



**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 **Pollard Banknote Ltd.** 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: ___Kansas Lottery_____

Contact Name: ___Colleen O'Neil_____

Phone number: ___785-296-5778_____

1. Was Pollard Banknote Ltd. 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? Around 100

3. Did you experience any issues with Pollard Banknote Ltd. 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:

1. We had a game that had another games UPC barcode and game info on the back of about every 8th ticket. Had something to do with the plates – the actual ticket barcode was correct but the game had to be pulled because of the number of retailers that use the UPC barcode.
2. We had less than 50 packs in one game that had registration issues.

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 Pollard Banknote Ltd.?

Check One

Yes*	
No	X

*Please explain:

5. Did you experience any issues with Pollard Banknote Ltd. in adhering to contracted game delivery schedules?

Check One

Yes*	
No	X

*Please explain:

6. Would you consider contracting with Pollard Banknote Ltd. 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.

Texas Lottery Reference Questionnaire

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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