



# Memo

<b>Date:</b>	July 17, 2025
<b>To:</b>	Oregon Lottery Commissioners
<b>From:</b>	Mike Wells, director
<b>Subject:</b>	Major procurement recommendation: Brightstar Global Solutions Corp., convenience mobile application

## Summary

The executive team, through the support of the Strategic Initiative Department, is seeking the Commission's approval to enter into a major procurement with Brightstar Global Solutions Corp. (formerly IGT). The initial terms and conditions under a Letter of Intent will facilitate the analysis phase and defining requirements for implementation of Brightstar's mobile application. Upon the completion of the analysis phase and the Lottery's confirmation to proceed, the Lottery will define the contract controls used to govern and support the mobile application, marketing, technical support and reporting under a Master Service Agreement (MSA) and Transaction Document. The MSA will also support future product development of the app including iLottery functionality if policy guidance were to change. The Brightstar mobile application allows the Lottery to increase inclusiveness for our players by implementing digital claims and payments. This implementation will also allow faster integration for future Brightstar offerings and the ability for expanded gaming options if policy guidance were to change in the future.

The Brightstar contract will replace the Lottery's current convenience mobile application contracts. The service and support of the convenience mobile application is contracted through the Lottery's marketing contractor Pollinate and various other contractors. The other contractors range from KYC (Know Your Customer), QA testing, hosting platform, access management, and customer communication tools. Under the proposed major procurement, the current functionality and support of the mobile application will be facilitated under one agreement with Brightstar. The new contract vehicle will allow Lottery to develop a mobile application over time to facilitate new customer experience tools and product enhancements.

Executing the new contract will support the Lottery's goal to sustain a top-notch customer experience through an improved mobile application platform. Another major benefit will be to reduce administrative tasks associated with managing multiple service contracts for the mobile application platform.

## Project Timeline(s)

1. Analysis phase- 10 weeks
2. Implementation phase- 22 weeks
3. Customer acceptance testing- TBD (\*at conclusion of analysis phase)



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## Contract Structure and Details

Below is a high-level overview of the agreement structure that Lottery will use for this Major Procurement:

1. Letter of Intent (LOI)
  - a. The binding agreement to initiate the analysis phase of the project
2. Master Service Agreement (MSA)
  - a. The MSA is comprised of the following contract exhibits:
    - i. Transaction Document (TD)
      1. Artifact Documents- used to define product requirements and specifications
        - a. Business Requirement Specifications
        - b. Functional Requirement Document
  - b. MSA Terms and Conditions shall include, but not limited to:
    - i. Performance Bonds
    - ii. Liquidated Damages
    - iii. Quality Assurance Testing
    - iv. Training
    - v. Liability and Insurance levels
    - vi. Warranty
    - vii. Technical Support

The MSA will provide the Lottery an effective and efficient contract structure with controls that assist the product managers business objectives of managing risk and product development. The MSA is the governing body of terms and conditions over all the exhibit identified above in section 1(a).