



**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 or by fax to (512) 344-5444 by 4:00 p.m. CST on Thursday, February 23, 2012.

Please provide the following:

Lottery Name: North Carolina Education Lottery

Contact Name: Randy Spielman

Phone number: 919-301-3601

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? 19

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*	X
No	

*Please explain:

- Minor issue with one game with a hard to scratch latex

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- Issue with one game with the base coat underneath the latex scratching off; resulting in a much higher number of reconstructs than normal

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:

- Up to this point we haven't experienced the same issue with similar games since the original problem

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

We haven't had any issues with the timing or accuracy of deliverables

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

Choose One: 1 2 3 4 **5** 6 7

PLEASE COMMENT

Throughout the life of our contract GTECH has improved the amount of time between approval of art work and prize structure and the delivery of draft working papers. In the past the lead time to produce working papers was much longer than the other print vendor that we contract with. This allowed very little time to make changes/revisions to working papers and still meet delivery deadlines. The amount time has been improved dramatically in the past 6 months.

9. Customer service

Choose One: 1 2 3 4 5 **6** 7

PLEASE COMMENT

GPC has been very responsive and accessible from a customer service standpoint

10. Problem resolution

Choose One: 1 2 3 **4** 5 6 7

PLEASE COMMENT

At times (not frequently) some problems/questions are left unresolved without constant follow-up.

11. Overall performance

Choose One: 1 2 3 4 **5** 6 7

PLEASE COMMENT