



**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: Georgia Lottery Corporation

Contact Name: Margaret R. DeFrancisco (et al.)

Phone number: 404-215-5020

1. Was Scientific Games International a primary or secondary vendor for you?

Check One

Primary Vendor	xxx
Secondary Vendor	

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year?

55 plus reorders

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	xxx

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*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 Scientific Games International?

Check One

Yes*	
No	xxx

*Please explain:

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

Check One

Yes*	
No	xxx

*Please explain:

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

Check One

Yes	xxx
No*	
Maybe*	

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*Please explain: We have extended our contract with Scientific Games till 2018, a five-year extension.

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: 6

PLEASE COMMENT

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

Choose One: 6

PLEASE COMMENT

9. Customer service

Choose One: 6

PLEASE COMMENT

10. Problem resolution

Choose One: 6

PLEASE COMMENT

11. Overall performance

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Choose One: 6

PLEASE COMMENT

There exists a healthy tension between our partner, Scientific Games, and us. We rely on them for the latest and best practices, the latest and best games, the benchmarking, research that will help us maximize revenue for the programs this lottery funds. Our relationship is open, as is the communication between and among us – when things are going perfectly, and when there is an issue (which sometimes comes from our side, not the vendor). They are a critical and integral part of our team. They have even helped us in a process improvement initiative where their input was invaluable.