

**AMENDMENT #3 – August 28, 2024**  
**REQUEST FOR PROPOSALS (RFP)**  
**LOTTERY CENTRAL MONITORING AND CONTROL SYSTEM AND RELATED SERVICES**  
**#2024-01**

	RFP Reference Number	RFP Page Number	Question	Response
10.	General	2	The RFP does not require that all equipment (systems, comm, terminals, instant warehouse equipment, etc.) be new and unused; the 2016 RFP did. If the current RFP allows old and used equipment, the incumbent will have a significant unfair advantage.  Would the MLGCA confirm that new and unused equipment is a requirement?	Yes.  ALL equipment shall be new and unused.  <b>The RFP will be amended</b>  <b>SECTION 5.3.3</b>

AMENDED RFP SECTION in RED

**5.3.3 Order within the Technical Proposal**

F. Offeror Technical Response to RFP Requirements and Proposed Work Plan (Submit under TAB E)

12. **New and Unused Hardware.** Affirm that all proposed transaction processing computers, networking equipment, Retailer Terminals and peripherals, diagnostic equipment, etc. are new and unused; that all Hardware proposed is compliant with current electronic technology manufacturing standards and of current manufacture by the Offeror or its suppliers; and that all hardware models installed shall represent the then-current equivalent or better equipment in case a proposed device is phased out or replaced. Describe any additional or alternative functionality which the LCMCS can offer in meeting the objectives of this RFP.

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	RFP Reference Number	RFP Page Number	Question	Response
16.	2.3.2.4.I	9	Would the MLGCA please confirm the required number of debit PIN pads for clerk-operated terminals? (The RFP states 2,000, whereas the pricing sheet indicates 1,000.)	The MLGCA requires 2,000 clerk debit readers included in the base price. <b>The pricing proposal has been modified to reflect that.</b>

**Amended Financial Proposal is attached.**

	RFP Reference Number	RFP Page Number	Question	Response
17.	2.3.2.4.I	9	Would the MLGCA please confirm the required number of cash drawers required? (The RFP states 4,000, whereas the pricing sheet indicates 4,500.)	The MLGCA requires 4,500 cash drawers included in the base price. <b>The RFP will be amended.</b>

AMENDED RFP SECTION in RED

2.3.2.4 Other Retailer Equipment and Supplies...

I. Cash Drawers. The Contractor shall provide ~~4,000~~ 4,500 cash drawers.

	RFP Reference Number	RFP Page Number	Question	Response
32.	3.6.1.	44	<p>Considering the current state of the Errors and Omission/Professional Liability insurance market, the requirement to have a \$50,000,000 per claim/\$100,000,000 aggregate policy is extremely high. The 2016 RFP only required \$1,000,000.</p> <p>Would the MLGCA please reconsider and lower this limit to \$25,000,000 per claim and in the aggregate?</p>	<p>The MLGCA will lower this limit to \$25,000,000 per claim and in the aggregate.</p> <p><b>The RFP will be amended.</b></p>

AMENDED RFP SECTION in RED

3.6.1 Types of Insurance Required

B. Errors and Omissions/Professional Liability. ~~\$50,000,000~~ \$25,000,000 per combined single limit per claim and ~~\$100,000,000 annual~~ in the aggregate.

	RFP Reference Number	RFP Page Number	Question	Response
33 /34	3.6.1.C	44	<p>Crime policies are written on an occurrence basis. Would the MLGCA please amend this section as follows:</p> <p>To cover theft with a minimum single loss limit of \$1,000,000 <del>per loss per occurrence</del></p> <p>The Crime section requires that the loss retention not exceed \$10,000. For large multinational companies, this is not possible in today's marketplace. Also, the financial strength of a company supports Risk Management decisions to have higher deductibles.</p> <p>Therefore, we respectfully request that the requirement to have a loss retention not to exceed \$10,000 be deleted.</p>	Agreed. <b><i>The RFP will be amended.</i></b>

AMENDED RFP SECTION in RED

### 3.6 Insurance Requirements

The Contractor shall maintain, at a minimum, the insurance coverages outlined below, or any minimum requirements established by law if higher, for the duration of the Contract, including option periods, if exercised:

#### 3.6.1 Types of Insurance Required...

- C. Crime Insurance/Employee Theft Insurance. To cover employee theft with a minimum single loss limit of \$1,000,000 per ~~loss occurrence~~, and a minimum single loss retention not to exceed \$10,000. The State of Maryland and the Agency should be added as a "loss payee."

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	RFP Reference Number	RFP Page Number	Question	Response
35	3.6.3 Notices	44	<p>Not all insurance companies today send notice by certified mail anymore; some send notice via regular mail or email. Also, notice is usually only given for notice of cancellation and not for nonrenewal or expiration.</p> <p>Therefore, we respectfully ask that the first sentence in 3.6.3 be deleted as follows; and that the Contractor be responsible for notifying the Procurement Office.</p> <p>All insurance policies shall be endorsed to include a clause requiring the insurance carrier provide the Procurement Officer, by certified mail, not less than 30 days' advance notice of any nonrenewal, cancellation, or expiration. The Contractor shall notify the Procurement Officer in writing, if policies are cancelled or not renewed within five (5) days of learning of such cancellation or nonrenewal. The Contractor shall provide evidence of replacement insurance coverage to the Procurement Officer at least fifteen (15) days prior to the expiration of the insurance policy then in effect.</p>	<p>The RFP will be amended to require providing notice by regular mail or email.</p> <p>All insurance policies shall be endorsed to include a clause requiring the insurance carrier provide the Procurement Officer, by certified mail regular mail or email, not less than 30 days' advance notice of any nonrenewal, cancellation, or expiration. The Contractor shall notify the Procurement Officer in writing, if policies are cancelled or not renewed within five (5) days of learning of such cancellation or nonrenewal. The Contractor shall provide evidence of replacement insurance coverage to the Procurement Officer at least fifteen (15) days prior to the expiration of the insurance policy then in effect.</p>

AMENDED RFP SECTION in RED

### 3.6 Insurance Requirements

#### 3.6.3 Notices

All insurance policies shall be endorsed to include a clause requiring the insurance carrier provide the Procurement Officer, by ~~certified~~ **regular** mail **or e-mail**, not less than 30 days' advance notice of any non-renewal, cancellation, or expiration. The Contractor shall notify the Procurement Officer in writing, if policies are cancelled or not renewed within five (5) days of learning of such cancellation or nonrenewal. The Contractor shall provide evidence of replacement insurance coverage to the Procurement Officer at least fifteen (15) days prior to the expiration of the insurance policy then in effect.

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	RFP Reference Number	RFP Page Number	Question	Response
45.	4.38.2.D	76	<p>Providing evidence of a bond renewal is standard; however, evidencing payment of the premium is not.</p> <p>We respectfully request deletion of the language: “and payment of the required premium shall be provided to the State”.</p>	Agreed. The RFP will be amended

AMENDED RFP SECTION in RED

#### 4.38 Bonds

##### 4.38.2 Performance Bond

D. The Performance Bond shall be maintained throughout the term of the Contract, and renewal option period(s), if exercised. Evidence of renewal of the Performance Bond ~~and payment of the required premium~~ shall be provided to the State.

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	RFP Reference Number	RFP Page Number	Question	Response
51.	5.3.3 Item E	83	Would the MLGCA please confirm that the reference to Section 5.3.2.I in this requirement should be 5.3.3.I?	Correct. The RFP will be amended

AMENDED RFP SECTION in RED

#### 5.3 Volume I - Technical Proposal

##### 5.3.3 Order within the Technical Proposal

E. Minimum Qualifications Documentation (If applicable, Submit under TAB D)

The Offeror shall submit any Minimum Qualifications documentation that may be required, as set forth in RFP Section 1. If references are required in RFP Section 1, those references shall be submitted in this section and shall contain the information described in both Section 1 and Section ~~5.3.2.I~~ **5.3.3.I**

	RFP Reference Number	RFP Page Number	Question	Response
55	6.2	90	<p>Would the MLGCA please confirm corrections to the references within this section as follows:</p> <p>6.2.1:</p> <p>A. Level 1 Criteria:</p> <ul style="list-style-type: none"> <li>6. Racetrax 2.3.16.4.4 should be 2.3.16.4.C</li> <li>10. Promotional Capabilities 2.3.16.4.1 should be 2.3.16.3</li> </ul> <p>B. Level 2 Criteria:</p> <ul style="list-style-type: none"> <li>5. Field Service Plan 2.3.17.4 should be 2.3.17</li> <li>12. System Security Plan 2.7.7 should be 3.7.7</li> </ul>	<p>A. Level 1 Criteria:</p> <ul style="list-style-type: none"> <li>6. Racetrax 2.3.16.4.4 should be 2.3.16.4.C (CORRECT)</li> </ul> <p>The RFP will be amended</p> <ul style="list-style-type: none"> <li>10. Promotional Capabilities 2.3.16.4.1 should be 2.3.16.3 (CORRECT)</li> </ul> <p>The RFP will be amended</p> <p>B. Level 2 Criteria:</p> <ul style="list-style-type: none"> <li>5. Field Service Plan 2.3.17.4 should be 2.3.17 (CORRECT)</li> </ul> <p>The RFP will be amended</p> <ul style="list-style-type: none"> <li>12. System Security Plan 2.7.7 should be 3.7.7 (CORRECT)</li> </ul> <p>The RFP will be amended</p>

AMENDED RFP SECTION in RED

## 6.2 Technical Proposal Evaluation Criteria

### 6.2.1 Offeror's Technical Response to Requirements and Work Plan

#### A. Level 1 Criteria – Revenue Generating Programs and Systems that Support Them

- 6. Racetrax (~~2.3.16.4.4~~) (2.3.16.4.C)
- 10. Promotional Capabilities (~~2.3.16.4.1~~) (2.3.16.3)

#### B. Level 2 Criteria – Tasks Ancillary to Revenue Generating Programs

- 5. Field Service Plan (~~2.3.17.4~~) (2.3.17)
- 12. System Security (~~2.7.7~~) (3.7.7)

	RFP Reference Number	RFP Page Number	Question	Response
56.	6.2	90	<p>Would the MLGCA please clarify these unfound references from section 6.2.1:</p> <p>A. Level 1 Criteria:</p> <ul style="list-style-type: none"> <li>4. Fast Play Games – reference to 2.3.16.4.2</li> <li>7. Instant Ticket Program – reference to 2.3.4.3</li> </ul> <p>B. Level 2 Criteria:</p> <ul style="list-style-type: none"> <li>2. Consumables Ordering and Delivery – reference to 2.3.2.5</li> <li>11. Real Time Data Feed to Sales Tools – reference to 2.3.4.2</li> </ul>	<p>A. Level 1 Criteria</p> <ul style="list-style-type: none"> <li>4. Fast Play Games – reference to 2.3.3.1.D / 2.3.12.2 / 2.3.13.10 / 5.3.2.4</li> </ul> <p>The RFP will be amended</p> <ul style="list-style-type: none"> <li>7. Instant Ticket Program – reference to 2.3.4</li> </ul> <p>The RFP will be amended</p> <p>B. Level 2 Criteria:</p> <p>2. Consumables Ordering and Delivery – reference to 2.3.17.3.B</p> <p>The RFP will be amended</p> <p>11. Real Time Data Feed to Sales Tools – reference to 2.3.4.2.D</p> <p>The RFP will be amended</p>

AMENDED RFP SECTION in RED

## 6.2 Technical Proposal Evaluation Criteria

### 6.2.1 Offeror's Technical Response to Requirements and Work Plan

#### A. Level 1 Criteria:

- 4. Fast Play Games – reference to ~~2.3.16.4.2~~ (2.3.3.1.D / 2.3.12.2 / 2.3.13.10 / 5.3.2.4)
- 7. Instant Ticket Program – reference to ~~2.3.4.3~~ (2.4.3)

#### B. Level 2 Criteria:

- 2. Consumables Ordering and Delivery – reference to ~~2.3.2.5~~ (2.3.17.3.B)
- 11. Real Time Data Feed to Sales Tools – reference to ~~2.3.4.2~~ (2.3.4.2.D)