

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

Questions and Answers 09/05/24

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62.	4.38.2.B	76	<p>In the 2016 RFP, the Performance bond requirement was \$10,000,000. In this RFP, the Performance bond requirement is now \$50,000,000.</p> <p>Would the MLGCA consider lowering this amount?</p>	<p>The answer previously provided to question 42 is hereby modified:</p> <p>B. The successful Offeror must submit a Performance Bond, or other suitable security in the amount of \$50,000,000.00 \$25,000,000, guaranteeing that the Contractor shall well and truly perform the Contract.</p> <p>The RFP will be amended.</p>

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63.	GENERAL QUESTION		<p>Question: Would the Lottery please provide (1) weekly instant ticket sales as a category and (2) weekly draw game sales by game (with game add-ons provided separately from the base game) by terminal type for each retailer for the last two fiscal years in Excel format, including the following details for each retailer?</p> <ul style="list-style-type: none"> • Retailer ID • Retailer Name • Retailer Status (active or inactive) • Chain Number • Chain Name • Physical Address (include street address, city, zip code and county) • Tradestyle • Number of Terminals • Types of Terminals • Network Communications Type 	<p>The MLGCA is compiling the following data related to retailer lists and detailed sales reporting. If you wish to receive a copy please advise John Lloyd at John.Lloyd@maryland.gov.</p> <ul style="list-style-type: none"> • Retailer ID • Retailer Name • Retailer Status (active or inactive) • Chain Name • Physical Address (include street address, city, zip code and county) • Trade style • Number of Terminals • Types of Terminals • Network Communications Type -We will provide a list of VSAT locations. All others are cellular. • Sales for FY 2024 by location and the following categories: <table border="1" data-bbox="1849 964 2400 1297"> <tbody> <tr> <td>Scratch</td> <td>Fast Play</td> </tr> <tr> <td>Mega Millions</td> <td>Mega Multiplier</td> </tr> <tr> <td>Powerball</td> <td>Powerplay</td> </tr> <tr> <td>Double Play</td> <td>Pick 3</td> </tr> <tr> <td>Pick 4</td> <td>Pick 5</td> </tr> <tr> <td>Cash Pop</td> <td>Multi Match</td> </tr> <tr> <td>Bonus Match 5</td> <td>Racetrax</td> </tr> <tr> <td>Racetrax Bonus</td> <td>Keno</td> </tr> <tr> <td>Keno Bonus</td> <td>Keno Super Bonus</td> </tr> </tbody> </table>	Scratch	Fast Play	Mega Millions	Mega Multiplier	Powerball	Powerplay	Double Play	Pick 3	Pick 4	Pick 5	Cash Pop	Multi Match	Bonus Match 5	Racetrax	Racetrax Bonus	Keno	Keno Bonus	Keno Super Bonus
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64.	KEY INFORMATION SUMMARY SHEET,	iii	<p>Question 1: Will the Lottery please consider adding a second round of questions?</p> <p>Question 2: Will the Lottery please provide a final date(s) when it anticipates vendor questions will be answered?</p>	<p>1. The MLGCA will extend the due date for the submission of questions until the 13th of September, 2024.</p> <p>The RFP will be amended.</p> <p>2. Answers will be provided as soon as practicable, but it will depend on the complexity of questions.</p>
65.	2.3.2.1 Retailer Terminals	7	Would the MLGCA kindly provide Offerors the quantity or percentage of retailer locations that will have multiple terminals and/or multiple Self-Service terminals?	The MLGCA is compiling the terminal population data. If you wish to receive a copy please advise John Lloyd at John.Lloyd@maryland.gov .
66.	2.3.2.4.F	9	To avoid Offerors estimating too high an amount on the future cost of updating all signage and materials (including all retailer consumable materials), due to a logo update, would the MLGCA please provide guidance on how many logo updates we should anticipate during the Contract term?	The MLGCA does not anticipate changing the Lottery logo over the contract term. Logo changes for multi-jurisdictional games are controlled by games governing bodies.
67.	2.3.2.4.G	9	In Attachment B – Price Sheet, Line 19 of the Base Proposal tab requires 2,500 In-Store Merchandisers (Play Stations). Will the Lottery please clarify the number of play stations that are required?	3,500 The RFP will be amended (Financial Proposal form)
68.	2.3.2.4.I	9	Price Sheet, Line 15 of the Base Proposal tab requires 4,500 Cash Drawers. Will the Lottery please clarify the number of cash drawers that are required?	4,500 cash drawers are required. See question 17 from August 29 Questions and Answers publication
69.	2.3.20	32	The link for Item B is broken. The link for Item C leads to a Maryland State Government page that is under construction. Will the Lottery please provide any documentation on State linked pages in the form of a PDF attachment that can be downloaded?	<p>B. Security Policy https://doit.maryland.gov/policies/Documents/Policies/Maryland-IT-Security-Manual-v1-2.pdf</p> <p>C. Non-visual Access https://doit.maryland.gov/policies/Pages/nva.aspx</p>

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70.	2.3.5.3.C	14	<p>Considering that the Backup Data Center (BDC) will likely be proposed out of state, would the MLGCA please clarify the use and purpose of a “dedicated 200 square foot secure space in the BDC, or other mutually agreed upon data center”?</p> <p>Would the MLGCA agree to locate this 200-square-foot space within one of the <u>in-state</u> Contractor locations?</p>	<p>The 200 sq. ft. space is required for the MLGCA’s backup systems and as such requires data center conditions. Our systems are currently housed in a QTS site near Richmond, VA. The space does not have to be co-located with the Contractor’s BDC. It must be at least 50 miles away from Agency headquarters. MLGCA prefer it be within 200 miles of Baltimore, but that is not a requirement.</p> <p>The RFP will be amended.</p>
71.	2.3.7.1 A General	15	<p>Would the MLGCA please elaborate on what it would like Maryland Lottery players to view on their real-time activity dashboard?</p>	<p>A Maryland Lottery MLR account holder should be able to view the following information in a dashboard format when logging into their account:</p> <ul style="list-style-type: none"> • Balance of Prize Points and Draw Points • Number of Coupons available to be redeemed • Progress towards achievement rewards. Note: If this takes up too much space, a link/button that takes the player to their achievement progress is acceptable. • Second-chance entries, sorted by promotion. Include the next entry deadline. • Any Points for Drawing entries, sorted by drawing. Include the entry deadline. • Any pending/completed orders from the Prize Store • List of player's favorite games (ranked by which they enter the most) • Option to sign up for emails or push notifications

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72.	2.3.7.1 D General	16	Would the MLGCA please provide counts related to its MLR program, i.e., the total number of active players, the average number of players acquired monthly, the total number of players that will be migrating to the new system?	<ul style="list-style-type: none"> • Total number of monthly active players: Monthly active users vary, primarily based on the size of multi-state jackpot amounts. The higher one of these jackpots get, the more engagement we see. For the first six months of calendar year 2024, the MLGCA has had an average of 44,025 active MLR players each month. • Average number of players acquired monthly: Over the past three years, we have averaged 3,255 player acquisitions each month. • Total number of players migrating to the new system: At the end of June, 2024, the MLGCA’s MLR program had 435,678 members. We anticipate that all will migrate to a new system.
73.	2.3.7.3 Reporting	17	What types of data would the MLGCA like to include in a program member’s monthly dashboard report?	<p>The MLGCA would like the following information emailed to MLR members on a monthly basis in a dashboard format:</p> <ul style="list-style-type: none"> • Current Prize Point and Draw Point balances • A preview of the new (next) monthly achievements • Ad-hoc Second-Chance and/or Prize Store marketing callouts with graphics (i.e., enter tickets into the Ravens Second Chance contest, view new Prize Store items).
74.	2.3.9	18	Does the MLGCA intend to have the third-party vendor test most/all requirements for the conversion project or only certain components of the overall solution? Also, would the MLGCA please clarify if it intends to use the third-party vendor for ongoing software acceptance testing post-conversion?	<p>Yes, MLGCA will require full system testing at conversion. All costs are the responsibility of the offeror.</p> <p>Third party testing is not required for further releases, but it may be required for new uses of the Contractor’s RNG.</p>

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75.	2.3.17	30	Would the MLGCA also provide Offerors with a retailer list that includes the name and street address?	See answer to Question #63
76.	2.4.4 8.3	36 51	Would the MLGCA clarify when the Problem Escalation Plan (PEP) will be due from the Successful Offeror? Section 2.4.4 (3rd row up from the bottom of the table) indicates no later than 60 days after contract award, whereas Section 3.8.3 and the table in Section 7 indicate 10 business days.	2.4.4 – The requirement is that the initial PEP is due 60 calendar days after contract award. Section 3.8.3 indicates that changes are due 10 days after notification. The RFP will be amended for clarity
77.	4.28	73	Will the Lottery please clarify the specific services that vendors should describe in order to provide a location?	See section 4.28 and associated links
78.	5.2.5	78	Will the Lottery please permit vendors to provide electronic versions only of Volume I and Volume II in the described formats?	No, hard copy <u>and</u> electronic versions of the submissions are both required for this RFP.
79.	5.3	79	Offerors are to exclude all pricing information from the Technical Proposal. Would the MLGCA clarify if Offerors can call out whether an option is in the base price or offered at an additional cost? Are phases such as “added value” acceptable within the Technical Proposal?	Offerors should describe equipment, services or features not required as part of the base offering in the technical proposal and are permitted to disclose in the technical proposal if they are offered at no additional charge. If there is an added cost you should indicate that the costs are provided in the Financial Proposal without stating the cost in the Technical Proposal. Descriptors like “added value option” can be used throughout the technical proposal.
80.	5.3.1	79	Will the Lottery please permit vendors to consecutively number, as separate sections, Tab A through Tab O in Volume I – Technical Proposal?	Yes, that is acceptable.

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81.	5.3.2.5.D	82	Since it may not be desirable to have both the new and old Self-Service Terminals in the stores at the same time, would the MLGCA advise when the incumbent contractor is required to have their equipment removed from the field?	There is no date certain for the existing equipment to be removed but MLGCA will work to assure delays do not impact new installations. The recommended schedule and timeline for the roll-out of new self-service equipment should be included in your proposal. MLGCA will provide the Successful Offeror a sales ranking for all self-service equipment so the higher performing locations can be given priority.
82.	5.3.3, items F. and F.1	83	RFP Section 5.3.3, under items F. and F.1, requires that the responses to RFP Sections 2 and 3 be submitted under Tab E. However, under items G. and H. of Section 5.3.3, the RFP requires that the criteria of 3.10.2 and 3.10.1 be submitted under Tabs F and G, respectively.	You may submit these responses in either section and simply reference the location in the other section. If there are differences, please note them.
83.	5.3.3.F.8	84	Will the Lottery please provide additional details on the backup solution/strategy it requires?	See sections - 2.3.5.1, 2.3.5.3.C, Appendix 1. #6 and #7
84.	5.3.3.F.11.a	84	Will the Lottery please provide additional details on which product(s) it wants vendors to provide information for?	This section is intended to cover individual COTS components not the broad scope of services provided under this contract. No response to F.11.a is required.
85.	5.3.3, items G. and H. Also 3.10, items 3.10.1 and 3.10.2	85 and 86 53	Is the MLGCA looking for full responses to 3.10.2 and 3.10.1 to appear under <i>both</i> Tab E and Tabs F and G? Or would it be acceptable if the full responses to 3.10.1 and 3.10.2 appeared under Tab E. and Tabs F and G simply referred the reader to Tab E for the 3.10.1 and 3.10.2 responses?	You may submit these responses in either section and simply reference the location in the other section. If there are differences, please note them.
86.	5.3.3.P Items 3 - 4	88	Would the MLGCA confirm that the Required Forms and Certifications are to be submitted by the Successful Offeror after contract award?	No, they are to be provided with the proposal. These forms are reviewed to determine if the offeror is of good standing and the third-party software is used with permission.

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87.	6.2.1.a	90	Item 7 references Section 2.3.4.3, but there is no corresponding section in the RFP. Will the Lottery please clarify if there are requirements for this section?	This was addressed in question 56.
88.	Attachment B	98	Should Attachment B, which contains the Instructions for the Financial Proposal, be in Volume I – Technical Proposal (behind Tab O) or in Volume II – Financial Proposal?	Attachment B is instructional and need not be returned. The Financial proposal shall be in a SEALED separate volume or envelope. Per COMAR 21, the technical evaluation will be performed prior to opening of the financial proposal.
89.	Financial Proposal, Base Proposal, Part B Specified Options	99	RFP Sections 2.5.1 through 2.5.3 are represented in the Financial Proposal, but 2.5.4, Retailer Modernization, is not included. Would MLGCA kindly clarify where Offerors are to include this option in their Financial Proposal?	Offerors may add offered options to the Financial Proposal on the second and third tabs. The descriptions, excluding cost data, may be included in the Technical Proposal. Please note that if proposed pricing is not included in the Financial Proposal, the MLGCA would typically be required to conduct a procurement if we wish to acquire a service or equipment described in the Technical Proposal.
90.	Financial Proposal Additional Options	99	For an Offeror Options to be included with the Additional Options, are Offerors expected to write to these options within their Technical Proposals? If so, where in the Technical Proposal should these write-ups be placed?	Yes, within the technical proposal. The specific location is at the Offeror’s discretion. If there is a cost for the options DO NOT include the price in your technical proposal. Also see question 79.
91.	Attachment L	111	Should Attachment L, Location of the Performance of Services Disclosure, be behind Tab O or behind Tab E, with the Offeror’s response to Section 5.3.3.F.5?	The form provided by the link in Attachment L should be placed behind tab E.
92.	Appendix 1	136	The link for Item 10 leads to a Maryland State Government page that is under construction. Will the Lottery please provide any documentation on State linked pages in the form of a PDF attachment that can be downloaded?	Below is a corrected link. COMAR included procurement guidelines as well as all Lottery regulations. https://dsd.maryland.gov/Pages/COMARHome.aspx

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93.	Appendix 8 Liquidated Damages G. RETAILER TROUBLE REPORTING AND HOTLINE 3.Condition	165	<p>Question 1: Often calls into the call center are driven by unpredictable environmental issues like weather or telecommunications infrastructure. An issue impacting as few as 2% of 5,200 Retailers can result in 104 calls, which can quickly overwhelm even large call centers. To avoid overstaffing labor to meet this requirement, will the Lottery please consider adjusting the service level to an industry standard of 85% in 60 seconds?</p> <p>Question 2: Hotline availability of 99.99% of the business day equates to less than 52 minutes in a year assuming 24x7x365 availability. Given the technology that we rely on is based on public infrastructure and third-party systems outside of our control, will the Lottery please consider adjusting this metric to 99.5%?</p>	<p>1. The RFP will be amended to require 85% of the calls answered within 60 seconds. The RFP will be amended.</p> <p>2. No, the current requirement is 99.99%</p>
94.	Appendix 8 Liquidated Damages G. RETAILER TROUBLE REPORTING AND HOTLINE 4. Damages	165	<p>Question 1: For events that are outside of the Contractor’s control, customary recovery times allow one week for external influences to return to normal before assessing a penalty. Will the Lottery please consider modifying this requirement to \$1,000 per day after 10 consecutive days?</p> <p>Question 2: Will the Lottery please provide additional detail on how it defines “...each specific corrective action required by the Director that the Contractor has not taken.”</p>	<p>1. No</p> <p>2. MLGCA has not previously assessed damages for this, but generally, a corrective action would be actions including, but not limited to, increasing staffing levels or addressing hardware issues. The time period will be increased to five days. The RFP will be amended.</p>
95.	Appendix 8 Liquidated Damages H. WINNING NUMBERS HOTLINE 1. Condition	165	<p>Hotline availability of 99.99% of the business day equates to less than 52 minutes in a year assuming 24x7x365 availability. Given the technology that we rely on is based on public infrastructure and third-party systems outside of our control, will the Lottery please consider adjusting this metric to 99.5%?</p>	<p>No, the current requirement is 99.99%</p>

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96.	Appendix 8 Liquidated Damages I. FAILURE TO MODIFY GAMES, TO INSTALL ADDITIONAL GAMES OR IMPLEMENT REQUESTS FOR SYSTEM CHANGES L. FAILURE TO SUPPORT AN INSTANT TICKET GAME,	165-166	<p>Appendix 8 Liquidated Damages, I. FAILURE TO MODIFY GAMES, TO INSTALL ADDITIONAL GAMES OR IMPLEMENT REQUESTS FOR SYSTEM. The RFP states:</p> <p><i>I. FAILURE TO MODIFY GAMES, TO INSTALL ADDITIONAL GAMES OR IMPLEMENT REQUESTS FOR SYSTEM CHANGES</i></p> <p><i>1. Condition</i> <i>The Contractor shall modify games, install additional games, or implement requests for LCMCS changes within the agreed upon time frame. For Fast Play games, each game scheduled shall be considered separately for purposes of calculation of liquidated damages. In addition, the Contractor shall complete acceptance testing of the required modification or addition to the LCMCS, and receive the Director's written approval of such test, within the time frame specified.</i></p> <p><i>2. Damages</i> <i>Up to \$50,000 per Day per game that the modification of a game, installation of an additional game, or implementation of a request for an LCMCS change exceeds the required completion date. L. FAILURE TO SUPPORT AN INSTANT TICKET GAME</i></p> <p><i>1. Condition</i> <i>The LCMCS shall handle Instant Ticket transactions and produce reports for all games ordered by the MLGCA from its Instant Ticket suppliers.</i></p> <p><i>2. Damages</i> <i>Up to \$10,000 per Day per game for any Instant Game for which the Contractor does not provide timely and/or correct Instant Ticket transaction handling and reporting.</i></p> <p>Question: Fast Play games are hybrid of scratch and draw, and launch at cadence similar to scratch launches. There seems to be a disparity between damages applied to the Fast Play game and Instant game product lines. Will the Lottery respectfully consider a hybrid LD model for Fast Play damages? Such as \$50,000 per incident and \$10,000 per game.</p>	No