



**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: Ontario Lottery & Gaming Corporation

Contact Name: Chris Cameron

Phone number: (705) 946-6455

1. Was Pollard Banknote Ltd. 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? Approximately 70

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: We experienced some issues with some games that had scratches on the latex overprint as a result of a temporary issue with their finishing process. Our Ticket Security standards are

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quite rigorous in Ontario and we required Pollard to re-print a number of these games, or in a couple of cases, re-print a portion of the game and then re-balance.

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: Yes. We worked with Pollard to ensure market supply was not impacted. They have always been very “customer/client friendly” with respect to issue resolution, and were very reasonable to deal with in this particular instance as well.

4. Did you experience any game production issues with Pollard Banknote Ltd.?

Check One

Yes*	✓
No	

*Please explain: See above. As well, from time to time there will be the occasional portion of a game that has an issue with latex lockdown (latex difficult to scratch) which requires them to remove that portion of the game and reprint. No major issues.

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

Check One

Yes*	
No	✓

*Please explain: No significant issues. Our contract process has firm process timelines but also includes flexibility to modify delivery dates based on mutual agreement (e.g. Where OLG has a particularly hot seller or a game which has to be removed from market due to our policy of pulling when the last top prize over \$100,000 is claimed). In some situations we ask Pollard to accommodate changes in schedule or advance a game further down the queue for us, resulting in a regularly scheduled game being pushed back as a result.

6. Would you consider contracting with Pollard Banknote Ltd. in the future?

Check One

Yes	✓
No*	
Maybe*	

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*Please explain: Absolutely. They are still our primary printer (SGI is our secondary), and produce very high quality product for us at a very competitive price. They are also very reasonable to deal with in matters of issue resolution.

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

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

Choose One: 1 2 3 4 5 6 7

A thorough, well-developed and documented process which we have further refined at OLG with their collaboration to streamline by stripping out much of the game elements “common” to all games into a standard “appendix”.

9. Customer service

Choose One: 1 2 3 4 5 6 7

While Pollard produces a very high quality, world class product, their strongest asset has always been their customer service approach. In a business where OLG could be sometimes viewed by some (including vendors) as a difficult client in terms of standards and sensitivities, Pollard has been exceptional at working with us on our particular challenges. They were also our primary partner through our dramatic Instant Rejuvenation Strategy period from 2006 – present that has seen us rebound from just under \$600Million in Instant Sales, to now well over \$900Million, including 2 years where we posted the highest year-over-year growth for Instant Sales in North America.

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

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See comment above

11. Overall performance

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

Very solid vendor and partner. Good to deal with. Competitive pricing. Accommodating to some of the unique challenges faced by OLG. I would recommend them to any jurisdiction.