

# Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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TO: Maryland Lottery and Gaming Commission  
Gordon Medenica, Director

FROM: James Nielsen, Assistant Deputy Director/COO

DATE: April 20, 2016

SUBJECT: Report for the April 2016 Commission Meeting

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## GAMING

See attached report from Charles LaBoy, Managing Director

## REGULATORY OVERSIGHT

See attached report from John Mooney, Managing Director

## AGENT ADMINISTRATION

	<b>07/01/2015</b>	<b>03/31/16</b>
# OF RETAILERS	4,536	4,549
# OF RETAILER TERMINALS	5,262	5,281
# XCAP RETAILERS	275	303

In addition to processing applications for new locations and change of ownerships, Agent Administration continues working with the Sales Department and Legal to finalize an updated version of the retailer application. The new version is a fillable PDF that will require applicants to complete each section before proceeding to the next, reducing the number of incomplete submissions. It will also be available as a hard copy for those retailers unable to complete the online version.

## WAREHOUSE

The instant ticket warehouse is responsible for packing all of the instant tickets that are shipped to lottery retailers. Orders are placed through our Tel Sell operation which is run by our on-line vendor. Once the order is placed, it is sent to the warehouse for fulfillment. Fulfilled orders are shipped via UPS for next day delivery to the retailer locations. In addition to filling the orders, the warehouse is responsible for monitoring UPS to ensure proper billing and timely delivery. Instant ticket shipping activity is as follows:

<b># of orders</b>	<b># of packs</b>	<b>YTD orders</b>	<b>YTD packs</b>
<b>March 2016</b>	<b>March 2016</b>	<b>7/1/15 – 03/31/16</b>	<b>7/1/15 – 03/31/16</b>
16,488	172,647	131,072	1,438,186

## **FACILITIES**

- MLGCA staff met with representatives of MDE, DGS, and building management about building security concerns again on March 30, 2016. Additional lighting, cameras and signage should be installed in the near future.

## **CONTRACT MANAGEMENT**

- The RFP for the Lottery central system was issued on December 10, 2015. The Pre-Proposal Conference was held on January 7, 2016 with all three of the major vendors as well as a number of MBEs attending. In February we increased the minority business participation goal from 15% to 20% and extended the proposal due date by eight weeks to April 28, 2016 to allow bidders time to adjust their proposals. Responses to a total of 177 questions have been published, as have six RFP amendments.
- SGI is working to correct several issues detected during testing of Phase 2 of the My Lottery Rewards App. The third party App vendors have reviewed the specifications for the Partner Functions. We are working with the third party App vendors and SGI to resolve some of the outstanding questions.
- MLGCA has requested that SGI work with Tabcorp to develop a timeframe for additional changes proposed to the Racetrax game. We hope to have that information within several weeks.
- MS Technologies continues to work on e-Licensing Systems. Priority 4 and Priority 5 work are in the testing phase. A requirements gathering session was held on April 6, 2016 for the Priority 6 work.
- A software change to correct a minor issue with the PAT/PCT software has been developed, tested and deployed.
- Testing of the next release of SGI software continues. This release will contain some minor fixes and the ability to modify some of the current promotions.
- Operations staff met with SGI and Marketing to review a specification for a new promotion which should be ready to implement later this year.