



**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 **Scientific Games International**. 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: _____ CALIFORNIA LOTTERY _____

Contact Name: _____ LIZ FURTADO _____

Phone number: _____ 916-822-8407 _____

1. Was Scientific Games International 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? 37

3. Did you experience any issues with Scientific Games International 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: scratch off problem. The latex was hard to remove off the validation numbers area.

Texas Lottery Reference Questionnaire

Page 2

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

Check One	
Yes	<input checked="" type="checkbox"/>
No*	<input type="checkbox"/>

*Please explain:

4. Did you experience any game production issues with Scientific Games International?

Check One	
Yes*	<input checked="" type="checkbox"/>
No	<input type="checkbox"/>

*Please explain: Shrink wrap over the packs were loose on some packs. Duplicate packs due to the omit packs being packed into live ticket box.

5. Did you experience any issues with Scientific Games International in adhering to contracted game delivery schedules?

Check One	
Yes*	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>

*Please explain:

6. Would you consider contracting with Scientific Games International in the future?

Check One	
Yes	<input checked="" type="checkbox"/>
No*	<input type="checkbox"/>
Maybe*	<input type="checkbox"/>

*Please explain:

For questions 7 through 10, please use the scale below when making your assessment.

Texas Lottery Reference Questionnaire

Page 3

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

7 –

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

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

7 - Have not had detrimental problems.

9. Customer service

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6 – Issues have been handled promptly

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

7 – resolutions are effective and prompt.

11. Overall performance

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6 – no complaints