

MLGCA Request for Proposals #2024-01 – Lottery Central Monitoring and Control System

Questions and Answers 09/18/2024

This list of questions and responses is being issued to clarify certain information contained in the above-named Request for Proposals (RFP). Nothing in the State’s responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the entity asking the question. The responses are not binding on the State unless the State expressly amends the RFP.

The following are questions submitted pursuant to the RFP and the Maryland Lottery and Gaming Control Agency’s (“MLGCA” or “Lottery”) responses to those questions:

	RFP Reference Number	RFP Page Number	Question	Response
143	Appendix 8	163-169	Will the Lottery please confirm that the Liquidated Damages listed in Appendix 8 represent a good faith effort to quantify the range of harm that could reasonably be anticipated at the time of the making of the Contract and is not considered a penalty?	Liquidated damages in Appendix 8 are consistent with State law. They are not intended to be punitive damages.
144	GENERAL		General - How many calls, on average, does the technical call center receive daily, weekly, or monthly?	MLGCA does not have this information.
145	GENERAL		How many call center representatives work in the technical call center?	MLGCA does not have this information.
146	GENERAL		What are the hours of operation for the technical call center?	The current retailer hotline operates 24 hours a day, 7 days a week.
147	GENERAL		We acknowledge the importance of meeting the MWBE minimum participation percentages and understand the need for detailed agreements and responses aligned with the scope of the RFP. In order to ensure a comprehensive and well-developed response that includes the necessary collaboration with MWBE partners, we respectfully request a six-week extension to the submission deadline. We believe this additional time will allow all bidders to properly coordinate with the required partners to provide a response that fully satisfies the RFP's requirements.	Offerors are not required to partner with MWBE firms or any other party. MWBE participation goals are identified in the Key Information Summary Sheet and 4.26 for further information. The proposal due date will remain October 28, 2024.
148	4.38.2.E		States that the bond may be annually renewable. However, the bond form is not clear. Could the State confirm that in case of a conflict between the language in the bond and Section 4.38.2E of the RFP, the RFP would govern?	The bond form is part of the State RFP template and annually renewable terms are acceptable.
149	4.38.2.E		States that the bond may be annually renewable. However, the bond form is not clear. Would the separately submitted industry standard annual performance bond be acceptable?	The bond form is part of the State RFP template and annually renewable terms are acceptable.

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150	2.2.2.2.B	4	If the Offeror is unable to provide the current Racetrax game, what criteria will the MLGCA use to decide whether a different horse racing monitor game is satisfactorily comparable to Racetrax?	<p>Some key features of the Racetrax game that we would expect in a comparable horse race monitor game include:</p> <ul style="list-style-type: none"> • Engaging game design - Racetrax is not a straightforward X of Y draw game. The probability that a higher horse number wins a race is reduced. This leads to larger potential prizes, greater player engagement and increased sales and profits. • Lifelike horse racing graphics that are HD quality – Racetrax offers realistic and natural horse movements. Anecdotally, some people did not realize they were watching a simulated race. • Randomized horse lineups for each race – Racetrax horse names are randomized and repeat infrequently. The horse names aren't tied to horse numbers. • Informative and clear recaps – Racetrax includes replays of each race and offers screens that display the current race results and the most recent 20 games. • Real time race calling – Racetrax includes a realistic audio feature with an announcer calling each race. • Maryland customization – Racetrax allows customization of the track, background and silks.