

AMENDMENT #4 – September 5, 2024
MLGCA REQUEST FOR PROPOSALS (RFP)
LOTTERY CENTRAL MONITORING AND CONTROL SYSTEM AND RELATED SERVICES
#2024-01

	RFP Reference Number	RFP Page Number	Question	Response
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>

AMENDED RFP SECTION in **RED**

4.38 Bonds

4.38.2 Performance Bond

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.

	RFP Reference Number	RFP Page Number	Question	Response
64.	Key Information Summary Sheet	iii	Question 1: Will the Lottery please consider adding a second round of questions?	1. The MLGCA will extend the due date for the submission of questions until the 13 th of September, 2024. The RFP will be amended.

AMENDED RFP SECTION in **RED**

Key Information Summary Sheet

Questions Due Date and Time ~~September 6, 2024 17:00 Local Time~~

Questions Due Date and Time **September 13, 2024 17:00 Local Time**

	RFP Reference Number	RFP Page Number	Question	Response
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. We prefer it be within 200 miles of Baltimore, but that is not a requirement.</p> <p>The RFP will be amended.</p>

AMENDED RFP SECTION in RED

2.3.5 Central System Requirements

2.3.5.3. Remote Backup Data Center (“BDC”).

- C. MLGCA Backup Data Center. The Contractor shall supply a separate dedicated 200 square foot secure space in the BDC, or other mutually agreed upon data center, to be utilized by MLGCA for back-up servers and other equipment. This space shall meet the same requirements as the PDC, including security, power, network, and environmental requirements. **MGLCA back-up systems are currently housed in a QTS Realty Trust 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 prefers it be within 200 miles of Baltimore, but that is not a requirement.**

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76.	2.4.4 / 3.8.3	36 / 51	<p>Would the MLGCA clarify when the Problem Escalation Plan (PEP) will be due from the Successful Offeror?</p> <p>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.</p>	<p>2.4.4 – The requirement is that the initial PEP is due 60 calendar days after contract award.</p> <p>Section 3.8.3 indicates that any updates and or changes to the initially submitted PEP are due 10 days after any circumstances that necessitate a change.</p> <p><i>The RFP will be amended.</i></p>

AMENDED RFP SECTION in RED

3.8 Problem Escalation Procedure (PEP)

3.8.3 When to Provide and Contents of PEP

I. The Contractor must provide the **initial** PEP no later than ~~ten (10)~~ **sixty (60)** Business Days after notice of recommended award. The PEP, including any revisions thereto, must also be provided within ten (10) Business Days after the start of each Contract year and within ten (10) Business Days after any change in circumstance which changes the PEP. The PEP shall detail how problems with work under the Contract will be escalated in order to resolve any issues in a timely manner. The PEP shall include:

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93.	Appendix 8 Liquidated Damages G. RETAILER TROUBLE REPORTING AND HOTLINE 3.Condition.	165	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?	1. The RFP will be amended to require 85% of the calls answered within 60 seconds. The RFP will be amended.

AMENDED RFP SECTION in RED

Appendix 8. – Liquidated Damages

G. Retailer Trouble Reporting and Hotline.

3. Condition. The Contractor shall employ sufficient resources to meet the performance standards of the Retailer Trouble Reporting Hotline. ~~Ninety Nine percent (99%) of calls to the Hotline shall be answered by a live representative within thirty (30) seconds.~~ **Eighty Five percent (85%) of the calls to the Hotline shall be answered by a live representative within sixty (60) seconds.** Average wait times shall not exceed one (1) minute for any 30-minute period on any Business Day.

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94.	Appendix 8 Liquidated Damages G. RETAILER TROUBLE REPORTING AND HOTLINE 3.Damages.	165	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."	2. We have 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.

AMENDED RFP SECTION in RED

Appendix 8. – Liquidated Damages

G. Retailer Trouble Reporting and Hotline.

4. Damages

For each day the Contractor staff fails to answer 99% of calls within 30 seconds, damages of \$1,000 will apply. If the Contractor does not bring deficient performance up to the standards within ~~two (2)~~ **five (5)** Days of notification, up to \$10,000 per Day thereafter, for each specific corrective action required by the Director that the Contractor has not taken.