

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:
--------	---------	-----	------------

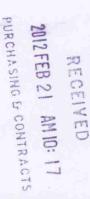
Lottery Name: Florida Lottery

Contact Name: Matt Isaac

Phone number: (850) 487-7777 ext. 2315

1. Was Scientific Games International 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? 45
- 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*	X	
No		

*Please explain: With 45 games being printed, the instances of mistakes was very low. Hard rub was the issue that came up most, but again, was a very low frequency of error.

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	X
No*	

*Please explain:

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

	Check One
Yes*	
No	X

*Please explain:

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

	Check One
Yes*	
No	X

*Please explain:

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

	Check One
Yes	X
No*	
Maybe*	

*Please explain:

Texas Lottery Reference Questionnaire Page 3

1 = Did not meet requirements

	1.	Reports – (Accuracy, completeness and timeliness of deliverables)
		Choose One: 1 2 3 4 5 6 7
		PLEASE COMMENT SGI was accurate, and deliverables we completed in our contracted deliverables deadlines
	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
•	1-1	Overall performance
,		Choose One: 1 2 3 4 5 6 7
		PLEASE COMMENT

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

1 2 3 4 5 6 7

4 = Satisfactory

7 = Exceeded Requirements