

# Maryland Lottery and Gaming Control Agency



Wes Moore, Governor • John Martin, Director

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TO: Maryland Lottery and Gaming Commission  
John Martin, Director

FROM: Craig Lindsey, Deputy Director & COO

DATE: December 8, 2025

SUBJECT: Report for the November 2025 Commission Meeting

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## **A. eLICENSING**

- UVS has been addressing issues as they occur and becoming more familiar with the eLicensing system.

## **B. INFORMATION TECHNOLOGY**

- The CIO and Information Security Officer completed the four annual IT inventory surveys which are required by legislation to be submitted by December 1<sup>st</sup> each year.
- The 4<sup>th</sup> quarter Information Security Awareness training is underway and is at 93% completion for the agency. This quarter's campaign will conclude in January.
- MLGCA IT has implemented a new modern system to replace the help desk ticketing platform. This upgrade provides new features and allows for enhanced workflows to better support the MLGCA staff.
- The IT team will be participating in the kick-off meeting for the replacement of the facility security and camera system project.
- MLGCA IT is continuing to collaborate with DoIT on the transition of the Microsoft Licensing to Microsoft 365, and enable features such as Office 365 and Teams.
- The IT team will participate in the annual Random Number Generator (RNG) maintenance activities schedule this month.
- The CIO is participating in a new workgroup with DoIT to provide feedback on additional service considerations and improve customer service.
- The IT team completed the remaining scheduled desktop replacement with one of the casino partners to ensure devices supported Windows 11.
- The IT department continues to offer support throughout the Holiday Raffle game.

## **C. PROCUREMENT**

- A security system has been purchased through a statewide contract and is awaiting the scheduling of the installation.
- A team continues working on a procurement software tool we use (eQUIP) to identify needed improvements.
- The current list of procurements includes:
  - Playstation IFB – IFB has been posted and bids are due on December 20, 2025.
  - Instant Ticket RFP (2028) – Drafting the Procurement Review Group (PRG) packet and reviewing the current basic capabilities to ensure they are included in the RFP.

- o Sole Source RFP preparation for the Ravens and the National Football League (NFL) licensing agreement for the 2026-2027 season will commence in December 2025.
- o Documents to amend the advertising Blanket Purchase Orders (BPO) to include the advertising costs were submitted to DGS-OSP on November 21<sup>st</sup>. The current BPOs only includes the Contractor's Fees.