



**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: Western Canada Lottery Corp. \_\_\_\_\_

Contact Name: Brad Wiebe \_\_\_\_\_

Phone number: 403-742-7154 \_\_\_\_\_

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? Approximately 60.

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	X

\*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

With regular production meetings and developing working papers well in advance of the ticket launch, we have been able to get the majority of tickets in market on time. There are a couple games that were delayed, but this was a case of new and complex game mechanics slowing down the process. Much of the extra time was because of WCLC review.

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

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

PLEASE COMMENT

The process is working great.

9. Customer service

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

PLEASE COMMENT

Very approachable. Pollard meets with WCLC regularly to present new ideas and share analysis.

10. Problem resolution

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

PLEASE COMMENT

In the past Pollard has worked with WCLC to resolve all issues that have popped up in the past. They are a true partner.

11. Overall performance

Texas Lottery Reference Questionnaire

Page 4

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Excellent.