

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

Questions and Answers 10/17/2024

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
144	3.7.5	46	<p>Data Protection and Controls</p> <p>A. Contractor shall ensure a secure environment for all State data and any hardware and software (including but not limited to servers, network and data components) provided or used in connection with the performance of the Contract and shall apply or cause application of appropriate controls so as to maintain such a secure environment (“Security Best Practices”). Such Security Best Practices shall comply with an accepted industry standard, such as the NIST cybersecurity framework.</p> <p>B. To ensure appropriate data protection safeguards are in place, the Contractor shall implement and maintain the following controls at all times throughout the Term of the Contract (the Contractor may augment this list with additional controls): 1. Establish separate production, test, and training environments for systems supporting the services provided under the Contract and ensure that production data is not replicated in test or training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements. The Contractor shall ensure the appropriate separation of production and non-production environments by applying the data protection and control requirements listed in Section 3.7.5.</p> <p>Question: Will MLGCA please clarify if the Lottery equipment described in the new requirement in 2.3.1.5 Retail Training and Demonstration Center needs to be permanently connected to the training environment (i.e., “training system”) that the Lottery requires in 3.7.5 Data Protection and Controls? If yes, will the Lottery further clarify if this is a conversion requirement, or an ongoing full time system requirement?</p>	<p>The lottery equipment in the demonstration center does not need to be connected permanently. The training center needs to be available for Lottery use on 24-hour notice. The space and equipment shall be available for the life of the Contract.</p>