



VOLUME 1

APPLICANT INFORMATION

VOLUME 1

Volume 1 – Applicant Information.

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

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

[KGM Gaming, LLC](#)

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

[Limited Liability Company](#)

(3) Place of incorporation, if applicable;

[Pennsylvania](#)

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

[Headquarters are located at 4250 Wissahickon Avenue, Philadelphia, PA, 19129](#)

[Satellite office located at 204 Cambria Avenue, Suite C, Pleasantville, NJ, 08232](#)

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

[Aristocrat Gaming, 10220 Aristocrat Way, Las Vegas, NV 89135 – Field Service](#)

[Image Power Inc., 95 West Street, Annapolis, MD 21401 – Field Service](#)

[American Gaming and Electronics , 223 Pratt St., Hammonton, NJ 08037 – Field Service](#)

[Integrated Staffing , 463 Maple Avenue, Saratoga Springs, NY 12866 – Staffing](#)

[Above and Beyond Talent Acquisition Inc. – 48 Wall Street, 5th Floor, New York, NY 10005 – Staffing](#)

[CS1 Transportation, 955th Street, Chandler Blvd., Chandler, AZ 85225 – Transportation](#)

[The Barbour Group, LLC, 909 Baltimore Blvd, Suite 144, Westminster, MD 21157 – Bond Requirements](#)

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

[Representative Name: Jason Cohen, Executive Vice President](#)

[Address: 4250 Wissahickon Avenue, Philadelphia, PA, 19129](#)

[Phone: \(267\) 238-4914](#)

[Email: jcohen@kgmgaming.com](mailto:jcohen@kgmgaming.com)

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

Representative Name: Jason Peters, President

Address: 4250 Wissahickon Avenue, Philadelphia, PA, 19129

Phone: (267) 238-4913

Email: jpeters@kgmgaming.com

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

Representative Name: Jason Cohen, Executive Vice President

Address: 4250 Wissahickon Avenue, Philadelphia, PA, 19129

Phone: (267) 238-4914

Email: jcohen@kgmgaming.com

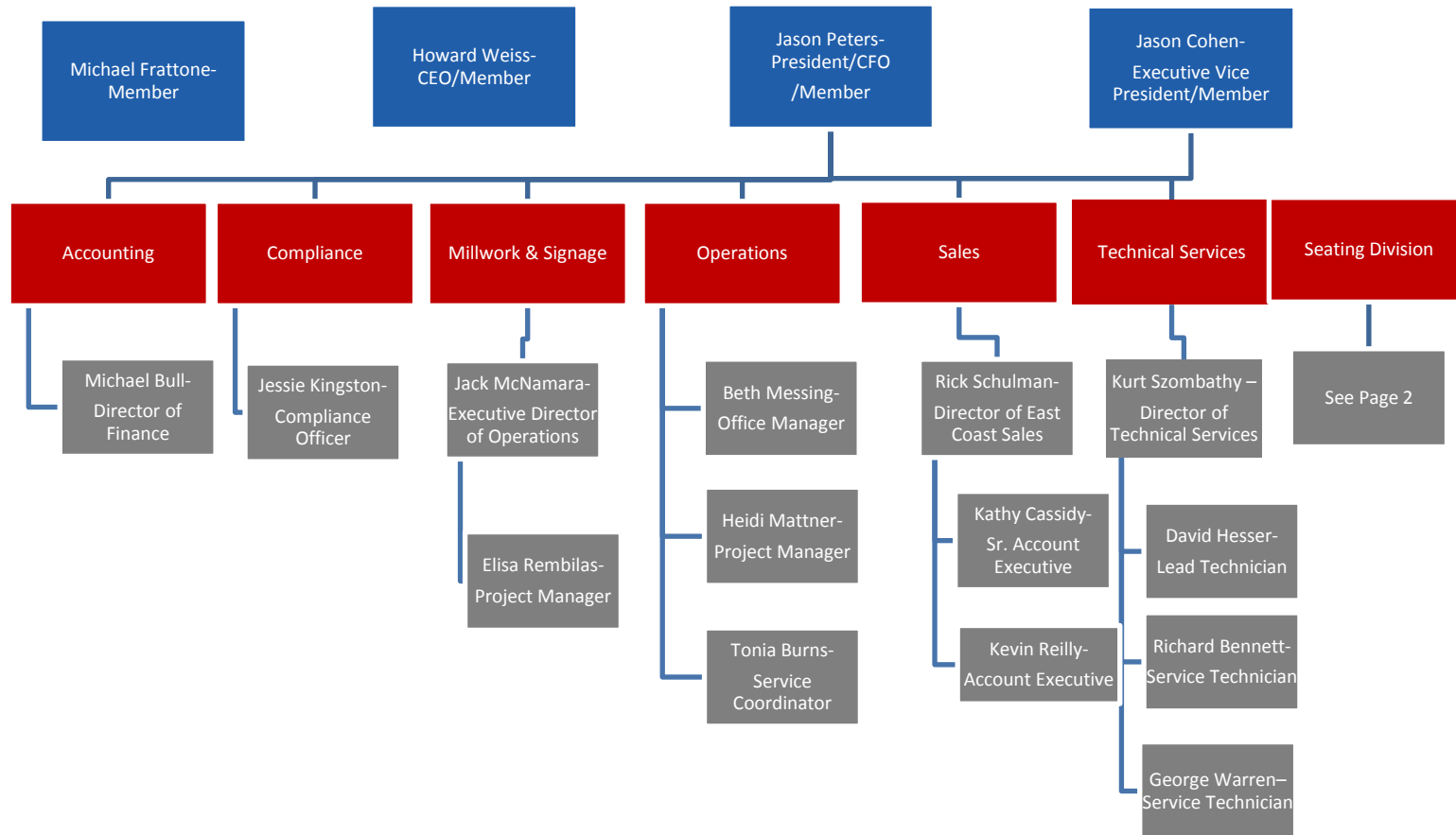
- (9) Bidder's Federal Employer Identification Number;

FEIN: 20-4211564

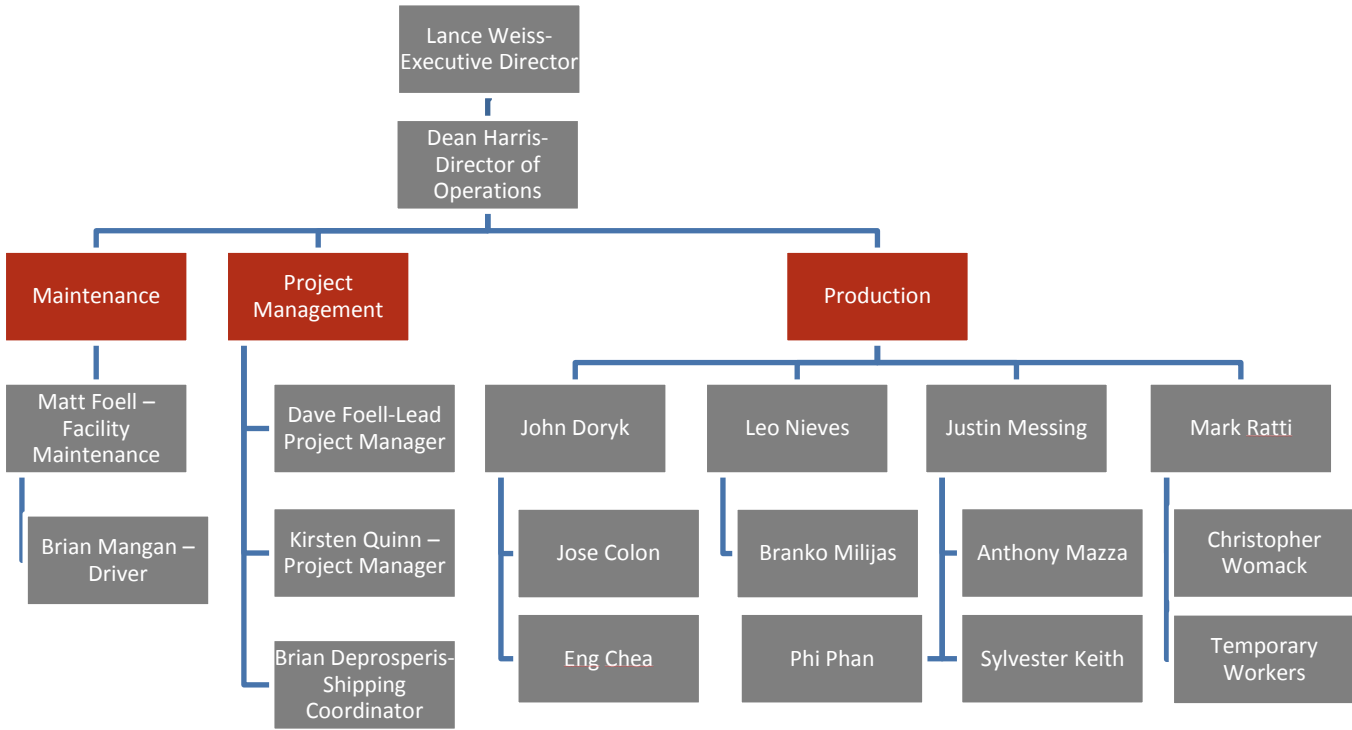
- (10) Bidder's organizational chart by staff title;

See below

KGM Gaming Organizational Chart January 2021



**KGM Gaming
Organizational Chart -Seating Division
January 2021**



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

KGM's goal is to provide casino equipment that is unbeatable in quality and unrivaled in the marketplace. We understand the challenges of our customers and how hard it is for them to attract new customers of their own. We are a reliable source for innovative equipment, gaming devices and furnishings. With seven divisions and hundreds of customizable product options, we serve casinos throughout the United States, Canada and the Caribbean

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

KGM is an Equal Opportunity Employer. Employment opportunities at KGM are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, color, ancestry, religion, creed, sex, sexual orientation, gender identity, gender expression, pregnancy, childbirth or related medical conditions, national origin, ethnic origin, citizenship, age, veteran status, marital status, family status, disability, genetic information, record of offences, or any other characteristic protected by law ("Protected Characteristics"). Every employee has the right to equal treatment with respect to employment, without discrimination because of any Protected Characteristics. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at KGM will be based on merit, qualifications, and abilities.

KGM takes a 6-stage approach to hiring (as detailed below):

- Stage 1 - We work hard to find the right applicants for the job, by doing this we outline the role and responsibility of the job we are looking to fill.
- Stage 2 – We source and attract talent through industry recruiters, our own website and various online industry specific sources
- Stage 3 – When we select and screen candidates, we are sure to be diverse and set expectations, we explain the hiring process to each candidate so they know what to expect. We internally decide what qualifications each candidate must have in order to move to the interview process.
- Stage 4 – This is the interview process and we work with each candidate to provide times that are convenient for them and ensure that we can spend the right amount of time with each candidate.
- Stage 5 – The stage is where we check references and perform background checks on our top candidates.
- Stage 6 – This is the onboarding process where we integrate each new employee into our processes and expectations before turning them over to their specific function.

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

KGM Gaming started in 2003 as the exclusive distributor for Aristocrat in Pennsylvania in preparation to open the Pennsylvania market. During their time with Aristocrat KGM expanded its operation by signing an exclusive distribution agreement with Ainsworth Game Technologies for the Northeast part of the United States in 2007. KGM currently represents Ainsworth in this region. KGM Gaming has placed over 10,000 Ainsworth and Aristocrat slot machines over the past 15 years in just this territory. In addition to the distribution of slot machines, KGM manufactures our own line of casino related millwork, seating and signage. We currently maintain over 50 licenses in 25 jurisdictions including Canada. Combined our company has over 100 years of game sale and leasing experience and have worked in hundreds of casinos in North America and the Caribbean. KGM maintains its own sales staff as well as a strong team of employees to support our operations, service, compliance, shipping and installation. We have a strong focal point on customer service and this is instilled throughout our entire company. This is an important attribute in maintaining our current footprint of lease products across North America. In 2014 KGM licensed the ability to manufacture and distribute the Alfastreet Electronic Table Game product. KGM has placed units in the United States and Canada and still maintains a growing lease footprint. Some of the original games KGM placed were at Resorts World New York City through a partnership with IGT. Some of those original games are still maintained today. KGM has been heavily involved in the expansion of gaming throughout the United States and we were among the first manufacturers to place product in Maryland, Massachusetts, NY Commercial Properties, Ohio and Pennsylvania. KGM has experience working with both casinos directly and those managed by state lottery agencies such as Delaware, West Virginia and Rhode Island. In most jurisdictions KGM uses their own staff to perform service as well as service for other companies such as Lightning Gaming, Crane Payment Innovations, Japanese Cash Machines, Sega Sammy, Gameco and Interblock. In addition, we have outsourced our service to a third party where it made sense such as Western NY, Delaware and Rhode Island.

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

Some of the first Alfastreet ETG games KGM placed in 2014 are still operating in their original properties today including Resorts World NYC. While we work hard

with the casino executives to place the product in prime locations sometimes, we suffer and don't achieve the performance that is expected in underperforming locations. Other times you have products that do good in one casino and fail in another and it makes it difficult to assess why this happens. Over our tenure with Alfastreet we have had 1 product that we pulled from our offering and another that we see varying performance on. The product that we pulled from the market was what we call Royal Derby. Royal Derby is a mechanical horse race machine with complicated mechanical parts and RNG controlled software. This unit did not perform well in any area as a result of its size and reliability. While it had great interest, it suffered in performance and therefore we pulled this from our offering. Some of the casinos that originally had this product and have since pulled it include Fantasy Springs in CA, Harrah's, Bally's and Tropicana in Atlantic City, Mohegan Sun and Foxwoods in Connecticut, Hialeah Park in Florida and most recently at Harrah's Cherokee in North Carolina. In addition to this product another product we offer is an electronic roulette called Multitouch. This table looks similar to a live Roulette Table and was revolutionary in its design. Once placed in the field it hasn't performed as well in all locations. This unit lasted from as little as four months to a little over a year in properties such as Pechanga, Kansas Star, Casino Del Sol, Harrah's Atlantic City, Hard Rock Tampa. We also had a few other roulette tables that just could never crest 1.75% of the house average because adding a second roulette to the gaming floor just diminished the win per unit and this happened at Red Hawk Casino, Falls View Casino, Treasure island Casino. The Multitouch product does perform in certain casinos and we are very selective as to where we place it and we determine that by the style of player that visits the casino. These games are doing well and still operational at Caesars, Hard Rock and Resorts in Atlantic City and Mohegan Sun in Connecticut

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

KGM Gaming Cherokee Tribal Gaming Commission Infraction

On August 5, 2010, KGM Gaming, LLC ("KGM") received correspondence from Agent Saunooke of the Cherokee Tribal Gaming Commission located in North Carolina informing KGM that we had improperly shipped software to the property as opposed to the Commission as required. In his letter he requested further explanation and more information as to the cause of this violation.

After further investigation KGM explained to Agent Saunooke in a letter dated August 12, 2010 that it was by pure accident that the shipment was sent to Harrah's Cherokee Casino and not the Harrah's Cherokee Tribal Commission. The error happened by selecting the wrong entry on the Fed Ex website. This was done in a rush to meet the pick-up deadline and the address was never double checked for its correctness. We explained in our letter that we have instituted new procedures that will prevent against an error of this kind again. For instance, we only have the address for the Commission saved on the website preventing us from accidentally

selecting the Casino as the shipping address. We have also instituted as part of our internal controls that any game or software shipment cannot be released until signed off on by a second person authorized to release the shipment.

We later received a response back from the Commission fining us an amount of \$10,000. We paid our fine and have continued to do business with the Tribe and Casino without another incidence.

KGM Gaming New Jersey Stipulation

KGM Gaming, LLC ("KGM") entered into a stipulation of settlement with the Division of Gaming Enforcement in New Jersey in connection with a complaint filed against them in September of 2010 for entering into transactions with Trump casino properties in 2009 without first obtaining transactional waivers for the particular transaction, although they had obtained transactional waivers for other transactions with the Trump casino properties. The violation was self-reported. The law under which the complaint was filed has since been changed, and under the current law such prior transactional waivers would have been sufficient and as such, no violation of the regulation would have occurred.

KGM agreed to pay a fine of \$20,000 and the Division agrees that no further regulatory action will be taken with regard to the actions. KGM had been granted previous transactional waivers, and in the absence of any evidence possessed by the Division nothing would have precluded the issuance of transactional waivers in this instance. The Division had no reason to believe the waivers would not have been granted had KGM applied for them in a timely manner.

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

b. Bidder Financial Viability. No financial information beyond that requested as part of filing of a New York State Video Lottery Gaming Application. Financial viability will be assessed in that context.

c. Bidder Experience.

(1) Threshold. Bidders must demonstrate in its proposal that has the subsequent experience to meet the minimum qualifications.

(2) Qualifications and Experience. The Bidder should include sufficient detail to demonstrate the relevance of such qualifications and experience to the RFP and the Contract, by providing the following:

(A) A description of the five (5) most comparable accounts within different gaming jurisdictions that the Bidder has been involved in within the last two (2) years. The description should not exceed one (1) page per project. The description must include the following:

- i. The name of the gaming enterprise and a description of the property;
- ii. The number of machines or terminals provided by the bidder at the property;
- iii. The number of different titles provided by the bidder;
- iv. Approximate net win of the bidder's machines or terminals; and
- v. ETG games provided, if applicable.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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

KGM Reference #1

Joseph Cavilla
Resorts Casino and Hotel
Vice President of Casino Operations
1133 Boardwalk
Atlantic City, NJ 08401
jcavilla@resortsac.com
302.388.8896

Engagement Activity

KGM currently works directly with Joe Cavilla to manage our lease footprint of Alfastreet ETG units at Resorts Atlantic City. KGM placed (1) 8 station Lucky 8 Roulette in 2019. Resorts made the decision to replace Interblock's Roulette with KGM's Alfastreet unit and quickly increased our footprint with (1) additional 8 station Multitouch Roulette on the other side of the casino. We are working closely with Joe on executing plans for a large expansion to a stadium style setup. We will utilize his (2) current Roulette's and start installing 19 stadium terminals in late spring. The stadium will add additional games to the 19 stadium terminals by adding Blackjack, Baccarat, Craps, Roulette, Sic-Bo and Big Wheel.

KGM Reference #2

Steve Calabro
Hialeah Park Casino
VP & General Manager-Casino Operations
100 East 32nd Street
Hialeah, FL 33013
scalabro@HialeahPark.com
609.457.6648

Engagement Activity

Steve is an early adaptor and is always looking for new products as well as great pricing. Steve has tried many ETG's on his property and since the introduction of the KGM 8 station R8 Roulette along with our 4 station R4 roulette we have always been a top performing game on his property. KGM has had these two units on his small gaming floor since February of 2016. Because of the size of Steve's floor there is very little opportunity for growth. Steve also tries to keep his floor diversified allowing other ETG vendors a spot on his floor. However, KGM's Alfastreet is able to say a top earner at Hialeah Park.

KGM Reference #3

Scott Molina

Resorts World New York City

Retired COO of Genting NY & Retired President of Resorts World New York City

1212 Shore Road

Linwood, NJ 08221

Tscottmolina50@gmail.com

718.496.4058

Engagement Activity

KGM worked with Scott Molina at Resorts World where KGM had placed over 100 KGM Alfastreet units through IGT in 2016. KGM worked with IGT and Scott in regards to placement of our machines as well as crafted promotions to draw attention to the units. While working with Scott we were limited on how much product we were able to place because of our relationship as a subcontractor of IGT. Because of the addition of IGT's own ETG product KGM was requested to move some of their units. However even though IGT had their own product we were able maintain a footprint through IGT that is still currently in operation today.

- (1) If submitting a joint Proposal, the Bidder shall provide three (3) references for each company; and
- (2) If utilizing a subcontractor for any significant portion of the work, the Bidder shall provide two (2) references for each subcontractor.

ARISTOCRAT TECHNOLOGIES, INC.

10220 Aristocrat Way, Las Vegas, NV 89135

Max Skaare – Vice President, Technology Services

Function/Capacity/Service:

- Primary Business Operations for supporting VLT Market for Service

References for Aristocrat Technologies, Inc.

Aristocrat Gaming Reference # 1 -

Company Name OREGON STATE LOTTERY

Company Address 500 Airport Road SE, Salem, Oregon 97301

Contact Person Lyndsey Peterson

Title Manager, Gaming Products Portfolio

Contact Telephone Number(s) 503-856-6841

Contact e-mail address Lyndsey.Peterson@lottery.oregon.gov

Brief Description of Engagement

Engagement Activity:

- Oregon State Lottery contacted Aristocrat Gaming to participate in their RFP process for new production introduction.
- Aristocrat Gaming responded to and submitted multiple procurement documents, successfully being awarded a (120) day trial for (100) machines.
- Aristocrat Gaming has entered into a 10-year Master Agreement with Oregon State Lottery.
- Upon award of the contract, Oregon State Lottery and Aristocrat Gaming business and Product teams had a kickoff meeting to outline the scope of the project and introduce key personnel who would be leading the project.
- Besides the external kick off meeting with the customer, Aristocrat Gaming also had internal Program and Product Development Plan meetings with multiple cross functional teams to set expectations and set key milestone dates to prepare to deliver a quality product on time and to customer requirements.
- Upon agreement of Project Scope, Oregon State Lottery and Aristocrat Gaming key stakeholders had a weekly Business Status meeting that comprised of review of action items, project schedule and discuss any concerns.
- The Project Scope was inclusive of – Hardware and Software deliverables, Training, Operations and Service Manuals, Installation, Quality Build, Field Service support during launch and long term, Governance, Product Roadmaps, Performance evaluation, etc.
- The trial started in October 2019 and by December 2019, we were advised the trial was successful and Oregon State Lottery would move forward with the purchase of the (100) machines and committed to an additional purchase of (1,070) machines.
- Aristocrat Gaming currently has sold (400) terminals into Oregon State Lotteries (12,000) terminals distributed network with another (770) terminals to deliver within the next six months.

Aristocrat Gaming Reference # 2 –

Company Name **DELAWARE NORTH CORPORATION**

Company Address **250 Delaware Avenue, Buffalo NY14202**

Contact Person **David Frankhouser**

Title **Chief Operating Officer**

Contact Telephone Number(s) **716-491-6017**

Contact e-mail Address **dfrankho@dncinc.com**

Brief Description of Engagement

Engagement Activity:

- In the process of consulting on floor layout for Catawba's Two Kings Mountains Casino, Aristocrat Gaming secured an EGM order totaling ~ 30% overall floor share.
- Aristocrat Gaming actively engage with properties to manage lease unit fleet of 89 total games across three wholly owned Delaware North Corporation subsidiaries
- Aristocrat Gaming provided machines and consulted on floor layout for the expansion of Southland Park securing 249 units since 2016.
- Aristocrat Gaming won the bid causing a competitive replacement of Wheeling Island.
- Aristocrat Gaming was awarded the system for North Carolina's first casino, Catawba's Two Kings Mountains.
- In March 2020, Aristocrat Gaming successfully completed the last of the three New York properties to be upgraded with latest OneLink version

IMAGE POWER INC

95 West Street, Annapolis, Maryland 21401 / 410-269-8888

Carroll H. Hynson Jr – President and Chief Executive Officer

Function/Capacity/Service:

- Primary Business Operations for supporting VLT Market for Aristocrat Service

References for Image Power Inc

Image Power Inc reference 1 -

Company Name Hollywood Casino

Company Address Chesapeake Overlook Pkwy, Perryville, MD 21903

Contact Person Matthew Heiskell

Title Vice President of Operations at Gaming and Leisure Properties Inc

Contact Telephone Number(s) 410-378-8500

Contact e-mail Address [linkedin.com/in/matthew-heiskell-1463ab](https://www.linkedin.com/in/matthew-heiskell-1463ab)

Type of engagement: Image Power is a slot technical provider

Image Power Inc reference 2 -

Company name -Diamond Game Enterprises

Company Address 6100 NW 2nd, Building 1600 OKC OK 73127

Contact Person Bill Bilbreslo

Title President

Contact Telephone Number(s) 405-789-5800

Contact e-mail Address diamondsales@diamondgame.com

Type of engagement: Service and Support

AMERICAN GAMING AND ELECTRONICS

Corporate Headquarters: 223 Pratt St., Hammonton, NJ 08037 / 609-704-3000

Office: 3250 W. Ali Baba Lane Suite B, Las Vegas, NV 89118 / 609-704-3000

Tony Tomasello – President and Chief Executive Officer

Function/Capacity/Service:

- VLT Installations, Set Up, and Testing
- VLT Floor Moves and Removals
- VLT Service Calls and Service Level Agreement
- VLT Preventative Maintenance
- VLT Storage and Distribution
- VLT Diagnosis and Repair

References for American Gaming and Electronics

American Gaming and Electronics reference 1 -

Company name Hollywood Casino

Company Address Chesapeake Overlook Pkwy, Perryville, MD 21903

Contact Person Matthew Heiskell

Title Vice President of Operations at Gaming and Leisure Properties Inc

Contact Telephone Number(s) 410-378-8500

Contact e-mail Address [linkedin.com/in/matthew-heiskell-1463ab](https://www.linkedin.com/in/matthew-heiskell-1463ab)

Type of engagement: customer; technical support for daily slot operations since 2010

American Gaming and Electronics reference 2 -

Company name -Diamond Game Enterprises

Company Address 6100 NW 2nd, Building 1600 OKC OK 73127

Contact Person Bill Bilbreslo

Title President

Contact Telephone Number(s) 405-789-5800

Contact e-mail Address diamondsales@diamondgame.com

Type of engagement: Service and Support

INTEGRATED STAFFING

463 Maple Avenue, Saratoga Springs, NY 12866 / 518-583-7823

Dhianna Yezzi - Owner and President

Function/Capacity/Service:

- Recruiting and Staffing Organization for VLT Support Service for Aristocrat and Image Power

References for Integrated Staffing:

Integrated Staffing reference 1 -

Company name NYRA (New York Racing Association)

Company Address 110-00 Rockaway Blvd, South Ozone Park, New York, 11420

Contact Person Julie Levine

Title Director of Recruitment

Contact Telephone Number(s) 718-659-2379

Contact e-mail Address JLevine@nyrainc.com

Type of engagement: Sole/Preferred Supplier of Staffing Services

Integrated Staffing reference 2 -

Company name: ConferenceDirect

Company Address 54 Van Dorn St, Saratoga Springs, NY 12866

Contact Person Mame Noonan

Title Director of Human Resources

Contact Telephone Number(s) 518-339-2362

Contact e-mail Address: mame.noonan@conferencedirect.com

Type of engagement: Resource Management

ABOVE AND BEYOND TALENT ACQUISITION INC

48 Wall Street, 5th Floor, New York, NY 10005 / 646-779-5260

Mr. Keith Harper CEO

Function/Capacity/Service:

- Recruiting and Staffing Organization for VLT Support Service for Aristocrat and Image Power

References for Above and Beyond Talent Acquisition

Above and Beyond Talent Acquisition Inc reference 1 -

Company Address Dynamic Social Gaming

2900 Fire Road, Suite 102, Egg Harbor Township, NJ 08234

Contact Person Charles Barksdale

Title CEO

Contact Telephone Number(s) 609 568-6329

Contact e-mail Address [linkedin.com/in/charles-barksdale-bb10752a](https://www.linkedin.com/in/charles-barksdale-bb10752a)

Type of engagement: customer - recruitment against a wide range of positions at Dynamic Social Gaming

Above and Beyond Talent Acquisition Inc reference 2 -

Company name SUEZ WTS

Company Address 461 From RD #400, Paramus, NJ 07652

Contact Person Jeff Turnage

Title Category Manager – Purchased Services

Contact Telephone Number(s) 609-238-9440

Contact e-mail Address jeff.turnage@suez.com

Type of engagement: Business Services and Support

CS1 TRANSPORTATION

955th Street, Chandler Blvd., Chandler, AZ 85225 / 602-734-9957

Function/Capacity/Service:

- Freight, Delivery, and Transport for Image Power

References for CS1 Transportation

CS1 Transportation USA LLC reference 1 -

Company Name Evelast Logistics

Company Address 399 Mill Rd, Edison, NJ 08837

Contact Person Steve Franzini

Title – Owner/President

Contact Telephone Number(s) (732) 727- 0634

Contact e-mail Address - [linkedin.com/in/steve-franzini-2623b155](https://www.linkedin.com/in/steve-franzini-2623b155)

Type of engagement: Freight, Delivery, and Transport

CS1 Transportation USA LLC reference 2 -

Company Name Team Worldwide

Company Address 3217 Broadway, Cheektowaga, NY 14227

Contact Person Tom Callahan

Title President

Contact Telephone Number(s) 716-839-1411

Contact e-mail Address teambuff@teamww.com

Type of engagement: Freight, Delivery, and Transport

THE BARBOUR GROUP, LLC

909 Baltimore Blvd, Suite 144, Westminster, MD 21157

Function/Capacity/Service:

- Surety Bonding

References for The Barbour Group, LLC

The Barbour Group reference 1 -

Company Name George Moehrle Masonry, Inc.
Company Address 5101A Mountville Road, Frederick, MD 21703
Contact Person Lisa Ferris
Title – Vice President, Accounting
Contact Telephone Number(s) (301) 748-4208
Contact e-mail Address – lisa@moehrlemasonry.com
Type of engagement: Bonding for commercial construction projects

The Barbour Group reference 2 -

Company Name William F Klingensmith Inc
Company Address 7307 Baltimore Avenue, Suite 209, College Park, Maryland 20740
Contact Person Bill Klingensmith
Title President
Contact Telephone Number(s) 301-699-6070
Contact e-mail Address billk@wfklingensmith.com
Type of engagement: Bonding for General Contractor

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

e. Project Management and Staffing. A Bidder shall identify a staffing plan that meets the needs of the work proposed to be undertaken by the Bidder, with emphasis placed how the Bidder intends to meet the requirements of the Video Lottery maintenance requirements of Section 3.7. A Successful Bidder is permitted to contract with third-parties to provide technicians or to make arrangements with Video Lottery Gaming Facilities to utilize facility technicians to perform certain Field Services required to maintain terminals.

3.7 VLT Maintenance Program – KGM understands the need for uptime and performance of the VLTs provided in the field and will contract with Aristocrat to maintain the operability of our VLTs. While KGM will support Aristocrat with game installs, game upgrades or any requested game moves, Aristocrat will be responsible for all preventative maintenance and field repair. Aristocrat will manage the VLTs supplied by KGM under the same methods they will manage their own VLTs. KGM will supply a stock of spare parts to be kept onsite at a location controlled by Aristocrat. The purpose of the spare parts stock is so that Aristocrat will be able to immediately respond to any problems with the VLTs in the field and provide the VLT to a state of readiness within the allotted time by the commission. We are not currently witnessing any supply chain issues that will prevent us from supplying the necessary parts. In addition to the parts on hand under Aristocrat, KGM will keep

additional parts stock in our warehouse in order to support the additional needs of Aristocrat.

KGM's Director of Service, Service Coordinator and all technical staff will be able to assist all Aristocrat and Image Power personnel either remotely or in person to handle any unforeseen issues that arise. Through our partnership with Aristocrat KGM will be able to meet the MBWE requirements by working with staffing companies that will assist in the hiring of technicians as well as transportation companies to deliver our goods to VLT locations. Additionally, the third party that will be hands on with the service will be a MBWE certified company.

f. Diversity Practices. In addition to requirements specified in Section 2.18 of this RFP, each Bidder must provide, in writing, their Diversity Practices using the form provided in this RFP as Pursuant to § 310(22) of Article 15-A of New York State Executive Law, "Diversity Practices" shall mean the Contractor's practices and policies with respect to:

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

[See Appendix K Below](#)



EVOLUTION THROUGH INNOVATION

DIVERSITY PROCUREMENT PLAN

KGM Gaming, LLC ("KGM) recognizes that diversity in hiring, purchasing, and general business practices is an important part of the community, business climate, and nation in which KGM operates.

KGM is committed to diversity in its procurement. We seek and welcome vendors with the goods, services, and expertise that best match our company's needs, from a broad and diverse pool of vendors.

In this regard, KGM is committed to its model of serving as a distributor for the products of local, minority and disadvantaged businesses. KGM intends to act as a seller's representative for many local businesses who might not be able to take advantage of business opportunities on their own. KGM is committed to creating regional partnerships that will enable it to further regionalize the inclusion of local businesses with the opportunity of doing business in the gaming industry. KGM is also requiring these local businesses to provide it with a breakout of their workforce so KGM can make a determination that a particular workforce is reflective of that local community.

An important part of our diversity plan is the measure of its effectiveness. We do this by means of preparing a quarterly report.

DIVERSITY HIRING PLAN

KGM actively searches for a diverse pool of job candidates to find the talents, skills and experience to meet the needs of the company. We advertise job openings in newspapers and on employment web sites, to make the positions available to a diverse population.

KGM provides equal employment opportunity to all persons, regardless of age, class, gender, ethnicity, race, religion, sexual orientation, handicap, disability or veteran status, in full compliance with the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Rehabilitation Act of 1973, the Americans with Disabilities act of 1990, the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Pennsylvania Human Relations Act, and other forms of legislation that prohibit work-place discrimination.

KGM disseminates its policy through various methods, such as posting notices at time clocks, employee meeting rooms, employee lunch areas, discussion of diversity at employee meetings and by periodic distribution of the policy to all employees.

Jason Peters, president of KGM, is the company's EEO officer. He is responsible for coordinating the company's efforts to implement and disseminate our diversity plan. Any person who feels they have been subject to discrimination should contact Jason and he will investigate the complaint. All complaints will be held in strict confidence. Our company prohibits retaliation against persons making discrimination complaints, and will not tolerate any form of retaliation.

KGM supports and offers a welcoming environment to all staff members, suppliers and customers. We respect and honor individual and cultural differences as an enriching part of our corporate culture.

Adopted September 1, 2006

Last Updated July 5, 2017

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

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

I, Jason Peters, as President & CFO (title) of KGM Gaming, LLC firm or company (hereafter referred to as the company), swear and/or affirm under penalty of perjury that the answers submitted to the following questions are complete and accurate to the best of my knowledge:

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

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

Jason Peters, Equal Opportunity Officer

2. What percentage of your company's gross revenues (from your prior fiscal year) was paid to New York State certified minority and/or women-owned business enterprises as subcontractors, suppliers, joint-venturers, partners or other similar arrangement for the provision of goods or services to your company's clients or customers? 0%

3. What percentage of your company's overhead (i.e. those expenditures that are not directly related to the provision of goods or services to your company's clients or customers) or non-contract-related expenses (from your prior fiscal year) was paid to New York State certified minority- and women-owned business enterprises as suppliers/contractors?¹ 0%

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

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

¹ Do not include onsite project overhead.

² Technical training is the process of teaching employees how to more accurately and thoroughly perform the technical components of their jobs. Training can include technology applications, products, sales and service tactics, and more. Technical skills are job-specific as opposed to soft skills, which are transferable.

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

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

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

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

7. Does your company have a formal minority- and women-owned business enterprises supplier diversity program? Yes or No

If Yes, provide documentation of program activities and a copy of policy or program materials.

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

Signature of Owner/Official 

Printed Name of Signatory

Jason Peters,

Title

President & CFO

Name of Business

KGM Gaming, LLC

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