



**STATE OF FLORIDA**  
**FLORIDA GAMING CONTROL COMMISSION**  
**REQUEST FOR INFORMATION**  
**FOR A**  
**MANAGEMENT OF INFORMATION, LICENSING, AND ENFORCEMENT SYSTEM (MILES)**  
**RFI NO. FGCC 25/26-13**

**Refer ALL Inquiries to:**  
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**Florida Gaming Control Commission**  
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Begin Date: 6/11/2026  
Responses Due: 7/23/2026  
End Date: 8/7/2026

Pursuant to rule 60A-1.042, Florida Administrative Code (F.A.C.), an agency may request information by issuing a written Request for Information. Agencies may use Requests for Information in circumstances including, but not limited to, determining whether to competitively procure a commodity or contractual services, determining what solicitation process to use for a specific need, or researching general, special, and/or technical specifications for a solicitation.

## I. INTRODUCTION

The Florida Gaming Control Commission (Commission) is issuing this Request for Information (RFI) to the vendor community to obtain information on modern, cloud-based enterprise solutions that satisfy various Regulatory, Licensing, and Enforcement business processes.

This is an RFI as defined in section 287.012(22), Florida Statutes (F.S.), for planning purposes only. **This is not a solicitation for offers.** The information gathered from this RFI may be used in future competitive solicitation, legislative budget request or other planning documents. Please monitor the Vendor Information Portal for any changes or notices prior to submitting a response.

## II. PURPOSE OF AN RFI

Rule 60A-1.042 of the Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI in circumstances including, but not limited to, determining whether to competitively procure a commodity or contractual services, determining what solicitation process to use for a specific need, or researching general, special, and/or technical specifications for a solicitation. A vendor's response to an RFI is not an offer, and the agency may not use the vendor's submission to justify a contract with that vendor without otherwise complying with Chapter 287, Florida Statutes, and rule 60A-1.042, F.A.C. Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation.

Any further purchase of the commodity or services will be conducted in accordance with applicable law. The responses to this RFI may be used to prepare one or more competitive solicitations and as the basis for any subsequent vendor meetings.

## III. BACKGROUND INFORMATION

The Legislature established the Florida Gaming Control Commission on July 1, 2022, to preserve and protect the integrity of gaming activities through fair regulation, licensing, effective criminal investigation, and enforcement across the state.

The Commission currently oversees 34 types of pari-mutuel licenses, 24 of which are currently active and 9 of which are currently inactive and manages a database of over 350,000 past and current licenses, facilities, and permit holders. At present, the Commission conducts licensing, audit, investigation, site visits, and gaming and regulatory enforcement activities in order to enforce State of Florida statute(s) and laws pertaining to legal and illegal gaming. In addition, the Commission receives and processes a multitude of various applications, licensing fees, gaming taxes, fines, penalties, as well as conducts enforcement actions, seizures, etc. Currently, our primary licensing system is VERSA REG utilized through a Memorandum of Understanding



(MOU) with the Department of Business and Professional Regulation (DBPR). The restricted focus of the current VERSA REG, in tandem with the limitations presented by having an external, document management system, OnBase, both of which are provided by DBPR, excludes the needs of other Commission Divisions, imposing serious limitations that undermine the Commission's capacity to grow, integrate, and utilize artificial intelligence, creating significant limitations that hinder the Commission's ability to efficiently meet its statutory responsibilities. The existing licensing systems offer limited workflow configuration, self-service functionality, and business intelligence capabilities needed to support the Commission's internal and external stakeholders.

#### **IV. GOAL**

The Florida Gaming Control Commission is seeking information on modern, cloud-based enterprise solutions that address and provide a standardized, integrated approach for all licensing, regulatory enforcement, illegal gaming enforcement, administrative functions, and legal needs of the Commission as established by applicable statutes, laws, rules, and executive orders. The Commission recently conducted requirements gathering to identify the core functions needed within a solution. It is the goal that this RFI will provide the Commission with key information including cost ranges, system availability, scale, and feasibility. The information received in the RFI will help the Commission in its pursuit of seeking funding for a solution. Quality, comprehensive, information is key to allow the Commission to move forward with planning for a solution that meets the Commission's responsibilities. The Commission is interested in understanding which solutions will provide the capacity to grow and integrate in order to address current and future responsibilities. By obtaining information for a modern, scalable, cloud-based enterprise solution, the Commission will better understand which solution will ensure we meet the current operational needs as well as position ourselves to adopt industry's best practices and respond proactively to future regulatory developments. This RFI is essential to ensure the Commission can uphold its mission with the efficiency, transparency, and technological sophistication expected by the Legislature and the public. Responses to this RFI will help foster a clear understanding of each proposed solution's abilities which are intended to replace all of the existing licensing systems provided by DBPR, as well as provide additional functionality as stated below.

The Commission currently facilitates systematic regulatory licensing activities through DBPR's licensing system, VERSA REG. FGCC uses the licensing system to issue and manage 34 pari-mutuel license types, including over 350,000 licensees, license types, or permit holders. Additionally, FGCC uses the OnBase document management system to handle pari-mutuel license documentation. Information related to the Commission's functional business areas and needs includes, but is not limited to:

- Facilitation of Entity Registration and Management
- Application Intake and Processing
- License Issuance, Renewals, and Updates
- Permit Management and Updates
- Authorized Gaming Regulation



- Site/Facility Inspections
- Enforcement Actions and Compliance Oversight
- Complaint Intake and Processing
- Investigative Cases and Reports
- End-to-End Case Management
- Legal Case and Correspondence Activities
- Tribal Gaming Compact Facilitation
- Revenue Auditing and Tax Review/Processing
- Payment Tracking, Classification, and Reconciliation Activities
- Document Management, Intake, and Processing

## **V. DEFINITIONS**

The following terms, as used in this RFI, shall have the meanings indicated below. These definitions are provided to ensure clarity and consistency for all respondents.

**Application** – A method of obtaining licensure (which includes renewals) as described in Chapter 455, Section 213, Florida Statutes.

**Business Day** – Monday through Friday, inclusive, except for those holidays specified in section 110.117, Florida Statutes, from 8:00 a.m. to 5:00 p.m., Eastern Standard Time (EST).

**Calendar Day** – Refers to all days, including weekends and holidays.

**Commission** – The Florida Gaming Control Commission.

**Contract Manager** – The representative designated by each Party to serve as the primary point of contact for the purposes of this RFI.

**Deliverable(s)** – Unless stated otherwise, any services, tasks, or requirements, including attachments and addenda to this RFI.

**Data** – Any information, records, files, or documentation used, stored, collected, or processed as part of any historical systems, current systems, and future systems.

**Entity** – A unique identification number, generated by the system, used to identify individuals, businesses, or permit holders who otherwise interact with the system for the purpose of licensure and related licensure activities.

**Florida Gaming Control Commission** – Could be referred to “FGCC” or the “Commission.”

**License** – A formal authorization granted by a state-approved board or department to practice a regulated profession or occupation, as described in chapter 455, Florida Statutes.



**Implementation** – The process of planning, configuring, developing (if applicable), deploying, and monitoring a solution which fits the needs described in this RFI, as described by the respondent.

**Permit/Permitholder License** – A license issued by the Florida Gaming Control Commission under Chapter 550, Florida Statutes, to a person or entity to operate a pari-mutuel facility, including the authority to conduct pari-mutuel wagering activities such as horse racing, jai alai, greyhound racing, and other authorized games.

**Reply, Response, and Proposal** – Reply, Response, and Proposal are synonymous within this RFI.

**Respondent** – A vendor, contractor, or joint venture, as described in chapter 607, Florida Statutes, that has submitted a bid, proposal, or response in response to the solicitation.

**Response** – The information regarding the proposed solution described to the Commission as a reply to this RFI. The term “Response” means the complete response of the Respondent to this RFI, as described in section VIII of this RFI.

**Solution** – Any product, service, system, methodology, or combination thereof proposed by the Respondent to address and provide information related to the needs described in this RFI.

**State** – The State of Florida.

**Vendor(s)** – An entity that is capable and in the business of providing a commodity or service like those within this solicitation and is registered to do business with the State.

**Vendor Information Portal (VIP)** – The State’s bidding system developed in accordance with section 287.042(3)(b)2, Florida Statutes. The Vendor Information Portal is accessible at: <https://vendor.myfloridamarketplace.com/>.

## **VI. FUNCTIONAL DETAILS**

The Commission is seeking information on the functionality included in modern, cloud-based enterprise solutions. To ensure the Commission has a thorough understanding of the solution proposed in responses, please describe, in detail, how the solution will meet functional items, including, but not limited to:

### **1. Entity Management**

- Describe how the solution establishes and differentiates entity types, supports multiple self-establishment channels and self-management, and captures required identifying and purpose-specific information.
- Describe how the solution manages entity data, including optional



information and authentication credentials, while restricting certain edits to required data to Commission staff.

- Describe how the solution supports entity validation, integration with related functional areas, robust search capabilities, and reporting aligned with Commission requirements.
- Describe how the solution permits configuration by Commission staff for entities.

## **2. Application Processing**

- Describe how the solution enables Commission staff to create, configure, and maintain application types per license type, workflows, checklist items, and rules that vary by application and license criteria.
- Describe how the solution supports end-to-end application processing, including viewing, reviewing, modifying, routing, validating, requesting additional information, and accessing related applicant data for decision-making.
- Describe how the solution enables applicants to initiate, complete, submit, and track applications online, including uploading required documents, responding to information requests, and viewing status updates.
- Describe how the solution enforces data completeness, manages required and optional documentation, supports fee configuration integrated with financial processes, and provides reporting aligned with Commission requirements.
- Describe how the solution allows Commission staff to create, configure, and manage application fees that vary by application and license type, ensuring all fees are tightly integrated with other functional business areas.

## **3. License Management**

- Describe how the solution enables Commission staff to create, configure, and maintain license types, structures, and criteria, including support for organizational and individual license categories.
- Describe how the solution supports end-to-end licensing processes, including issuance, renewal, updates, suspensions, revocations, and status tracking.
- Describe how the solution integrates with application processing, enforcement, financial management, and other functional areas to ensure data consistency and seamless workflow transitions.
- Describe how the solution enables licensees to view license status, submit license maintenance requests, receive notifications, and manage required documentation through online self-service.



- Describe how the solution provides validation checks, rule enforcement, audit trails, reporting, and configurable workflows that support accurate and compliant licensing operations.

#### **4. Permit Management**

- Describe how the solution supports the management of existing permits tied to specific organizations and physical locations, including the ability to view, track, and administer permit updates.
- Describe how the solution enables Commission staff to process permit updates, as well as allows Commission staff to configure and manage whether new permit applications can be created or submitted, enabling or disabling new permit issuance based on statutory or regulatory changes.
- Describe how the solution allows staff to configure and maintain workflows, rules, and validation checks that govern permit updates.
- Describe how the solution integrates permit functionality with other functional business areas to ensure relational data consistency.
- Describe how the solution provides permit holders with online access to submit updates, upload supporting documentation and respond to requests for information, and monitor their permit information.

#### **5. Online Portal & License Verification**

- Describe the proposed solution's public-facing online services, including available portals, license verification tools, complaint submission options, and the extent to which these services align with the other functional business areas.
- Describe how the solution's online portal supports secure and user-friendly account and identity management (e.g., email registration, credentialing, authentication methods, and role-based access controls) and how required registration data is identified and captured.
- Describe how the solution's online portal allows prospective entities to register, and how registered entities can access, submit, manage, and track online applications and licenses.
- Describe how the solution's online portal provides assistive-help tools and customer support, including multi-channel contact options and self-help resources such as tooltips, contextual guidance, and visual aids, and how these tools are configurable by Commission staff.
- Describe how the solution's online portal provides publicly accessible website features—such as license verification without login and public or anonymous complaint submission—and the configuration flexibility available to Commission staff for search fields and displayed data.



## **6. Financial Management**

- Describe how the solution enables Commission staff to configure and manage payment types, fees, fines, banking and accounting integrations (e.g., state enterprise systems such as FLAIR, PALM, Treasury, merchant services), and associations between activities and required payments, including facility-specific transaction classification.
- Describe how the solution supports secure end-to-end payment processing—receiving, recording, routing, transmitting, and classifying payments across all approved methods (credit/debit cards, e-checks, ACH, paper checks, Department of Revenue); enforces the prohibition on storing cardholder data; and enables staff to identify, process, and reconcile reversals, refunds, cancellations, and overpayments with external systems such as Wells Fargo, FLAIR, and PALM.
- Describe how the solution streamlines overall financial workflows, supports reporting and audit capabilities, and allows payment data to be linked to all other functional business areas.

## **7. Auditing & Inspections**

- Describe how the solution enables Commission staff to create, configure, log, and conduct all audit and inspection activities, including customizable forms and schedules by type or facility, online/offline capabilities, mobile and web-based execution, and the ability to take regulatory actions based on findings.
- Describe how the solution supports requesting, receiving, uploading, transmitting, viewing, downloading, printing, and securely storing electronic documents of multiple file types (e.g., .pdf, .xlsx, .jpg, .mp3, .mp4, .mov, .png, .zip, etc.) for both audits and inspections, while maintaining historical forms, findings, and related records for facilities and licensed individuals.
- Describe how the solution allows audit and inspection results to trigger other regulatory phases (investigations, enforcement, additional audits/inspections) and provides reporting capabilities aligned with the Commission's reporting needs.
- Describe how the solution integrates auditing and inspections functionality with all other functional business areas.

## **8. Compliance & Enforcement**

- Describe how the solution enables Commission staff to configure, oversee, and perform compliance and enforcement activities for facilities and licensed individuals, including tracking regulated inventory (e.g., slot machines, table games), managing requests for new inventory, logging detailed inventory data, and the ability for Commission staff to define compliance requirements by facility or license type.



- Describe how the solution supports complete compliance and enforcement case management functionality—creating, configuring, managing, and viewing cases; maintaining workflows, statuses, assignees, types, actions, forms, files, and documents—and allows cases to be generated from multiple origins (complaints, audits, investigations, inspections, workflow triggers, or manual entry) and linked to any entity type.
- Describe how the solution visually displays enforcement workflow stage data (past, present, future stages; statuses; assignees; modification dates), allows findings to trigger other regulatory actions, and provides reporting capabilities consistent with the Commission’s Reporting Requirements.
- Describe how the solution integrates compliance and enforcement functionality with all other functional business areas.

## **9. Document Library & Management**

- Describe how the solution provides an integrated, centralized document library that eliminates the need for external document platforms by collecting, storing, and organizing all documents and files (and associated metadata) across all functional areas, including applications, licensing, entities, audits, inspections, compliance, enforcement, financial management, online services, system correspondence, and migrated historical data.
- Describe how the solution supports full document lifecycle management—viewing, downloading, uploading, sharing, saving, copying, moving, categorizing, tagging, and searching/filtering using configurable parameters—while supporting multiple file types (.pdf, .xlsx, .jpg, .jpeg, .mp3, .mp4, .mov, .png, .zip, etc.), online/offline sync, and indicators showing whether documents originated from data migration, system integration, or business processes.
- Describe how the solution allows configuration and display of core document metadata (e.g., file name, type/MIME type, size, created/modified/upload dates, created/modified/uploaded by, version number, encryption status), ensures efficient and consistent document handling within business workflows, and supports integration with all functional business areas.
- Describe how the solution ensures that all stored documents are accessible not only within the centralized document library but also contextually surfaced within the appropriate functional business areas (e.g., applications, licensing, audits, inspections, enforcement, financial functions) based on the document’s origin, allowing users to seamlessly view and work with documents where they are operationally relevant.

## **10. User Management**

- Describe how the solution supports user account creation, role assignment,



and permission management to ensure appropriate access control.

- Describe how the solution enables secure user authentication, credential management, and multi-factor authentication options.
- Describe how the solution provides administrative oversight for user activity, including audit logs, access reviews, and lifecycle management (provisioning, updates, and deactivation).
- Describe how the solution permits configuration by Commission staff for user management.
- Describe how the solution integrates user management and configuration functionality with all other functional business areas.

#### **11. Reporting Capabilities**

- Describe how the solution provides robust reporting and dashboard capabilities, including pre-built and customizable reports and dashboards with flexible parameters and filtering; support for exporting in common formats (.pdf, .xlsx, .csv); user-defined reporting periods and lifecycle reporting; and the ability for designated users to design, generate, schedule, and receive notifications for custom reports and dashboards.
- Describe how the solution supports operational, analytical, and executive-level insights through performance metrics (SLAs, KPIs), user activity tracking, trend analysis, forecasting, evaluation of application and record processing, site analytics, and functional-area-specific reporting and dashboards.
- Describe how the solution delivers advanced visualization and accessibility features, including graphs, charts, tables, scorecards, plots, on-demand and ad-hoc reporting, configurable dashboards with flexible filtering, view/print/share/export options, and insight into the logical data model needed for ad-hoc report design.
- Describe how the solution integrates reporting functionality with all other functional business areas.

#### **12. Configurable Workflow Engine (CWE)**

- Describe how the solution's Configurable Workflow Engine standardizes, orchestrates, and automates end-to-end business processes across all Commission functional areas, ensuring consistent rules enforcement, reduction of manual tasks, and streamlined cross-module process execution.
- Describe how the CWE enables Commission staff to design, configure, modify, and deploy workflows using no-code/low-code tools, including support for versioning, role-based execution, conditional logic, branching, and automated triggers—without requiring Contractor intervention.



- Describe how the CWE ensures enterprise-grade auditability, security, and performance, including full workflow change tracking, execution logs, permission-controlled actions, and safeguards that maintain integrity, reliability, and compliance across all workflow-driven operations.
- Describe how the solution integrates the CWE with all other functional business areas.

### **13. Environment Configuration**

- Describe how the solution provides and maintains separate Development, Training, and Production environments, as well as if additional environments are provided such as Quality Assurance, Training etc., ensuring each environment is logically isolated, independently configurable by Commission staff, and aligned with established environment-separation standards.
- Describe how the solution ensures all environments are clearly identifiable through configurable appearance, banners, captions, URLs, and other visual indicators so staff always know which environment they are operating in.
- Describe how the solution keeps environments consistently aligned, replicating configurations, workflows, and functionality across environments—while allowing unique data per environment—to support accurate testing, training, deployment, and operational integrity.

### **14. System Administration**

- Describe how the solution empowers Commission staff to fully administer system users, roles, and permissions, including creating, modifying, deactivating, and deleting administrative accounts; configuring granular role-based access controls at module, action, and data levels; integrating with Entra ID and conditional access policies; managing authentication methods and session settings; and reviewing audit trails for all administrative access and privilege changes.
- Describe how the solution enables Commission staff to manage system-wide configuration and platform behavior without Contractor intervention, including configuring business rules, forms, data fields, workflows, automations, versioning and rollback, fiscal-year and operational parameters, batch schedules, content and UI text, templates, labels, branding, and other global system settings necessary to support evolving business needs.
- Describe how the solution provides administrative control over database-related and system-level operations, including authorized schema modifications (tables, columns, views, stored procedures), configuration consistency across functional areas, management of system notifications and correspondence (templates, triggers, channels), and



secure, auditable access that ensures stability, performance, and compliance across all business functions.

- Describe how the solution integrates system administration with all other functional business areas.

## **15. Configuration Administration**

- Describe the solution's overall configuration framework, including how Commission staff access and manage configurable elements such as tables, forms, menus, checklists, and lookup values, and how configuration changes are logged and governed.
- Describe how the solution enables staff to create, modify, and assign dynamic components across business areas—specifically license types, fees, fines, gambling activity assessments, facilities, and financial coding—and how these configurations drive functional behavior throughout the system.
- Describe any rules or restrictions on deleting configurable items (e.g., only if unused), the ability to enable/disable items at a granular level, and the mechanisms that maintain relational integrity when configurations are updated or deactivated.
- Describe Commission staff ability for direct configuration authority within each functional domain and how the solution integrates configuration administration with all other functional business areas.

## **16. Security Administration**

- Describe how the solution meets or exceeds required security and compliance standards, including data encryption in transit and at rest; PCI DSS; GDPR, HIPAA, FIPA, NIST, and NIST AI RMF; Florida FIPA 501.171 breach notifications; State of Florida Cybersecurity Act 60GG-4 (including US-only data residency and no non-CONUS access); CJIS 6.0 (current and future); FedRAMP or equivalent certification; and NIST SP 800-145 cloud standards.
- Describe how the solution supports robust access control and identity management, including role-based access control; configurable roles and permissions managed by IT administrators; varying access levels for staff categories; MFA aligned with NIST SP 800-63-4 and 800-53; SSO; SAML; IAM integrations; IP allow/deny configuration; and security controls ensuring only authorized users can view, modify, authorize, or close records.
- Describe how the solution prevents unauthorized access and maintains secure operations, including identity- and password-based protections, multiple authority levels, adherence to required patching and security updates under Florida Administrative Code 60GG-4, and comprehensive



mechanisms for data protection, auditing, and ongoing compliance with state and federal standards.

- Describe how the solution integrates security administration functionality with all other functional business areas.

## **17. General Functionality**

- Describe how the proposed solution leverages modern, assistive technologies (Artificial Intelligence, On-Screen guidance, self-help resources) or capabilities to enhance end-user support, automate routine tasks, improve decision-making, increase business-process efficiency, and provide intelligent assistance across all functional areas.
- Describe how the proposed solution functions as a fully configurable, scalable system of record for the Commission, including support for no-code/low-code business rules, flexible adaptation to new legislative or organizational requirements, configuration of lookup tables, SQL rules, views, workflows, and the ability to maintain data integrity and validation across all modules.
- Describe how the solution enables Commission staff to create, manage, and distribute electronic and physical licenses and official correspondence, including dynamic/templated letters, built-in email mechanisms (without relying on on-premises servers), automated notifications triggered by dates, events, or user actions, and contextual on-screen display of communications, announcements, tasks, and license information.
- Describe how the solution ensures enterprise-grade data governance, auditability, and transparency, including comprehensive activity logging, full audit trails for record changes, adherence to Florida General Schedule records-retention requirements, support for ADA-compliant accessibility, and built-in disaster recovery capabilities ensuring continuity of operations.
- Describe how the solution provides unrestricted Commission access to all data and supports robust reporting, querying, and analytics, accommodates existing licensure functions, operates across modern and future Windows/macOS/iOS/Android systems, and ensures that all collected or processed data—beyond what is explicitly required—resides within and is processed inside the Continental United States.
- Describe how the solution will facilitate the migration of legacy datasets, validate imported records, flag migrated data distinctly, and support structured templates for consolidating historical and current records, enabling smooth transition from legacy systems.

## **18. User Interface (UI) Details**

- Describe how the proposed solution delivers a modern, accessible, and mobile-responsive user interface—including native or responsive support



for iOS and Android, alignment with mobile device-management standards, intuitive design that minimizes training for internal and external users, optimized information architecture (menus, sub-menus, tabs, screens), and UI best practices that reduce data-entry effort and typographical errors.

- Describe how the solution empowers system administrators to configure and manage interface elements without Contractor intervention, including modifying terminology in data-entry fields and reports, performing full administrative re-branding (logos, colors, terminology), customizing home-screen content (announcements, hyperlinks, images, files), defining screen components (forms, text, workflows), editing error messages and informational text, configuring validation criteria, and adjusting concurrent session settings.
- Describe how the solution supports efficient, flexible, and error-resistant system interaction, including online context-sensitive help, clear and actionable error messaging, the ability to open multiple screens/tabs/windows simultaneously, support for data entry via replication/amendment of existing items, and role-based tools for creating, configuring, and reporting on validation checks (such as authorization checks, consistency checks, invalid login events, and identification of active/inactive interface elements).

#### **19. Batch & Web Service Exchange of Information**

- Describe how the proposed solution supports a wide range of integration methods—including API-based, file-based, webhook-driven, middleware-supported, and hybrid models—and how these integration approaches enable secure, reliable, bidirectional data exchange with both existing and future systems.
- Describe how the solution's API framework provides configurable traffic-management controls, including rate limiting, throttling policies, error-handling mechanisms, monitoring capabilities, and other safeguards that ensure performance, stability, and protection during high-volume or sensitive data exchanges.
- Describe how the solution enables seamless integration with external government agencies and data sources, supporting automated verification and ingestion of regulated data such as driver's license/ID validation, Social Security Number verification, Florida Department of Law Enforcement checks, and financial or tax-related data, while maintaining security, auditability, and compliance requirements.

#### **20. Data Import and Extract Capabilities**

- Describe how the solution supports importing, exporting, and extracting data in multiple formats (e.g., CSV, Excel, XML, JSON, REST/SOAP APIs, SFTP) and accommodates varying processing frequencies as required by

the Commission.

- Describe how the solution performs data mappings, validations, and transformations; provides clear notifications for rejected files; and allows reprocessing of previously rejected submissions.
- Describe how the solution scales to support future growth, handles historical data migrations, and allows rollbacks of imports when necessary.
- Describe how the solution contains safeguards such as pre-validation checks (e.g., field lengths, formatting, duplicates) and any mechanisms ensuring reliable and accurate data exchange.

## **VII. RESPONSE**

To gather relevant information to determine the appropriate method of procurement for this program, the Commission is requesting that vendors provide the following information:

1. Business organization's information, including:
  - a. Business name
  - b. Primary contact
  - c. Address
  - d. Phone
  - e. Email
2. Overview of what your response should include:
  - a. Product/Service Information:
    - Detailed descriptions of the products or services offered
    - Detailed description of how the product satisfies the functional details
    - Unique features or benefits
    - Compatibility with existing systems or requirements
  - b. Technical Capabilities:
    - Specifications and technical details
    - Standards compliance (e.g., ISO, industry-specific standards)
  - c. Project Management Plan, Implementation Plan, and Support:
    - Overall project management plan such as methodology, project schedule, change management process, data migration, communication procedures, etc.
    - Implementation timeline and process. Please provide information for



- your approach and what would be included during implementation such as assumptions, acceptance criteria, timeline, monitoring, etc.
  - Training and support services
  - Post-implementation support and maintenance
- d. Configuration, Customization and Integration:
- Options for configuration
  - Options for customization
  - Integration capabilities with other systems
  - API availability and documentation
- e. Scalability and Flexibility:
- Ability to scale the solution
  - Adaptability to future needs and growth
- f. Security and Compliance:
- Security features and protocols
  - Compliance with relevant laws and regulations (e.g., Fed Ramp, GDPR, HIPAA)
  - Data protection and privacy policies
3. Appendix A outlines FGCC's list of desired system requirements. Please complete Appendix A of this document.
4. Pricing and Licensing:
- Pricing models and cost structures (e.g., one-time fees, subscriptions, per-user costs).
  - Implementation costs including migration of data from existing system
  - Ongoing cost post implementation.
  - Licensing terms and conditions

**Please Note: Any submitted material is subject to the Public Records Act, section 119.07, Florida Statutes. See section XIII regarding the treatment of confidential, proprietary, or trade secret information.**

## **VIII. RESPONSE SUBMISSION**

- 1) Responses shall be submitted via email at [Shane.Phillips@flgaming.gov](mailto:Shane.Phillips@flgaming.gov)
- 2) A redacted copy must be submitted, if applicable (please see section XIII)
- 3) The email Subject Line shall be titled: **RFI FGCC 25/26-13**
- 4) Response Files should follow this naming convention:  
**Company Name\_RFI\_FGCC 25/26-13**

**\*\*\*\* All emails should contain the RFI number in the subject line of the email.**

## **IX. PROCESS**

Responses to this RFI will be reviewed by the Commission for informational purposes only and will not result in the award of a contract.

Responding to the RFI does not prevent a vendor from being eligible to contract with an agency pursuant to section 287.057(19)(c), F.S.

## **X. TIMELINE**

Listed below are important dates and times when actions should be taken or completed. If the Commission finds it necessary to update any of the dates and/or times noted, it will be accomplished by addendum to the RFI posted on the Vendor Information Portal (VIP). Respondents are responsible for submitting all required documentation by the dates and times (Eastern Time) specified below (or as revised by addenda).

| <b>Timeline of Events</b> |                            |                                                                          |
|---------------------------|----------------------------|--------------------------------------------------------------------------|
| <b>Date</b>               | <b>Time (Eastern Time)</b> | <b>Event</b>                                                             |
| June 11, 2026             | By 5:00 p.m.               | Release of RFI.                                                          |
| June 25, 2026             | By 4:00 p.m.               | Questions due to the email address in Section VIII.                      |
| July 9, 2026              | By 1:00 p.m.               | Answers to vendor questions are posted on the Vendor Information Portal. |
| July 23, 2026             | By 5:00 p.m.               | Responses are due to the email address in Section VIII.                  |
| August 3 – August 7, 2026 | Estimated                  | Demos/Presentations                                                      |

## **XI. CHANGES TO THE RFI**

The Commission will post addenda to the RFI on the Florida Vendor Information Portal (VIP) at <https://vendor.myfloridamarketplace.com/search/bids>. The vendor may view addenda by selecting “Florida Gaming Control Commission” in the “Agency” drop down box. Each vendor is responsible for monitoring the VIP for new and changing information.

## **XII. RFI QUESTIONS AND CONTACT WITH THE FLORIDA GAMING CONTROL COMMISSION**

Vendors shall address all questions regarding this RFI in writing to the email address identified in Section VIII. Answers will be posted to the questions on the VIP as noted in Section X, Timeline.

### **XIII. CONFIDENTIAL, PROPRIETARY OR TRADE SECRET INFORMATION**

If the vendor considers any portion of the documents, data, or records submitted in response to this solicitation to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, vendor must mark the document as “Confidential” and simultaneously provide the Commission with a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including specific statutory citation for such exemption. The redacted copy shall contain the

Commission’s solicitation name, number, and the name of the vendor on the cover, and shall be clearly titled “Redacted Copy.” The Redacted copy should only redact those portions of material that the vendor claims are confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority to which documents that are marked as confidential are responsive, the Commission will provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, the Department will notify the vendor such an assertion has been made. It is the vendor’s responsibility to assert that the information in question is exempt from disclosure under Chapter 119 or other applicable law. If the Commission becomes subject to a demand for discovery or disclosure of the Confidential Information of the vendor in a legal proceeding, the Commission shall give the vendor prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The vendor shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a reply, the vendor agrees to protect, defend, and indemnify the Commission for all claims arising from or relating to the vendor’s determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If the vendor fails to submit a redacted copy of the information it claims is confidential, the Commission is authorized to produce the entire documents, data, or records submitted to the Commission in answer to a public records request for these records.

### **XIV. VENDOR COSTS**

Vendors are responsible for all costs associated with preparing, submitting, and any potential meeting to discuss this RFI. The Commission will not be responsible for any vendor-related costs associated with responding to this request.



**XV. PROCUREMENT OFFICER**

If you have questions concerning the RFI, please contact:

**Shane Phillips, General Services Purchasing Manager**  
**Division of Administration**  
**Florida Gaming Control Commission 4070 Esplanade Way, Suite 250**  
**Tallahassee, FL 32399-7033**  
**Email: [Shane.Phillips@flgaming.gov](mailto:Shane.Phillips@flgaming.gov)**

**XVI. SPECIAL ACCOMMODATIONS**

Any person requiring a special accommodation due to a disability should contact the FGCC's Americans with Disabilities Act (ADA) Coordinator at (850) 794-8028 or [ADA.Coordinator@flgaming.gov](mailto:ADA.Coordinator@flgaming.gov) at least five (5) Business Days prior to the scheduled event. If hearing or speech-impaired, please contact the ADA Coordinator by using the Florida Relay Service at (800) 955-8771 (TDD).

**XVII. PRESENTATIONS**

After the Commission receives responses to this RFI, and at the sole discretion of the Commission, one or more Respondents may be selected to discuss and demonstrate the Respondent's services related to the information submitted to the RFI response. The purpose is to learn about the most current, innovative and effective solution(s) to provide and promote a regulatory, licensing, and enforcement system to the Commission to facilitate systematic regulatory licensing activities.