

Tasmanian Industry Participation Plan

LAGB2022-01 - Licensed Monitoring Operator for Electronic Gaming Machines in Hotels and Licensed Clubs

The Tasmanian Government is committed to maximising opportunities for local suppliers to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan (TIPP):

- for all procurements with a value exceeding \$5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to (and including) \$5 million; and
- for private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

Procurement details

Procurement ID	LAGB2022-01
Procurement title	Tender for the Licensed Monitoring Operator for Electronic Gaming Machines in Hotels and Licensed Clubs
Name of Responsible Agency/Entity	Department of Treasury and Finance (on behalf of the Treasurer)

Supplier details

Name of supplier	Maxgaming Tas Pty Ltd
Contact details for supplier	██████████ Chief Operating Officer ████████████████████

Are you a Tasmanian SME*? Do you employ Tasmanians?

Prior to the demerger of its lotteries and keno businesses (**Demerger**), Tabcorp employed more than 4,130 Australians and our businesses such as TAB, Sky Racing, The Lott, Keno and Max are delivered in over 8,000 venues across Australia, including **230 venues** in Tasmania, and over 60 countries worldwide.

Post Demerger, Tabcorp employees approximately 3,400 Australians through its Gaming, Wagering and Media Businesses in over 4,700 venues across Australia, including more than 120 venues in Tasmania. In Australia, Tabcorp's operations contributed more than \$1.8 billion in state taxes and more than **\$500 million** in GST receipts last financial year. Tabcorp is also the pre-eminent funder to the Australian Racing industry providing more than **\$1 billion** annually.

When it comes to our people, our mission is to make Tabcorp the most exciting place to succeed. We aim to be the inclusion and diversity leader in our industry and an employer of choice. Tabcorp is committed to fostering an inclusive culture that reflects a diverse workplace, where team members can share their unique perspectives and contribute their experience to achieve the best possible business outcomes. More than **forty per cent** of our senior leaders are female, and we are proud to be recognised by the Commonwealth Government as an employer of Choice for Gender Equality - the only gambling company, and one of only 120 Australian organisations, to receive this citation.

Tabcorp's continued inclusion in the Globally recognised Dow Jones Sustainability Indices and the FTSE4Good Index since 2001 demonstrates our long-term commitment to corporate responsibility.

Tabcorp is proud of its Inclusion and Diversity policies and in March 2022 it received the employer of the year for Gender equality citation by the Federal Government's Workplace Gender Equality Agency (WGEA). This was the seventh consecutive year that Tabcorp was awarded this citation, which recognises the great work we have delivered over a number of years to promote workplace gender diversity.

Tabcorp has been named in the top 20 Best Australian workplaces for new Dads with our policies supporting parental leave and flexible working.

To further support and encourage our diverse workforce Tabcorp has in place policies on Gender Affirmation Support and Domestic and Family Violence support. Our corporate code of conduct applies to all employees, Directors and contractors of the Tabcorp Group.

For further details of Tabcorp's Corporate Responsibility Framework please visit www.tabcorp.com.au

Through Tabcorp's subsidiary companies in Tasmania, including Tattersall's Sweeps Pty Ltd, UBET Tas Pty Ltd, eBet Gaming Systems Pty Ltd and Bytecrafft Systems Pty Ltd, Tabcorp:

- Made an economic contribution of more than **\$77 million**
- Returned more than **\$45 million** in state taxes
- Collected over **\$9 million** in GST
- Paid more than **\$13 million** in commissions to small business – such as newsagents, pubs and clubs – many of which are owned and operated as small family businesses.

Tabcorp currently employs 37 Tasmanians at a Total Employee Cost (TEC) of approximately \$3.7 million. We expect this number to increase by 10 to 20 additional full-time equivalent staff (FTE) at a TEC cost of approximately \$2 million (based on 20 FTE) located in Tasmania to support field services, relationship management, sales and support.

Where are the goods or services to be used in the contract sourced from?

Tabcorp expects to source goods from suppliers based in Australia and where possible, will preferentially source services from Tasmania.

Tabcorp expects to utilize existing subcontractors and internal staff for the initial installation including cabling.

Tabcorp would welcome the opportunity to employ Tasmanians with the appropriate technical, service and gaming experience

Opportunity for Tasmanian SME* involvement

Tabcorp has existing contractors in Tasmania and will utilize their existing knowledge to assist with the initial installation and setup.

Tabcorp will establish a team of field technicians that will be based in Tasmania and is committed to upskilling and training either through our apprenticeships program and/or on the job knowledge transfer to ensure our workforces have the capability to service a broad range of products both gaming and non-related gaming.

Broader social and economic opportunities

Tabcorp has a proud Australian history dating back to 1994 – delivering services and products to gaming and wagering, collaboratively working with governments and partnering with the community particularly in times of need.

During the various COVID-related lockdowns through 2021 and 2022, MAX suspended the contracted fees payable for Licenced Monitoring and other services, amounting to approximately \$180 million in support to hundreds of small and family businesses. In response to the flooding in NSW and QLD, we suspended the fees payable to an additional 50 venues. Most recently, Tabcorp donated more than **\$1.94 million** to the 2019/2020 bushfire recovery effort, including a donation of **\$50,000** to the Tasmania Fire

Services, to assist its efforts in supporting bushfire-affected communities and initiatives that benefit volunteer brigades.

Tabcorp will commit to supporting and working with the Tasmanian Government and support agencies (e.g. AnglicareTas) by providing access to monitoring data and analysis for improved understanding of reducing the harm associated from gambling. Tabcorp will also commit to provide \$1 million to the Tasmanian Government over the term of the licence for gambling harm research.

In addition as part of our commitment to building a sustainable future for our business and industry, Tabcorp expects the highest standards of animal welfare and integrity. We have a zero tolerance to animal cruelty, in racing and in society in general. Tabcorp recognises the significant efforts the racing industry has made in advancing animal welfare and the progress made by the existing animal welfare initiatives. Tabcorp will continue to work in partnership with the thoroughbred, harness and greyhound racing industries to ensure the welfare of animals is prioritised.

Local innovative solutions

Technical Innovation

Design Paradigm

1. Tabcorp has invested heavily in the past 5 years in changing its CMS operations from an application focus, to a completely new innovative 'data-centric' approach
2. The future roadmap of the MAXsys 2.0 development is to remove all inter-processing points so the enterprise network schematic simply has all the in-venue data collected going straight to the cloud for further data processing
3. In this innovative data-centric model, most of the processing is done by generating reports, and creating derivative data sets for reporting analytics
4. The significant innovation for users is the data-centric model allows them to use data more effectively, rather than being 'application bound' (and therefore only knowing what the application can incompletely tell them). Users can build their own analytics and reports, rather than having service providers building 'costly and time inefficient' ad hoc reports.

Cloud Computing

5. Provides for unprecedented access to authorised users to all sorts of gaming and analytics data via the Cloud
 - a. Data visualisation - Regulator dashboards provide data-driven insights and improved decision-making capability
 - b. Regulator repository - a data lake fed by real-time streams from AGMs via the on-site control systems. Used by the regulator for operational snapshots and to better understand for example, problem gambling and detection of money laundering activities

6. Cloud Data Lake access can be authorised to external research groups, all under the control and auspices of the government's associated bodies a. Tabcorp can calculate any applicable charges in these cases by analysing AWS monthly stats, i.e. researchers may pay a monthly usage cost
7. In just a few clicks, on any device, anywhere, venues can access standard reporting, combine data sources, add filters, and drill down into specific information from the same data visualisation source of truth
 - a. Advanced reporting available providing venue and gaming product benchmarking under the same style as standard reporting.

In-venue Computing

8. The versatility of the site controller – allows for ubiquitous protocol monitoring which provides technical assurance for the life of the LMO Deed
 - a. MAXSys 2.0 leads to a less physical, less error-prone and more resilient monitoring platform: the site controller is literally providing a site 'heartbeat' alongside data streams, and everything is processed in the cloud
 - b. Existing X Standard and QCOM 1.5 and 1.6 are supported
9. Protocols added as they are utilised in other jurisdictions and become part of the universal site controller e.g., SAS
10. Automatic and remote upgrade of future software releases: no technician needs to be in the venue to upgrade the site controller or communications equipment
11. All in-venue equipment is literally plug and play
 - a. Innovative because of the significant simplification of the site server's tasks
12. In due course the ability to install a device(s) in the casino to provide a whole-state view of gaming.

Customer Support

13. Provided by a help desk operating 24 x 7 and manned by expert operators. In due course, the customer service facility will be supplemented by a self-service desk.
14. Tabcorp's current support and service facilities development plan is to link the customer service desk with the AGM movements and field services operations.
 - a. The central support service desk will include all forms of service requests for a venue, from user requests for assistance with an interface or application function, to field engineers providing break/fix services and/or AGM movements through QuickChange module.

Engineering and Delivery Excellence

15. Contemporary environment and release management
 - a. Click once change releases into any environment
 - b. Configuration and environments all Infrastructure as Code

- c. On Demand / Scheduled lower environments optimized for cost and availability

16. Innovation via fast feedback of change

- a. Testing standard, code quality, coding standards and security tests enforced at time of development.
- b. Periodic smoke tests on production and critical test environments, failures reported to operations teams.

General End-User Computing

17. Intuitive responsive design of ever-increasing numbers of portal components:

- a. Device and footprint-size agnostic
- b. Intuitive to the extent face-to-face training isn't required
- c. The whole interface is styled on an intuitive paradigm
- d. Google page usage stats used by the LMO to increase efficacy of new and existing interfaces etc

Facial Recognition and enhancing the Tasmanian Gambling Exclusion Scheme (TGES) provision in Tasmania

18. Tabcorp have strong alignment with venues and government departments in the provision of gambling harm risk mitigation systems and services alongside their role in providing jurisdiction-wide AGM monitoring services. Over the past year Tabcorp has been actively working with industry and governments on Facial Recognition (FR) and Multi-Venue Self-Exclusion programs (MVSE).

19. We consider there are innovative opportunities to improve the deployment speed and consistency of a solution, reduce costs and future proof the technology, through:

- a. Incorporating FR and MVSE in the EMS network to leverage integrity and independence. Provides an extremely secure system and data environment, significantly mitigating the risk of privacy breaches and concerns
- b. Partnership approach to the selection of a consistent technology solution, suitable for today's needs and adaptable for future requirements
- c. Central procurement of the 'best price' available in the market for the selected solution, hardware components and other peripherals
- d. State-wide deployment with a strong logistics chain, project management, maintenance, service, and support
- e. 22. Modern self-exclusion registration process which encompasses all the facilities expected by a self-excluding patron in Tasmania, as set out in the TGES information.

Completed and endorsed

██████████,
Chief Operating Officer

.....
(Name and position – print)

Maxgaming Holdings Pty Ltd

.....
(Supplier name)

████████████████████

.....
(Signature)

18 / 08 / 2022

.....
(Date)

*A Tasmanian SME is a Tasmanian business employing less than 200 people