during the Ramp-up Period other than for Operating Expenses specified in the Ramp-up Period Plan.

“Ramp-up Period Plan” is defined in **Section 3.1.1**.

“Ramp-up Period Services” is defined in **Section 3.1.7**.

“Re-Bid Costs” means any and all costs, expenses and charges incurred by and through the commercially reasonable efforts of the Commission (including reasonable attorneys’ and transaction consultant fees) in undertaking the Re-Bid Process; *provided* that such costs, expenses and charges shall not include any cost payable to any Replacement Provider; *provided* further that such costs, expenses and charges in the aggregate shall in no event exceed Five Million Five Hundred Thousand Dollars (\$5,500,000).

“Re-Bid Process” means any process undertaken the Commission to secure or facilitate by or through one or more Replacement Providers the provision of services, equipment and/or products for the operation of the Lottery by the Commission in replacement of any terminated Service (including all Equipment and Products necessary for the performance of Provider’s obligations under this Agreement).

“Receiving Party” means the Party that has received Confidential Information from the other Party.

“Record Retention Period” is defined in **Section 11.2**.

“Related Documentation” means, with respect to Software, all materials, documentation, specifications, technical manuals, user manuals, flow diagrams, file descriptions and other written information that describe the function and use of such Software.

“Replacement Contracts” is defined in **Section 3.3.1**.

“Replacement Provider” is defined in **Section 14.1**.

“Reports” is defined **Section 5.8**.

“RFP” is defined in the recitals.

“Root Cause Analysis” means the problem analysis process undertaken to identify and quantify the underlying cause(s) of a Service Level failure or some other failure, and to document the necessary corrective actions to be taken to prevent recurring deficiencies, problems, concerns or issues and/or trends which could result in deficiencies, problems, concerns or issues, whether such have an identifiable economic cost or not.

“Scheduled Base Services Commencement Date” means July 1, 2013.

“Services Exhibit” means **Schedule 2.1** and **Schedule 2.2** attached hereto.

“Service Level” or **“SLA”** means a service level requirement and is a standard for performance for particular Services, each as set forth in the Service Level Exhibit and as provided in **Section 5.5**.

“Service Level Credits” or **“SLA Credits”** has the meaning set forth in **Section 5.6**.

“**Service Level Exhibit**” is **Schedule 5.5** attached hereto.

“**Services**” is defined in **Section 4.1**.

“**Shortfall Termination Qualifying Year**” is defined in **Section 13.3**.

“**Significant Investment**” is defined in **Schedule 5.3.3**.

“**Software**” means any and all applications programs, operating system software, computer software languages, utilities and other computer programs (and all modifications, replacements, upgrades, enhancements, documentation, materials and media related thereto) owned, leased or licensed by a Party and used to provide or in connection with the Services, including the following (to the extent owned, leased or licensed by a Party and used to provide or in connection with the Services): (a) all development, testing, deployment, management and maintenance tools used with or for such software programs used to support day-to-day business operations and accomplish specific business objectives; and (b) software programs that perform tasks basic to the functioning of the Equipment and are required to operate the tools and items described in preceding **subsection (a)**, including operating systems, systems utilities, data security software, compilers, performance monitoring and testing tools and database managers used in connection with such programs.

“**South Bend Facility**” means the area of real estate, located at 1539 N. Ironwood, South Bend, Indiana, leased by the Commission pursuant to that certain Lease Agreement, as amended, between the Commission and J.V. Realty, Inc. and dated March 11, 2008.

“**Standing Meeting**” is defined in **Schedule 5.1**.

“**State**” is the State of Indiana.

“**Step-In Notice**” is defined in **Section 13.6.1**.

“**Step-In Rights**” is defined in **Section 13.6**.

“**Step-Out Notice**” is defined in **Section 13.6.3**.

“**Stub Contract Year**” is defined in the definition of “**Contract Year**” above.

“**Subcontract**” means any contract between Provider and a Subcontractor for the provision of Services in support of Lottery operations, each of which shall contain provisions permitting transfers consistent with **Section 14.3.2**.

“**Subcontractor**” means, subject to the terms of **Article 7**, any Third Party Entity that provides Services to the Commission pursuant to an agreement or other arrangement with Provider. An Affiliate of Provider that provides Services to or for the benefit of the Commission shall be considered a Subcontractor.

“**Subcontractor Standard Certifications and Covenants**” means the Subcontractor Standard Certifications and Covenants in the form prescribed from time to time by the Operating Standards.

“**Subcontractor Threshold Amount**” means a Subcontract in an amount which does not exceed three hundred thousand dollars (\$300,000), *provided* that if (i) a series of Subcontracts will be awarded for a single classification of goods or services to one (1) Subcontractor, (ii) such Subcontracts are all awarded within a period of six (6) months or less, and (iii) the total contract price on such series of Subcontracts exceeds four hundred thousand dollars (\$400,000), then any of the Subcontracts in such series which would cause the total contract price to be in excess of four hundred thousand dollars (\$400,000) shall be such Subcontractor Threshold Amount.

“**Sublease Agreements**” is defined in **Section 12.3.1**.

“**Term**” has the meaning set forth in **Section 13.1**.

“Terminal” means any device which is authorized by the Commission to function in an interactive manner with the Central Gaming System for the purpose of issuing Lottery Tickets or entering, receiving, and processing Lottery transactions. The term shall include all component and peripheral parts and devices, such as communication equipment and check writing equipment.

“Terminated Commission Contracts” has the meaning set forth in **Section 3.3.1**.

“Termination Date” has the meaning set forth in **Section 13.1**.

“Termination Payment” means each and any of the 13.2.2 Termination Payment, 13.8.3 Termination Payment and 13.10 Termination Payment.

“Termination Notice” means a written notice of termination delivered by one Party to the other in accordance with **Article 13**.

“Third Party” means an Entity other than the Parties and an Affiliate of Provider.

“13.2.2 Termination Payment” is defined in **Section 13.2.2**.

“13.2.2 Termination Settlement Proposal” is defined in **Section 13.2.2**.

“13.6.4 Settlement Proposal” is defined in **Section 13.6.4**.

“13.8. Termination Payment” is defined in **Section 13.8.3**.

“13.8.3 Termination Settlement Proposal” is defined in **Section 13.8.3**.

“13.10 Termination Payment” is defined in **Section 13.10**.

“13.10 Termination Settlement Proposal” is defined in **Section 13.10**.

“Transfer Instruments” is defined in **Section 12.3.3**.

“Transferred Assets” is defined in **Section 12.3.3**.

“Transition” means the period for performance of the Transition Services that commences on the date hereof and expires on the Transition Completion Date.

“Transition Completion Date” is defined in **Section 3.1.7**.

“Transition Credits” means the amounts payable to the Commission by Provider pursuant to **Section 3.1.5** herein if Provider fails to meet Transition Milestones or to complete the Transition Services, as such amounts are set forth in the Transition Plan.

“Transition Milestone” is defined in **Section 3.1.1(c)**.

“Transition Plan” is defined in **Section 3.1**; *provided, however*, notwithstanding any reference in **Exhibit 3.1**, no activities, events or matters listed by reference to a date that is prior to the Agreement Effective Date or after the Transition Completion Date, shall be deemed be part of the Transition Plan.

“Transition Report” is defined in **Section 3.1.4**.

“Transition Services” is defined in **Section 3.1**.

“Trigger Events” is defined in **Section 18.2**.

“Unamortized Amount” shall, consistent with the Amortization Methodology, be the then remaining depreciable or unamortized balance of any Significant Investment or capital asset as of any applicable referenced date.

“Updated Annual Business Plan” is defined in Section 5.3.1.

“Vendor” means any Third Party or Affiliate of Provider who is party to a Vendor Contract.

“Vendor Contract” means any agreement (whether written or oral) entered into by Commission (except this Agreement) with any Third Party or any Affiliate of Commission.

“Warn Act” means the federal Worker Adjustment and Retraining Notification Act.

“Work Product” means any Intellectual Property, modifications or enhancements to Intellectual Property and Related Documentation developed pursuant to this Agreement by or on behalf of Provider or any combination of Provider and the Commission.

“Workaround” means an alternative process, approach or solution designed to address, on a temporary basis, a problem that prevents operation as originally intended (e.g., as necessary to address a change in Applicable Requirements).

[End of Schedule]

SCHEDULE 2.1

OPERATIONAL RESPONSIBILITIES OF PROVIDER

Provider shall, subject to the actual control and oversight of the Commission and in accordance with the terms and conditions of this Agreement, Applicable Requirements, and the Annual Business Plan, and at its sole cost and expense, provide Services (including the provision of all Equipment and Products) and perform all functions necessary for the Commission to operate the Lottery, as more fully described below and in **Schedule 5.5**; *provided that* such are subject to direction and control consistent with Applicable Requirements. Provider may provide such Services (including Equipment and Products), and perform such functions, either directly or through Subcontractors. Except for those functions or services specifically identified in **Schedule 2.2** (which are reserved by the Commission) and subject to direction and control consistent with Applicable Requirements, Provider's functions and responsibilities shall be comprised of those functions and responsibilities set forth below and other functions not specifically described below but which are an inherent, necessary or customary part of the functions and responsibilities associated with the Services.

Area	Description
<i>Technology</i>	
Central Gaming System	Install, secure, maintain, and update as necessary a central gaming system, and provide for a disaster recovery system, which includes hardware, Software, communications, network, and equipment and other components necessary for the sales, validation, and inventory management of the Lottery. Select, contract with, and manage a Person that will verify and certify: (i) the randomness of the Central Gaming System Software code (including updates) and (ii) that said code is free of malicious Software that may impact the integrity of the Quick Pick randomization process.
Data and Reports	Collect and provide in a usable format to the Commission all data and information related to Provider's obligations and activities under this Agreement including any and all reports that the Commission deems necessary or desirable.
Websites	Design, maintain, and host the Commission's public website. Design, maintain, and host a separate and distinct website for Provider's internal and/or public communications.
<i>Sales Channels</i>	
Retail Hardware	Provide, install, maintain, and update as necessary all retail hardware and Software components necessary for the sales, validation, and inventory management of the Lottery.

Area	Description
Ticket Vending	Provide, install, stock, maintain, and update as necessary ticket vending equipment and components including dispensing machines, distribution channels, networking, and other components necessary for the sale of Lottery Games.
<i>Products</i>	
Lottery Game Design	Design, format, and maintain the appearance and specifications of all Lottery Games that are not multi-jurisdictional in nature.
Product Portfolio	Continually analyze and develop the Commission's portfolio of Lottery Games, including: (i) the type of Lottery Games to be offered; (ii) the sales price of Lottery Tickets; (iii) the number and size of Prizes; (iv) the method of selecting winning Lottery Tickets; (v) the manner and payment of Prizes; and (vi) the frequency of Drawings.
Promotions	Continually develop, manage and implement Promotions. Perform Promotional Drawings involving Prizes valued at the Limit Amount or less.
Subscriptions	Develop and implement a subscription program for Lottery Games.
Platform and Channel Development	Analyze, develop and implement new platforms and channels for Lottery Games.
<i>Logistics</i>	
Printing	Print Lottery Tickets.
Distribution	Distribute Lottery Tickets and consumables (including management of ticket returns and ticket destruction).
Warehousing	Warehouse Lottery Tickets.
Inventory Management	Develop and implement an inventory management and predictive ordering system.
<i>Lottery Retailers</i>	
Recruitment	Recruit new Lottery Retailers.
Training	Develop and implement training for Lottery Retailers.

Area	Description
Liaison	Serve as the Commission's liaison with respect to day-to-day operations of Lottery Retailers.
Commissions and Incentives	Recommend commissions and other incentives for Lottery Retailers.
Customer Relations	Provide all front-line customer relations services with respect to Lottery Retailers.
Retail Activities	Apply for and acquire certificate(s) of authority and act as a Lottery Retailer as appropriate.
<i>Marketing</i>	
Advertising	Design, implement, and maintain advertising campaigns and Promotions.
Branding	Continually analyze, recommend, and implement concepts for the improvement and development of the Commission's brands.
Loyalty Program	Design, recommend, maintain, and operate a player loyalty program.
Strategy	Create and implement a multi-faceted marketing strategy.
Sponsorships	Identify, select, negotiate and implement sponsorship opportunities.
Customer Insights	Design and implement a consumer research strategy to inform and measure marketing strategies, Equipment and Products.
Publication of Results	Be responsible for publicizing Drawings and Promotional Drawings, including the results thereof.

Area	Description
<i>Customer Service Centers – Player and Lottery Retailer</i>	
Operation	Design, operate, and maintain service and call centers for Lottery Retailers and Lottery customers (call centers may be combined).
Support Prize Payment Activities	Provide adequate physical locations for Commission employees to pay Prize Claims not redeemed by Lottery Retailers.
<i>Responsible Gaming Program</i>	
Program	Develop, implement, and maintain an Indiana-specific responsible gaming program that includes the prevention of underage play and excessive play.
<i>Staffing</i>	
Administration of Provider Personnel	Direct and administer the duties of all Provider Personnel by or through whom Provider provides Services under this Agreement.
Qualifications and Training	Ensure that all Provider Personnel are properly qualified and trained to perform Services under this Agreement.
<i>Procurement</i>	
Bidding	Create proposals necessary to procure bids for Services under this Agreement.
Subcontractor Selection	Select Subcontractors.
Subcontractors Contracts	Prepare, negotiate and monitor contracts with Subcontractors.
Subcontractors Management	Manage day-to-day activities of Subcontractors.
<i>Compliance</i>	
Multi-Jurisdictional games	Understand and comply with applicable conventions related to multi-jurisdictional games offered by the Commission.
<i>Legal</i>	
Applicable Requirements	Monitor and maintain compliance with all Applicable Requirements.

Area	Description
Intellectual Property	Maintain the legality and validity of, conduct searches regarding, and investigate claims made against, Intellectual Property that is owned, licensed, or otherwise related to the operations of the Lottery in any way; maintain compliance with Applicable Requirements applicable to Intellectual Property; and perform any and all registrations, renewals, transfers, assignments, procedural oppositions, and, if necessary, prosecution activities with respect to Intellectual Property that is owned, licensed, or otherwise related to the operations of the Lottery in any way.

For the avoidance of doubt, the Parties acknowledge and agree that this **Schedule 2.1** shall not be construed as a waiver by the Commission of its actual control and authority, or any part thereof, over the Lottery.

In addition to the functions and responsibilities described in this **Schedule 2.1**, the Parties acknowledge and agree that, subject to the terms and conditions of this Agreement, Provider shall undertake all activities customarily associated with operating a commercial business that may not be directly related to the provision of Services to the Commission including employing personnel, leasing office space and related facilities, acquiring furniture, fixtures, equipment and supplies.

[End of Schedule]

SCHEDULE 2.2

OPERATIONAL RESPONSIBILITIES OF COMMISSION

The Commission shall, subject to the terms and conditions of this Agreement and at its own expense, perform the specific functions and services set forth below. The Commission shall continue to have actual control and oversight over all Lottery operations by retaining the authority to direct or countermand Provider's decisions, maintaining ready access to information regarding all aspects of Lottery operations, and retaining ownership of all Lottery assets including all Intellectual Property associated with the Lottery. All functions or responsibilities not explicitly provided below but which are explicitly set forth in **Schedule 2.1** or which are an inherent, necessary, or customary part of the functions and responsibilities associated with the Services shall be the responsibility of Provider.

Area	Description
<i>Validation</i>	
Validation	Validate and verify winning Lottery Tickets with any Prize valued at more than the Limit Amount.
<i>Games & Prizes</i>	
Jackpot Setting	Set jackpot levels for Draw Games according to game structures, based on sales.
Payment of Prizes	Pay all Prize Claims not redeemed by Lottery Retailers.
Deferred Payments	Be responsible for administering all funds and investments for the payment of Prize Claims where deferred payment is selected by the winner.
Offsets	Provide for and execute offsets of prizes for collection of debts owed to the State, delinquent child support payments of certain Persons or Players, and other allowable liabilities.
Unclaimed Prizes	Maintain all responsibility for unclaimed Prize money.

Area	Description
Game Operation	Be responsible for the promulgation of administrative rules regarding the operation of all Lottery Games, including: (i) the type of Lottery Games to be conducted; (ii) the sales price of Lottery Tickets; (iii) the number and size of Prizes; (iv) the method of selecting winning Lottery Tickets; (v) the manner of payment of Prizes; and (vi) the frequency of Drawings; (vii) the number and type of locations at which Lottery Tickets may be purchased; (viii) the methods to be used in selling Lottery Tickets.
<i>Technology</i>	
Internal Control System	Implement and maintain an internal control system on gaming operations.
<i>Drawings</i>	
Operation	Manage and operate all Drawings. Manage and operate all Promotional Drawings involving Prizes valued at more than the Limit Amount.
Communication with Provider	Supply Provider with data and information necessary to publicize Drawings and their results.
Multi-Jurisdiction	Enter into and maintain agreements with other jurisdictions or governing bodies for the operation and promotion of multiple jurisdiction Lottery Games.
Draw Machines	Acquire, operate, secure and manage the hardware and Software necessary to facilitate the random winning number selection for each Drawing.
Software Certification	Select, contract with, and manage a Person that will verify and certify: (i) the randomness of the draw Software code (including updates) and (ii) that said code is free of malicious Software that may impact the integrity of the randomization process.
Integrity	Select, contract with, and manage an independent auditor to witness all Drawings and certify that all required processes and procedures for the Drawings are followed.

Area	Description
<i>Collections</i>	
Transfers	Control the transfer of Lottery proceeds into the appropriate funds.
Collection from Lottery Retailers	Collect all Lottery Game funds from Lottery Retailers including performance of electronic fund transfers from Lottery Retailer bank accounts.
Collection of Past Due Accounts	Collect past-due accounts from Lottery Retailers, including authorized penalties and interest.
Retailer Accounting	Process all adjustments and associated queries from Lottery Retailers.
Commissions	Determine and pay commissions to Lottery Retailers.
<i>Contracting with and Certifying Lottery Retailers</i>	
Processing	Process certificate of authority applications for Lottery Retailers.
Issuance	Manage and control the approval and issuance of certificates of authority for Lottery Retailers.
Disciplinary Actions	Manage and control the revocation, suspension and/or other disciplinary actions against Lottery Retailer certificates of authority.
Contracting	Enter into and maintain contracts with Lottery Retailers.
<i>Internal Audit</i>	

Area	Description
Administration	Directly employ and maintain an internal auditor and related audit staff.
Internal Controls	Continually develop and implement system of internal controls and an annual audit plan to safeguard Commission assets and analyze all aspects of operational sufficiency.
<i>Security Division and Investigations</i>	
Administration	Directly administer, employ, and maintain a division of security as a department of the Commission.
Probity Investigations	Conduct investigations of vendors, Lottery Retailers, and employees of the Commission necessary to ensure the security and integrity of the Lottery.
Allegations of Fraud	Investigate, document, and where necessary, take or effectuate appropriate enforcement action or proceedings in response to credible allegations of fraud by a player, Lottery Retailer, or other persons or entities.
Infringement Investigations	Conduct all activities necessary to investigate potential violations of the Lottery Law.
Operate Lottery Games	Conduct all activities necessary to operate devices or other mechanisms under the direct control of the Commission and that determine the outcome of Lottery Games.
<i>Tax Reporting</i>	
Prize Payments	Report tax obligations for payments of Prize Claims made through prize payment centers.
Annual Report and Published Accounts of Lottery	Production of the annual financial and other reports of the Lottery as required by law.

Area	Description
Lottery Retailers	Report tax obligations for Lottery Retailer commissions and bonuses.

[End of Schedule]

SCHEDULE 3.3

TERMINATED COMMISSION CONTRACTS AND/OR ASSUMED COMMISSION CONTRACTS

<u>Contract Vendor</u>	<u>Description</u>	<u>Start Date</u>	<u>Expiration Date</u>
Arrow International	Contract for printing pull-tab tickets	9/1/2011	10/31/2013
Boyden and Youngblutt	Advertising/Marketing	Not Avail.	9/30/13
Fort Wayne MadAnts	Sponsorship	Not Avail.	5/1/13
GTECH Corporation	Contract for ITVM Maintenance	4/30/2012	3/31/2014
Indiana Ice	Sponsorship	Not Avail.	6/30/13
Indianapolis Airport Authority	Lottery Machine License Agreement	1/1/2010	12/31/2013
Indianapolis Airport Authority	For airport kiosk	5/11/2011	4/30/2014
Indianapolis Colts	License agreement to sell tickets	7/28/2009	7/27/2013
Indy Sports Foundation	Greening of Canal for St. Patrick's Day	3/1/2012	2/28/2014
K &D Marathon Inc	Purchase and Maintenance of Electronic Sign (Hammond, IN)	7/15/2009	7/14/2013
Pitney Bowes	Regional Sales	12/18/11	12/17/15
Pollard Banknote LP	Pull-Tab Ticket Printing	9/1/2011	8/31/2013
Scientific Games	Electronic Triple Jackpot Sign Maintenance Agreement	9/22/2011	9/21/2015
Scientific Games	On-Line Services	10/22/2009	8/28/2016*
Scientific Games	Provide Maintenance for PTVMs	2/8/2011	2/7/2014
Sunshine Billboards	Outdoor Advertising	1/21/2011	1/4/2016

* See "Contract for On-Line Gaming System and Related Services" as "made and entered into as of the ___ day of October, 2009" and last executed on October 22, 2009.

SCHEDULE 5.1

GOVERNANCE PROTOCOLS

1. STATEMENT OF POLICY

The General Assembly of the State has found that it is in the public's interest to conduct the functions of the Lottery as much as possible as an entrepreneurial business enterprise and, therefore, the Commission has secured the assistance of an entrepreneurial provider of services, acting pursuant to the Integrated Services Agreement. Provider shall at all times consider the sensitive nature of a state-conducted lottery, its public image, and the social implications attendant thereto, and conduct its operations consistent with the Highest Standards and in compliance with Applicable Requirements. The Commission must exercise actual control over all significant business decisions made by Provider at all times. The objective of these Governance Protocols is to establish the guidelines and principles of the Parties' communications and relationship, including Commission Approval procedures, during the Term of this Agreement.

2. ORGANIZATION

2.1 Contact Persons. The Parties shall designate the following positions:

(a) **Provider Lead.** Provider shall designate one individual (the "**Provider Lead**") as the primary individual to communicate with the Commission, its designee. Unless otherwise Approved by the Commission, the Provider Lead shall initially be a corporate officer of Provider, having corporate authority to bind Provider and resident in the State unless otherwise Approved (which Approval may be subject to conditions subsequent).

(b) **Commission Lead.** The Commission shall designate one individual (the "**Commission Lead**") as the primary individual to communicate with Provider. The Commission Director, or his/her designee if he/she should be unavailable, shall initially serve as the primary individual to communicate with Provider.

2.2 Direct Communication. Nothing in **Section 2.1** of this Schedule shall be construed to limit the Commission or Provider, or any of their employees, from freely communicating with each other as often as either shall desire.

3. COMMUNICATION

3.1 The Annual Business Plan. The Annual Business Plan (subject in all respects to this Agreement), and Provider's performance of the activities and objectives therein, shall serve as the basic framework of the relationship between the Parties.

3.2 Meetings.

(a) **Standing Meetings.** A regular meeting of the Commission Lead and the Provider Lead (each, a "**Standing Meeting**") shall be held on regular dates and times as the Parties may reasonably agree. The Standing Meeting shall be held at least once a month, either in person or by telephone conference. Five (5) days prior to each Standing Meeting, the Provider Lead shall provide a Report in writing to the Commission Lead. Each Report shall, at a minimum, include a description of progress made against each objective of the Annual Business Plan, which shall include the following: (i) progress toward implementing a program to promote responsible gaming; (ii) ensuring participation of "minority business enterprises" and "women's business enterprises" in the operation of Provider's activities and functions related to the Lottery; (iii) financial forecasts (include reasons for any material changes and Provider's planned responses to them); (iv) media contacts and inquiries including any historical or planned responses; (v) Lottery Retailer, Player or other Third Party complaints or other communications involving matters having any potential to implicate brand or other goodwill concerns; (vi) any significant disruption in offering of the Lottery Games to the public and any historical or planned responses by Provider; and (vii) any information not previously communicated concerning any other decision, issue, or complaint that bears significantly on the public interest, or that the Commission would reasonably want to know (or has

requested to be made aware of) with respect to the Commission's operation of the Lottery. In addition, each Report shall discuss any material changes proposed to the Annual Business Plan concerning: (1) the Lottery Games to be offered and the related Game Rules; (2) planned media or marketing campaigns and promotional activities, outlining the scope, objectives, and key messages to be delivered to the public or targeted audience; (3) sponsorship relationships valued at more than the Limit Amount (including all sponsorship requests (regardless of the amount) received by Provider at any time following Approval of the Business Plan and Provider's anticipated response to each such request); and (4) Subcontracts having an aggregate value of in excess of the Subcontractor Threshold Amount, involving a Major Procurement matter or having the potential for involving matters related to the sensitive nature of a state-conducted lottery, its public image, social implications, and/or other acts implicating the Highest Standards. The Commission Lead may, at his/her sole discretion, establish thresholds, ranges, or other measures limiting the scope of changes to the Annual Business Plan that the Provider is to address in the each Report.

(b) Other Meetings. In addition to the Standing Meeting, each Party reserves the right to meet with the other Party by providing notice to the other Party at least twenty-four (24) hours prior to the meeting. Nothing in this Section shall be construed as preventing the Parties from meeting at any time by mutual agreement.

(c) Additional Information. The Provider Lead shall provide the Commission Lead, orally or in writing (as reasonably requested by the Commission Lead), with any and all material information that the Provider Lead reasonably believes the Commission would want to know (or that the Commission Lead has reasonably requested) promptly after the Provider Lead's receipt of such information. The Commission Lead shall provide the Provider Lead, orally or in writing (as the Commission Lead may reasonably determine appropriate), with any and all material information that the Commission Lead reasonably believes Provider would want to know (or that the Provider Lead has reasonably requested) promptly after the Commission Lead's receipt of such information.

3.3 Acceptance of Reports. The Commission Lead may approve, disapprove, amend, or modify any of the proposed or requested changes or actions set forth in the Reports, or any part thereof, within ten (10) business days following receipt of the Report. Failure by the Commission Lead to approve, disapprove, amend, or modify any Reports, or any part thereof, shall be deemed to be an approval of said Reports (inclusive of the proposed or requested changes or actions set forth therein).

4. DECISION MAKING

4.1 Material Governance Areas. For purposes of these Governance Protocols, the phrase "Material Governance Area" shall be deemed to include any decision or action concerning any of the following subject matters (not otherwise previously Approved by the Commission): (i) Lottery Games and Games Rules; (ii) marketing campaigns, Promotions, and Promotional Rules; (iii) Prizes and Prize structures; (iv) Prize pay-outs outside of established ranges, (v) Subcontracts having an aggregate value of in excess of the Subcontractor Threshold Amount, involving a Major Procurement matter or having the potential for involving matters related to the sensitive nature of a state-conducted lottery, its public image, social implications, and/or other acts implicating the Highest Standards; (v) meeting the Commission's important stakeholder transparency needs; (vi) collection and provision in a usable format to the Commission all data and information related to Provider's obligations and activities under this Agreement including any and all reports that the Commission deems necessary to allow it to resume all activities and functions related to the Lottery consistent with **Article 14**; and (vii) timely delivery and reconciliation of operating data (including financial data, sales data, Lottery Retailer data, Player data and price points).

4.2 Day-To-Day Decision Making. Provider is not obligated to comply with the advance reporting requirements set forth herein with respect to the day-to-day responsibilities of Provider that are not Material Governance Areas. However, Provider shall comply with the advance reporting requirements with respect to the day-to-day responsibilities that are Material Governance Areas. Notwithstanding anything contained herein to the contrary, Provider shall have the continuing duty to inform the Commission of any information that Provider reasonably believes the Commission would want to know (or that the Commission Lead has reasonably requested) prior to Provider's decision on such matter.

4.3 Unconditional Veto Power of Commission. Notwithstanding anything contained herein to the contrary, the Parties understand and agree that the Commission must retain actual control over all significant business decisions affecting the Lottery at all times. Because such actual control is fundamentally imperative to a fully-compliant governance structure, the Parties expressly agree that the Commission, directly or through the Commission Lead, shall have the sole, absolute, and unconditional right to veto or countermand, with or without conditions, any action taken by Provider whatsoever, regardless of whether such action falls within the Material Governance Area or not. Further, the Commission reserves the right to take any and all measures necessary or desirable to protect the interests of the Commission (including the Lottery) from the actions or inactions of Provider.

[End of Schedule]

SCHEDULE 5.3.3

ANNUAL BUSINESS PLAN REQUIREMENTS

Subject to **Section 5.3.3** of this Agreement and the additional particular requirements pertaining to the Initial Annual Business Plan as described in **Section 5.3.2** of this Agreement, each Annual Business Plan shall include a description of each of Provider's goals and objectives for the immediately following Contract Year (the "**Base Year**") and each of the following four (4) Contract Years thereafter (the "**Out Years**"), including at a minimum the following:

1. Provider's requested Operating Expenses for the Base Year and its estimated Operating Expenses for each of the Out Years, which shall update the five (5) year rolling Budget.
2. Provider's proposed goals and objectives for the Base Year and each of the Out Years for each of the activities set forth in **Schedule 2.1** to this Agreement.
3. Provider's assumptions on which its updated Budget is based (including the projected fiscal impacts of each change, addition or elimination from the immediately prior Annual Business Plan).
4. Plans to assure participation of minority-owned and woman-owned business in Lottery related employment and contracts consistent with **Section 7.4** of this Agreement.
5. If in an Annual Business Plan Provider proposes one or more capital investment(s) equal to or in excess of Twenty-five Million Dollars (\$25,000,000) per investment (a "**Significant Investment**"), then Provider must also describe (a) the anticipated annual increase in Provider Net Income directly resulting from the Significant Investment over the amortization period of such Significant Investment using the Amortization Methodology, (b) whether Provider proposes any such Significant Investments are to serve as a basis for potentially recovering of one of the following: (i) any element of 13.2.2 Termination Payment pursuant to **subsection (d)** of **Section 13.2.2**, or (ii) any element of 13.8.3 Termination Payment pursuant to **subsection (c)** of **Section 13.8.3** or (iii) any 13.10 Termination Payment pursuant to **Section 13.10**, and (c) if so proposed, the basis proposed for determining the Amortization Methodology applicable to any such Significant Investment. If and only if Approved by the Commission, will these estimates form the basis for potentially recovering of one of the following: (i) any element of 13.2.2 Termination Payment pursuant to **subsection (d)** of **Section 13.2.2**, or (ii) any element of 13.8.3 Termination Payment pursuant to **subsection (c)** of **Section 13.8.3** or (iii) any 13.10 Termination Payment pursuant to **Section 13.10.2**.

[End of Schedule]

SCHEDULE 5.5

SERVICE LEVEL EXHIBIT

SERVICE LEVEL	SERVICE LEVEL CREDITS
---------------	-----------------------

CENTRAL GAMING SYSTEM SERVICE LEVELS	
<u>Central Gaming System “Down”</u> Provider will ensure that the Central Gaming System is not “down” for more than two (2) minutes during the Sales Day. The Central Gaming System is considered “down” if during any portion of a Sales Day, no Lottery Tickets can be sold or canceled (pursuant to permitted conditions), and/or no winning Lottery Tickets can be validated in the State.	If the Central Gaming Systems are down for more than two (2) minutes for sales and/or validation during any Sales Day, the Commission may assess SLA Credits in an amount equal to Estimated Lost System Net Revenue System Down. The Estimated Lost System Net Revenue System Down shall be used to calculate the damages during this period (less the two (2) minute grace period). The total time during which the Central Gaming System is down during the Sales Day will be calculated as the sum of all time during such Sales Day when the Central Gaming System is down. For example, two (2) one-minute long instances of down time in one Sales Day constitute two (2) minutes of daily down time.
<u>Central Gaming System “Degraded Performance”</u> Provider will ensure that the Central Gaming System does not evidence “degraded performance” for more than ten (10) minutes during any Sales Day. The Central Gaming System shall be considered as having degraded performance if: i. The Central Gaming System processes transactions from less than 95% of the installed and operational Terminals; ii. The Central Gaming System processes transactions from all installed and operational Terminals, but not for all Lottery Games and/or for other gaming related activities conducted by Lottery Retailers, <i>including but not limited to</i>: prize payments, cancellations for draw games, and activating or disabling instant tickets; iii. transactions do not log to at least: (a) a Provider-controlled real-time back-up system, and (b) the Commission-controlled internal control system; iv. Critical functions of Central Gaming System management and administration cannot be conducted by the management workstations (e.g., file transfers to the Commission);	If the Central Gaming System experiences degraded performance for more than ten (10) minutes during any Sales Day, the Commission may assess SLA Credits in an amount equal to Estimated Lost System Net Revenue System Degraded. The Estimated Lost System Net Revenue System Degraded shall be used to calculate the damages during this period (less the ten (10) minute grace period). The total time during which the Central Gaming System is degraded during the Sales Day will be calculated as the sum of all time during such Sales Day when the system is operating at a degraded performance level. For example, ten (10) one-minute long instances of degraded performance time in one Sales Day constitutes ten (10) minutes of daily degraded performance.

SCHEDULE 5.5

SERVICE LEVEL EXHIBIT

SERVICE LEVEL	SERVICE LEVEL CREDITS
v. Instant ticket inventory management is compromised (e.g., the ability to receive, order, pack, and ship instant tickets in a manner concordant with production schedules); or vi. During a defined promotion period the Central Gaming System cannot issue tickets or conduct transactions to support an intended promotion.	
<u>Terminal and Peripheral Repair</u> Provider shall ensure that “non-operational” Terminals are made operational (either through repair or replacement) within two (2) hours of receiving notification from either a Lottery Retailer or a network monitoring process. A Terminal is considered non-operational if during any Sales Day: (i) Lottery Tickets cannot be sold or canceled (under permitted conditions); (ii) validations cannot be performed, or (iii) the reader and/or scanner cannot process wagers or play slips.	In the event Provider fails to correct one or more non-operational Terminals within two (2) hours of receiving notice, the Commission may impose SLA Credits in an amount equal to Estimated Lost Terminal Net Revenue for time periods in excess of the two (2) hour grace period.
<u>Communications Network</u> Provider is required to provide a telecommunications network to serve the Lottery. The Lottery (and including operating Lottery Games) requires a communications network that provides sufficient bandwidth to meet the gaming and multimedia requirements of modern lottery distribution channels.	In the event a failure of the telecommunications network results in the Central Gaming System being either down or degraded (as prescribed in this Schedule 5.5), the Commission may assess SLA Credits in an amount equal to Estimated Lost System Net Revenue System Down or Estimated Lost System Net Revenue System Degraded, as applicable.
SECURITY	
<u>Physical Security</u> Provider must implement stringent security measures to prevent unauthorized entry and activity at the site(s) of the Central Gaming System (a “Physical Security Breach”), as well as support any applicable federal and local fire and safety regulations. At a minimum, Provider’s security measures must include the following	Ten Thousand Dollars (\$10,000) per incident of Physical Security Breach due to Provider’s failure to maintain Physical Security Requirements.

SCHEDULE 5.5

SERVICE LEVEL EXHIBIT

SERVICE LEVEL	SERVICE LEVEL CREDITS
(the “Physical Security Requirements”): • Prevent unauthorized persons from accessing the facilities; • Provide a record of all entries and exits from each facility; • Include an access control and an intrusion detection/alarm system at each site; and • Provide a system to monitor and record all activities at entrances/exits and all other high security/sensitive areas of the facilities.	
<u>Data Security</u> The Central Gaming System must adhere to the data protection requirements set forth in the Agreement and Operating Standards (the “Data Security Requirements”). Any intrusion or attack on Commission Data which results in unauthorized access to or disclosure of Commission Data shall be a “Data Security Breach”.	Ten Thousand Dollars (\$10,000) per incident of Data Security Breach due to Provider’s failure to maintain Data Security Requirements.
OPERATING STANDARDS	
<u>Failure to Abide</u> Provider must fulfill and abide by all Operating Standards including any of Provider’s internal policies, procedures, and internal controls that are required by the Operating Standards.	As determined by the Commission relative to the nature, scope, extent, and general materiality of the failure: • Up to Two Thousand Five Hundred Dollars (\$2,500) per incident. • Up to Five Thousand Dollars (\$5,000) per incident for repeat offenses and/or offenses that occur over multiple days. <i>Provided</i>, that no amount shall be payable if the failure was for reasons attributable to the fault of the Commission; and <i>provided further</i> that higher amounts will be assessed to Provider for failures that follow the Commission giving prior notice to Provider regarding the matter.
REPORTING REQUIREMENTS	
<u>Performance Report</u> Provider must supply to the Commission each of the following reports (each, a “Performance Report”): • a weekly, monthly, quarterly and annual report on each of the “Central Gaming System Service	Beginning with the second day after a Performance Report was due, One Thousand Dollars (\$1,000) per day of delay until such Performance Report is delivered to the Commission.

SCHEDULE 5.5

SERVICE LEVEL EXHIBIT

SERVICE LEVEL	SERVICE LEVEL CREDITS
Levels” included above, including measurement and analysis of performance against such Service Levels; • an immediate report of any security violation, Central Gaming Systems compromise, or violations of law (e.g., theft); • an immediate report of the involvement of any of Provider’s employees, owners, or agents in any known criminal arrest or investigation.	
DEFINED TERMS FOR PURPOSES OF THIS SCHEDULE 5.5 As used in this Schedule 5.5, the following terms have the following meanings: “Actual Sales” means the aggregate net Lottery Ticket sales during the Applicable Period. “Average Comparison Sales” means the average weekly Lottery Ticket sales for the Applicable Period during the thirteen (13) operating weeks preceding the week in which the gaming system was down. “Applicable Period” means the period of time which the Central Gaming System is down or experiencing degraded performance, expressed in minutes, hours, and/or days as appropriate under the circumstances. “Comparison Terminal Sales” means: (a) with respect to non-operational Terminals that have been deployed for at least thirteen (13) operating weeks, the weekly average of the net online Lottery Ticket sales generated by the applicable non-operational Terminal during the thirteen (13) operating weeks preceding the week in which such Terminal became non-operational; and (b) with respect to non-operational Terminals that have been deployed for less than thirteen (13) operating weeks, the weekly average of the net online Lottery Ticket sales generated by the applicable non-operational Terminal during the operating weeks preceding the week in which such Terminal became non-operational. “Duration” means the duration of the Applicable Period in operating minutes. “Estimated Lost System Net Revenue System Down” means the product of (i) the ratio of (A) the Average Comparison Sales to (B) the Duration, (ii) the Net Duration (Down) and (iii) forty percent (40%). “Estimated Lost System Net Revenue System Degraded” means the greater of (a) the product of (i) the ratio of (A) the Average Comparison Sales minus the Actual Sales to (B) the Duration, and (ii) the Net Duration Degraded and (iii) forty percent (40%); and (b) zero. “Estimated Lost Terminal Net Revenue” means the product of: (a) the ratio of (i) the applicable Comparison Terminal Sales to (ii) one-hundred thirty-two (132) (note: 132 hours represents the actual Central Gaming System uptime per week in the State); (b) the number of hours (excluding non-operating hours) of maintenance delay in excess of two (2) hours; and (c) forty percent (40%). “Net Duration (Down)” means the Duration minus three (2) minutes. “Net Duration (Degraded)” means the Duration minus ten (10) minutes.	

SCHEDULE 5.5

SERVICE LEVEL EXHIBIT

SERVICE LEVEL	SERVICE LEVEL CREDITS
---------------	-----------------------

“**Sales Day**” means the portion of any calendar day on which sales of Lottery Tickets are intended to be offered to the public during predetermined hours of operation, as established by the Commission, which hours shall not exceed twenty-three (23) hours and forty (40) minutes.

[End of Schedule]



IGT Indiana

Updated Schedule 6.3.1

Last Modified On: 5.6.16

Pursuant to section 6.3.1 of the Hoosier Lottery Integrated Services Agreement, executed on October 12, 2012 (the "ISA") by and between IGT Indiana, LLC ("IGT") and the State Lottery Commission of Indiana (the "Commission"), as amended, the Parties have updated Schedule 6.3.1 to the ISA, which shall supersede and replace the latest schedule dated March 14, 2016.

Schedule 6.3.1 - 1

SCHEDULE 6.3.1

Schedule 6.3.1 has been updated to reflect changes in IGT Key Personnel as agreed to between IGT Indiana and the Lottery and is effective as of May 6, 2016.

KEY PERSONNEL

Title: COO & General Manager
Name of Employee: Colin Hadden
Supervises: • Senior Director and Deputy General Manager • Vice President of Sales • Senior Director of Marketing • Director of Corporate Affairs • Vice President and Chief Financial Officer • General Counsel • Senior Director of Operations & Technology • Director of Business Analytics/Marketing Insights • Sr. Executive Administrative Assistant • Senior Product Manager, Draw and Scratch-off
Reports to: Hoosier Lottery Executive Director
Primary Responsibilities: • Leads the day to day operations for IGT Indiana, LLC in the delivery of integrated services to the Hoosier Lottery • Accountable for ensuring compliance with the Integrated Services Agreement (ISA), the quality of operation services and the effective cooperation between IGT Indiana, the State Lottery Commission of Indiana, and relevant industry organizations

Title: Senior Director and Deputy General Manager
Name of Employee: Tracy McNutt
Supervises: • Director of Corporate Social Responsibility (CSR) & Compliance • Sr. Project Manager • Project Coordinator
Reports to: COO & General Manager
Primary Responsibilities: • Ensures compliance with execution of ISA, Operating Standards, Business Plan • Manages relationship management with State Regulators • Translates regulatory changes into business practices • Integrates Corporate Social Responsibility; lead efforts to secure Level 4 World Lottery Association accreditation • Ensure participation of WBE/MBE • Oversight of project management • Oversight of fleet management, eStatements, Player Hotline

Title: Vice President and Chief Financial Officer
Name of Employee: Donna Fahey
Supervises: • Finance Manager • Business Manager
Reports to: COO & General Manager
Primary Responsibilities: • Develops and executes all financial activities (planning and controlling, budgeting, forecasting, balancing sales with revenue, managing net income commitments) • Maintains accounting records • Prepares financial reports for management and shareholders • Works with the Commission to ensure full transparency and that the trust of the public and players is maintained • Implements financial internal controls

Title: Director of Corporate Affairs
Name of Employee: Jessica Norris
Supervises: N/A
Reports to: COO & General Manager
Primary Responsibilities: • Represents a positive business image of IGT Indiana in the community • Manages charitable contributions • Works with various stakeholders to ensure positive brand image

Title: General Counsel
Name of Employee: Adam Packer
Supervises: • Corporate Counsel
Reports to: COO & General Manager
Primary Responsibilities: • Manages all legal matters for the Provider • Counsels on the legal implications of all organization activities and problems • Responsible for issuing RFPs and reviewing rules and regulations, as well as required Executive directives, for Hoosier Lottery games and promotions • Establishes policies and procedures to ensure compliance with all legal and regulatory requirements • Responsible for drafting, negotiating, and monitoring all legal contracts • Oversees and directs engagements of outside counsel

Title: Vice President of Sales
Name of Employee: Clayton Atkinson
Supervises: • Director of Corporate Accounts • Director of Statewide Sales • Sales Project Manager • Associate Retail Solutions Manager
Reports to: COO & General Manager
Primary Responsibilities: • Establishes strategic and tactical plans at the retail level • Oversees Lottery retailer recruitment • Manages Sales operations and optimization • Utilizes sales analytics to drive actionable sales programs • Designs performance driven incentive programs • Leverages national account relationships • Oversees implementation and execution of marketing campaigns and sales promotions

Title: Senior Director of Marketing
Name of Employee: Melissa Pursley
Supervises: • Interactive Manager • Retail Experience Manager • Sr. Manager Public Relations & Promotions • Televised Draw Manager • Studio Project Manager • Brand Manager
Reports to: COO & General Manager
Primary Responsibilities: • Responsible for supervising and leading the Marketing disciplines (interactive, retail experience, public relations/promotions, and televised drawings) • Ensures alignment of external creative and media advertising and Marketing disciplines • Ensures that campaigns meet annual sales and brand health objectives

Title: Director of Business Analytics and Market Insights
Name of Employee: Robert Tharp
Supervises: • Senior Market Analyst • Sales Analyst • Instant Ticket Manager
Reports to: COO & General Manager
Primary Responsibilities: • Maximizes organization's use of business data, analytics, and market research to drive improved performance • Develops short/long term portfolio and product strategies to ensure lottery's offering continues to be relevant and in demand

Title: Senior Director, Operations & Technology
Name of Employee: Donald Redic
Supervises: • Manager of Technical Operations • Sr. Business Analysis Manager • Technology Manager • Trainers • Distribution Services Manager
Reports to: COO & General Manager
Primary Responsibilities: • Establishes and executes technical and operational services • Works with internal and external parties to ensure marketing and sales initiatives are executed efficiently from technology and operations standpoint • Oversees performance of IT infrastructure • Manages systems integration of outsourced suppliers • Oversees implementation of enhancements to the technology platform • Optimizes efficiency of supply chain

Title: Director of Statewide Sales
Name of Employee: Chris Sweaks
Supervises: • Regional Sales Manager – North • Regional Sales Manager – Central • Regional Sales Manager - South
Reports to: COO & General Manager
Primary Responsibilities: • Oversight of statewide sales to include three Regional offices • Responsible for achievement of sales goals for each region • Supports development of same store sales initiatives • Oversees 360 Sales and Marketing execution at retail • Evaluates effectiveness and provides coaching to the field sales staff

Title: Director of Key Accounts
Name of Employee: Tracy Butler
Supervises: • Key Account Managers • Retail Expansion Manager
Reports to: COO & General Manager
Primary Responsibilities: • Directs the Key Account Teams efforts to recruit, establish and maintain effective working relationships with corporate Lottery retailer accounts in Indiana • Develops annual recruitment and strategic plans in conjunction with the Director of Statewide Sales • Responsible for the creation on recruitment packages as well as Key Account sales reporting, strategy building, and planning tactics that will maximize sales within the targeted accounts and throughout the state.

Title: Director of Corporate Social Responsibility and Compliance
Name of Employee: Katie Carlson
Supervises: Corporate Social Responsibility Manager
Reports to: Sr. Director, Deputy General Manager
Primary Responsibilities: • Oversees compliance with execution of ISA and Operating Standards • Implements changes in business practices in alignment with regulatory changes • Develops and implements CSR programs • Implements Responsible Gaming programs and training • Facilitates efforts to secure Level 4 World Lottery Association accreditation for responsible gaming

[End of Schedule]

Schedule 6.3.1 - 6

SCHEDULE 6.3.1

PROVIDER KEY PERSONNEL

NOTE: Persons in each of the positions in this schedule will devote all or substantial portion of their time to **IGT Indiana, LLC** / Lottery matters.

SCHEDULE 7.2

IDENTIFIED SUBCONTRACTS

Provider-identified Subcontracts* are listed below:

GTECH Corporation	Affiliate
GTECH Printing Corporation	Affiliate
St. Minver Limited	Affiliate
Boss Media AB	Affiliate
Finsoft Limited	Affiliate
Scientific Games International, Inc.	Subcontractor
Pollard BankNote Limited	Subcontractor
Barnes & Thornburg LLP	Subcontractor
Borshoff and Associates	Subcontractor
Heritage Ford	Subcontractor
Keystone Staffing Services	Subcontractor
Imarcsgroup.com, LLC	Subcontractor

- * Represents entities identified in Initial Annual Business Plan and with whom GTECH Indiana, LLC may contract with for Services including Products.

SCHEDULE 8.1.2

COMMISSION INTELLECTUAL PROPERTY

The following marks:



[End of Schedule 8.1.2]

SCHEDULE 8.2.1

PROVIDER INTELLECTUAL PROPERTY

SCHEDULE 10.1

PAYMENTS SCHEDULE

Provider shall receive reimbursement for Operating Expenses and payment of Incentive Compensation, and Provider shall make any Net Income Shortfall Payment, in accordance with and pursuant to **Section 5.3.4** and **Article 10** of this Agreement, and as follows:

1. **Operating Expenses.** “Operating Expenses” are comprised of (i) a “Management Fee” (as defined below), and (ii) “Lottery Expenses” (as defined below):
 - (a) The “Management Fee” shall equal the fixed amount established annually in the Approved Budget to reimburse Provider for the expenses, other than Lottery Expenses (as defined below), incurred by Provider with respect to its activities under this Agreement, including Provider’s good faith estimate of its (i) base employee compensation and employee benefits for Provider Personnel and (ii) overhead for its business operations with respect to the Lottery (including travel, meals and entertainment expenses to the extent such conform with the Operating Standards, and the depreciation or amortization expense, consistent with GAAP, in use to depreciate or amortize any capital expenditure investment incurred by Provider). Costs or expenses specified in this Agreement as being at the cost and expense of Provider are not proscribed from being funded from amounts made available to Provider as a Management Fee unless specifically so limited in this Agreement. The Management Fee shall not include (a) any expenses otherwise included as Lottery Expenses or (b) any bonuses for Provider Key Personnel. To the extent included in the Initial Annual Business Plan (and in the related Budget as detailed by investments set out in Figure 1 contained in Part B-Budgets of **Exhibit 5.3.2**), the Management Fee for Contract Years 1 through 5 may include a pro rata portion of (a) any start-up overhead expenses for Provider’s business operations with respect to providing Transition Services and (b) the amount paid by Provider to the Commission by means of the release and payment of the Bid Deposit (as defined in RFI) to the Commission consistent with Section 5.6.2 of the RFI. Notwithstanding the foregoing, Provider shall be entitled to adjust the Management Fee during a Contract Year (i) only to the extent that a position occupied by a Commission Personnel as of the Base Services Commencement Date becomes a position or role occupied by a person employed directly by Provider after the Base Services Commencement Date, and (ii) only in an amount that equals the base compensation and employee benefits for such Commission Personnel that become employed directly by Provider; *provided, however*, that any amount previously paid by the Commission for such position as a Lottery Expense shall no longer be included as a Lottery Expense.
 - (b) The “Lottery Expenses” shall be comprised of the amount established annually in the Approved Budget and required by Provider to pay (i) Subcontractors for goods and services (including the Replacement Contracts) as provided in support of the operation of the Lottery or (ii) other Third-Parties for other goods and services as initially contained in the Initial Annual Business Plan in Part B-Budgets of **Exhibit 5.3.2**); *provided* that all Subcontractors are procured in compliance with **Article 7** of this Agreement; and *provided, further*, that no cost or expense which this Agreement specifies to be at the sole cost and expense of Provider shall be a Lottery Expense. For avoidance of doubt, Lottery Expenses shall not be any expense for any goods and services that the Commission in its reasonable determination identifies as overhead for Provider’s business operations (including travel, meals or entertainment expenses included in the Approved Budget as Management Fee or any depreciation or amortization expense) or any other expense that is not directly related to operating the Lottery. Additionally, in the event there is a change in policy and/or law that would make available new Lottery sales channels or expand existing Lottery sales channels (e.g., internet, personal mobile devices) or authorization of game types or platforms currently unavailable to or voluntarily not employed by the Lottery (e.g., Keno, VLT’s, electronic pull-tabs, virtual card games) and the Commission Approves the pursuit of such activity in an Updated Annual Business Plan, then the costs and expenses associated with Provider pursuing such activity shall be included as Lottery Expenses consistent with the Budget therein.

- (c) The Management Fee and Lottery Expenses shall be established for the Initial Contract Year in the Provider Bid and the Initial Annual Business Plan (as initially contained in Part B-Budgets of **Exhibit 5.3.2**), and adjusted each Contract Year thereafter pursuant to the Updated Annual Business Plan process described in **Section 5.3.3** of this Agreement.

2. The “**Bid Net Income**” shall be as follows for any applicable Contract Year:

Contract Year	“<u>Bid Net Income</u>” (Smillions)
Contract Year 1	\$256.0
Contract Year 2	\$320.0

The “**Minimum Net Income**” shall be as follows for any applicable Contract Year:

Contract Year	“<u>Minimum Net Income</u>” (Smillions)
Contract Year 3	\$270
Contract Year 4	\$290
Contract Year 5	\$300
Contract Year 6	\$300
Contract Year 7	\$300
Contract Year 8	\$300
Contract Year 9	\$305
Contract Year 10	\$311
Contract Year 11	\$316
Contract Year 12	\$322
Contract Year 13	\$327
Contract Year 14	\$333
Contract Year 15	\$339
Extension Years (if any)	*

* Each item so denoted shall be the Minimum Net Income in the immediately prior Contract Year *increased by* one and three-fourths percent (1.75%), rounded to the nearest hundred thousand dollars.

“**Incentive Net Income**” shall be as follows for Contract Year 3 and beyond:

Contract Year	“<u>Incentive Net Income</u>” (Smillions)
Contract Year 3	\$290
Contract Year 4	\$295
Contract Year 5	\$300
Contract Year 6	\$305
Contract Year 7	\$310
Contract Year 8	\$316
Contract Year 9	\$323
Contract Year 10	\$329

Contract Year	<u>"Incentive Net Income"</u> (Millions)
Contract Year 11	\$336
Contract Year 12	\$342
Contract Year 13	\$349
Contract Year 14	\$356
Contract Year 15	\$363
Extension Years (if any)	*

* Each item so denoted shall be the Incentive Net Income in the immediately prior Contract Year increased by two percent (2%), rounded to the nearest hundred thousand dollars.

For avoidance of doubt, it is not an obligation or responsibility under this Agreement for Provider to ensure that Provider Net Income meets, exceeds, or remains within a particular range of Bid Net Income, Minimum Net Income, or Incentive Net Income in any given Contract Year. The net income levels referenced in this **Section 2** of this **Schedule 10.1** are thresholds that create certain rights and actions under the Agreement and are not intended to be requirements, guarantees, or projections.

3. **Incentive Compensation.**

- (a) **"Incentive Compensation"** shall be based solely upon Provider's achievement of Provider Net Income that exceeds either Bid Net Income or Incentive Net Income, depending on the Contract Year. For any Contract Year in which Provider Net Income fails to exceed either Bid Net Income (with respect to Contract Years 1 or 2) or Incentive Net Income (with respect to Contract Years 3 and after), then the Commission shall retain one hundred percent (100%) of Provider Net Income for the applicable Contract Year.

If in Contract Years 1 or 2 Provider Net Income exceeds the Bid Net Income for such Contract Year, then pursuant to **Section 10.2.3** of this Agreement and subject to **Section 3(b)** of this **Schedule 10.1** the Commission shall pay Provider an amount equal to the difference between:

- (i) the Provider Net Income for such Contract Year; and
- (ii) the Bid Net Income for such Contract Year.

If in any Contract Year besides Contract Years 1 and 2 Provider Net Income exceeds the Incentive Net Income for such Contract Year, then pursuant to **Section 10.2.3** of this Agreement and subject to **Section 3(b)** of this **Schedule 10.1** the Commission shall pay Provider an amount equal to fifty percent (50%) of the difference between:

- (i) the Provider Net Income for such Contract Year; and
- (ii) the Incentive Net Income for such Contract Year.

*For purposes of clarity in this **Section 3(a)** and subject to **Section 3(b)** of this **Schedule 10.1**:*

Incentive Compensation for Contract Years 1 and 2 = (Provider Net Income – Bid Net Income)

Incentive Compensation for all other Contract Years = (.50) x (Provider Net Income – Incentive Net Income).

- (b) **Cap on Incentive Compensation:** In any given Contract Year the Incentive Compensation payable to Provider shall not exceed five percent (5%) of Provider Net Income for such Contract Year together with an amount equal to the Provider's Unrecovered Shortfall Amount. *For purposes of clarity*, all Incentive Compensation, including any Provider's Unrecovered Shortfall Amount that

may become payable to Provider in any Contract Year shall be paid at a rate of fifty percent (50%) of the difference between Provider Net Income and Incentive Net Income for that Contract Year.

4. **Adjustment to Bid Net Income, or Minimum Net Income and Incentive Net Income:**

- (a) Upward Adjustment to Bid Net Income, or Minimum Net Income and Incentive Net Income:
- (i) Provider and the Commission agree that the Bid Net Income, or the Minimum Net Income and Incentive Net Income, as applicable and reflected in this **Schedule 10.1** are premised upon the current gaming environment in the State. The Parties acknowledge that should there be a material change in such gaming environment which materially impacts Provider's ability to increase Provider Net Income (an "**Upward Adjustment Trigger**"), for example (x) a change in policy and/or law that would make available new Lottery sales channels or expand existing Lottery sales channels (e.g., internet, personal mobile devices) or authorization of game types or platforms currently unavailable to or voluntarily not employed by the Lottery (e.g., Keno, VLT's, electronic pull-tabs, virtual card games) or (y) a change in policy and/or law that would eliminate or reduce any current competing forms of gaming (e.g., Gambling Games at Casinos, charity gaming under IC 4-32.2, type II gaming under IC 4-36, as such may be amended, supplement or replaced from time to time), then the Commission shall be entitled to recommend in writing (the "**Commission's Recommended Adjustments**") to Provider a proportional increase to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, for (i) the Contract Year in which the Commission sends Provider notice of the Commission's Recommended Adjustments to reflect a material change, and (ii) if applicable, all subsequent Contract Years for the Term of this Agreement.
 - (ii) If the Commission believes that there has been an Upward Adjustment Trigger, it may, within one hundred twenty (120) days of the date of the Commission acquiring actual knowledge of the applicable change resulting in the Upward Adjustment Trigger, initiate the procedures set forth herein to claim an upward adjustment to Bid Net Income, or to Minimum Net Income and Incentive Net Income, as provided in this **Section 4** of this **Schedule 10.1**. If the Commission fails to so initiate within such one hundred twenty (120) day period, the Commission's right to claim an upward adjustment with respect to that particular instance shall expire. The Commission shall only be deemed to have acquired actual knowledge of the applicable change resulting in an Upward Adjustment Trigger as of the date that both the Commission Director and the Commission Designee (as applicable under the Operating Standards) shall have been informed (as shown by clear, convincing and demonstrable evidence) that (i) such change resulting in the Upward Adjustment Trigger occurred and (ii) it has a potential to materially impact Provider's ability to increase Provider Net Income within the purposes and intents of this **Section 4(a)** of this **Schedule 10.1**; such evidence may be conclusively established on the date that a notice to such effect shall be given by Provider to the Commission Director and the Commission Designee.
 - (iii) If Provider disagrees, in writing, with the Commission's Recommended Adjustments within thirty (30) days of receiving the Commission's Recommended Adjustments, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final accurate and appropriate adjustments to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, for (i) the Contract Year in which the Commission sends Provider notice of the Commission's Recommended Adjustments to reflect a material change, and (ii) if applicable, all subsequent Contract Years for the Term of this Agreement (the "**Financial Expert's Upward Adjustments**"). If the Financial Expert's Upward Adjustments in any one instance are less than a five percent (5%) increase to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, then such Financial Expert's Upward Adjustments, if any, shall be final and binding upon the Parties. If the Financial Expert's Upward Adjustments in any one instance are equal to or

greater than a five percent (5%) increase to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, and either Party disagrees, in writing, with the Financial Expert's Upward Adjustments within thirty (30) days of receiving such Financial Expert's Upward Adjustments, then the Dispute over the appropriate amount of adjustment to reflect the material change shall be settled in accordance with the Dispute Resolution Procedures in **Article 20** of this Agreement.

- (iv) The failure of Provider to respond in writing to the Commission's Recommended Adjustments within thirty (30) days of receipt of the applicable notification shall be deemed acceptance of the Commission's Recommended Adjustments.
- (b) Downward Adjustment to Bid Net Income, or to Minimum Net Income and Incentive Net Income:
- (i) In the event of an Adverse Action as defined in Article 21 of this Agreement, then Provider shall be entitled to recommend, in writing (the "**Provider's Recommended Adjustments**"), to the Commission a proportional decrease to the amount of Bid Net Income, or to Minimum Net Income and Incentive Net Income, for (i) the Contract Year in which Provider sends the Commission notice of Provider's Recommended Adjustments to reflect an Adverse Action, and (ii) if applicable, each subsequent Contract Year for the Term of this Agreement.
 - (ii) If the Commission disagrees, in writing, with Provider's Recommended Adjustments within thirty (30) days of receiving Provider's Recommended Adjustments, then a Financial Expert shall be engaged in accordance with **Section 20.8** to determine the final accurate and appropriate adjustments to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, for (i) the Contract Year in which Provider sends the Commission notice of Provider's Recommended Adjustments to reflect an Adverse Action, and (ii) if applicable, all subsequent Contract Years for the Term of this Agreement (the "**Financial Expert's Downward Adjustments**"). If the Financial Expert's Downward Adjustments in any one instance are less than a five percent (5%) decrease to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, for each applicable Contract Year, then the Financial Expert's Downward Adjustments, if any, shall be final and binding on the Parties. If the Financial Expert's Downward Adjustments in any one instance are equal to or greater than a five percent (5%) decrease to the Bid Net Income, or to the Minimum Net Income and Incentive Net Income, for each applicable Contract Year and either Party disagrees, in writing, with the Financial Expert's Downward Adjustments within thirty (30) days of receiving such Financial Expert's Downward Adjustments, then the dispute over the appropriate amount of adjustment to reflect the Adverse Action shall be settled in accordance with the Dispute Resolution Procedures in **Article 20** of this Agreement.
 - (iii) The complete failure of the Commission to respond in writing to Provider's Recommended Adjustments within thirty (30) days of receipt of the applicable notification shall be deemed acceptance of Provider's Recommended Adjustments.
 - (iv) The existence of any Adverse Action, and the amount of any Provider's Recommended Adjustments or Financial Expert's Downward Adjustments, shall be strictly limited to and consistent with the requirements of **Article 21**.
 - (v) Notwithstanding the foregoing (or anything in **Article 21** of this Agreement) to the contrary, to the extent that Provider Net Income exceeds one hundred five percent (105%) of Incentive Net Income (without implementing any downward adjustment pursuant to this **Section 4(b)** of this **Schedule 10.1**) in the Contract Year during which a Noticed Potential Downward Adjustment occurred (or if less than six (6) months remain in the Contract Year as of the date when a Noticed Potential Downward Adjustment

occurred, then also in the next following Contract Year), then no such downward adjustment shall be made pursuant to this **Section 4(b)** of this **Schedule 10.1**.

5. **Net Income Shortfall Payments.** A Net Income Shortfall will be deemed to have occurred, and the Commission shall have the right to be paid by Provider the following amount (the “**Net Income Shortfall Payment**”):

- (a) If in Contract Years 1 and/or 2 Provider Net Income is less than the Bid Net Income for such Contract Year, then pursuant to **Section 5.3.4** of this Agreement and subject to **Section 5(b)** of this **Schedule 10.1** the Commission shall be paid a Net Income Shortfall Payment that is equal to the difference between:

(i) the Bid Net Income for such Contract Year; and

(ii) the Provider Net Income for such Contract Year.

If in any Contract Year besides Contract Years 1 and 2 Provider Net Income is less than the Minimum Net Income for such Contract Year, then pursuant to **Section 5.3.4** of this Agreement and subject to **Section 5(b)** of this **Schedule 10.1** the Commission shall be paid a Net Income Shortfall Payment that is equal to the difference between:

(i) the Minimum Net Income for such Contract Year; and

(ii) the Provider Net Income for such Contract Year.

*For purposes of clarity in this **Section 5(a)** and subject to **Section 5(b)** of this **Schedule 10.1**:*

Net Income Shortfall Payment to the Commission for Contract Years 1 and 2 = (Bid Net Income – Provider Net Income).

Net Income Shortfall Payment to the Commission in all other Contract Years = (Minimum Net Income – Provider Net Income).

- (b) Cap on Net Income Shortfall: In any given Contract Year the Net Income Shortfall Payment payable to the Commission shall not exceed five percent (5%) of Bid Net Income for Contract Years 1 and 2 and five percent (5%) of Minimum Net Income for all other Contract Years.
- (c) In the event that a Net Income Shortfall occurs, Provider acknowledges and agrees that the Commission shall be entitled to a Net Income Shortfall Payment. In the event that the Commission is entitled to a Net Income Shortfall Payment, (i) the Commission shall set-off such Net Income Shortfall Payment amount, pursuant to **Section 10.4** of this Agreement, against any funds or monies due to Provider, and (ii) if such set-off is insufficient to immediately recover the entire Net Income Shortfall Payment, then the Commission shall demand payment in writing of the balance due, and (iii) if the Commission has not received payment of such amount demanded within ten (10) days of such demand, then it shall be entitled to draw upon Provider’s Security.

6. **Stub Year Calculations.** For purposes of this **Schedule 10.1**, the Bid Net Income, Minimum Net Income, and Incentive Net Income amounts in any Stub Contract Year shall be prorated as follows:

$$\begin{array}{lcl} \text{Prorated Bid Net Income,} & = & \text{Actual Number of Days} \quad \times \quad \text{Bid Net Income,} \\ \text{Minimum Net Income, or} & & \text{Elapsed in Stub Contract} \quad \quad \quad \text{Minimum Net Income, or} \\ \text{Incentive Net Income} & & \text{Year} \quad \quad \quad \text{Incentive Net Income for} \\ & & \quad \quad \quad \text{that Contract Year} \\ & & \quad \quad \quad \text{365} \end{array}$$

[End of Schedule]

SCHEDULE 12.1.2

PROVIDER'S STANDARD CERTIFICATIONS

Section 1 – General Certifications and Covenants

1. Provider acknowledges and agrees that compliance with this **Schedule 12.1.2** and each of its sections for the Term of this Agreement is a material requirement and condition of this Agreement.
2. By executing this Agreement and by delivery of each Subcontractor Standard Certifications and Covenants related to each Subcontract consistent with **Section 7.6** of this Agreement, Provider certifies compliance (including in respect of such Subcontract to which any such Subcontractor Standard Certifications and Covenants applies) with **Section 12.1.2** of this Agreement, and **Schedule 12.1.2** and each of its sections, and is under a continuing obligation to remain in compliance and report any non-compliance by Provider and each such Subcontractor, as applicable. This **Schedule 12.1.2** only pertains to such Subcontract covered by **Section 7.6** of this Agreement.

Section 2 – Bidding and Contracting Certifications and Covenants

- A. Provider certifies, represents and warrants no person or selling agency has been employed or retained to solicit or secure this Agreement or any Subcontract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee other than as Approved after full and complete disclosure of the nature, amount and circumstance pertaining thereto.
- B. Provider certifies, represents and warrants it has not, nor has any other member, employee, representative, agent or officer of Provider, directly or indirectly, to the best of Provider's knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that Provider has not received or paid, any sum of money or other consideration for the execution of this Agreement or any Subcontract other than that which appears upon the face of this Agreement.
- C. Provider certifies, represents and warrants it has not entered into a combination or an agreement relative to the price to be offered by a person or business entity, to prevent a person or business entity from making an offer or to induce any person or business entity to refrain from making an offer on this Agreement or any Subcontract.
- D. Provider covenants that it, its employees, agent(s) and subcontractor(s) will abide by all ethical requirements that apply to persons who have a business relationship with the State, as set forth in Indiana Code 4-2-6, the regulations promulgated thereunder, and Executive Order 04-08, dated April 27, 2004. If Provider is not familiar with these ethical requirements, Provider should refer any questions to the State Ethics Commission, or visit the State Ethics Commission website at <http://www.in.gov/ethics/>.

Section 3 – Civil Rights Certifications and Covenants

- A. Provider (i) certifies, represents and warrants it complies with the Indiana Civil Rights Laws and rules applicable to public contracts, including equal employment opportunity, refraining from unlawful discrimination, and having written sexual harassment policies, and (ii) hereby covenants and agrees that no person shall be (1) excluded from participation in, or be denied benefits of, this contract where such participation or benefits are obligated by this Agreement or applicable laws, or (2) excluded from employment, denied any of the benefits of employment or otherwise be subjected to discrimination on the grounds of handicap or disability, age, race, color, religion, sex, national origin or ancestry, or any other classification protected by applicable law. Provider shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

- B. Provider covenants that for all solicitations or advertisements for employees placed by or on behalf of Provider, Provider will state that it is an “affirmative action and equal opportunity employer.”
- C. Provider covenants that it will cause any Person awarded a Subcontract pursuant to this Agreement to agree, that they will comply with all provisions on Equal Employment Opportunity created by applicable state, federal or local laws, rules and regulations.
- D. Provider certifies, represents and warrants that it understands that the Commission is committed to ensuring equitable participation of minority- and women-owned or controlled businesses in all phases of its operations and that if Provider subcontracts to provide any good or services under this Agreement, Provider agrees to undertake reasonable efforts to involve minority- and women-owned business enterprises (“MBE/WBE”) in the activities and operations of this Agreement as Subcontractors and sub-Subcontractors. A directory of certified MBE/WBE firms can be obtained from the Indiana Department of Administration Minority and Women’s Business Enterprises Division, which is posted at http://www.in.gov/idoa/files/certification_list.xls.
- E. Provider covenants and agrees to provide, upon request of the Commission, a copy of any agreements entered into between Provider and each certified MBE/WBE used as Subcontractors or sub-Subcontractors and any other information required by Commission to verify the utilization of certified minority- and women-owned business.

Section 4 – Drug-Free Workplace Certification

- A. Provider covenants and agrees that it and its Subcontractor(s) (i) will make a good faith effort to provide and maintain a drug-free workplace and give written notice to the Commission within ten (10) Business Days after receiving actual notice that Provider or a Subcontractor or an employee of Provider or a Subcontractor in the State has been convicted of a criminal drug violation occurring in Provider’s or Subcontractor’s workplace, and (ii) if the total Contract value exceeds \$25,000, will provide a drug-free workplace by:
 - 1. Publication and providing to all of its employees a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in Provider’s and its Subcontractors’ workplace and specifying the actions that will be taken against employees;
 - 2. Establishing a drug-free awareness program to inform employees about (a) the dangers of drug abuse in the workplace; (b) the Provider’s and Subcontractor’s policy of maintaining a drug-free workplace; (c) any available drug counseling, rehabilitation, and employee assistance programs; and (d) the penalties that may be imposed upon an employee for drug abuse violations occurring in the workplace;
 - 3. Notifying all employees in the statement required by subparagraph (1) above that as a condition of continued employment the employee will (a) abide by the terms of the statement; and (b) notify the employer of any criminal drug statue conviction for a violation occurring in the workplace no later than five (5) Business Days after such conviction;
 - 4. Notifying in writing the Indiana Department of Administration and Indiana Department of Transportation within ten (10) Business Days after receiving notice from an employee under clause 3(b) above, or otherwise receiving actual notice of such conviction;
 - 5. Within thirty (30) days after receiving notice under clause 3(b) above of a conviction, imposing the following sanctions or remedial measures on any employee who is convicted of drug abuse violations occurring in the workplace: (a) take appropriate action against the employee, up to and including termination; or (b) require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state or local health law enforcement, or other appropriate agency; and
 - 6. Making a good faith effort to maintain a drug-free workplace through the implementation of subparagraphs 1. through 5. above.

Provider further certifies, represents and warrants that it is in compliance with the government-wide requirements for a drug-free workplace as set forth in 45 CFR Part 82.

Section 5 – Criminal History and Background Check Certifications and Covenants

- A. Provider certifies, represents and warrants that it has no current, pending or outstanding criminal, civil, or enforcement actions initiated by the State and agrees that it will immediately notify the Commission Designee of any such actions.
- B. Provider certifies, represents and warrants that neither Provider nor its principal(s) have been convicted of, or entered a plea of guilty or *nolo contendere* to, a felony committed in the preceding ten (10) years, regardless of adjudication.
- C. Provider acknowledges that all Persons who will provide any services to the Commission under a contract with the Commission or its Vendors, as defined in Indiana Code 4-30-2-8, (including Provider's Subcontractors and any sub-Subcontractors) must submit to local, state and, at the discretion of the Commission, national criminal background clearance. Provider further acknowledges and agrees that should the Commission Designee determine that Provider or its principals, employees, agents and representatives are subject to such local, state, or national criminal background clearance, the Commission will undertake a background investigation on behalf of Provider and any affected principals, employees, agents and representatives for the then applicable fee which as of the date hereof is twenty-five (\$25.00) per person (the "Investigation") and invoice the Provider for such Investigation. Provider agrees to reimburse the Commission for conducting such Investigations in accordance with the terms of the invoice.

Section 6 – Lottery-Specific Certifications and Covenants

- A. Provider certifies, represents and warrants it and each Subcontractor are properly formed and existing legal entities, have registered to conduct business in Indiana and owe no outstanding reports to the Indiana Secretary of State.
- B. Provider certifies, represents and warrants it has filed and covenants that it will file appropriate tax returns as provided by Indiana law, and neither it nor its principal(s) is in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State.
- C. Provider covenants and agrees that all services, products, systems, and procedures to be employed by Provider and its Subcontractors will comply, at all times, with the game security and operational standards current at the time of performance of this Agreement and the Operating Standards as issued by any multi-jurisdictional association of which the Commission is a member or in the event the Commission becomes a member.
- D. Provider covenants and agrees that its Subcontractors will not use the Commission or Lottery name, logos, images, or any data or results arising from this Agreement or any Subcontract as a part of any commercial advertising without Approval.
- E. Provider covenants and agrees that it and its Subcontractors will not issue any news releases pertaining to the execution, delivery or performance of this Agreement or a Subcontract or any associated request for proposal or other proposal without Approval, and then only in cooperation with the Commission.
- F. In accordance with Indiana Code 4-30-3-19 through Indiana Code 4-30-3-19.7, Provider certifies, covenants and agrees that neither Provider (or its Subcontractors) nor an officer of Provider (or its Subcontractors) or political action committee (as defined in Indiana Code 3-5-2-37) of Provider (or its Subcontractors):
 - i. has made a contribution to a candidate for an Indiana state office or a "Committee" (as defined in Indiana Code 4-30-3-19.5) within three (3) years preceding the award of this Agreement or

- ii. will make a contribution to a candidate for an Indiana state office or a Committee while this Agreement is in effect and during the three (3) years following the final expiration or termination of this Agreement.
- G. Provider acknowledges and agrees that the Commission shall be a third-party beneficiary to all Subcontracts and shall have the right to enforce the provisions of such Subcontracts, including, without limiting the generality of the foregoing, the Standard Certifications and Covenants executed by Subcontractors and any sub-Subcontractors, on its own behalf, but is not a party thereto and shall have no obligation under such Subcontracts.
- H. Provider covenants and agrees to provide, upon request of the Commission, a copy of any agreements entered into between Subcontractor and each certified MBE/WBE used as Subcontractors or sub-Subcontractors and any other information required by Commission to verify the utilization of certified minority- and women-owned business.
- I. Provider certifies, represents and warrants its acceptance of full responsibility for and agrees to be strictly liable for the performance of all Subcontractors and sub-Subcontractors that Provider uses on this Agreement.

Section 7 – General State Certifications and Covenants

- A. Provider certifies, represents and warrants it and its Subcontractors comply with all applicable federal, state and local laws, rules, regulations and ordinances, including, but not limited to, all health, safety and environmental statutes, rules or regulations, Indiana Code 4-30, and the provisions of Title 65 of the Indiana Administrative Code.
- B. Provider certifies, represents and warrants it and its employees and Subcontractors comply with all applicable licensing standards, certification standards, accrediting standards and any other laws, rules or regulations governing services to be provided by Provider pursuant to this Agreement.
- C. Provider certifies, represents, warrants, covenants and agrees that it, its principal(s), and it Affiliates:
 - i. except for de minimis and nonsystematic violations, have not violated the terms of (1) Indiana Code 24-4.7 (Telephone Solicitation of Consumers), (2) Indiana Code 24-5-12 (Telephone Solicitations), or (3) Indiana Code 24-5-14 (Regulation of Automatic Dialing Machines) in the previous three hundred sixty-five (365) days, even if Indiana Code 24-4.7 is preempted by federal law; and
 - ii. will not violate the terms of Indiana Code 24-4.7 for the duration of this Agreement, even if Indiana Code 24-4.7 is preempted by federal law.
- D. Provider certifies, represents and warrants that no foreign-made equipment, materials, or supplies furnished under this Agreement are produced in whole or in part by forced labor, convict labor or indentured labor under penal sanction (Indiana Code 5-22-15-24.2).
- E. Provider acknowledges that the service to be performed by Provider under this Agreement may require access to data, materials, and information containing Social Security numbers or other personally identifiable information maintained by the Commission in its computers or other records, and pursuant to 10 IAC 5-3-1(4) hereby covenants and agrees to comply with the provisions of Indiana Code 4-1-10 and Indiana Code 4-1-11. IF ANY SOCIAL SECURITY NUMBER(S) OR PERSONAL INFORMATION (AS DEFINED IN INDIANA CODE 4-1-11-3) IS / ARE DISCLOSED BY PROVIDER, PROVIDER AGREES TO PAY THE COST OF THE NOTICE OF DISCLOSURE OF A BREACH OF THE SECURITY OF THE SYSTEM IN ADDITION TO ANY OTHER CLAIMS AND EXPENSES FOR WHICH IT MAY BE LIABLE.
- F. Provider certifies, represents and warrants and hereby affirms under the penalties of perjury that Provider does not knowingly employ an unauthorized alien and covenants and agrees to no knowingly employ or

contract with an unauthorized alien. Provider further covenants and agrees Provider will not retain an employee or subcontract with a Person that Provider subsequently learns is an unauthorized alien and will require Subcontractors and sub-Subcontractors, who perform work under this Agreement, to certify to Provider that the Subcontractor and sub-Subcontractors do not knowingly employ or contract with an unauthorized alien and that the Subcontractor and sub-Subcontractors have enrolled and are participating in the E-Verify program.

- G. Subject to the exceptions set forth in this **Section 7.G.**, Provider covenants and agrees that Provider has enroll in and verifies the work eligibility statute of all newly hired employees through the E-Verify program, as defined in Indiana Code 22-5-1.7-3. Provider is not required to participate in the E-Verify program should the E-Verify program cease to exist.

Section 8 – General Federal Certifications

- A. Provider certifies, represents and warrants (i) it is not acting, directly or indirectly, for or on behalf of any person, group, entity, or nation named by an Executive Order, the United States Treasury Department of Homeland Security as a terrorist, “Specifically Designated National and Blocked Person,” or other banned or blocked person, entity, nation or transaction pursuant to any law, order, rule or regulation that is enforced or administered by the Office of Foreign Asset Control or Department of Homeland Security and (ii) it is not engaged in the transaction contemplated by this Agreement, directly or indirectly, on behalf of, or instigating or facilitating this transaction, directly or indirectly, on behalf of any such person, group, entity or nation.
- B. Provider (i) certifies, represents and warrants that it is in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law No. 104-191, 45 CFR Parts 160, 162 and 164, the Social Security Act, 42 U.S.C. 1320d-7, in that it may not use or disclose protected health information other than as permitted or required by law and agrees to use appropriate safeguards to prevent use or disclosure of the protected health information; and (ii) covenants and agrees that it will maintain, for a minimum of six (6) years, all protected health information.

[End of Schedule]

SCHEDULE 17.1

INSURANCE COVERAGES

1.1 General. During the Term and for a minimum of ninety (90) days after the expiration or termination of this Agreement (and subject to **Section 1.1.5** of this **Schedule 17.1**), at Provider's sole cost and expense, Provider shall provide and maintain in effect at least the following types of insurance and minimum limits of coverage, in addition to any other insurance required by Applicable Requirements.

1.1.1 Workers' Compensation and Employer's Liability Insurance. Provider shall provide and maintain Workers' Compensation insurance of the type and amount required by Applicable Requirements. Provider shall provide and maintain Employer's Liability insurance with limits not less than One Million Dollars (\$1,000,000) for each accident for bodily injury and not less than One Million Dollars (\$1,000,000) for each employee for bodily injury by disease.

1.1.2 Commercial General Liability Insurance. Provider shall provide and maintain general liability insurance written on an occurrence basis and covering all operations performed by or on behalf of the Provider arising out of or in connection with this Agreement, in an amount not less than Two Million Dollars (\$2,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the annual aggregate. Such insurance shall provide coverage for: (a) premises and operations; (b) bodily injury; (c) broad form property damage, including products and completed operations; (d) personal injury and advertising injury; (e) contractual liability for bodily injury, property damage, personal injury and advertising injury; and (f) cross-liability. Any exclusion for property damage to "your work" shall include an exception providing that such exclusion does not apply if damaged work or the work out of which the damage arises was performed on Provider's behalf by a Subcontractor. Any exclusion otherwise applicable to Provider's liability for rendering or failing to render "professional services" shall accept Provider's means and methods.

1.1.3 Business Automobile Liability Insurance. Provider shall provide and maintain Business Automobile Liability insurance, including, without limitation, bodily injury, passenger liability (where applicable), and property damage, covering all of Provider's owned, rented (or hired) and non-owned vehicles, and mobile equipment used in connection with the goods and services provided, including any other coverages in types and amounts in accordance with Applicable Requirements. Such insurance shall have limits of not less than One Million Dollars (\$1,000,000) each accident for bodily injury and property damage and Two Million Dollars (\$2,000,000) each accident for uninsured and underinsured motorists. Such insurance shall provide defense coverage, with costs of defense outside the limits of liability.

1.1.4 Umbrella/Excess Liability. Provider shall provide and maintain Umbrella and/or Excess Liability insurance written on an occurrence basis and in an amount not less than Thirty Million Dollars (\$30,000,000) per occurrence and in the annual aggregate, excess of the limits provided by Provider's Employer's Liability, Commercial General Liability and Business Automobile Liability insurance policies. The coverage terms of the Umbrella and/or Excess Liability insurance shall be at least as broad as the underlying Employer's Liability, Commercial General Liability and Business Automobile Liability insurance required by this **Schedule 17.1**. The Umbrella and/or Excess Liability insurance shall include contractual liability coverage.

1.1.5 Professional Liability (E&O) Insurance. Provider shall provide and maintain Professional Liability Errors and Omissions (E&O) Insurance with an aggregate limit of liability not less than Fifteen Million Dollars (\$15,000,000). Such insurance shall cover any and all acts, errors, omissions or negligence in the delivery, performance or non-performance of Services (including the provision of all Equipment and Products) under this Agreement. Such E&O Insurance shall include coverage for claims and losses with respect to network or data risks (such as data breaches, release of confidential unauthorized access/use, ID theft, invasion of privacy, damage/loss/theft of data, degradation, downtime, etc.) and intellectual property

infringement, such as copyrights, trademarks, service marks and trade dress (*provided, however, such intellectual property infringement coverage may be self-insured by Provider, subject to the self-insurance limitations stated herein*). The E&O Insurance retroactive coverage date shall be no later than the Agreement Effective Date. Provider shall maintain an extended reporting period providing that claims first made and reported to the insurance company within two (2) years after termination of this Agreement will be deemed to have been made during the policy period.

1.1.6 Property Insurance. Provider shall provide and maintain Property Insurance with limits no less than the full replacement value, of all structural a

nd business personal property elements owned by Provider or required by contract to be insured by them. Such insurance shall be provided on an all-risk basis and shall include, without limitation, coverage against the perils of fire, theft, vandalism, malicious mischief, collapse, earthquake, flood and windstorm. Such insurance also shall include coverage for business interruption, extra expense, expediting expense and soft costs, including, without limitation, architects' and management services required as a result of an insured loss. If not otherwise covered, Provider shall effect and maintain similar property insurance on assets stored off-site or in transit, as well as all tools, equipment and other items provided for use by Provider or any Subcontractor, whether owned, leased, rented, or borrowed.

1.1.7 Crime or Fidelity Bond Insurance. Provider shall provide and maintain a fidelity bond or policy of crime insurance, with a limit of liability not less than Ten Million Dollars (\$10,000,000) covering loss of the Commission's funds and property, including all Equipment and Products in Provider's care, custody or control and caused by dishonesty, theft, depositor's forgery, disappearance or destruction on the part of any personnel of Provider.

1.2 Certificates. Within ten (10) Business Days after the Agreement Effective Date, and at any time thereafter following the Commission's request, Provider shall furnish and deliver to the Commission certificates of insurance evidencing the insurance required by this Agreement and this **Schedule 17.1**. Any receipt of insurance certificates or insurance policies (including endorsements) by the Commission that do not comply with the requirements above, or the Commission's failure to receive certificates or insurance policies, will not limit or relieve Provider of the duties and responsibilities with respect to obtaining and maintaining insurance required by this Agreement, nor will such a failure constitute a waiver or modification of these requirements.

1.3 Notice, Approved Companies. Except for the E&O Insurance and Workers' Compensation and Employer's Liability Insurance (which, for purposes of clarification, shall not name the Commission Indemnitees as an additional insured), all other insurance required by this **Schedule 17.1** shall name each of the Commission Indemnitees as Additional Insureds (including coverage for liability arising out of work performed by or on behalf of Provider under this Agreement at least as broad as that provided pursuant to the prevailing ISO CG form), and each such certificate must provide that the insurer will provide the Commission with at least thirty (30) days advance written notice of cancellation, lapse, material reduction or other material adverse change to the coverage. Any cancellation, lapse, material reduction or other material alteration will not relieve Provider of its continuing obligation to maintain insurance coverage in accordance with this Agreement. All policies described in **Sections 1.1.1, 1.1.2, and 1.1.3** of this **Schedule 17.1** must be "occurrence" type policies. The insurance policies described in **Section 1.1.4** of this **Schedule 17.1** may be a "claims made" type policies. All insurance policies must be issued by companies having a minimum A.M. Best Financial Strength Rating of "A" or better.

1.4 Primary Coverage. Provider's coverage shall be primary and non-contributory with respect to any other insurance or self-insurance program of the Commission.

1.5 Subcontractors. Provider further agrees that any Subcontractors having a Subcontract with an aggregate value in excess of Subcontractor Threshold Amount or involving a Major Procurement matter shall carry insurance of the types set forth in this **Schedule 17.1** at least customary and appropriate for the types and volumes of services being provided by such Subcontractor (and provide such certificates of insurance to the Commission on or prior to the commencement of any services), including additional insured coverage in favor of the Commission Indemnitees, unless a written waiver is obtained from the Commission modifying the requirements for any such Subcontractor.

1.6 Covenant to Reconsider and Modify Insurance. The Commission may require such other insurance requirements that it deems reasonably necessary (with reference to the industry and the scope of services being provided by Provider) after consultation with its insurance broker. Within one (1) year of the Agreement Effective Date, or as part of the Annual Business Plan review thereafter, the Commission reserves the right to reconsider the types of insurance and minimum limits of coverage, in addition to any other insurance set forth in this **Schedule 17.1**, and modify this **Schedule 17.1** as the Commission deems reasonably necessary (with reference to the industry and the scope of services being provided by Provider), and Provider shall comply with such modified insurance requirements. In addition, prior to the Annual Business Plan review, the Commission may require modifications to the minimum limits of coverage that it deems reasonably necessary (with reference to the industry and the scope of services being provided by Provider), after consultation with its insurance broker.

1.7 Self-Insurance. Other than as specifically set forth in **Section 1.1.5** of this **Schedule 17.1**, Provider may not elect to provide entirely or in part for the insurance protections described in this **Schedule 17.1** through self-insurance. A deductible provision contained in an insurance policy that meets the requirements of this **Schedule 17.1** is not considered as self-insurance unless the deductible amount exceeds ten percent (10%) of the face amount of the insurance policy.

[End of Schedule]

EXHIBIT 3.1

TRANSITION PLAN

EXHIBIT 5.2.1

INITIAL OPERATING STANDARDS

EXHIBIT 5.3.2

INITIAL ANNUAL BUSINESS PLAN

PART A-PLAN

EXHIBIT 5.3.2

INITIAL ANNUAL BUSINESS PLAN

PART B-BUDGETS

EXHIBIT 9.3.2

FORM OF CONFIDENTIALITY AGREEMENT

This Non-Disclosure Agreement (this "Agreement") is hereby entered into as of this ____ day of _____, 20__ by and between IGT Indiana, LLC, an Indiana limited liability company, on behalf of itself and its Affiliates ("Provider"), and [NAME OF SUBCONTRACTOR; if EMPLOYEE, global revision from "Company" to "Employee"] ("Company" and, together with Provider, the "Parties"). For purposes of this Agreement, "Affiliates" of a person or entity shall mean any person, corporation, partnership, limited liability company, professional organization, enterprise, sole proprietorship or other entity or association that directly, or indirectly through one or more intermediaries, controls, or is controlled by, or is under common control with, Provider or in which such person has an economic or voting interest of at least twenty percent (20%) of common equity.

BACKGROUND

WHEREAS, Provider and the State Lottery Commission of Indiana (the "Commission") entered into an agreement on October 12, 2012 (the "Integrated Services Agreement") by which Provider shall assist the Commission in its operation of the Commission-conducted lottery (the "Transaction");

WHEREAS, pursuant to the terms of the Integrated Services Agreement, Provider must require all of its Subcontractors and Provider Personnel having access to Commission Confidential Information to be subject to a written agreement of confidentiality and non-disclosure that contains terms and conditions substantially similar to those set forth in Article 9 of the Integrated Services Agreement;

WHEREAS, Company may need, from time to time, access or use of Confidential Information in furtherance of Company's obligations to Provider, and Provider may need, from time to time, to disclose such Confidential Information to Company; and

WHEREAS, the Parties now wish to enter into this Agreement to protect the Confidential Information and restrict its use strictly to the purposes stated herein.

AGREEMENT

NOW, THEREFORE, and in consideration of the promises and covenants hereinafter set forth, and for such other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by the Parties, and with the foregoing recitals being incorporated into this Agreement by this reference, the Parties hereby agree as follows:

1. Definitions.

(a) Confidential Information. For purposes of this Agreement, "Confidential Information" shall mean (i) all information marked confidential, restricted or proprietary by the Commission or the Provider; and (ii) any other information, whether disclosed visually or verbally, that is treated as confidential by the Commission or Provider, and would reasonably be understood to be confidential, whether or not so marked. In the case of the Commission, Confidential Information also shall include Commission Intellectual Property, Commission Data, attorney-client privileged materials, attorney work product, customer lists, customer contracts, customer information and transaction data, rates and pricing, information with respect to competitors, strategic plans, account information, research information, financial/accounting information (including assets, expenditures, mergers, acquisitions, divestitures, billings collections, revenues and finances), IT and personnel information, marketing/sales information, information regarding businesses, plans, operations, Third Party contracts, licenses, internal or external audits, law suits, regulatory compliance or other information or data obtained, received, transmitted, processed, stored, archived or maintained by Provider under this Agreement. "Confidential Information" shall not include information which (i) was already rightfully known to the receiving party prior to the time that it is disclosed to the receiving party hereunder; (ii) is in or has entered the public domain through no breach of this Agreement or other wrongful act of the receiving party; or (iii) is required to be disclosed pursuant to a final binding order of a governmental agency or

court of competent jurisdiction, *provided* that the Commission and the Provider have been given reasonable notice of the pendency of such an order and the opportunity to contest it.

(b) Other Definitions. Capitalized words or phrases used, but not defined, in this Agreement (including any schedules, exhibits, or other documents attached to or otherwise made a part of this Agreement) shall have those meanings ascribed to them in the Integrated Services Agreement.

2. Obligations of Confidentiality. Company understands and agrees that it will be deemed in a relationship of confidence with respect to the Confidential Information disclosed to it by Provider. Company agrees to hold the Confidential Information in strict confidence and not to disclose such Confidential Information to any third party or to use it for any purpose other than for the business purpose permitted herein. Further, Company shall not have any communications whatsoever with any other third party regarding the Confidential Information without the express written consent of Provider and the Company. Company will employ all reasonable steps to protect the Confidential Information from unauthorized or inadvertent disclosure, including, but not limited to, all steps that it takes to protect its own information that it considers confidential, proprietary, or trade secret. Company may disclose the Confidential Information to its responsible employees, auditors, attorneys, accountants, or permitted consultants, but only where: (i) said individual or entity is authorized to perform work or services by Provider; (ii) such disclosure is necessary for the performance of said individual's or entity's obligations pursuant to this Agreement; and (iii) said individual or entity agrees to the confidentiality obligations prescribed by this Agreement. Company agrees to instruct all such responsible employees, auditors, attorneys, accountants, or permitted consultants to perform his, her, or its obligations in accordance with the terms and conditions of this Agreement and not to disclose such Confidential Information to any third parties, and not to use the Confidential Information for any purpose (other than such business purposes as expressly permitted herein this Agreement), without the prior written permission of Provider. Company shall be responsible for any acts or omissions of such responsible employees, auditors, attorneys, accountants, or permitted consultants in conflict with this Agreement or with any of the instructions required to be given in accordance with the foregoing.

3. Required Disclosure. In the event that Company, or any of its responsible employees, auditors, attorneys, accountants, or permitted consultants, are required by applicable law, regulation or legal process to disclose any Confidential Information (or if an incident has arisen where Company suspects a disclosure or unauthorized use of Confidential Information), Company will notify Provider and the Commission immediately so that Provider (or the Commission) may seek a protective order or other appropriate remedy or, in its sole discretion, waive compliance with the terms of this Agreement, and Company will not disclose any Confidential Information upon such demand or requests without obtaining an opinion from its legal counsel to the effect that disclosure to the applicable authority is required under penalty of law. Company, and its responsible employees, auditors, attorneys, accountants, or permitted consultants, will at all times cooperate timely and fully with Provider and the Commission to protect the confidentiality of the Confidential Information and will exercise all reasonable efforts to obtain reliable assurance that confidential treatment will be accorded to the Confidential Information, and will disclose only so much of the Confidential Information as it is legally compelled to disclose (which shall mean and include an effort to redact or "sanitize" any information required to be disclosed to the maximum extent permitted by law).

4. Return of Materials. Upon the termination of the relationship between the Parties as contemplated hereby, including the termination or expiration, for whatever reason, of any Subcontract between the Parties, and in any event upon the written request of Provider or the Commission at any time, whether before or after the completion or abandonment of such relationship and/or agreement, Company shall return to Provider or the Commission (or destroy if requested by Provider or the Commission), within thirty (30) days, all documents, plans, drawings, specifications or other tangible items representing or embodying Confidential Information, and all copies or derivative works thereof. Company shall have an authorized representative execute a written certification of its compliance with this **Section 4**.

5. Ownership of Confidential Information. Provider, its Affiliates, or the Commission shall be deemed to be the owner of all Confidential Information disclosed by Provider hereunder, including all patent, copyright, trademark, trade secret and other proprietary rights and interests therein, and Company recognizes and agrees that nothing contained in this Agreement shall be construed as granting any rights, by license or otherwise, in or to any Confidential Information disclosed pursuant to this Agreement or in or to any such intellectual property rights therein. Company shall not (i) make any use or copies of the Confidential Information except as contemplated by

this Agreement; (ii) acquire any right in or assert any lien against the Confidential Information; (iii) sell, assign, transfer, lease or otherwise dispose of Confidential Information to third parties or commercially exploit such information; or (iv) refuse for any reason to promptly provide the Confidential Information (including copies thereof) to Provider or the Commission if requested to do so.

6. Injunctive Relief and Attorneys' Fees. Company hereby acknowledges that the unauthorized disclosure, use or disposition of Confidential Information would cause irreparable harm and significant injury to Provider or the Commission, the damages of which would be difficult to quantify or ascertain. Accordingly, the Parties agree that Provider and the Commission shall have the right to an immediate injunction in the event of any breach of the obligations set forth in this Agreement, in addition to any other remedies that may be available to Provider or the Commission at law or in equity. In the event of an action to enforce the provisions of this Agreement, the party seeking such enforcement, if it prevails, shall be entitled, in addition to any other relief granted, to recover from the other party the reasonable costs and expenses of such enforcement, including reasonable attorneys' fees.

7. Duration; Survival. This Agreement shall remain in effect until written notice by Provider to terminate this Agreement. Notwithstanding the termination of this Agreement, the confidentiality obligations set forth in this Agreement shall survive the termination of this Agreement until the later to occur of (1) the date that is three (3) years from the date Company last performs work or services for Provider or (2) the date that is ten (10) years from the expiration or earlier termination of the Integrated Services Agreement.

8. Commission as Beneficiary. The Parties expressly acknowledge and agree that the Commission shall be considered a third-party beneficiary under this Agreement, having all of the legal, equitable, or similar rights (or remedies or claims) that Provider may have under this Agreement.

9. Miscellaneous. If any provision of this Agreement or any portion of any such provision shall be held invalid or unenforceable by a court of competent jurisdiction, the remaining provisions of this Agreement shall remain in full force and effect, and the provision or portion thereof affected by such holding shall be modified, if possible, so that it is enforceable to the maximum extent permissible. This Agreement shall be governed by and construed in accordance with the laws of the State of Indiana without regard to or application of choice of law rules or principles. Nothing contained herein shall be deemed to obligate Provider to deal exclusively with Company with respect to the Transaction, or any part thereof, and Provider shall be free to engage other parties to perform the same or similar work as is being requested of Company with respect to the Transaction. This Agreement constitutes the entire agreement of the parties regarding the subject matter hereof and may not be modified except by a written instrument signed by an authorized representative of each party. This Agreement shall be for the benefit of the parties and their respective subsidiaries and affiliates.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date first written above.

"PROVIDER"

IGT Indiana, LLC,
an Indiana limited liability company

By: _____
Name:
Title:

"COMPANY"

[_____] ,
a _____

By: _____
Name:
Title:

[End of Exhibit]

EXHIBIT 10.2

FORM OF INVOICE

Provider shall make application for payment in the form substantially similar to that prescribed below.

Application and Certificate for Payment

Application No.: _____
Date of issue: _____
Currency and Amount: US \$ _____
Payment Period: _____, 20__ to _____, 20__
Contract Year: FY 20__

ISSUED TO: Hoosier Lottery 1302 N. Meridian St. Indianapolis, IN 46202 Attention: Director	ISSUED BY: IGT Indiana, LLC 1302 N. Meridian St. Indianapolis, IN 46202 Attention: Chief Financial Officer
---	---

Dear _____:

Pursuant to **Section 10.2** of the Integrated Services Agreement, please allow this correspondence to certify and confirm Provider's application and certification for payment ("Application") of the Operating Expenses due and payable to Provider during the above-stated Contract Year. Capitalized terms used but not otherwise defined herein shall have those meanings ascribed to same in the Hoosier Lottery Integrated Services Agreement dated October 12, 2012, as amended, (the "Integrated Services Agreement") by and between the **State Lottery Commission of Indiana** (the "Commission"), and **IGT Indiana, LLC** ("Provider").

For Services rendered pursuant to, and in accordance with **Article 10**, of the Integrated Services Agreement, Provider hereby submits an invoice to the Commission in the amount of 1/12th of the aggregate Operating Expenses, calculated as follows:

1.	Management Fee:	\$
2.	Lottery Expenses:	\$
Total Operating Expenses:		\$

In calculating the Management Fee above, Provider certifies that such monies have, or will be, incurred by Provider with respect to its activities under the Integrated Services Agreement, including Provider's good faith estimate of its base employee compensation and employee benefits (excluding any bonuses for Provider Key Personnel), and overhead for its business operations with respect to the Lottery (including travel, meals and entertainment expenses to the extent such conform with the Operating Standards, and the depreciation or amortization expense, consistent with GAAP, in use to depreciate or amortize any capital expenditure investment incurred by Provider). Provider certifies that the Lottery Expenses does not include any expenses otherwise included or to be paid under the Integrated Services Agreement as Management Fee. Provider further certifies that the Management Fee does not include any expenses (a) otherwise included or to be paid under the Integrated Services Agreement as Lottery Expenses or (b) not permitted pursuant to the Integrated Services Agreement including any bonuses for Provider Key Personnel.

In calculating the Management Fee above, Provider certifies that the following reflects the unrecovered Provider's Commission Expense Payment after the payment of this invoice:

3.	Total as originally budgeted (for Contract Years 1 through 5):	\$
4.	Amount paid including this invoice:	\$
Total unrecovered Provider's Commission Expense Payment after this invoice:		\$

In calculating the Lottery Expenses above, Provider certifies that such monies are comprised of (i) the amount required by Provider to pay Subcontractors for goods and services provided in support of the operation of the Lottery, and that all Subcontractors have been procured in compliance with **Article 7** of the Integrated Services Agreement and the Operating Standards, and (ii) any amounts owed to the Commission Personnel. Provider further certifies that any and all supporting information or data documenting such Subcontractor requests for payment during the payment period referenced above is attached hereto, marked as Exhibit __, and incorporated into this Application by reference; *provided, however*, it is understood and agreed that: (i) such backup data and information provided herein are solely for information purposes and that all actual invoiced Lottery Expenses will be reconciled following the end of the Contract Year, with any Budget surpluses being returned to the Commission pursuant to **Section 10.3.2** of the Integrated Services Agreement, and (ii) the amounts herein do not, on a month to month basis, reconcile with the backup data and information provided with such invoices during the course of the Contract Year. Upon request by the Commission, Provider shall deliver this Application to the Commission electronically in a form and format compatible with the Commission's accounting systems.

Provider understands that the Commission shall pay Provider the Operating Expenses above within thirty-five (35) days after the Commission's receipt of this Application.

IGT Indiana, LLC

By: _____
Name: _____
Title: Chief Financial Officer
Date: _____

**ACKNOWLEDGED AND ACCEPTED BY
STATE LOTTERY COMMISSION OF INDIANA:**

By: _____

Name: _____

Title: _____

[End of Exhibit]

EXHIBIT 18.3

GUARANTY

This Payment and Performance Guaranty (this "Guaranty"), dated as of ^{December} ~~November~~ 2, 2015 (the "Effective Date"), is made by IGT GLOBAL SOLUTIONS CORPORATION (formerly known as GTECH CORPORATION), a company incorporated in the State of Delaware (the "Guarantor"), in favor of STATE LOTTERY COMMISSION OF INDIANA (the "Beneficiary").

WITNESSETH:

WHEREAS, on October 12, 2012, GTECH Corporation executed a Guaranty (the "Existing Guaranty") for the benefit of the Beneficiary.

WHEREAS, contemporaneously with the execution of the Existing Guaranty, GTECH Indiana, LLC, an Indiana limited liability company and wholly-owned subsidiary of the Guarantor (the "Company") and the Beneficiary executed that certain Hoosier Lottery Integrated Services Agreement (as amended, restated, supplemented or otherwise modified from time to time, the "Integrated Services Agreement"); and

WHEREAS, on June 12, 2015, the Company and the Beneficiary amended the Integrated Services Agreement.

WHEREAS, effective October 1, 2015, (i) the Company changed its name from GTECH Indiana, LLC to IGT Indiana, LLC and (ii) the Guarantor changed its name from GTECH Corporation to IGT Global Solutions Corporation.

WHEREAS, the Parties wish to execute this Guaranty to replace the Existing Guaranty to acknowledge both the change in names of the Company and the Guarantor and to ensure that the obligations under this Guaranty include all of the payment and performance obligations of Guarantor under the Existing Guaranty.

NOW, THEREFORE, in consideration of the foregoing premises and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Guarantor hereby agrees as follows:

ARTICLE I GUARANTY

Section 1.1 Payment Guaranty. The Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Beneficiary and its successors and assigns the full and prompt payment when due of all of the payment obligations of the Company under the Integrated Services Agreement, including without limitation all indemnification obligations of the Company thereunder (the "Payment Obligations").

Section 1.2 Performance Guaranty. In addition to the guaranty provided for in Section 1.1 above, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Beneficiary and its successors and assigns the (i) the full and prompt performance and observance by the Company of each and every obligation, undertaking, liability, promise, warranty, covenant and agreement of the Company in and under the terms of the Integrated Services Agreement; and (ii) the truth of each and every representation and warranty made by the Company in the Integrated Services Agreement (the "Performance Obligations", and together with the Payment Obligations, the "Obligations").

Section 1.3 Reimbursement of Expenses. The Guarantor also agrees that it will reimburse the Beneficiary on demand for all expenses, including reasonable attorneys' fees and expenses, incurred by the Beneficiary in connection with the enforcement of this Guaranty; *provided however* that in the event of a lawsuit, Guarantor shall only be responsible for the payment of attorney's fees if Beneficiary prevails.

Section 1.4 Guaranty Absolute. The Guarantor, as the sole and independent obligor hereunder, hereby guarantees that the Payment Obligations will be paid and the Performance Obligations will be performed strictly in accordance with the terms of the Integrated Services Agreement. This is a present and continuing guaranty of payment and performance and not of collection, and is in no way conditioned upon (and Guarantor in any case hereby waives) any requirement that the Beneficiary first attempt to collect or enforce any of the Obligations from the Company or resort to any security or any other means of obtaining payment or performance of any of the Obligations which the Beneficiary now has or may acquire after the date hereof, or upon any other contingency whatsoever. The Guarantor hereby further waives all notices to which the Guarantor might otherwise be entitled and any demand for payment and/or performance under this Guaranty. The liability of the Guarantor under this Guaranty shall be absolute, unconditional, present and continuing until all of the Obligations have been indefeasibly paid in full or performed, as applicable, irrespective of the validity, regularity or enforceability of any Obligation, and constitutes the full recourse obligations of the Guarantor enforceable against it to the full extent of all its assets and properties. The obligations of the Guarantor set forth herein shall not be affected by any action taken under the Obligations in the exercise of any right or remedy therein conferred, or by any failure or omission on the part of the Beneficiary to enforce any right given under the Integrated Services Agreement or hereunder or any remedy conferred thereby or hereby. The Guarantor's liability under this Guaranty will not be discharged or impaired by:

- a. any amendment, waiver, renewal, extension or release of, or any consent to or departure from or other action or inaction related to, the Integrated Services Agreement;

- b. any acceptance by the Beneficiary of partial payment or performance from the Company;
- c. any bankruptcy, insolvency, reorganization, arrangement, composition, adjustment, winding up, dissolution, liquidation, or other like proceeding, or any legal limitation, incapacity or lack of corporate power or authority of or relating to the Company, or any action taken with respect to the Integrated Services Agreement or this Guaranty by any trustee or receiver, or by any court, in any such proceeding;
- d. any absence of any notice to, or knowledge by, the Guarantor, of the existence or occurrence of any of the matters or events set forth in the foregoing subsections (a) through (c);
- e. all notices and demands whether of presentment, protest, dishonor or otherwise, other than any notices and demands expressly set forth herein;
- f. any change in the charter documents or corporate identity, structure, existence or ownership or any loss of corporate identity of Guarantor or the Company, or any merger or consolidation of Guarantor or the Company, or by any sale, lease or transfer by the Company or the Guarantor of any or all of its properties;
- g. any disability or other defense of the Company or of any successor to the Company;
- h. any other action, event or omission whatsoever (whether or not known to the Company) which would or might (but for this clause) operate to impair or discharge the liability of the Guarantor hereunder or any obligation of the Company under the Integrated Services Agreement; and
- i. any other circumstance that might otherwise constitute a defense available to, or a discharge of, a guarantor.

Section 1.5 Subrogation Waiver. The Guarantor agrees that it shall not have any rights (direct or indirect) of subrogation, contribution, reimbursement, indemnification, or other rights of payment or recovery from the Company for any payments made by the Guarantor hereunder until all of the Obligations have been finally, indefeasibly and unconditionally paid and performed, and the Guarantor hereby irrevocably waives and releases, to the fullest extent permitted by law, any such rights of subrogation, contribution, reimbursement, indemnification, and other rights of payment or recovery it may now have or hereafter acquire against the Company until all of the Obligations have been paid and performed. Notwithstanding the foregoing, *provided that* Guarantor is not in default of Guarantor's obligations hereunder and is undertaking or causing to be undertaken Company's Obligations, Guarantor shall be entitled to receipt of any payments Company

would have been entitled to receive under the Integrated Services Agreement in respect of the performance of the Company's Obligations thereunder but only to the extent such were not off-set by the Beneficiary against the Company's Obligations thereunder.

Section 1.6 Continuing Guaranty. This Guaranty is a continuing guaranty and shall (i) remain in full force and effect until the indefeasible payment of the Payment Obligations and the complete performance of the Performance Obligations, (ii) be binding upon the Guarantor and its respective successors and assigns, and (iii) inure to the benefit of and be enforceable by the Beneficiary and its respective successors, transferees, and assigns *provided, however*, that the obligations of the Guarantor hereunder may not be assigned, transferred, or delegated unless the Guarantor remains liable hereunder. This Guaranty shall continue to be effective, or be automatically reinstated, as the case may be, if at any time payment, or any part thereof, made by or on behalf of the Company or the Guarantor in respect of any of the Obligations is rescinded or must otherwise be restored or returned by the Beneficiary for any reason whatsoever, whether upon the insolvency, bankruptcy, dissolution, liquidation or reorganization of the Company or the Guarantor, or upon or as a result of the appointment of a receiver, intervenor or conservator of, or trustee or similar officer for the Company or the Guarantor or any substantial part of the property of the Company or the Guarantor, or otherwise, all as though such payment had not been made. The obligations of the Guarantors under this Section 1.6 shall survive the termination of this Guaranty.

Section 1.7 Limitations. Notwithstanding any other provision in this Guaranty to the contrary, Guarantor's liability under this Guaranty will at all times be subject to the limitations and exclusions of liability under the Integrated Services Agreement. Guarantor will have the benefit of any defenses, liability exclusions and limitations and grace periods available to the Company under or in connection with the Integrated Services Agreement.

ARTICLE II REPRESENTATIONS AND WARRANTIES

Section 2.1 Guarantor. The Guarantor represents and warrants to the Beneficiary as follows:

- a. The Guarantor is, and shall continue to be, a company duly incorporated, validly subsisting and in good standing under the laws of the State of Delaware and has all requisite power and authority to carry on its business as it is currently conducted and to own, lease and operate its properties where such properties are now owned, leased or operated.
- b. This Guaranty has been duly authorized, executed and delivered by the Guarantor and constitutes a legal, valid, binding and enforceable obligation of the Guarantor.
- c. The consummation by the Guarantor of the transactions contemplated by

this Guaranty does not and will not, in any material respect, violate or conflict with:

- i. its governing documents;
 - ii. any provision of any agreement or instrument to which the Guarantor is a party; and
 - iii. any law, judgment, order, writ, injunction or decree applicable to the Guarantor.
- d. No approvals, consents, notifications, filings or registrations of or with any governmental authority or any third party is required to be obtained or made by or with respect to the Guarantor in connection with the execution and delivery of this Guaranty or the performance by the Guarantor of its obligations hereunder.
- e. There is no action, litigation, subpoena, suit or proceeding, arbitration or other labor and employment proceeding pending or threatened against or affecting the Guarantor which could reasonably be expected to have a material adverse impact on the Guarantor.

ARTICLE III MISCELLANEOUS

Section 3.1 Replacement of Existing Guaranty. The Parties agree that the Existing Guaranty is replaced by this Guaranty, as of the Effective Date. This Guaranty shall remain in full force and effect until the performance in full of the Obligations. This Guaranty shall terminate and be of no further force and effect upon the date on which all of the Obligations have been indefeasibly paid in full or performed, as applicable; provided, that this Guaranty shall remain in effect in respect of any claims made hereunder prior to such date until each such claim is finally resolved.

Section 3.2 Binding Effect; Assignment. This Guarantee shall be binding upon the Guarantor and inure to the benefit of the Beneficiary and their respective successors and permitted assigns. The Guarantor may not assign (by contract, operation of law or otherwise) either this Guaranty or any of its rights, interests or obligations hereunder without the prior written consent of the Beneficiary and any attempted assignment, without such consent, shall be null and void.

Section 3.3 No Waiver. No failure or delay on the part of the Beneficiary in exercising any right, power, or remedy under this Guaranty shall operate as a waiver thereof nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power, or remedy.

Section 3.4 Notices. All notices and other communications provided for in this Guaranty ("Notices") shall be in writing. The "Notice Addresses" of the parties for purposes of this Guaranty are as follows:

The Guarantor:
IGT Global Solutions Corporation
IGT CENTER
10 Memorial Boulevard
Providence, RI 02903
Attention: President

With a copy to: IGT Global Solutions Corporation
IGT CENTER
10 Memorial Boulevard
Providence, RI 02903
Attention: General Counsel

The Beneficiary:
Director of the Hoosier Lottery
State Lottery Commission of Indiana
1302 N. Meridian Street
Indianapolis, IN 46204

With a copy to: General Counsel of the Hoosier Lottery
State Lottery Commission of Indiana
1302 N. Meridian Street
Indianapolis, IN 46204

or such other address as a party may designate by notice duly given in accordance with this Section 3.4 to the other parties. A Notice to a party shall be effective when delivered to such party's Notice Address by any means, including, without limitation, personal delivery by the party giving the Notice, delivery by United States regular, certified or registered mail, or delivery by a commercial courier or delivery service. If the Notice Address of a party includes a facsimile number or electronic mail address, Notice given by facsimile or electronic mail shall be effective when delivered at such facsimile number or email address. If delivery of a Notice is refused, it shall be deemed to have been delivered at the time of such refusal of delivery. The party giving a Notice shall have the burden of establishing the fact and date of delivery or refusal of delivery of a Notice.

Section 3.5 Applicable Law. This Guaranty shall be governed by and construed under the laws of the State of Indiana without regard to its principles pertaining to conflict of laws.

Section 3.6 Litigation Provisions.

- a. THE GUARANTOR CONSENTS AND SUBMITS TO THE EXCLUSIVE JURISDICTION OF THE COURTS LOCATED IN THE STATE OF INDIANA.
- b. THE GUARANTOR AGREES THAT PROCESS IN ANY LEGAL PROCEEDING RELATING TO THIS GUARANTY MAY BE SERVED ON THE GUARANTOR AT ANY LOCATION.
- c. THE GUARANTOR AGREES THAT ANY LEGAL PROCEEDING RELATING TO THIS GUARANTY MAY BE BROUGHT AGAINST THE GUARANTOR IN ANY COURT LOCATED IN THE STATE OF INDIANA. THE GUARANTOR WAIVES ANY OBJECTION TO VENUE IN ANY SUCH COURT AND WAIVES ANY RIGHT THEY MAY HAVE TO TRANSFER OR CHANGE THE VENUE FROM ANY SUCH COURT.

Section 3.7 Severability. If any part, term or provision of this Guaranty shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other part, term or provision hereof and this Guaranty shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

Section 3.8 Amendments. No supplement, modification, or amendment of this Guaranty shall be binding unless executed in writing by the Guarantor and the Beneficiary hereof.

Section 3.9 Time of Essence. Time is of the essence of this Guaranty and of each and every provision.

Section 3.10 Headings. The subject headings of the articles, sections, subsections and clauses of this Guaranty are included for purposes of convenience only, and shall not affect the construction or interpretation of any of its provisions.

Section 3.11 Currency. All payments hereunder shall be made in immediately available funds and in United States Dollars and all references to currency herein shall be to United States Dollars.

IN WITNESS WHEREOF, the Parties agree to the terms and conditions of this Guaranty.

GUARANTOR

IGT Global Solutions Corporation

By: [Signature]

Title: CEO/PRESIDENT

Date: 12/6/15

BENEFICIARY

State Lottery Commission of Indiana

By: [Signature]

Title: Executive Director

Date: November 12, 2015