

AMENDMENT #1 – May 18, 2015

TASK ORDER REQUEST FOR PROPOSALS (RFP)

LICENSING AND DUNNING SYSTEMS ADDITIONS, ENHANCEMENTS AND MAINTENANCE (#2015-08)

CATS+ TORFP #E75B5400018

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**), and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **REVISE: Section 2.6 Requirements**
page 25.

2.6 **REQUIREMENTS**

The TO Contractor shall perform the following categories of work under this Task Order:

- A. **Functional / Business Requirements** (Fixed Price) – The work described in 2.6.3 Functional / Business Requirements shall be performed as Fixed Price as shown in Attachment 1. All referenced forms in 2.6.3 Functional / Business Requirements can be found at <http://gaming.mdlottery.com/licensing/>
- B. **Ongoing Maintenance and Training** (Work Order) – Perform ongoing bug, break/fix and software upgrade maintenance and other maintenance on the e-Licensing system and the Dunning system as approved by the TO Manager. This work will be defined by the TO Manager. The TO Contractor shall supply the TO Manager a not to exceed number of hours that each task will require. The TO Manager will review and if appropriate, approve the work to be completed by the TO Contractor. This work will all be performed at the Fixed Price as agreed upon in the Work Order. At the Agency's discretion, T&M Work Orders may be issued.

All work under 2.6.3 Functional / Business Requirements, with the exception of 2.6.4.1 Training and Support, shall be completed based on the following timeline:

- a) ~~**Urgent Priority—within 45 days of NTP**~~
- b) ~~**Immediate Priority—within 60 days of NTP**~~
- c) ~~**Priority—within 120 days of NTP**~~
- d) ~~**Low Priority—within 180 days of NTP**~~

- a) *Priority 1 – within 20 days of NTP*
- b) *Priority 2 – within 60 days of NTP*
- c) *Priority 3 – within 120 days of NTP*
- d) *Priority 4 – within 180 days of NTP*
- e) *Priority 5 – within 240 days of NTP*
- f) *Priority 6 – within 365 days of NTP*

The TO Contractor shall be proficient in and shall perform all work on the e-Licensing and Dunning systems using the following software and tools:

- a) *Microsoft Visual Studio 2005/2008 to produce VB.NET and C# program code.*
- b) *Microsoft SQL Server 2012*

The TO Contactor shall be proficient with and shall utilize for communications and documentation standard Microsoft Office (version 2010 or greater) software products such as:

- a) *MS-EXCEL for spreadsheets*
- b) *MS-WORD word-processing software for all documentation*
- c) *MS-PROJECT for all routine project management and timeline reporting*

AMENDMENT #2 – May 18, 2015

TASK ORDER REQUEST FOR PROPOSALS (RFP)

LICENSING AND DUNNING SYSTEMS ADDITIONS, ENHANCEMENTS AND MAINTENANCE (#2015-08)

CATS+ TORFP #E75B5400018

This Amendment #2 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**), and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **REVISE: Section 2.6.3 FUNCTIONAL / BUSINESS REQUIREMENTS (Fixed Price), page 27.**

2.6.3 FUNCTIONAL / BUSINESS REQUIREMENTS (Fixed Price)

~~2.6.3.1.1 URGENT PRIORITY~~

~~A. Create the on line Non Gaming Renewal application and investigative case management system (Form 4002)~~

- ~~i. Create online application in the *eLicensing System*~~
- ~~ii. Create process checklists~~
- ~~iii. Create the investigative case management system including form letters, email capability~~
- ~~iv. Create the Final Report approval and the Denial Process~~
- ~~v. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration~~

~~B. Create the on line Gaming Renewal applications and investigative case management system (Form 4001)~~

- ~~i. Create online application in the *eLicensing System*~~
- ~~ii. Create process checklists~~
- ~~iii. Create the investigative case management system including form letters, email capability~~
- ~~iv. Create the Final Report approval and the Denial Process~~
- ~~v. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration~~

- ~~C. Create the on-line Principal Employee Renewal application and investigative case management system (Form 1008)
 - ~~i. Create online application in the *eLicensing System*~~
 - ~~ii. Create process checklists~~
 - ~~iii. Create the investigative case management system including form letters, email capability~~
 - ~~iv. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration~~
 - ~~v. Create the Final Report approval and the Denial Process~~~~
- ~~D. Modify the logos / names on all forms and form letters to reflect MLGCA name change.~~
- ~~E. Modify the letter generated under the Criminal tab to no longer use the Maryland State Police letter head, but rather populate the letter with MLGCA letter head.~~
- ~~F. Make the changes necessary to allow MLGCA to update names, logos, and letter heads on all forms and letters.~~
- ~~G. Create a notification queue where license expirations are displayed at 30-60-90 day intervals prior to expiration.~~
- ~~H. Create a Disaster Recovery plan and Test environment for the e Licensing system in the MLGCA data center(s), with support from MLGCA staff.~~
- ~~I. Shall insure the system prevents the user's ability to manipulate session IDs. Configure system to not accept session IDs provided by the user's browser at login; always generate a new session to which the user will log in if successfully authenticated. Invalidate any existing session identifiers prior to authorizing a new user session. For platforms such as ASP that do not generate new values for session ID cookies, utilize a secondary cookie. In this approach, set a secondary cookie on the user's browser to a random value and set a session variable to the same value. If the session variable and the cookie value do not match, invalidate the session, and force the user to log on again.~~
- ~~J. Configure system to always pass a cookie using an encrypted tunnel whenever a cookie contains sensitive information or exists as a session token. For example, after logging into an application and a session token is set using a cookie, then verify it is tagged using the "secure" flag.~~
- ~~K. Ensure SSL 3.0, TLS 1.0 or higher is properly configured and enabled.~~
- ~~L. Ensure that the auto-complete HTML attribute for password field is disabled.~~
- ~~M. Configure non-required forbidden resources to be removed from the application/site. Issue a "404 - Not Found" response status code instead of "403 - Forbidden".~~

~~N. Ensure that error messages only contain minimal details that are useful to the intended audience and no one else. They should not reveal necessarily the methods used to determine the error.~~

~~O. Ensure the HSTS Strict Transport Security header in the web server is properly configured.~~

2.6.3.2 IMMEDIATE PRIORITY

~~A. Create the on-line Principal Employee Application and investigative case management system (Form 1004)~~

- ~~i. Create online application in the *eLicensing System*~~
- ~~ii. Create the checklists~~
- ~~iii. Create investigative case management system~~
- ~~iv. Create the Natural Person Qualifier which auto populates in the Final Report and Checklist~~
- ~~v. Create the Final Report approval and the Denial Process~~

~~B. Create the on-line Temporary Principal Employee Application and investigative case management system (Form 1005)~~

- ~~i. Create online application in the *eLicensing System*~~
- ~~ii. Create the checklists~~
- ~~iii. Create investigative case management system~~
- ~~iv. Create the Natural Person Qualifier which auto populates in the Final Report and Checklist~~
- ~~v. Create the Final Report approval and the Denial Process~~
- ~~vi. Creation of the Final Report approval and the Denial Process~~

~~C. Create the narrative on the Applicants Information page to capture and track licensee statuses:~~

- ~~i. Transfer from one facility to another~~
- ~~ii. Employment at one or more facility~~
- ~~iii. Rehire~~
- ~~iv. Position Change~~
- ~~v. License upgrades~~

~~D. Create the ability for MLGCA administrative staff to change an applicant's status in eLicensing:~~

- ~~i. Position applied for~~
- ~~ii. License reactivation (rehire)~~
- ~~iii. License transfer from one facility to another~~
- ~~iv. Associate a licensee to multiple facilities~~

~~E. Add the capability to upload and attach Notices of Denial or Revocation documents at the beginning of the Case Images file in a prominent way to indicate closer scrutiny is warranted.~~

- ~~F. Create and add a barcode category in the applicants investigative case management folder entitled "Administrative Matters" which would be displayed in the applicants Case Images that would include:
 - i. Licensees transfer documentation
 - ii. Licensees Denial Meeting / Hearing matters
 - iii. Licensees name change, address change or position change
 - iv. Licensees rehire documentation~~
- ~~G. Correct the timing out condition that occurs when administrative reports are run in the *eLicensing System* utilizing a wide range of dates; i.e. Case Assignment~~
- ~~H. Enhance the Accurint Report download format to be useable and understandable after automated report is received. Current download is extremely difficult to interpret.~~
- ~~I. Convert HTTPS connections from SSL to TLS for Experian and Accurint~~
- ~~J. Modify the case narrative to reflect the original Denials notations in the approval synopsis. The narrative should remain with the case, showing why the Denial was done and another narrative for the case. Currently Licensing management must retype all the narrative history or the narrative history is lost.~~
- ~~K. Integrate the *eLicensing System* and Licensing Badging System. The data from the *eLicensing System* should auto populate the information required for creating each licensee's badge. Badge information should populate the *eLicensing System* once the badge is created in the Badging system.~~

2.6.3.3 PRIORITY

- ~~A. Add the ability to create a Principal Employee License or Sponsored Principal Employee License upgrade application in *eLicensing System* when the applicant is already licensed at the Non-Gaming, Sponsored Gaming or Gaming level~~
- ~~B. Add the ability to show those paper Principal Employee License investigations that have been completed as something other than an Active case.~~
- ~~C. Add the ability to maintain notes and narratives in the approval synopsis for Denials that are made active.~~
- ~~D. Add the ability to print out the *eLicensing Livescan Registration Record* from *eLicensing*.~~
- ~~E. Add a media search block in the current Non-Gaming, Sponsored Gaming and Gaming checklists in the case management portion of *eLicensing*.~~
- ~~F. Assure that all name and address changes made by casino's, manufacturers, contractors, etc. on the Applicant Information page in *eLicensing* are propagating to~~

~~the Final Report, form letters etc. Currently name changes are not propagating to all parts of the application.—~~

~~2.6.3.4 LOW PRIORITY~~

- ~~A. Implement time synchronization. Currently when reviewing reports and approving hours the time stamp is consistently off.~~
- ~~B. Add the ability to do a CJIS Search by date.~~
- ~~C. Add media search on the checklist for Non-Gaming, Sponsored Gaming and Gaming investigations.~~
- ~~D. Add the ability to include email addresses for references in the Reference list portion of case management.~~
- ~~E. Add the ability to email Reference Letters directly to references from within the case management portion of the *eLicensing System*.~~
- ~~F. Add the ability from the Report menu in *eLicensing System* to run in-depth Case Assignment Reports. Reports currently are timing out.~~
- ~~G. Correct the current problem with sending multiple cases to the print queue to be printed; the cover pages of each case following the first case maintain the original case number and applicant name on the first case. Correct so that each case prints the correct cover page.~~
- ~~H. Alphabetize all drop down menu selections, i.e. Fingerprint Entry~~
- ~~I. Add Puerto Rico to the drop down list for State / Providence / Region in the Reference information section.~~
- ~~J. Create a Fingerprint Reconciliation Report in the administrative reports options.~~
- ~~K. Add the ability to interface with P.C. Link and the ability to input data from P.C. Link screens.~~
- ~~L. Modify the Gaming Final Report to reflect that the Criminal History check box remains checked in the case management system after fingerprints have been expunged.~~
- ~~M. Complete the development of the following application forms within the *eLicensing System* which includes the following forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:~~
 - ~~i. Form 1004—Principal Employee Application (46 pages)~~
 - ~~ii. Form 1008—Principal Employee Renewal Application (38 pages)~~

- ~~N. Add the following License types to the eLicensing System will include the following current paper gaming application forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:~~
- ~~i. Form 1002—Manufacturer License Application (58 pages)~~
 - ~~ii. Form 1002A—Manufacturer License Renewal Application (58 pages)~~
 - ~~iii. Form 1003—Manufacturer License Application—Request For Application of Alternative Licensing Standards (16 pages)~~
 - ~~iv. Form 1006—Principal Entity Disclosure (35 pages)~~
 - ~~v. Form 1007—Principal Employee Waiver Form (19 pages)~~
 - ~~vi. Form 1009—Institutional Investor Waiver Form (13 pages)~~
 - ~~vii. Form 1020—Contractor Application Form (41 pages)~~
 - ~~viii. Form 1022—Contractor Waiver Form (19 pages)~~
 - ~~ix. Form 1008—Principal Employee Renewal Application (38 pages)~~
 - ~~x. Form 1021—Vendor Certification Form (13 pages)~~
 - ~~xi. Form 1021CC—Vendor Certification Form (Construction Version) (13 pages)~~
 - ~~xii. Form 1023—Vendor Registration Form (3 pages)~~
 - ~~xiii. Form 1024—Vendor Emergency Services Notification Form (3 pages)~~
 - ~~xiv. Form 3001—Instant Bingo Facility License Application Form (66 pages)~~
 - ~~xv. Form 3002—Bingo Principal Employee Application (31 pages)~~
 - ~~xvi. Form 3003—Bingo Sponsored Principal Employee Application (32 pages)~~
 - ~~xvii. Form 3004—Bingo Manager License Application Form (14 pages)~~
 - ~~xviii. Form 3005—Bingo Manager Sponsored License Application Form (14 pages)~~
- ~~O. Develop a retention schedule for the licensing records. Management would have the ability to run a report of those applicant's licenses that have been inactive for a certain number of months. Create the ability for Management to have the ability to delete those licenses that no longer meet the data retention requirements.~~

2.6.3.1 PRIORITY 1

- A. Modify the logos / names on all forms and form letter to reflect MLGCA name change.
- B. Modify the letter generated under the Criminal tab to no longer use the Maryland State Police letter head, but rather populate the letter with MLGCA letter head.

2.6.3.2 PRIORITY 2

- A. Create the on-line Non-Gaming Renewal application and investigative case management system (Form 4002)
 - i. Create online application in the *eLicensing System*
 - ii. Create process checklists
 - iii. Create the investigative case management system including form letters, email ____ capability
 - iv. Create the Final Report approval and the Denial Process
 - v. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration
- B. Create the on-line Gaming Renewal applications and investigative case management system (Form 4001)
 - vi. Create online application in the *eLicensing System*
 - vii. Create process checklists
 - viii. Create the investigative case management system including form letters, email ____ capability
 - ix. Create the Final Report approval and the Denial Process
 - x.
- C. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration House Bill 1115, authorizes the issuance of a temporary video lottery employee license. Under the new legislation that will be in effect as of July 1, 2015, a temporary license once issued would expire after a 180 days and may be extended for an additional 180 days before expiration. MLGCA staff believes the Sponsored Gaming Employee Application would be converted in the *eLicensing System* by name only to a Temporary Gaming Employee License application.
 - i. Convert the Sponsored Gaming case management system with associated background checklists, form letters, emails, Final Reports to be renamed Temporary Gaming License.
 - ii. Develop alerts in the *eLicensing System* to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the expiration dates after the Temporary Gaming license has been issued and prior to its expiration.

- iii. If the Temporary Gaming license is extended develop alerts in the eLicensing System to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the second expiration date after the Temporary Gaming license has been issued and prior to its second expiration.
- D. Create a notification queue where license expirations are displayed at 30-60-90 day intervals prior to expiration.

2.6.3.3 PRIORITY 3

- A. Create the on-line Principal Employee Renewal application and investigative case management system (Form 1008)
- i. Create online application in the eLicensing System
 - ii. Create process checklists
 - iii. Create the investigative case management system including form letters, email ____ capability
 - iv. Create queue where license expirations are displayed at 30-60-90 day intervals prior to expiration
 - v. Create the Final Report approval and the Denial Process.
- B. Make the changes necessary to allow MLGCA to update names, logos, and letter heads on all forms and letters.
- C. Create a Disaster Recovery plan and Test environment for the e-Licensing system in the MLGCA data center(s), with support from MLGCA staff.
- D. Shall insure the system prevents the user's ability to manipulate session IDs. Configure system to not accept session IDs provided by the user's browser at login; always generate a new session to which the user will log in if successfully authenticated. Invalidate any existing session identifiers prior to authorizing a new user session. For platforms such as ASP that do not generate new values for session ID cookies, utilize a secondary cookie. In this approach, set a secondary cookie on the user's browser to a random value and set a session variable to the same value. If the session variable and the cookie value do not match, invalidate the session, and force the user to log on again.
- E. Configure system to always pass a cookie using an encrypted tunnel whenever a cookie contains sensitive information or exists as a session token. For example, after logging into an application and a session token is set using a cookie, then verify it is tagged using the "secure" flag.
- F. Ensure SSL 3.0, TLS 1.0 or higher is properly configured and enabled.
- G. Ensure that the auto-complete HTML attribute for password field is disabled.

- H. Configure non-required forbidden resources to be removed from the application/site. Issue a "404 - Not Found" response status code instead of "403 - Forbidden".
- I. Ensure that error messages only contain minimal details that are useful to the intended audience and no one else. They should not reveal necessarily the methods used to determine the error.
- J. Ensure the HSTS Strict-Transport-Security header in the web server is properly configured.

2.6.3.4 PRIORITY 4

- A. Create the on-line Principal Employee Application and investigative case management system (Form 1004)
 - vi. Create online application in the *eLicensing System*
 - vii. Create the checklists
 - viii. Create investigative case management system
 - ix. Create the Natural Person Qualifier which auto populates in the Final Report and Checklist
 - x. Create the Final Report approval and the Denial Process
- B. Create the on-line Temporary Principal Employee Application and investigative case management system (Form 1005)
 - vii. Create online application in the *eLicensing System*
 - viii. Create the checklists
 - ix. Create investigative case management system
 - x. Create the Natural Person Qualifier which auto populates in the Final Report and Checklist
 - xi. Create the Final Report approval and the Denial Process
 - xii. Creation of the Final Report approval and the Denial Process
- C. Create the narrative on the Applicants Information page to capture and track licensees statuses:
 - vi. Transfer from one facility to another
 - vii. Employment at one or more facility
 - viii. Rehire
 - ix. Position Change
 - x. License upgrades
- D. Create the ability for MLGCA administrative staff to change an applicant's status in eLicensing:
 - v. Position applied for
 - vi. License reactivation (rehire)

- vii. License transfer from one facility to another
 - viii. Associate a licensee to multiple facilities
- E. Add the capability to upload and attach Notices of Denial or Revocation documents at the beginning of the Case Images file in a prominent way to indicate closer scrutiny is warranted.
- F. Create and add a barcode category in the applicants investigative case management folder entitled "Administrative Matters" which would be displayed in the applicants Case Images that would include:
- v. Licensees transfer documentation
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 - vii. Licensees name change, address change or position change
 - viii. Licensees rehire documentation
- G. Correct the timing out condition that occurs when administrative reports are run in the *eLicensing System* utilizing a wide range of dates; i.e. Case Assignment
- H. Enhance the Accurant Report download format to be useable and understandable after automated report is received. Current download is extremely difficult to interpret.
- I. Convert HTTPS connections from SSL to TLS for Experian and Accurant
- J. Modify the case narrative to reflect the original Denials notations in the approval synopsis. The narrative should remain with the case, showing why the Denial was done and another narrative for the case. Currently Licensing management must retype all the narrative history or the narrative history is lost.
- K. Integrate the *eLicensing System* and Licensing Badging System. The data from the *eLicensing* system should auto-populate the information required for creating each licensee's badge. Badge information should populate the *eLicensing System* once the badge is created in the Badging system.

2.6.3.5 PRIORITY 5

- G. Add the ability to create a Principal Employee License or Sponsored Principal Employee License upgrade application in *eLicensing System* when the applicant is already licensed at the Non-Gaming, Sponsored Gaming or Gaming level
- H. Add the ability to show those paper Principal Employee License investigations that have been completed as something other than an Active case.
- I. Add the ability to maintain notes and narratives in the approval synopsis for Denials that are made active.

- J. Add the ability to print out the eLicensing Livescan Registration Record from eLicensing.
- K. Add a media search block in the current Non-Gaming, Sponsored Gaming and Gaming checklists in the case management portion of eLicensing.
- L. Assure that all name and address changes made by casino's, manufacturers, contractors, etc. on the Applicant Information page in eLicensing are propagating to the Final Report, form letters etc. Currently name changes are not propagating to all parts of the application.

2.6.3.6 PRIORITY 6

- A. Implement time synchronization. Currently when reviewing reports and approving hours the time stamp is consistently off.
- B. Add the ability to do a CJIS Search by date.
- C. Add media search on the checklist for Non-Gaming, Sponsored Gaming and Gaming investigations.
- D. Add the ability to include email addresses for references in the Reference list portion of case management.
- E. Add the ability to email Reference Letters directly to references from within the case management portion of the eLicensing System.
- F. Add the ability from the Report menu in eLicensing System to run in-depth Case Assignment Reports. Reports currently are timing out.
- G. Correct the current problem with sending multiple cases to the print queue to be printed; the cover pages of each case following the first case maintain the original case number and applicant name on the first case. Correct so that each case prints the correct cover page.
- H. Alphabetize all drop down menu selections, i.e. Fingerprint Entry
- I. Add Puerto Rico to the drop down list for State / Providence / Region in the Reference information section.
- J. Create a Fingerprint Reconciliation Report in the administrative reports options.
- K. Add the ability to interface with P.C. Link and the ability to input data from P.C. Link screens.

- L. Modify the Gaming Final Report to reflect that the Criminal History check box remains checked in the case management system after fingerprints have been expunged.
- M. Complete the development of the following application forms within the eLicensing System which includes the following forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:
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- N. Add the following License types to the eLicensing System will include the following current paper gaming application forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:
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 - xx. Form 1002A - Manufacturer License Renewal Application (58 pages)
 - xxi. Form 1003 - Manufacturer License Application – Request For Application of Alternative Licensing Standards (16 pages)
 - xxii. Form 1006 – Principal Entity Disclosure (35 pages)
 - xxiii. Form 1007 - Principal Employee Waiver Form (19 pages)
 - xxiv. Form 1009 – Institutional Investor Waiver Form (13 pages)
 - xxv. Form 1020 – Contractor Application Form (41 pages)
 - xxvi. Form 1022 – Contractor Waiver Form (19 pages)
 - xxvii. Form 1008 - Principal Employee Renewal Application (38 pages)
 - xxviii. Form 1021 – Vendor Certification Form (13 pages)
 - xxix. Form 1021CC – Vendor Certification Form (Construction Version) (13 pages)
 - xxx. Form 1023 – Vendor Registration Form (3 pages)
 - xxxi. Form 1024 - Vendor Emergency Services Notification Form (3 pages)
 - xxxii. Form 3001 – Instant Bingo Facility License Application Form (66 pages)
 - xxxiii. Form 3002 – Bingo Principal Employee Application (31 pages)
 - xxxiv. Form 3003 – Bingo Sponsored Principal Employee Application (32 pages)
 - xxxv. Form 3004 – Bingo Manager License Application Form (14 pages)
 - xxxvi. Form 3005 – Bingo Manager Sponsored License Application Form (14 pages)
- O. Develop a retention schedule for the licensing records. Management would have the ability to run a report of those applicant’s licenses that have been inactive for

a certain number of months. Create the ability for Management to have the ability to delete those licenses that no longer meet the data retention requirements.

Except as expressly amended herein, all other terms, provisions and conditions in the RFP remain unchanged and in full effect.

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AMENDMENT #3 – May 18, 2015

TASK ORDER REQUEST FOR PROPOSALS (RFP)

**LICENSING AND DUNNING SYSTEMS ADDITIONS, ENHANCEMENTS
AND MAINTENANCE (#2015-08)**

CATS+ TORFP #E75B5400018

This Amendment #3 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**), and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **REVISE: Section 2.8.4 Deliverable Descriptions / Acceptance Criteria (Fixed Price), page 42.**

2.8.4 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

The TO Contractor may suggest other subtasks, artifacts, or deliverables to improve the quality and success of the assigned tasks.

ID #	Deliverable Description	Acceptance Criteria	Date Due *
2.6.3.1	Urgent Priority <u>Priority 1</u>	A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.1 A through 2.6.3.1 P <u>2.6.3.1 B</u> . B) TO Contractor and MLGCA moves software release is moved into production C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed	45 Days of <u>20 Days</u> <u>after</u> NTP

2.6.3.2	Immediate Priority <u>Priority 2</u>	<p>A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.2 A through 2.6.3.1 K <u>2.6.3.2 D</u>.</p> <p>B) TO Contractor and MLGCA moves software release is moved into production</p> <p>C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed</p>	60 Days of NTP
2.6.3.3	Priority <u>Priority 3</u>	<p>A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.3 A through 2.6.3.3 F <u>2.6.3.3 J</u>.</p> <p>B) TO Contractor and MLGCA moves software release is moved into production</p> <p>C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed</p>	120 Days of NTP

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2.6.3.4	Low Priority Priority 4	<p>A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.4 A through 2.6.3.4 O 2.6.3.4 K.</p> <p>B) TO Contractor and MLGCA moves software release is moved into production</p> <p>C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed</p>	180 Days of NTP
<u>2.6.3.5</u>	<u>Priority 5</u>	<p><u>A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.5 A through 2.6.3.5 F</u></p> <p><u>B) TO Contractor and MLGCA moves software release is moved into production</u></p> <p><u>C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed</u></p>	<u>240 Days of NTP</u>

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<u>2.6.3.6</u>	<u>Priority 6</u>	<u>A) Successful Integration, Regression and MLGCA User Acceptance Testing of all functionality, delivery of System Source materials, documentation, and training appropriate for this release as identified in requirements 2.6.3.4 A through 2.6.3.4 O.</u> <u>B) TO Contractor and MLGCA moves software release is moved into production</u> <u>C) TO Contractor shall submit Business and Functional Requirements documents describing the work performed</u>	<u>365 Days of NTP</u>
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* The above Date Due shall be adhered to unless otherwise agreed upon at the time of project plan acceptance

Except as expressly amended herein, all other terms, provisions and conditions in the RFP remain unchanged and in full effect.

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AMENDMENT #4 – May 18, 2015

TASK ORDER REQUEST FOR PROPOSALS (RFP)

**LICENSING AND DUNNING SYSTEMS ADDITIONS, ENHANCEMENTS
AND MAINTENANCE (#2015-08)**

CATS+ TORFP #E75B5400018

This Amendment #4 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**), and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **REVISE: Section 2.8.5 Key Milestones (Fixed Price), page 44.**

2.8.5 KEY MILESTONES

ID #	Milestone	Description	Due Date / Frequency
2.8.5.1	Kick-Off Meeting	TO Contractor shall provide a Kick-Off Meeting. The Project Schedule shall be reviewed and modified as needed at this meeting.	NTP +5 Calendar Days
2.8.5.2	Commence requirements gathering for Urgent <u>Priority 1</u> identified Functional/Business Requirements	TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as Urgent <u>Priority 1</u>	NTP + 5 Calendar Days
2.8.5.3	Commence User Acceptance Testing of Urgent <u>Priority 1</u> Functional/Business Requirements	TO Contractor and MLGCA commence testing of Urgent <u>Priority 1</u> Functional/Business Requirements	NTP + 30 Days <u>NTP + 15</u>

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2.8.5.4	Commence requirements gathering for Immediate Priority <u>Priority 2</u> identified Functional/Business Requirements	TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as for Immediate Priority <u>Priority 2</u>	NTP + 30 20 20 Days
2.8.5.5	Commence User Acceptance Testing of Immediate Priority <u>Priority 2</u> Functional/Business Requirements	TO Contractor and MLGCA commence testing of Immediate Priority <u>Priority 2</u> Functional/Business Requirements	NTP + 45 50 50 Days
2.8.5.6	Commence requirements gathering for Priority Priority <u>Priority 3</u> identified Functional/Business Requirements	TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as Priority Priority <u>Priority 3</u>	NTP + 60 61 61 Days
2.8.5.7	Commence User Acceptance Testing of Priority Priority <u>Priority 3</u> Functional/Business Requirements	TO Contractor and MLGCA commence testing of Priority Priority <u>Priority 3</u> Functional/Business Requirements	NTP + 105 110 110 Days
2.8.5.8	Commence requirements gathering for Low Priority Priority <u>Priority 4</u> identified Functional/Business Requirements	TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as Low Priority Priority <u>Priority 4</u>	NTP + 121 121 121 Days
2.8.5.9	Commence User Acceptance Testing of Low Priority Priority <u>Priority 4</u> Functional/Business Requirements	TO Contractor and MLGCA commence testing of Low Priority Priority <u>Priority 4</u> Functional /Business Requirements	NTP + 165 170 170 Days
<u>2.8.5.10</u>	<u>Commence requirements gathering for Priority <u>Priority 5</u> identified Functional/Business Requirements</u>	<u>TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as Priority <u>Priority 5</u></u>	<u>NTP + 181 Days</u>
<u>2.8.5.9</u>	<u>Commence User Acceptance Testing of Low Priority Priority <u>Priority 5</u> Functional/Business Requirements</u>	<u>TO Contractor and MLGCA commence testing of Priority <u>Priority 5</u> Functional /Business Requirements</u>	<u>NTP + 230 Days</u>

<u>2.8.5.8</u>	<u>Commence requirements gathering for Priority 6 identified Functional/Business Requirements</u>	<u>TO Contractor commences working with MLGCA to fully define the requirements for all Functional/Business Requirements defined as Priority 6</u>	<u>NTP + 241 Days</u>
<u>2.8.5.9</u>	<u>Commence User Acceptance Testing of Priority 6 Functional/Business Requirements</u>	<u>TO Contractor and MLGCA commence testing of Priority 6 Functional /Business Requirements</u>	<u>NTP + 350 Days</u>

AMENDMENT #5 – May 18, 2015

TASK ORDER REQUEST FOR PROPOSALS (RFP)

**LICENSING AND DUNNING SYSTEMS ADDITIONS, ENHANCEMENTS
AND MAINTENANCE (#2015-08)**

CATS+ TORFP #E75B5400018

This Amendment #5 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**), and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. **REVISE: Attachment 1 – Pricing Sheet**
Page 60.

ATTACHMENT 1 - PRICE SHEET

PRICE SHEET (FIXED PRICE) FOR CATS+ TORFP # 2015-08
PART A

ITEM	SECTION	URGENT PRIORITY	COST
1	<u>2.6.3.1</u> A	Create the on-line Non-Gaming Renewal application and investigative case management system (Form 4002)	
2	<u>2.6.3.1</u> B	Create the on-line Gaming Renewal applications and investigative case management system (Form 4001)	
3	<u>2.6.3.1</u> C	Create the on-line Principal Employee Renewal application and investigative case management system (Form 1008)	
4	<u>2.6.3.1</u> D	<p>The current <i>eLicensing System</i> does not support a recent Maryland law and COMAR change via House Bill 1115 (Chapter 119, Acts of 2015) that allows gaming applicants a to obtain a Temporary license. http://mgaleg.maryland.gov/2015RS/Chapters_nohn/CH_119_hb1115t.pdf</p> <p><u>Part of the scope of this TO is to update the <i>eLicensing System</i> from the current operation described here to support temporary licensure as described in the TORFP scope of work. Under the new legislation that will be in effect as of July 1, 2015, a temporary license once</u></p>	

		<p>issued would expire after a 180 days and may be extended for an additional 180 days before expiration.</p> <p>MLGCA staff believes the Sponsored Gaming Employee Application would be converted in the <i>eLicensing System</i> by name only to a Temporary Gaming Employee License application. The current Sponsored Gaming will be replaced by the Temporary Gaming license which is similar to the Gaming Employee application in content, however the operator, manufacturer, contractor or vendor is mandated to complete its own due diligence background investigation on the applicant. Once the Sponsored Gaming application is submitted to MLGCA the Licensing Specialist is required to complete an abbreviated portion of the investigative steps required for a Gaming Employee license which accelerates the time in which it takes an application that is received and a license is issued. Once a Sponsored Gaming license is approved in the <i>eLicensing System</i> the applicant retains the same Applicant ID number, however a new investigative case file is created under a new Case ID number. In the <i>eLicensing System</i> the new case is automatically assigned to the original Licensing Specialist who completes a full gaming background investigation of the applicant following the above scenario.</p> <p>Convert the Sponsored Gaming case management system with associated background checklists, form letters, emails, Final Reports to be renamed Temporary Gaming License.</p> <p>Develop alerts in the eLicensing System to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the expiration dates after the Temporary Gaming license has been issued and prior to its expiration.</p> <p>If the Temporary Gaming license is extended develop alerts in the eLicensing System to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the second expiration date after the Temporary Gaming license has been issued and prior to its second expiration.</p>	
5	2.6.3.1 E	Modify the logos / names on all forms and form letters to reflect MLGCA name change.	
6	2.6.3.1 F	Modify the letter generated under the Criminal tab to no longer use the Maryland State Police letter head, but rather populate the letter with MLGCA letter head.	

7	2.6.3.1 G	Make the changes necessary to allow MLGCA to update names, logos, and letter heads on all forms and letters.	
8	2.6.3.1 H	Create a notification queue where license expirations are displayed at 30-60-90 day intervals prior to expiration.	
9	2.6.3.1 I	Create a Disaster Recovery plan and Test environment for the e-Licensing system in the MLGCA data center(s), with support of MLGCA staff.	
10	2.6.3.1 J	Shall insure the system prevents the user's ability to manipulate session IDs. Configure system to not accept session IDs provided by the user's browser at login; always generate a new session to which the user will log in if successfully authenticated. Invalidate any existing session identifiers prior to authorizing a new user session. For platforms such as ASP that do not generate new values for session ID cookies, utilize a secondary cookie. In this approach, set a secondary cookie on the user's browser to a random value and set a session variable to the same value. If the session variable and the cookie value do not match, invalidate the session, and force the user to log on again.	
11	2.6.3.1 K	Configure system to always pass a cookie using an encrypted tunnel whenever a cookie contains sensitive information or exists as a session token. For example, after logging into an application and a session token is set using a cookie, then verify it is tagged using the "secure" flag.	
12	2.6.3.1 L	Ensure SSL 3.0, TLS 1.0 or higher is properly configured and enabled.	
13	2.6.3.1 M	Ensure that the autocomplete HTML attribute for password field is disabled.	
14	2.6.3.1 N	Configure non required forbidden resources to be removed from the application/site. Issue a "404 - Not Found" response status code instead of "403 - Forbidden".	
15	2.6.3.1 O	Ensure that error messages only contain minimal details that are useful to the intended audience and no one else. They should not reveal necessarily the methods used to determine the error.	
16	2.6.3.1 P	Ensure the HSTS Strict Transport Security header in the web server is properly configured and enabled.	
TOTAL URGENT PRIORITY COST			
ITEM		IMMEDIATE PRIORITY	COST
17	2.6.3.2 A	Create the on-line Principal Employee Application and investigative case management system (Form 1004)	

18	2.6.3.2 B	Create the on-line Sponsored-Principal Employee Application and investigative case management system (Form 1005)	
19	2.6.3.2 A	Create the narrative on the Applicants Information page to capture and track licensees statuses	
20	2.6.3.2 D	Create the ability for MLGCA administrative staff to change an applicant's status in eLicensing	
21	2.6.3.2 E	Add the capability to upload and attach Notices of Denial or Revocation documents at the beginning of the Case Images file in a prominent way to indicate closer scrutiny is warranted.	
22	2.6.3.2 F	Create and add a barcode category in the applicants investigative case management folder entitled "Administrative Matters" which would be displayed in the applicants Case Images that would include	
23	2.6.3.2 G	Correct the timing out condition that occurs when administrative reports are run in the eLicensing System utilizing a wide range of dates; i.e. Case Assignment	
24	2.6.3.2 H	Enhance the Accurint Report download format to be useable and understandable after automated report is received. Current download is extremely difficult to interpret.	
25	2.6.3.2 I	Convert HTTPS connections from SSL to TLS for Experian and Accurint	
26	2.6.3.2 J	Modify the case narrative to reflect the original Denials notations in the approval synopsis. The narrative should remain with the case, showing why the Denial was done and another narrative for the case. Currently Licensing management must retype all the narrative history or the narrative history is lost.	
27	2.6.3.2 K	Integrate the eLicensing System Licensing Badging System The data from the eLicensing system should auto-populate the information required for creating each licensee's badge. Badge information should populate the eLicensing system once the badge is created in the Badging system.	
TOTAL IMMEDIATE PRIORITY COST			
ITEM		PRIORITY	COST

28	2.6.3.3 A	Add the ability to create a Principal Employee License or Sponsored Principal Employee License upgrade application in eLicensing System when the applicant is already licensed at the Non-Gaming, Sponsored Gaming or Gaming level	
29	2.6.3.3 B	Add the ability to show those paper Principal Employee License investigations have been completed and not display as an Active case.	
30	2.6.3.3 C	Add the ability to maintain notes and narratives in the approval synopsis for Denials that are made active.	
31	2.6.3.3 D	Add the ability to print out the eLicensing Livescan Registration Record from eLicensing.	
32	2.6.3.3 E	Add a media search block in the current Non-Gaming, Sponsored Gaming and Gaming checklists in the case management portion of eLicensing.	
33	2.6.3.3 F	Assure that all name and address changes made by casino's, manufacturers, contractors, etc. on the Applicant Information page in eLicensing are propagating to the Final Report, form letters etc. Currently name changes are not propagating to all parts of the application.	
TOTAL PRIORITY COST			
ITEM		LOW PRIORITY	COST
34	2.6.3.4 A	Implement time synchronization. Currently when reviewing reports and approving the time stamp is consistently off.	
35	2.6.3.4 B	Add the ability to do a CJIS Search by date. Other fields are searchable but not date.	
36	2.6.3.4 C	Add media search on the checklist for Non-Gaming, Sponsored Gaming and Gaming investigations	
37	2.6.3.4 D	Add the ability to include email addresses for references in the Reference list portion of case management	
38	2.6.3.4 E	Add the ability to email Reference Letters directly to references from within the case management portion of the eLicensing System.	
39	2.6.3.4 F	Add the ability from the Report menu in eLicensing System to run in-depth Case Assignment Reports. Reports currently are timing out.	

40	2.6.3.4 G	Correct the current problem with sending multiple cases to the print queue to be printed; the cover pages of each case following the first case maintain the original case number and applicant name on the first case. Correct so that each case prints the correct cover page.	
41	2.6.3.4 H	Alphabetize all drop down menu selections, i.e. Fingerprint Entry	
42	2.6.3.4 I	Add Puerto Rico to the drop down list for State / Providence / Region in the Reference information section	
43	2.6.3.4 J	Create a Fingerprint Reconciliation Report in the administrative reports options.	
44	2.6.3.4 K	Add the ability to interface with P.C. Link and the ability to input data from P.C. Link screens.	
45	2.6.3.4 L	Modify the Gaming Final Report to reflect that the Criminal History check box remains checked in the case management system after fingerprints have been expunged.	
46	2.6.3.4 M	<p>Complete the development of the following application forms within the eLicensing System which includes the following forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities</p> <p>Form 1004— Principal Employee Application (46 pages) Form 1008— Principal Employee Renewal Application (38 pages)</p>	
47	2.6.3.4 N	<p>Add the following License types to the eLicensing System will include the following current paper gaming application forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:</p> <p>Form 1002— Manufacturer License Application (58 pages) Form 1002A— Manufacturer License Renewal Application (58 pages) Form 1003— Manufacturer License Application— Request For Application of Alternative Licensing Standards (16 pages) Form 1006— Principal Entity Disclosure (35 pages) Form 1007— Principal Employee Waiver Form (19 pages) Form 1009— Institutional Investor Waiver Form (13 pages) Form 1020— Contractor Application Form (41 pages) Form 1022— Contractor Waiver Form (19 pages)</p>	

		Form 1008—Principal Employee Renewal Application (38 pages) Form 1021—Vendor Certification Form (13 pages) Form 1021CC—Vendor Certification Form (Construction Version) (13 pages) Form 1023—Vendor Registration Form (3 pages) Form 1024—Vendor Emergency Services Notification Form (3 pages) Form 3001—Instant Bingo Facility License Application Form (66 pages) Form 3002—Bingo Principal Employee Application (31 pages) Form 3003—Bingo Sponsored Principal Employee Application (32 pages) Form 3004—Bingo Manager License Application Form (14 pages) Form 3005—Bingo Manager Sponsored License Application Form (14 pages)	
49	2.6.3.4 Ø	Develop a retention schedule for the licensing records. Management would have the ability to run a report of those applicant’s licenses that have been inactive for a certain number of months. Create the ability for Management to have the ability to delete those licenses that no longer meet the data retention requirements.	
TOTAL LOW PRIORITY COST			

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ITEM	SECTION	PRIORITY 1 – 20 DAYS	COST
<u>1</u>	<u>2.6.3.1</u> <u>A</u>	<u>Modify the logos / names on all forms and form letters to reflect MLGCA name change.</u>	
<u>2</u>	<u>2.6.3.1</u> <u>B</u>	<u>Modify the letter generated under the Criminal tab to no longer use the Maryland State Police letter head, but rather populate the letter with MLGCA letter head.</u>	
<u>TOTAL PRIORITY 1 COST</u>			
ITEM	SECTION	PRIORITY 2 – 60 DAYS	COST
<u>3</u>	<u>2.6.3.2</u> <u>A</u>	<u>Create the on-line Non-Gaming Renewal application and investigative case management system (Form 4002)</u>	
<u>4</u>	<u>2.6.3.2</u> <u>B</u>	<u>Create the on-line Gaming Renewal applications and investigative case management system (Form 4001)</u>	
<u>5</u>	<u>2.6.3.2</u> <u>C</u>	<p><u>The current <i>eLicensing System</i> does not support a recent Maryland law and COMAR change via House Bill 1115 (Chapter 119, Acts of 2015) that allows gaming applicants a to obtain a Temporary license. http://mgaleg.maryland.gov/2015RS/Chapters_noln/CH_119_hb1115t.pdf</u></p> <p><u>Part of the scope of this TO is to update the <i>eLicensing System</i> from the current operation described here to support temporary licensure as described in the TORFP scope of work. Under the new legislation that will be in effect as of July 1, 2015, a temporary license once issued would expire after a 180 days and may be extended for an additional 180 days before expiration.</u></p> <p><u>MLGCA staff believes the Sponsored Gaming Employee Application would be converted in the <i>eLicensing System</i> by name only to a Temporary Gaming Employee License application. The current Sponsored Gaming will be replaced by the Temporary Gaming license which is similar to the Gaming Employee application in content, however the operator, manufacturer, contractor or vendor is mandated to complete its own due diligence background investigation on the applicant. Once the Sponsored Gaming application is submitted to MLGCA the Licensing Specialist is required to complete an abbreviated portion of the investigative steps required for a Gaming Employee license which accelerates the time in which it takes an application that is received and a license is issued. Once a Sponsored Gaming license is approved in the <i>eLicensing System</i> the applicant retains the</u></p>	

		<p><u>same Applicant ID number, however a new investigative case file is created under a new Case ID number. In the eLicensing System the new case is automatically assigned to the original Licensing Specialist who completes a full gaming background investigation of the applicant following the above scenario.</u></p> <p><u>Convert the Sponsored Gaming case management system with associated background checklists, form letters, emails, Final Reports to be renamed Temporary Gaming License.</u></p> <p><u>Develop alerts in the eLicensing System to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the expiration dates after the Temporary Gaming license has been issued and prior to its expiration.</u></p> <p><u>If the Temporary Gaming license is extended develop alerts in the eLicensing System to notify Licensing Specialists, Managers and the casino, manufacturer, contractor or vendor Human Resource staff of the second expiration date after the Temporary Gaming license has been issued and prior to its second expiration.</u></p>	
<u>6</u>	<u>2.6.3.2</u> <u>D</u>	<u>Create a notification queue where license expirations are displayed at 30-60-90 day intervals prior to expiration.</u>	
		<u>TOTAL PRIORITY 2 COST</u>	
<u>ITEM</u>	<u>SECTION</u>	<u>PRIORITY 3 – 120 Days</u>	<u>COST</u>
<u>7</u>	<u>2.6.3.3</u> <u>A</u>	<u>Create the on-line Principal Employee Renewal application and investigative case management system (Form 1008)</u>	
<u>8</u>	<u>2.6.3.3</u> <u>B</u>	<u>Make the changes necessary to allow MLGCA to update names, logos, and letter heads on all forms and letters.</u>	
<u>9</u>	<u>2.6.3.3</u> <u>C</u>	<u>Create a Disaster Recovery plan and Test environment for the e-Licensing system in the MLGCA data center(s), with support of MLGCA staff.</u>	
<u>10</u>	<u>2.6.3.3</u> <u>D</u>	<u>Shall insure the system prevents the user's ability to manipulate session IDs. Configure system to not accept session IDs provided by the user's browser at login; always generate a new session to which the user will log in if successfully authenticated. Invalidate any existing session identifiers prior to authorizing a new user session. For platforms such as ASP that do not generate new values for session ID cookies, utilize a secondary cookie. In this approach, set a secondary cookie on the user's browser to a</u>	

		<u>random value and set a session variable to the same value. If the session variable and the cookie value do not match, invalidate the session, and force the user to log on again.</u>	
<u>11</u>	<u>2.6.3.3</u> <u>E</u>	<u>Configure system to always pass a cookie using an encrypted tunnel whenever a cookie contains sensitive information or exists as a session token. For example, after logging into an application and a session token is set using a cookie, then verify it is tagged using the "secure" flag.</u>	
<u>12</u>	<u>2.6.3.3</u> <u>F</u>	<u>Ensure SSL 3.0, TLS 1.0 or higher is properly configured and enabled.</u>	
<u>13</u>	<u>2.6.3.3</u> <u>G</u>	<u>Ensure that the autocomplete HTML attribute for password field is disabled.</u>	
<u>14</u>	<u>2.6.3.3</u> <u>H</u>	<u>Configure non-required forbidden resources to be removed from the application/site. Issue a "404 - Not Found" response status code instead of "403 - Forbidden".</u>	
<u>15</u>	<u>2.6.3.3</u> <u>I</u>	<u>Ensure that error messages only contain minimal details that are useful to the intended audience and no one else. They should not reveal necessarily the methods used to determine the error.</u>	
<u>16</u>	<u>2.6.3.3</u> <u>J</u>	<u>Ensure the HSTS Strict-Transport-Security header in the web server is properly configured and enabled.</u>	
		<u>TOTAL PRIORITY 3 COST</u>	
<u>ITEM</u>		<u>PRIORITY 4</u>	<u>COST</u>
<u>17</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>A</u>	<u>Create the on-line Principal Employee Application and investigative case management system (Form 1004)</u>	
<u>18</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>B</u>	<u>Create the on-line Sponsored Principal Employee Application and investigative case management system (Form 1005)</u>	
<u>19</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>C</u>	<u>Create the narrative on the Applicants Information page to capture and track licensees statuses</u>	
<u>20</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>D</u>	<u>Create the ability for MLGCA administrative staff to change an applicant's status in eLicensing</u>	
<u>21</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>E</u>	<u>Add the capability to upload and attach Notices of Denial or Revocation documents at the beginning of the Case Images file in a prominent way to indicate closer scrutiny is warranted.</u>	
<u>22</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>F</u>	<u>Create and add a barcode category in the applicants investigative case management folder entitled "Administrative Matters" which would be displayed in the applicants Case Images that would include</u>	

<u>23</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>G</u>	<u>Correct the timing out condition that occurs when administrative reports are run in the eLicensing System utilizing a wide range of dates; i.e. Case Assignment</u>	
<u>24</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>H</u>	<u>Enhance the Accurant Report download format to be useable and understandable after automated report is received. Current download is extremely difficult to interpret.</u>	
<u>25</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>I</u>	<u>Convert HTTPS connections from SSL to TLS for Experian and Accurant</u>	
<u>26</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>J</u>	<u>Modify the case narrative to reflect the original Denials notations in the approval synopsis. The narrative should remain with the case, showing why the Denial was done and another narrative for the case. Currently Licensing management must retype all the narrative history or the narrative history is lost.</u>	
<u>27</u>	<u>2.6.3.2</u> <u>2.6.3.4</u> <u>K</u>	<u>Integrate the eLicensing System Licensing Badging System The data from the eLicensing system should auto-populate the information required for creating each licensee's badge. Badge information should populate the eLicensing system once the badge is created in the Badging system.</u>	
<u>TOTAL PRIORITY 4 COST</u>			
<u>PRIORITY 5</u>			
<u>ITEM</u>			<u>COST</u>
<u>28</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>A</u>	<u>Add the ability to create a Principal Employee License or Sponsored Principal Employee License upgrade application in eLicensing System when the applicant is already licensed at the Non-Gaming, Sponsored Gaming or Gaming level</u>	
<u>29</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>B</u>	<u>Add the ability to show those paper Principal Employee License investigations have been completed and not display as an Active case.</u>	
<u>30</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>C</u>	<u>Add the ability to maintain notes and narratives in the approval synopsis for Denials that are made active.</u>	
<u>31</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>D</u>	<u>Add the ability to print out the eLicensing Livescan Registration Record from eLicensing.</u>	
<u>32</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>E</u>	<u>Add a media search block in the current Non-Gaming, Sponsored Gaming and Gaming checklists in the case management portion of eLicensing.</u>	

<u>33</u>	<u>2.6.3.3</u> <u>2.6.3.5</u> <u>F</u>	<u>Assure that all name and address changes made by casino's, manufacturers, contractors, etc. on the Applicant Information page in eLicensing are propagating to the Final Report, form letters etc. Currently name changes are not propagating to all parts of the application.</u>	
		<u>TOTAL PRIORITY 5 COST</u>	
<u>ITEM</u>		<u>PRIORITY 6</u>	<u>COST</u>
<u>34</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>A</u>	<u>Implement time synchronization. Currently when reviewing reports and approving the time stamp is consistently off.</u>	
<u>35</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>B</u>	<u>Add the ability to do a CJIS Search by date. Other fields are searchable but not date.</u>	
<u>36</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>C</u>	<u>Add media search on the checklist for Non-Gaming, Sponsored Gaming and Gaming investigations</u>	
<u>37</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>D</u>	<u>Add the ability to include email addresses for references in the Reference list portion of case management</u>	
<u>38</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>E</u>	<u>Add the ability to email Reference Letters directly to references from within the case management portion of the eLicensing System.</u>	
<u>39</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>F</u>	<u>Add the ability from the Report menu in eLicensing System to run in-depth Case Assignment Reports. Reports currently are timing out.</u>	
<u>40</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>G</u>	<u>Correct the current problem with sending multiple cases to the print queue to be printed; the cover pages of each case following the first case maintain the original case number and applicant name on the first case. Correct so that each case prints the correct cover page.</u>	
<u>41</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>H</u>	<u>Alphabetize all drop down menu selections, i.e. Fingerprint Entry</u>	
<u>42</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>I</u>	<u>Add Puerto Rico to the drop down list for State / Providence / Region in the Reference information section</u>	
<u>43</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>J</u>	<u>Create a Fingerprint Reconciliation Report in the administrative reports options.</u>	
<u>44</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>K</u>	<u>Add the ability to interface with P.C. Link and the ability to input data from P.C. Link screens.</u>	

<p><u>45</u></p>	<p><u>2.6.3.4</u> <u>2.6.3.6</u> <u>L</u></p>	<p><u>Modify the Gaming Final Report to reflect that the Criminal History check box remains checked in the case management system after fingerprints have been expunged.</u></p>	
<p><u>46</u></p>	<p><u>2.6.3.4</u> <u>2.6.3.6</u> <u>M</u></p>	<p><u>Complete the development of the following application forms within the eLicensing System which includes the following forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities</u></p> <p><u>Form 1004 - Principal Employee Application (46 pages)</u> <u>Form 1008 - Principal Employee Renewal Application (38 pages)</u></p>	
<p><u>47</u></p>	<p><u>2.6.3.4</u> <u>2.6.3.6</u> <u>N</u></p>	<p><u>Add the following License types to the eLicensing System will include the following current paper gaming application forms along with case management system with associated background checklists, form letters, emails, Final Reports and investigative Time Entry capabilities:</u></p> <p><u>Form 1002 – Manufacturer License Application (58 pages)</u> <u>Form 1002A - Manufacturer License Renewal Application (58 pages)</u> <u>Form 1003 - Manufacturer License Application – Request For Application of Alternative Licensing Standards (16 pages)</u> <u>Form 1006 – Principal Entity Disclosure (35 pages)</u> <u>Form 1007 - Principal Employee Waiver Form (19 pages)</u> <u>Form 1009 – Institutional Investor Waiver Form (13 pages)</u> <u>Form 1020 – Contractor Application Form (41 pages)</u> <u>Form 1022 – Contractor Waiver Form (19 pages)</u> <u>Form 1008 - Principal Employee Renewal Application (38 pages)</u> <u>Form 1021 – Vendor Certification Form (13 pages)</u> <u>Form 1021CC – Vendor Certification Form (Construction Version) (13 pages)</u> <u>Form 1023 – Vendor Registration Form (3 pages)</u> <u>Form 1024 - Vendor Emergency Services Notification Form (3 pages)</u> <u>Form 3001 – Instant Bingo Facility License Application Form (66 pages)</u> <u>Form 3002 – Bingo Principal Employee Application (31</u></p>	

		<p><u>pages)</u></p> <p><u>Form 3003 – Bingo Sponsored Principal Employee Application (32 pages)</u></p> <p><u>Form 3004 – Bingo Manager License Application Form (14 pages)</u></p> <p><u>Form 3005 – Bingo Manager Sponsored License Application Form (14 pages)</u></p>	
<u>49</u>	<u>2.6.3.4</u> <u>2.6.3.6</u> <u>Q</u>	<p><u>Develop a retention schedule for the licensing records. Management would have the ability to run a report of those applicant’s licenses that have been inactive for a certain number of months. Create the ability for Management to have the ability to delete those licenses that no longer meet the data retention requirements.</u></p>	
		<u>TOTAL PRIORITY 6 COST</u>	

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PRICE SHEET (SUMMARY)
PART C

Total Price – ~~Urgent Priority~~ Priority 1 \$ _____ A
 Total Price – ~~Immediate Priority~~ Priority 2 \$ _____ B
 Total Price – ~~Priority~~ Priority 3 \$ _____ C
 Total Price – ~~Low Priority~~ Priority 4 \$ _____ D
 Total Price – ~~Priority~~ Priority 5 \$ _____ E
 Total Price – ~~Low Priority~~ Priority 6 \$ _____ F

PART D

Total Monthly Price _____ x 60
 Months \$ _____ G

TOTAL Evaluated PRICE \$ _____
(Total A + B + C + D + E + F + G) **(BASIS OF AWARD)**

The TO Offeror’s Proposed “Total Evaluated Price” specified above will be the basis for the award. The number of hours for Part B is based on estimated quantities and will be used solely for price evaluation, comparison and selection for recommendation for award. The quantities indicated are not a guarantee of any minimum or maximum amounts under this TO and may change at any time during the term of the TO.

The proposed prices are to be fully loaded and to expressly include overhead expenses (e.g., fringe benefits, administrative costs, profits, etc.), and all related and incidental expenses (e.g., travel, legal, etc.) associated with providing this service.

The actual amount to be paid to the TO Contractor shall be calculated using the Firm Fixed Prices specified in Part A and, for Part B, the actual number of hours authorized and accepted by the MLGCA.

Authorized Individual Name

Company Name

_____ Title

_____ Company Tax ID #

_____ Signature

_____ Date