

**GPC Notes—**

**1. The Probably Quality of the Offered Goods and Services—**

General—Proposer has limited printing industry experience (5 years). Proposer has contracted with TLC for 22 months and has recently provided a significant number of games to TLC. Proposer has assembled a staff of individuals with a significant level of industry experience. This includes staff that has both vendor and lottery side experience. Proposer has met TLCs service needs during its current contract for services to TLC. Site Visit—Proposer demonstrated significant resources allocated to quality control/ticket testing process during site visit. Proposer provided limited information regarding, “Security of the instant ticket manufacturing process (including handling of production tapes and validation files)” during site visit presentations.

**2. The quality of the Proposer’s past performance in contracting with the agency, with other state entities, or with private sector entities—**

TLC instant ticket vendor for 22 months and has produced 37 games. 4.1.3 No contract terminations.

General—(SME) A few issues (e.g. PECs, reconstruction request communications and ticket testing) were noted, but overall proposer’s staff has been responsive to TLCs account service needs during prior contracting period and no significant areas of consistent operational issues were identified. During the contracting period, proposer was asked to take on a substantial number of TLC games. Proposer met all requirements and production timelines. Customer/Reference Surveys of other print customers yielded no significant areas of concern.

**3. The qualifications of the Proposer’s personnel—**

- Account Manager—Joe Lapinski, Texas Account Manager. Also, current GTECH Texas Lottery Operator Account General Manager. Extensive experience in lottery operator management capacity. No prior experience in the printing industry noted. Walter Gaddy, Account Manager. 18 years of lottery industry experience, 14 years with Florida Lottery and 4 with GPC
- Account Services Representative—Shannon Struempf. 12 years of experience at Missouri Lottery and 4 years with GPC. Has worked on 10 games for Texas.

- Quality Control (individual or team)—Richard Modawell, Director of Quality, Security and Compliance. 14 years of lottery print industry experience, including OGT, SGI and GPC.
- Information Technology (individual or team)—Martinez Gonzalez, Senior Game Software Development Manager. 10 years of security software industry experience and 14 years of lottery industry experience, including SGI, OGT and GPC experience.
- Graphics Artists—Dinah George, Manager of PreMedia, 30 years of experience in all phases of the graphics arts industry including 6 years with GPC. Proposer notes that it will hire a graphic designer who will be located in Austin.
- Other Staffing—
  - Alan Eland—Senior VP and COO GTECH North America and President of GTECH Printing. 25 years of industry experience.
  - Lauren Zurbrugg—Instant Product Analyst, GTECH since 2011
  - Jean Turgeon—(site visit) Senior Director of Operations, 25 years of industry experience, including BABN, OGT, SGI, GPC and Deloitte (lottery auditing).
  - Wayne Esteve—(site visit) Manager of Security, 20+ years in security, 3 with Creative Games, 6 with GPC
  - Kathy Matson—Senior Director Marketing and Client Relations, 20+ years lottery sales and marketing experience, including Dittler Bros. OGT and GTECH
  - Pat Schmidt—Senior Director Marketing Brand Licensing, GPC since 2005, Former Hasbro Licensing and Promotions VP

General—While proposer is relatively new in the printing industry limiting team member experience with the proposer, the proposer has assembled a team of staff that is experienced within the industry. This includes experience on both the lottery and vendor side. (SME) Proposer’s staff has been responsive to TLCs account service needs during prior contracting period. Proposer has integrated the reporting structure of its print services management with its lottery operator management team.

**4. The experience of the Proposer in providing the requested goods or services—**

4.1 Proposer has been providing instant ticket printing services for 5 years (purchased prior operator with 12 years of experience). 24 current NASPL customers. Proposer has had no contract terminations. Proposer has provided tickets to the Texas Lottery for 22 months; 37 games. Proposer has noted providing tickets to the largest customers in the world including Lottomatica, MA, NY and CA.

7.2 Proposer

8.32.4 Proposer provided an overview of its licensed property offerings.

General—Proposer has recently entered the printing industry and does not currently have a significant number of large contracts for print services. Proposer has produced 37 games for the TLC within the last two years.

Proposer has committed resources in the area of bringing licensed property offerings to its customers.

**Pollard Notes—**

**1. The Probably Quality of the Offered Goods and Services**

General—Proposer has substantial industry experience and direct experience in providing goods and services to TLC. Proposer has demonstrated capabilities in providing services on a large scale to large customers. Proposer's staff is experienced in the industry and within proposer's organization. Proposer has generally met TLCs service needs during its current contract for services to TLC. Proposer provides detailed overview of its quality control/assurance process (8.1 and Appendix C) for the production of instant ticket games. Proposer provided information during site visit addressing committee questions about the interaction between staff in its Winnipeg facility and the Ypsilanti printing facility related to game production. Proposer placed significant emphasis on both game and physical security controls in proposal response and site visits.

**2. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.**

Texas Lottery Instant Ticket Vendor since 1999.

2.9 Proposer presented sales growth success in various jurisdictions (NJ, MI, OLG) as a demonstration of quality of past performance in other jurisdictions.

General— (SME) Proposer's staff has been responsive to TLCs account service needs during prior contracting period and no significant areas of consistent operational issues were identified. Proposer had a prior period where it did not print games that TLC sought to print. During the current contracting period, proposer undertook substantial additional printing at TLCs request on limited notice and met production timelines. Customer/Reference Surveys of other print customers yielded no significant areas of concern.

**3. The qualifications of the Proposer's personnel.**

- Account Manager—Brad Thompson, 17 years with Pollard, long time Texas Lottery account manager, other account exp. MA, AZ, OLG, WCLC and OR.
- Account Services Representative—Jennifer Wankling, 6 years with Pollard
- Quality Control (individual or team)—Dion Grotkowski (quality control and production), 17 years with Pollard, VP of Manufacturing (Ypsilanti), Reporting Press team experience ranging from 10 to 20 years. Brett Taylor (quality control and testing), 11 years with Pollard, team experience 17 to 20 years.
- Information Technology (individual or team)— Darren Wareham, Game Development Director, 17 Years with Pollard, staff experience ranging from 13 to 30 years
- Graphics Artists—
  - Al Doersam (technical) 14 years with Pollard,
  - Steven Downie (Creative) 8 years with Pollard

- Other Staffing—
  - Doug Pollard, Co-CEO, 15 years with Pollard
  - Don Sawatsky, Exec. VP Sales and Marketing, 25 years industry experience (4 with WCLC)
  - Sina Aiello, VP Printed Products, 15 years with Pollard
  - Greg Hoelk, Licensed Property Sales Manager, 20 years industry exp. Vendor and lottery side
  - Darren Perche, Market Research Manager 7 with Pollard, Management of Pollard's industry-wide (12,000 ticket) data-mining and sales forecasting database
  - Eric Hrycyk, 10 years with Pollard, 28 years with Winnipeg PD
  - Rob Young, Exec. VP of Operations, 25 years senior management exp. 30 in the printing industry

General—Proposer's staff has extensive experience within the instant ticket industry mostly in proposer's organization, with many of the staff having a significant amount of direct prior experience in providing services to Texas. Many of proposer's staff has worked for proposer for an extended period of time. (SME) Proposer's staff has been responsive to Texas' account service needs during prior contracting periods.

**The experience of the Proposer in providing the requested goods or services—**

4.1 Proposer notes that they began providing instant ticket printing and other related marketing services to NASPL Lotteries in 1985. Proposer notes serving over 50 lottery customers worldwide, including 25 NASPL customers. Texas Lottery vendor since 1999. Proposer notes innovations made within the industry including ScratchFX, translucent, proprietary marking system and experience with break-open tickets. Company size-1100 employees. 18 billion ticket annual capacity, 12 billion currently in use, and production of 100 unique games per month. Texas printing needs will be served out of the Ypsilanti Manufacturing plant. 4.1.2 Proposer served a substantial number of customers over the last 5 years where printing volume has exceeded annually. 8.1

. 8.32.4 Proposer provides an overview of its licensed property offerings, proposer provided additional information regarding its commitment to providing a range of high-quality licensed property offerings to its customers during site visits. Proposer provided examples of industry product innovations that it has brought to market (e.g. Translucent Marking System, ScratchFX, and combined instant/breakopen products).

General—Proposer has significant demonstrated experience in providing the requested services to large customers over a substantial number of years within the industry. Proposer has demonstrated staffing and manufacturing capacity to support its large volume operations. Proposer has demonstrated experience in producing unique printing innovations within the industry. Proposer has committed resources in the area of bringing licensed properties offerings to its customers.

**SGI Notes—**

**1. The Probably Quality of the Offered Goods and Services—**

General—Proposer has extensive industry and direct experience providing the requested goods and services to TLC. Proposer has demonstrated capacity and capability to serve large customers. Proposer's staff has substantial industry experience and with proposer. A majority of the staff also have extensive experience providing services to TLC. Proposer has generally met TLCs service needs during its current contract for services with TLC. Proposer demonstrates the commitment of substantial resources to product innovation and offering of licensed property products to its customers. Proposer placed significant emphasis on game and physical security controls in both the proposal response and site visits.

**2. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities—**

TLC instant ticket vendor for 12 years. 4.1.3 No contract terminations,

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General—(SME) Proposer's staff has been very responsive to TLCs account service needs during prior contracting period and no significant areas of consistent operational issues were identified. This performance occurred while handling a significant majority of TLCs printing needs. During the current contracting period, proposer experienced performance events associated with game production and promotional second chance drawings. Proposer demonstrated commitment to address these performance events during the contract period. A few years ago, proposer experienced a capacity limitation (which was subsequently addressed) that required the shifting of games to an alternative vendor for production. During the contract period, the proposer also adjusted production schedules to accommodate scheduling adjustments requested by TLC to bring products to market earlier. Customer/Reference Surveys of other print customers yielded no significant areas of concern. In survey responses, a few customers noted latex (rub) issues associated with games that were described as minor in nature. Responsiveness on these issues was rated positively.

**3. The qualifications of the Proposer's personnel—**

- Account Manager—Geneva McCaffrey, SGI Senior Regional Director, 21 years industry experience, including 10+ years with Florida Lottery, OGT and SGI. Ms. McCaffrey is the replacement for Pam Lee originally named for this position by proposer.
- Account Services Representative—

- Valli Cason, 26 years of experience with SGI, 12 years exp. as TLC account services representative
- Megan Van Ness (instant game manager), 5 years project management at print manufactures, 2 years with SGI
- Quality Control (individual or team)—
  - Rob Rusenko, VP and GM of Alpharetta Printed Products, 24 years industry exp. and six years lottery exp.
  - James Odum, QA Manager, six years lottery printing exp. with SGI
  - Joe Bennett, VP of Gaming Programming, 20 years of experience in instant game secure programming.
- Information Technology (individual or team)—Proposer notes that its team in this area is the largest in the industry. Team members have 7 to 20 years of direct industry experience (p. 4-97 and 98)
  - Joe Bennett, VP of Game Programming—see notes above.
  - Michael Lee, Director of Game Audit and Review, 20 years lottery industry exp. with SGI
  - Ashley Gantt, Director of Software Development and Game Review 14 yrs. lottery industry exp. with SGI
- Graphics Artists—
  - Jim Farrell, Creative Services Manager, 8 yrs. Lottery industry exp.
  - Ernest Oshiro, Design Team Supervisor, 34 yrs. Graphic design exp., 15 designing instant games and 12 years on the TLC instant ticket design team
  - Jennifer Joraskie, Junior Designer, new SGI staff member
  - Working Paper Team (general)
- Other Staff—
  - Jim Trask, Executive Sponsor, 34 years exp. In lottery and secure printing industry, OGT 1988 to 1997 and SGI 2002 to present
  - Jim Kennedy, CMO, 26 years industry exp. with SGI
  - Bill Fox, VP of US Sales, 40 yrs. of exp. in lottery industry including AWI, GTECH and SGI
  - Rhonda Gillen, VP Client and Creative Services, 28 years promotions and marketing exp., 19 yrs. in the lottery industry with OGT and SGI
  - Bev Opie, Senior VP MDI Sales--20 yrs. Industry exp. 9 with Iowa lottery
  - Mar-D Greer, Director of Drawings—13 yrs industry exp. 10 yrs. with Georgia Lottery and 3 yrs. with SGI
  - Jeff Martineck, VP Instant Product Development—21 yrs. lottery industry exp. with SGI and Connecticut Lottery
  - Dan O'Bryant, Director US Instant Tickets, 39 yrs. industry print exp. 13 with SGI

General—Proposer's staff has extensive experience within the instant ticket industry, with many of the staff having a significant amount of direct prior experience providing services to Texas. Many of proposer's staff has worked for proposer for an extended period of time. (SME)

Proposer's staff has been very responsive to Texas' account service needs during prior contracting periods.

**4. The experience of the Proposer in providing the requested goods or services—**

Proposer notes that it has provided instant ticket games than all other US vendors combined for the last 38 years.

Proposer notes being a provider of instant tickets to 42 of 44 (primary to 35) US lotteries including the primary supplier to 9 of the top 10 US lotteries (secondary in NJ-Pollard) and 9 of 10 US lotteries with the highest percentage of sales growth (CY2010). Proposer also notes serving 45 NASPL member print customers and having 120 customers worldwide. Proposer notes also being the TLCs instant ticket supplier for 12 years indicating that it has produced over 800 instant games for TLC since 2001.

4.1 Proposer notes developing the lottery industry's first instant ticket game in 1974. Proposer notes that experience can be measured in many ways—number of years, how many tickets produced, how many customers served, or the number of innovations brought to the industry, indicating that it is the unquestioned leader for every measure. Proposer reports 48 billion ticket capacity worldwide and printing of 37 billion standard ticket units in 2010. Proposer notes being the instant ticket vendor under the Northstar Venture in Illinois. Proposer operates a printing facility with a capacity of 100 million tickets per year in Alpharetta, GA. Proposer has 3,200 worldwide employees and 1,650 in the U.S. Proposer notes that its MDI (begun in 1986) subsidiary, offers the largest collection of branded, proprietary and licensed games in the industry. Proposer provided examples of industry product innovations that it has brought to market beginning p. 4-26. Proposer also demonstrated a number of innovations (part 6 and elsewhere) that were developed by the proposer.

General--Proposer demonstrates substantial experience in providing the requested goods and services to large customers over 38 years in the industry. Proposer has significant experience in providing the requested goods and services to TLC. Proposer has demonstrated staffing and manufacturing capacity to support its large volume operations. Proposer has demonstrated experience in producing unique printing innovations within the industry and has committed staffing resources to the creation of new product innovations. Proposer has invested significant resources in its commitment to offering a broad range of licensed properties offerings to its customers.