



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](mailto: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: \_\_\_Massachusetts State Lottery\_\_\_

Contact Name: \_\_\_Lauren Luttrell\_\_\_\_\_

Phone number: \_\_\_781-849-5590\_\_\_\_\_

1. Was Pollard Banknote Ltd. 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? 4

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*	
No	

\*Please explain:

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:

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.**

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