



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 Zgarba-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: 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.

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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

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 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

11. Overall performance

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT