



**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: **WEST VIRGINIA LOTTERY**

Contact Name: **MICHAEL THAXTON**

Phone number: **304.558.0500 X265**

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?

NONE. WE HAVE JUST BEGAN OUR CONTRACT WITH GPC.

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: **NOT YET APPLICABLE**

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

Check One

Yes	
No*	

*Please explain: **NOT APPLICABLE**

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

Check One

Yes*	
No	X

*Please explain: **WE ARE TESTING OUR FIRST GAME ON OUR GAMING SYSTEM AND ARE ALREADY ABOUT TO SIGN WORKING PAPERS FOR OUR FIRST NINE GAMES WITH GPC.**

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

Check One

Yes*	
No	X

*Please explain: **NOT AT THIS TIME. THE TEST GAME AND WORKING PAPERS WILL BE COMPLETED WITHIN THE FIRST FOUR WEEKS OF THE CONTRACT.**

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 **THUS FAR THEY HAVE EXTREMELY QUICK IN RESPONDING TO OUR NEEDS AND TIMELINESS OF DELIVERABLES.**

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

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

PLEASE COMMENT **THUS FAR THEY HAVE EXTREMELY QUICK IN RESPONDING TO OUR NEEDS AND TIMELINESS OF DELIVERABLES.**

9. Customer service

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

PLEASE COMMENT **THEY HAVE BEEN VERY RESPONSIVE TO OUR NEEDS THUS FAR.**

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT N/A

11. Overall performance

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

PLEASE COMMENT **WE WILL BE RECEIVING OUR FIRST GAMES THE END OF MARCH, SO I HAVE TO RESERVE FURTHER JUDGEMENT ON PERFORMANCE.**