



**INSTANT TICKET MANUFACTURING AND SERVICES RFP  
REFERENCE CHECK QUESTIONNAIRE**

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Instant Ticket Manufacturing and Services and is currently evaluating proposals and checking vendor references. Your name was provided as a reference/customer for **GTECH Printing Corporation**. Please complete and return this questionnaire to Angela Zgabay-Zgarba, Contracts Administration, at [angela.zgarba@lottery.state.tx.us](mailto:angela.zgarba@lottery.state.tx.us) or by fax to (512) 344-5444 by 4:00 p.m. CST on Thursday, February 23, 2012.

Please provide the following:

Lottery Name: \_\_\_\_\_ Massachusetts State Lottery \_\_\_\_\_

Contact Name: \_\_\_\_\_ Lauren Luttrell \_\_\_\_\_

Phone number: \_\_\_\_\_ 781-849-5590 \_\_\_\_\_

1. Was GTECH Printing Corporation a primary or secondary vendor for you?

Check One

Primary Vendor	
Secondary Vendor	X

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 5

3. Did you experience any issues with GTECH Printing Corporation regarding defective tickets (i.e. latex that did not scratch, missing imaging, etc.) or miscut or omitted packs for a game that was already released for sale?

Check One

Yes*	
No	

\*Please explain:

one issue with one game on a small range of tickets for a \$2 Game.

3.a. If so, was the situation handled by the vendor in a timely manner and to your satisfaction?

Check One

Yes	X
No*	

\*Please explain:

4. Did you experience any game production issues with GTECH Printing Corporation?

Check One

Yes*	
No	X

\*Please explain:

5. Did you experience any issues with GTECH Printing Corporation in adhering to contracted game delivery schedules?

Check One

Yes*	
No	X

\*Please explain:

6. Would you consider contracting with GTECH Printing Corporation in the future?

Check One

Yes	X
No*	
Maybe*	

\*Please explain:

**For questions 7 through 10, please use the scale below when making your assessment.**

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1      2      3      4      5      6      7

7. Reports – (Accuracy, completeness and timeliness of deliverables)

Choose One: 1 2 3 4 5  6 7

PLEASE COMMENT

8. Working papers - (Accuracy, completeness and timeliness of deliverables)

Choose One: 1 2 3 4 5  6 7

PLEASE COMMENT

9. Customer service

Choose One: 1 2 3 4 5  6 7

PLEASE COMMENT

10. Problem resolution

Choose One: 1 2 3 4  5 6 7

PLEASE COMMENT

11. Overall performance

Choose One: 1 2 3 4 5  6 7

PLEASE COMMENT