

Scientific Games

The experience of the proposer in providing the requested goods or services:

- Scientific Games prints lottery tickets for 50 NASPL member lotteries.
- In 1973 Scientific Games developed the first algorithmic solution that permitted production of the world's first secure instant lottery game.
- In 1974 Scientific Games printed the first instant lottery game.
- First U.S. industry supplier to receive ISO 9001 certification of its quality management system.
- Scientific Games has 38 years of experience as a provider of lottery instant ticket games.
- In the U.S. Scientific Games provides instant ticket games to 42 of the 44 lottery jurisdictions.
- Primary printer for TLC since 1999.
- Scientific Games is the primary instant ticket provider to 9 of the top 10 U.S. Lotteries.
- Scientific Games operates 6 printing facilities across 5 continents.
- In 2010, Scientific Games printed more than 37 billion lottery instant tickets worldwide.
- Scientific Games has the capacity to print in excess of 48 billion tickets worldwide.
- MDI Entertainment, LLC is a wholly-owned subsidiary of Scientific Games.
- MDI has an extensive licensed property portfolio.

The qualifications of proposer's personnel:

- Account Manager – Senior Regional Director (Geneva McCaffery) over 21 years of experience in the lottery industry, including over 10 with the Florida Lottery and over 10 with Scientific Games. Geneva resides in San Antonio.
- Account Executive – Client Services (Valli Cason) has been with Scientific Games for 26 years. Valli has been the Account Executive for the Texas Account for 12 years.

- Instant Game Manager (Megan Van Ness) has worked in the design/drawing field since 2008. Megan has been with Scientific Games since 2010. 2008 – Graphic Communications degree.
- VP, Client and Creative Services (Rhonda Gillen) has 19 years of experience in the lottery industry.
- VP and General Manager, Alpharetta Printed Products (Robert Rusenko) 6 years lottery experience and 24 years of industrial experience. 1987 – Chemical Engineering degree.
- Quality Assurance Manager (James Odum) 6 years lottery printing experience. 2005 – Graphic Communications degree. ISO 9000:2001 Lead Auditor.
- Information Technology (Joe Bennett) 20 years of experience directly related to programming and the security of instant games. 1987 – Computer Science degree.
- Game Validation Supervisor (Greg Lewis) 20 years of lottery industry experience.
- Game Generation Supervisor (Adam Keenan) 13 years of lottery industry experience.
- Security Director (Teli Parianos) 14 years of lottery industry experience.
- Design Team Supervisor (Ernest Oshiro) 34 years of graphic design experience, including 15 years designing instant lottery games. Ernest has been working on TLC game designs for 12 years. 1978 – Burnley School of Professional Art diploma.
- Creative Services Manager (Jim Farrell) 8 years of lottery industry experience.
- Prepress Manager (Russ Joiner) 22 years of commercial printing experience, 7 years with Scientific Games. 1986- Mathematics/Computer Science degree.

The quality of proposer's past performance in contracting with the agency, with other state entities, or with private sector entities:

- Scientific Games has been the TLC's primary printer since 1999.
- Scientific Games successfully produced over 40 games a year for the TLC.
- Scientific Games is the primary printer for 9 of the top 10 U.S. Lotteries.
- Scientific Games provides instant ticket games to 42 of the 44 lotteries in the U.S. jurisdiction.
- Scientific Games printed in excess of 37 billion tickets worldwide in 2010.
- Scientific Games has been printing instant lottery tickets for 38 years.
- In the past, Scientific Games has given the TLC special consideration with print time, when requested.
- In 2011, Scientific Games asked TLC to seek another printer for several games due to capacity restraints.

In response to TLC survey, Scientific Games received the following ratings for Customer Service (CS), Problem Resolution (PR) and Overall Satisfaction (OA). The rating scale was 1 through 7, 7 being the most favorable rating.

- California: CS-6 PR-7 OA-6
- Florida: CS-6 PR-6 OA-6
- Georgia: CS-6 PR-6 OA-6
- Kentucky: CS-7 PR-7 OA-7
- Massachusetts: CS-6 PR-5 OA-6
- New York: CS-7 PR-7 OA-7

The probable quality of the offered goods or services:

- Alpharetta facility ISO 27001 Programming Security certified.
- Alpharetta facility has a print capacity of
- Scientific Game's quality management system is ISO 9001:2008 certified.
- Scientific Game's software development process is ISO-9001 and ISO 27001 certified.
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- MDI, a Scientific Games wholly-owned subsidiary, has an extensive licensed brands portfolio.
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GPC

The experience of the proposer in providing the requested goods or services:

- Entered the lottery game printing market in 2007
- Printing for TLC since 2010
- Within an 18 month period GPC successfully printed 37 instant ticket games for the TLC.
- Primary printing vendor for New Mexico, printing 55 games annually.
- Primary printing vendor for Nebraska, successfully printing 45 games annually.
- Primary printing vendor for West Virginia.
- Secondary printer for 21 US lotteries (including Texas).
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- Contracted printing vendor for 33 international lotteries.
- Printed over 1 billion lottery tickets for Italian National Lottery
- Printed over 156 million lottery tickets for California
- Printed over 113 million lottery tickets for Massachusetts lottery
- Currently have 24 NASPL customers
- No contract terminations

The qualifications of proposer's personnel:

- Collectively have more than 700 years of instants business experience.
- Much of their staff have experience with vendor and lottery side of the business.
- Account Manager (Walter Gaddy) 18 years of experience in the lottery industry.
- Account Services Representative (Shannon Struemph) 12 years of experience with the Missouri Lottery.

- Director of Quality, Security and Compliance (Richard Modawell) 14 years of lottery printing experience. Engineering Technology B.S. Degree and certifications in ASQ, APICS, and Lean Manufacturing.
- Senior Game Software Development Manager (Martin Gonzalez) 10 years of security software industry experience and 14 years of lottery industry experience. Certified ISO auditor.
- Manager of PreMedia (Dinah George) more than 30 years of experience in all phases of the graphic arts industry.
- Senior Director of Operations (Jean Turgeon) 25 years of experience in the lottery industry.
- Manager of Security (Wayne Esteve) 7 years lottery industry experience and 24 years security experience.
- Senior Manager Market Research (Todd Bauman) 16 years of experience.
- Senior Manager of Innovation (Tom Napolitano) 18 years of experience.
- Senior Director, Marketing and Client Relations (Kathy Matson) 25 years of experience.

The quality of proposer's past performance in contracting with the agency, with other state entities, or with private sector entities:

- Within an 18 month period GPC successfully printed 37 instant ticket games for the TLC.
- Primary printing vendor for New Mexico, printing 55 games annually.
- Primary printing vendor for Nebraska, successfully printing 45 games annually.

In response to TLC survey, GPC received the following ratings for Customer Service (CS), Problem Resolution (PR) and Overall Satisfaction (OA). The rating scale was 1 through 7, 7 being the most favorable rating.

- Massachusetts: CS-6 PR-5 OA-6
- New Mexico: CS-6 PR-5 OA-6
- North Carolina: CS-6 PR-4 OA-5
- West Virginia: CS-6 (WV lacked the interaction to respond to the remaining 2 categories)

- Nebraska: CS-6 PR-6 OA-6
- Liquidated Damages: New Jersey -\$20,000 and Texas \$10,000
- No contracts terminated
- Since entering the instant ticket printing business 5 years ago, GPC has experienced a Compound Annual Growth Rate of 68%.

Tex. Gov't Code

Confidentiality Claimed

The probable quality of the offered goods or services:

\$552.139/\$552.101

PIA \$552.110

\$466.022

- In successfully printing 37 games for the TLC, GPC has demonstrated they are capable of producing a secure, quality product in a timely manner.
- GPC has a
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- SME informed committee that GPC is very responsive to inquiries and concerns.
- Lakeland facility has a
- Current customers that were surveyed all gave GPC favorable ratings.
- GPC staff great deal of experience in the lottery industry.
- Automated process for placement of 4X4 cards in TLC game packs.
- Staff dedicated to game design
- Twenty-one station back-up printing facility located in Plant City, Florida.

Pollard

The experience of the proposer in providing the requested goods or services:

- Pollard has been in the instant ticket printing business for over 25 years
- Pollard currently has over 50 clients, 25 of which are NASPL members.
- First started printing instant tickets for NASPL lotteries in 1985.
- Pollard's innovation in instant tickets includes the following; Scratch FX Games, Fusion Games, Break-open tickets and Translucent Latex Marking System
- Generates more Crossword and Bingo games sales in the US, 57% of the \$2.135 billion annual Crossword sales and 67% of the \$937 million annual bingo games sold.
- Pollard's annual ticket production capacity company-wide is 18 billion and they are currently printing 12 billion tickets per year.
- In 2011, TLC's primary printing vendor asked the TLC for relief in printing due to capacity issues. The TLC turned to Pollard to print several games, which Pollard successfully did.
- Primary printing vendor for Maryland, in 2011 printed over tickets.
- Primary printing vendor for Michigan, in 2011 printed over tickets.
- Primary printing vendor for Maryland, in 2011 printed over tickets.
- Primary printing vendor for Minnesota, in 2011 printed over tickets.
- Primary printing vendor for New Jersey, in 2011 printed over tickets.
- Primary printing vendor for Kansas, in 2011 printed over tickets.
- It is notable that as a secondary printer, in 2011, Pollard printed over tickets for California, over tickets for New York and over tickets for Massachusetts.
- The TLC has never sanctioned Pollard for "omitted packs."

Confidentiality Claimed
PIA #552.110

The qualifications of proposer's personnel:

- Criminal background checks on all employees.
- Follow-up criminal backgrounds performed based on position.
- Executive VP of Operations (Rob Young) 30 year career in printing.
- Sales Team Texas Account Manager (Brad Thompson) employed with Pollard since 1994. Thirteen years of experience in Marketing and Sales.
- Sales Manager, Licensed Products Account Sales Manager (Greg Hoelk) over 20 years of experience with instant tickets, both on the lottery and vendor side. Prior employment with Indiana and Texas lotteries and with ITM vendor. Resides in Austin, Texas.
- Marketing Manager – Team Texas Account Service Representative (Jennifer Wankling) employed with Pollard since 2005.
- VP of Manufacturing (Dion Grotkowski) has been with Pollard since 1995
- Production Manager (Scott Stalker) 19 years lottery experience.
- Pre-Press Manager (David Thomas) 20 years lottery experience.
- Finishing Manager (Jim Loy) 10 years lottery experience.
- Corporate Lab Manager (Brett Taylor) has been with Pollard since 2001. Holds an honors degree in Chemistry. Manages a staff of 33 employees.
- Senior Security Chemist (Andrew Wojtowicz) 20 year lottery experience.
- Lab Manager (Joanne Unrau) 17 years lottery experience.
- Director of Game Development (Darren Wareham) has been with Pollard since 1995. Holds a Computer Engineering Degree. Staff of 50 personnel.
- VP Licensed Products (Sina Aiello) was with Pollard from 1997 to 2000 and returned to Pollard in 2003. More than 10 years marketing and management experience.
- Director Corporate Security (Eric Hrycyk) has been with Pollard since 2002, following a 28 year career with Winnipeg Police Service.

The quality of proposer's past performance in contracting with the agency, with other state entities, or with private sector entities:

- In 2011, TLC's primary printing vendor asked the TLC for relief in printing due to capacity issues. The TLC turned to Pollard to print several games, which Pollard successfully did.
- Pollard has been a TLC printing vendor since 1999.
- Pollard has printed instant ticket games for NASPL lotteries since 1984.

In response to TLC survey, Pollard received the following ratings for Customer Service (CS), Problem Resolution (PR) and Overall Satisfaction (OA). The rating scale was 1 through 7, 7 being the most favorable rating.

- California: CS-7 PR-6 OA-6
- Maryland: CS-7 PR-6 OA-7
- Western Canada Lottery Corp: CS-7 PR-7 OA-7
- Kansas: CS-7 PR-7 OA-7
- Massachusetts: CS-6 PR-6 OA-6
- Minnesota: CS-6 PR-7 OA-5
- Ontario Lottery & Gaming: CS-7 PR-7 OA-6

- SME stated Pollard is very responsive to inquiries and concerns.
- In worked performed for the TLC, Pollard has had very few post execution changes to working papers.
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Confidentiality Claimed
PIA §552.110

The probable quality of the offered goods or services:

- Pollard generates more Crossword and Bingo games sales in the US, 57% of the \$2.135 billion annual Crossword sales and 67% of the \$937 million annual bingo games sold.
- Pollard's annual ticket production capacity company-wide is 18 billion and they are currently printing 12 billion tickets per year.
- Capability of printing additional 150 million tickets per month at the Ypsilanti plant.

- Pollard has five production plants.
- In 2011, TLC's primary printing vendor asked the TLC for relief in printing due to capacity issues. The TLC turned to Pollard to print several games, Pollard successfully produced and provided a secure, quality product.
- Received high satisfaction ratings from surveyed customers.
- Pollard has demonstrated it is capable of printing large quantities of instant lottery tickets.
- Pollard has extensive history/experience as a "graphic art" company. Ticket graphics are very well done.
- Ability to print tickets ranging from 1 7/8" 2 7/8" to as large as 8" X 12".
- Is able to print various types of lottery tickets, i.e. break-open, pouch, etc.
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