

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:

Yes* No

*Please explain:

| Lottery Name: New Tersey |
|---|
| Contact Name: Fosher Krupa Phone number: 609-599-5878 |
| Phone number: 609-599-5878 |
| |
| 1. Was GTECH Printing Corporation a primary or secondary vendor for you? |
| Check One Primary Vendor Secondary Vendor |
| 2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 2-3 |
| 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

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

| | Check One | 1 A |
|-----|-----------|-------|
| Yes | | NH |
| No* | | 1, 1, |

^{*}Please explain:

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



^{*}Please explain:

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

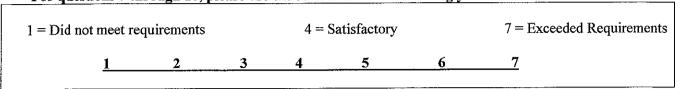
| | Check One |
|------|-----------|
| Yes* | |
| No | X |

^{*}Please explain:

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

| | Check One | |
|--------|-----------|--|
| Yes | X | |
| No* | | |
| Maybe* | | |

^{*}Please explain:



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