



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: Nebraska Lottery

Contact Name: Mike Elwood

Phone number: 402-471-6121

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

Check One

Primary Vendor	X
Secondary Vendor	

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 45 games FY 10-11 (They are our exclusive printer)

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: A grid game was missing the letter part the furthest-left grid coordinates (instead of A4, it showed only 4.) The misprint was intermittent and affected just a few packs in one channel of the print run. It was a floating issue that was discovered and resolved, thus preventing the same thing on

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future prints. We also had a couple instances of pack separation issues where one pack was short a few tickets and another was long. This was discovered and quickly resolved.

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: After the discovery of the misprint, any pack printed on the affected channel was pulled from retail and replaced with a pack from one of the other channels. GPC reprinted the one channel and the game continued to sell. The resolution took a couple days over a weekend and through the week. To streamline future partial game pulls, we had GTECH create a procedure to follow. No other printing issues to report since.

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				
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>

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

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT 6 A few minor issues with shipping notifications. Otherwise, meets or exceeds requirements.

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

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT 6. The executed working papers are accurate. GPC reacts to change requests in a timely manner. If requested changes can't be done, then an explanation or alternative is always offered.

9. Customer service

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT 6 Professional on a personal level. I have gotten to know many of the GPC reps from the sales team, CSRs, management, press, security, programming, and testing. They all want to make a good looking, functional, and secure ticket, because they want to and because their reputation, as do other printing companies, depends on it.

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT 6 GPC is up front with us when a problem arises. They are quick to offer a resolution and discuss a plan. No printer is going to be perfect, so when a problem does occur, I want to be able to depend on them to make right of anything that is wrong and I want to be a part of any of the discussions.

11. Overall performance

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT 6 Again, no printer is perfect. But, for the most part, I'm very satisfied with GPC. Please feel free to contact me if you have any questions. Good luck!