

## MLGCA REQUEST FOR PROPOSALS (RFP)

### LOTTERY CENTRAL MONITORING AND CONTROL SYSTEM #2024-01

#### Questions and Answers – AUGUST 16, 2024

Question 1: Section 3.9.1 states that SOC 1 Type 2 audits will include functions performed by subcontractors, as appropriate. Please confirm that the work performed by subcontractors can be included in the Prime Contractor's audit report and that subcontractors are NOT required to obtain their own individual audit reports.

Answer 1: Typically, if subcontractor work is integrated into what the Prime Contractor provides, a separate SOC audit would not be required. If the Prime Contractor's audit firm determines a separate audit is appropriate, then it would be required. Also note that SOC audits will be required for shared data centers if they are used.

Question 2: Section 4.1.5 of the RFP states that an attendance record and summary of the pre-proposal conference will be distributed after the meeting. Will the summary include a complete transcription of all questions and answers from conference attendees?

Answer 2: A transcript of the meeting and a copy of the sign-in sheet is attached. These will also be published on eMMA and the Maryland Lottery and Gaming procurement website <https://www.mdgaming.com/lottery-and-gaming-procurement/> to enable access by interested parties.

Question 3: 5.3.2 Additional Technical Responses Required Question: Will all the 5.3.2 Additional Technical Responses Required responses be considered and evaluated in the Technical Proposal Evaluation Criteria (6.2) with their appropriate Level 1 and Level 2 Criteria?

Answer 3: Yes. All the 5.3.2 Additional Technical Responses Required responses will be considered and evaluated in the Technical Proposal Evaluation Criteria (6.2) with their identified Level Criteria.

Question 4: 6.2 Technical Proposal Evaluation Criteria Question: Several material Section 2 Contractor Requirements: Scope of Work items are omitted from the Technical Proposal Evaluation Criteria Level 1 and Level 2 Criteria (6.2.1) and do not easily apply to the remaining Technical Proposal Evaluation Criteria in 6.2.2 or 6.2.3. Would the Lottery consider adding a Level 3 Criteria to evaluate the technical responses to the following?

- 2.3.2.3 Monitors
- 2.3.2.4 Other Retailer Equip and Supplies
- 2.3.3.2 Develop and Support Future Lottery Games
- 2.3.5.4 Ticket Scanning Messaging
- 2.3.5.5 Additional Game Requirements
- 2.3.8 Website and Apps Support
- 2.3.9 Third Party System and Support (includes ICS and SAS tool)
- 2.3.13.4 Claims/Checkwriter

- 2.3.13.5 Claims and Retailer Tax Reporting
- 2.3.13.6 Back Office – Finance Requirements
- 2.3.13.7 Subscription Program
- 2.3.13.10 Sales Threshold Monitoring
- 2.3.18 Reports
- 2.3.19 Contractor-Supplied Hardware, Software, and Materials
- 2.3.20 Required Project Policies, Guidelines and Methodologies
- 2.3.21 Product Requirements
- 2.3.22 Maintenance and Support
- 2.4 Deliverables

Answer 4: A third level criteria will be added to include these factors.

Question 5: 6.2.1 Offeror’s Technical Response to Requirements and Work Plan (See RFP § 5.3.2.F)  
Question: The RFP reference 5.3.2.F is potentially incorrect. Is the correct RFP reference 5.3.3.F?

Answer 5: The reference was incorrectly referenced. UPDATE BELOW

6.2.1 Offeror’s Technical Response to Requirements and Work Plan (See RFP § 5.3.3.F)

Question 6: 6.2.1 Offeror’s Technical Response to Requirements and Work Plan (See RFP § 5.3.2.F)  
Question: The Level 1 and Level 2 Criteria contain RFP references that do not exist. For example, 6.2.1.A.5 Keno (2.3.16.4.3) and 6.2.1.A.10 Promotional Capabilities (2.3.16.4.1), neither of these RFP references exist. Can the Lottery review all the Level 1 and Level 2 Criteria RFP references to insure the correct RFP reference?

Answer 6: The reference was incorrectly referenced. UPDATE BELOW

References for evaluation 6.2.1.A.5 Keno (2.3.16.4) and 6.2.1.A.10 Promotional Capabilities (2.3.16.3)

Question 7: 6.2.2 Offeror Qualifications and Capabilities, Client References, Financial Capability and Legal Action Summary, including from proposed subcontractors (See RFP § 5.3.2.H) Question: The RFP reference 5.3.2.H is potentially incorrect. Are the correct RFP references 5.3.3.H, 5.3.3.I, 5.3.3.J, and 5.3.3.K?

Answer 7: The reference was incorrectly referenced. UPDATE BELOW

6.2.2 Offeror Qualifications and Capabilities, Client References, Financial Capability and Legal Action Summary, including from proposed subcontractors (See RFP § 5.3.3.H, 5.3.3.I, 5.3.3.K, and 5.3.3.M)

Question 8: 6.2.3 Experience and Qualifications of Proposed Staff and Subcontractors (See RFP § 5.3.2.G) Question: The RFP reference 5.3.2.G is potentially incorrect. Are the correct RFP references 5.3.3.G and 5.3.3.M?

Answer 8: The reference is correctly referenced.

Question 9: 6.3 Financial Proposal Evaluation Criteria and Attachment B – Financial Proposal Form Question: Does the Total Proposal Price referenced in 6.3, correspond to the value in Attachment B – Financial Proposal Form, cell F49?

Answer 9: Yes. The Total Proposal Price referenced in 6.3, corresponds to the value in Attachment B – Financial Proposal Form, cell F49