

**Texas Lottery Commission  
 Lottery Operations and Services RFP  
 Evaluation Scoring Matrix Documentation**

<b>Vendor Name:</b> Intralot
<b>Evaluator Name:</b> Robert Tirloni

<b>Pre-Qualification</b>		<b>Date / Time</b>
<b>A.</b>	<b>Mandatory Pre-Proposal Conference and Non-Disclosure Statement</b>	
A.1	The Proposer attended one of the mandatory pre-proposal conferences and submitted a signed non-disclosure statement.	
<b>B.</b>	<b>Cost Proposal and Proposer's Commitment Submission</b>	
B.1	The Proposer submitted the Cost Proposal and Proposer's Commitment in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	
<b>C.</b>	<b>Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond Submission</b>	
C.1	The Proposer submitted the Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	

<b>Round 1: Minimum Qualification Requirements</b>		
<b>A.</b>	<b>Financial Status of the Proposer</b>	
A.1	The Proposer is financially viable and Office of the Controller has validated the financial status of the Proposer.	Pass/Fail
<b>B.</b>	<b>Historically Underutilized Businesses (HUB)</b>	
B.1	Whether the Proposer performed the good faith effort required by the HUB subcontracting plan. *HUB Subcontracting Plan *Mandatory HSP Workshop	Pass/Fail

**Passed all Battelle benchmark tests.**

The RFP references are intended as a guide for Proposers in preparing responses to this RFP, but do not limit the Texas Lottery's review of any Proposal in evaluating responsiveness to the RFP requirements and selecting a Proposer whose solution provides the best value to the agency.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>		<b>550</b>
2.1.1	Contract performance issues, which include, but are not limited to: --contract terminations --sanctions / liquidated damages / goods or services in lieu of sanctions/LDs --significant or material audit findings or compliance issues --disciplinary action for substandard work or unethical practices --pending/past litigation --gaming license status	4.2.5(a), (b), (c), (d), (e), (f), (g)	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110
<b>Total Points</b>			

Awarded Points	Evaluator Notes
300	No contract terminations. No previous past performance experience with this vendor. Based on statements made at oral presentation, corporate culture seems to be that of fighting the assessment of sanctions and/or LD's and a disagreement with industry practice of assessing sanctions/LD's due to violation of SLA's. Out of sync with how the TLC operates. Clarification letter details
50	Statements made at oral presentation regarding sanctions. Corp site visit, Spacenet and Ohio. Ohio retailer visits -- one retail location had many empty bins in self service equipment another location had a few handwritten "out of order" slips taped on the side of the self service machine. Blamed Ohio Lottery sales staff for empty bins. Reference check -- NM -- "acceptance testing on self-service lottery terminal failed." "Roll out of self-service lottery terminals was delayed." Arkansas -- reference check -- Points for Prizes is run by SGI, not Intralot. Troubling that this is in the Intralot proposal.
<b>350</b>	

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		<b>800</b>
2.2.1	Executive Management – General Manager/Site Director, Assistant General Manager, and any other officers or key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(a)	160
2.2.2	Data Center/Operations – Data Center Supervisor, Software Development Manager, Texas Lottery Liaison and any other staff who will have oversight or manage system operations for the Texas Lottery account.	4.3.2(b)	80
2.2.3	Call Center – Call Center Manager, Retailer Support Supervisor, Dispatch and Supply Inventory Supervisor or other key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(c)	80
2.2.4	Sales and Marketing – Sales Manager, Marketing Manager, Promotions Manager/Coordinator, District/field Sales Managers, Corporate/Chain Account Manager, New Business Development/Recruitment Manager, Research Associate, and any other staff who will provide sales or marketing input, direction or recommendations for the Texas Lottery account.	4.3.2(d)	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80

100	Bruce Anderson -- 7 yrs Lottery experience with GT--not currently employed by Intralot, Terry Patterson -- approx 22 yrs lottery experience. Jay Lapine -- barred from SEC -- leading Intralot's compliance efforts in Texas.
70	Tim Hallet -- Data Ctr Ops Dir. -- lacking data ctr. Operations experience, Steve Fox -- Software Dvlp. Mgr., Terry Patterson -- Liaison responsibilities will be handled by Patterson, Dep. GM
80	Michael Kovalchin, Customer Srvc Dir, Call Ctr Mgr -- TBD, Retail Support Mgr -- TBD
60	Patricia Koop -- Chief Mktng Officer -- approx 18 yrs of lottery experience -- FL, MD, SC. Karen Porter -- Dep. Chief Mktng Officer, Phil Sherwood -- Dir. Of Sales -- no lottery experience. Director of Mktng, Promotions Mgr, District Sales Mgr.'s, Corp. & Key Account Mgr., Retail Recruitment Mgr. --ALL TBD. Conflict with org charts throughout proposal regarding Dir. Of Mktng position. Clarification letter just excludes that position. Advertising Mgr. -- on org charts. No detailed discussion about that role in the proposal. Chitra Thankaswamy -- Dir. of Mkt. Research -- Nobody proposed currently works for Intralot. Karen Porter has 3 years of lottery experience. Most staff in the mktng/sales area is TBD. Commitee had no exposure to any of the proposed mkt/sales staff. This section is very weak and very concerning.
80	John Hadley -- approx 16 yrs of experience--FL, SGI and Intralot. Distribution Operations Mgr. and Telemarketing Mgr. -- TBD.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.2.6	Transition Team – Project Manager and key personnel assigned to the transition and implementation of the Texas Lottery account.	4.3.2(f)	120
2.2.7	Organizational structure for Texas Lottery account, which includes position titles and number of positions and staffing schedule for unfilled positions and dates when key management will be available.	4.3.1; 4.3.5 and 4.3.6	120
<b>Total Points</b>			

Awarded Points	Evaluator Notes
90	Bruce Anderson -- Project implementation director -- only PMP in proposal, Lee Wilson -- Implementation Mgr, Matt Johnson -- Proj Mgr System and Data Conversion, George Fotopolous -- Proj Mgr Software -- concern raised about lacking software experience, Paul Ostendorf -- Proj Mgr Field Srvc/Logistics, Joffre Rivera -- Proj Mgr Communications/Central Site, Ken Wilson -- Proj Mgr Vending. Lists Michael KOLVICHIN as Asst. to Proj. Mgr. Field Service -- no resume for a Michael Kolvichin -- this is supposed to be Michael Kovalchin who is noted above. Very sloppy.
60	All DSM's and LSR's and FST's + Corp Acct Mgr and Promotions staff -- projected hire is 8/2011. -- not very clear. Sales and marketing organizational structure is very unclear with many inconsistencies related to position titles -- very concerning. Jay Lapine -- barred from SEC -- leading Intralot's compliance efforts. No change to GT's existing sales districts organization.
540	

2.3	<b>Quality. The probable quality of the offered goods or services.</b>		<b>2,600</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		<b>130</b>
2.3.1.1	Account management; Service level monitoring; Service management, which includes incident and problem management, capacity management and performance management; Compliance review.	6.2 through 6.5	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32

35	<p>Compliance Mgr. and Compliance Analyst -- ensure Intralot is meeting contract and SLA obligations. Analyst will meet with TLC on regular basis -- ANALYST NOT NOTED ON ORG CHART. Dept. heads are aware of SLR that pertain to their areas of responsibility. Incident that violates SLR reported to Compliance and General Mgr. Incidents referred to Prob. Mgmt root cause analysis -- tracked and reported to TLC as on-going communications. Will use</p> <p>Oracle Siebel - tracking for cust. service activity. Donlen GPS--track all field service vehicles. CallRex -- call monitoring .IGMS-- detailed reports and audit trails of each ticket. Compliance -- notes Compliance Mgr, Compliance Auditor and Service Qual. Mgr -- conflicts with Analyst noted above. Irrelevant sales info in this section. Lapine issue. <b>6.2 Account Management -- DR 13 Org chts-Not mentioned with the exception of general statement in RR 1. DR 14 Incentives rpt-Not mentioned with the exception of general statement in RR 1. DR 15 Vacancy rpt-Not mentioned with the exception of general statement in RR 1. DR 16 Disclose conflict of interest-Not mentioned with the exception of general statement in RR 1. DR 17 Disclose change in financial position-Not mentioned with the exception of general statement in RR 1. 6.5 Compliance Review -- DR 9 Reimburse costs-Not mentioned with the exception of general statement in RR 1.</b></p>
15	<p>10 districts -- same as current GT districts. PDC-- Austin. BDC -- Irving. Pg. 10 -- notes Intralot will exercise disaster recovery plan once a qtr by running lottery network and computing functions from BDC. Should be once a month. <b>6.6 Facilities Support Services -- DR 6 Acquisition costs-Not mentioned with the exception of general statement in RR 1. DR 16 Partial-Listing of holidays not provided. DR 24 Disaster Recovery Plan will be exercised once a quarter from the Backup Data Center.</b></p>
27	<p>Pg. 1 -- Intralot will deliver the Bus. Continuity and Disaster Recov and Contingency Plan no later than 90 days after production start up. Violates DR #10. Pg. 5 refers to testing BDC quarterly -- should be monthly. Lone Star is primary. UPS is back-up.LSR's and FST's are back up to LS and UPS. FST's contractors/not Intralot employees -- concern about utilizing FST's to deliver tickets. <b>6.7 Business Continuity &amp; Disaster Recovery -- RR 2 No mention of TAC 202. DR 10 The plan will be provided no later than 90 days after the production start-up date.</b></p>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32
<b>2.3.2</b>	<b>LOTTERY GAMING SYSTEM</b>		<b>780</b>
	<b>On-Line Games</b>		<b>47</b>
2.3.2.1	On-Line game development which includes demonstrated experience and success in On-Line game development, research and implementation.	7.2.1	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	14
	<b>Instant Ticket Game Management</b>		<b>47</b>

Awarded Points	Evaluator Notes
20	Pg. 4 -- LSR 's will provide training--new employee, new equipment, new lottery product, etc. This is what TLC wanted LSR's to be trained on -- DR#20. No information about training promotions staff. Trade show format recommended -- local LSR checks in retailers -- No LSR's hired until August per Intralot Texas Staffing Plan. Can do class room training, chain hdqtrs or in-store training. Longest estimated drive time 50 mins to get to training -- seems long. LSR's to receive biannual sales training. <b>6.8 Training DR 13 Items a) Retailer Guide and d) Best Practices were not responded to. DR 17 Ongoing Training - Not mentioned with the exception of general statement in RR 1.DR 20 Response focuses on "Train the Trainer" rather than LSR training. DR 21 Promotions Training-Not mentioned with the exception of general statement in RR 1.</b>
15	Spectrum Game Library--more than 400 games. On Q technology.--range of game config parameters. Intralot included research components in baseline -- annual study, 4 focus groups/perception analyzer or mini labs + annual mystery shopper+ LOTOS polls. Detailed game dvlpt process and technical implementation including UAT, test scripts, acceptance test plan, etc. Not much info. provided about 10-spot in Montana or NM Road Runner Cash. No implementation info. about how they launched/brought games to market. <b>7.2.1 On-Line Game Development -- RR 3 Information on page 48-49 is not responsive; does not include sales expectation vs. actual perf. data. DR 22 Funding of intellectual property searched not mentioned. DR 23 Proprietary games; Not mentioned with the exception of general statement in RR 1. DR 24 Licensed games; Not mentioned with the exception of general statement in RR 1.</b>
10	Summary of safeguards that protect game control, database, log files, validation and other critical files from unauthorized review/tampering. No detailed info. about advanced or multi draw wagers. <b>7.2.2 On-Line Game Control DR 3 Advance wagers-Response does not address 365 day requirement. DR 4 Multidraw-Response does not address 365 day requirement.</b>
12	Auto close executed automatically. Dual entry of winning numbers at diff. mgmt terminals. Immediate cashing of winning tickets for all fixed prize games. <b>7.2.3 Drawings DR 6 Variations in drawings-Not mentioned with the exception of general statement in RR 1. DR 8 Display/print functions-Not mentioned with the exception of general statement in RR 1. DR 9 Winning retailers report-Not mentioned with the exception of general statement in RR 1.DR 10 Enter new JP w/in 4 hours-Not mentioned with the exception of general statement in RR 1.</b>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.4	Lottery Gaming System's capability to support the volume, scope, development and management of the Texas Lottery's Instant Ticket operations, which includes the ability to inquire, track and monitor pack activity both globally and at the Retailer level, and monitor game inventory levels and order statuses.	7.3	47
<b>Claims and Validations</b>			<b>47</b>
2.3.2.6	Lottery Gaming System's validation capabilities, which include Integrated On-Line and Instant Ticket claims, validations and payments, and check writing software and hardware for use at Texas Lottery headquarters and each of the Texas Lottery Claim Centers.	7.4	37
2.3.2.7	Lottery Gaming System's functionality for a secured method (and equivalent backup method) of applying required signature(s) to the check stock during the check printing process.	7.4	10
<b>Lottery Gaming System General Requirements</b>			<b>94</b>
2.3.2.10	Lottery Gaming System's ability to meet the Texas Lottery's configuration, capacity and performance requirements; detect and report fraudulent transactions and activities; and meet data exchange requirements.	7.6.1 and 7.6.2	42
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19

Awarded Points	Evaluator Notes
40	IGMS and terminals support retailer inv mgmt transactions -- end to end chain of custody from whse to retailer and back for destruction when appropriate. Controls trunk stock. Terms provide full functionality for instant transactions, inv mgmt and reporting. System checks pack transition allowable table and security authorization to ensure that the move is authorized and user is authorized to perform the move. Many report examples in this section hard to read. IPT -- portable terminal performs all instant tkt inv functions and can function as fully functional mobile term for sales and validations at events. IPT didn't function well at site visit. IGMS -- Auto Allocation -- reviews each retailer's inv every day to id retailers whose inv drips below a specified level --system can auto reorder inv for them -- Very positive. Orders entered using the telmktng system are avail for packing in the whse immed after entered -- very positive. Auto re-order functionality. Order Exception Report -- all of order or no part filled -- could be limiting. Ohio demonstration. <b>7.3 Instant Ticket Game Management DR 4 Automatic retailer adjustment-Not mentioned with the exception of general statement in RR 1. DR 7 Inventory sold out report-Not mentioned with the exception of general statement in RR 1. DR 9 Comments for changes-Not mentioned with the exception of general statement in RR 1. DR 11 Restore closed games-Not mentioned with the exception of general statement in RR 1.</b>
32	LOTOS OS and terminals support keyless validation. No information/ability to combine claims. <b>7.4 Claims and Validations DR 6 Changes to primary/backup printer-Not mentioned with the exception of general statement in RR 1. DR 19 Response does not address combining data entry and claims processing. DR 20 Process manual prize payment-Not mentioned with the exception of general statement in RR 1.</b>
10	Meets requirements.
23	Structure seems to be disjointed and very basic. Retailer messaging -- mssgs delivered by type according to user signed on. Can send to individ LSR, all LSR's. LSR's can receive mssgs on IPT. Can send to individ retailer or a group of retailers including chains. Immediate and mandatory messages. Can send standard or mandatory messages. Provides possible steps for processing of original or renewal retailer application. System will require extensive customization for TX. <b>7.5 Retailer Management DR 8, 11-14, 20, 22-28 Not mentioned in with the exception of general statement in RR 1.</b>
14	LOTOS O/S provides extensive secure on-line access to all data including transactional data. Focused on security access/controls in this section.
35	-- no detail at the retailer level. <b>7.6.1 Lottery Gaming System General Req. DR 19 Not mentioned in with the exception of general statement in RR 1. DR 20 Disaster Recovery Plan will be exercised from once a quarter from the Backup Data Center.</b>
17	Detailed info. about player and retailer promotions. Priority number dictates in what order promotions will take precedence when a wager triggers multiple promotions. Good examples of screen shots. <b>7.6.3 Sales &amp; Marketing System General Req. DR 6 Response does not include player address and winning prize.</b>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and mail order subscription services which includes transaction handling, prize payout and age verification features. <b>including the processing of all subscription orders, age verification of players, and payment of prizes.</b>	7.6.3	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			<b>78</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8
2.3.2.14	Lottery Gaming System's security plan, which includes physical and logical security components and an overview of the policies and practices to prevent, detect, and resolve security breaches.	7.8	35
2.3.2.15	Processing transactions from the Lottery Gaming System to the internal control system, which includes handling out-of-balance incidents and accomplishing electronic funds transfers.	7.10	35
<b>Reporting</b>			<b>47</b>
2.3.2.16	Reporting functions which include the ability of the Lottery Gaming System to produce a variety of reports as well as the ability of Texas Lottery staff to create ad-hoc Systems reports using user-friendly graphical tools.	7.9	47
<b>System Supported Terminal Functions</b>			<b>47</b>
2.3.2.17	System supported terminal functions, which include the Lottery Gaming System's capability to inquire and log ticket prize inquiries from all sales terminals, including player activated, and communication of winning, non-winning and actual prize amount data.	7.11	47
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>

Awarded Points	Evaluator Notes
20	LOTOS b-on/subscription allows for subscriptions and player registration, subscription mktg and reporting. Provides for electronic wallet solution. Mail order subscription via retailer terminals is a good idea. Not much information provided on player web interface. 2nd chance drawings -- Second Chance Site (SCS) and Play-It-Again websites. Points for Prizes program example in Arkansas -- reference check with Arkansas -- this is run by SGI -- troubling that Intralot has this in their proposal.
8	9 software positions -- 4 programmers. Follows Software Dvlp. Life Cycle. Test Track-- id and track software defects and customer requests for change -- provided test track work flow diagram. Meets requirements.
33	Intralot's security -- facilities, personnel, process/procedure, network, computers, application, data. Table on pg. 24 summarizes 26 integrated safeguards that protect game control, database, log files, validation, and other critical files from unauth review and tampering. No reference to TAC 202, submission of security plan to TLC no later than 90 days after the contract award. <b>7.8 System Security DR 8 Response does not include TAC 202 or submission within 90 days. DR 9 Response does not include TAC 202 or penetration testing. DR 10 Not mentioned in 7.8, with the exception of general statement in RR 1.</b>
33	Intralot provides near real-time interfaces with ICS systems provided by ESI, Elsym and Lapis. Intralot has implemented game changes, new games and other controls that their customers have requested. <b>7.10 ICS DR 8 Not mentioned in 7.10, with the exception of general statement in RR 1. DR 10 Response does not include 4 hour requirement.</b>
40	LOTOS BOS -- Back Office System -- generate system reports and access real time data. Ad hoc reporting -- Crystal Reports. Note: need knowledge of TOAD to make your own reports -- concern raised by committee members. <b>7.9 Reporting DR 8 Response does not include tracking the owners/users of the reports.</b>
42	LOTOS O/S -- download software -- terminals are capable of receiving downloads during selling periods w/out affecting terminal's performance or ability to sell tickets. Terminals perform version checks once daily and at every sign-on/off. Provides for clerk level sign on functions and the codes to track sales and transactions by clerk for retailers that may require this. Terminals continuously monitor peripherals and reports their status to LOTOS. Example of utilities screen on pg. 10 and diagnostic initialization screen. Large dollar transaction verification screen. Ticket stock tracking system -- auth staff can perform queries and produce reports. TLC can determine the location of the stock, by carton, by roll or by retailer. Retailer messaging -- standard/mandatory. Amber Alerts are sent as mandatory mssgs. Table of sample terminal reports for both on-line games and instant games. Failsafe keyless validation in Montana, Idaho, NM, SC,OH and AR. Intralot will provide website for retailers accounting, announcements and other info. for retailers. Did not mention how devices would integrate with retailer's back office systems.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.18	Sales Terminals and related System equipment that offer the broadest diversity of options for deployment in support of current and future Texas Lottery retail venues.	7.12	61
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19
2.3.2.20	Sample Retailer training manual and other options for training Retailers such as including training manual within the Retailer Terminal.	7.12	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			<b>47</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12
2.3.2.22	Plan and procedures for the maintenance and repair of all terminals and related Sales Equipment, which includes a preventative maintenance schedule and procedures for resolution of chronic problems.	7.12.2	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12
2.3.2.24	Lottery Gaming System capability to remotely monitor all deployed equipment for proper operational functionality and identification of equipment malfunctions or failure.	7.12.2	11
<b>Call Center Support</b>			<b>60</b>

Awarded Points	Evaluator Notes
	Photon deployed in Morocco, D.C., Vermont and Louisiana. Approx 8700 deployed according to table on pg.5. CONFLICT with pg 10 in same section re Morocco. Clarification does not mention Photon terms deployed in Morocco -- clarification shows approx 4775 Photons deployed. Digital imaging scanner fulfills many functions. Microlot+ -- TLC can take any combination of Photons/Microlot+ to make up 17,500. Wireless hand-held terminals -- Photon or Microlot+ with wireless communication capability or will provide IPT's. Illustration of sample screen -- all games on one page. Ticket repeat -- retailer can scan valid on-line tkt in order to generate a new ticket with all of the same attributes. Multiple pack plays -- one QP for multiple games. Microlot+ needs scanner (A6) to read playslips. Honeywell scanner -- wired or wireless. Player transaction displays for all retailers. Microlot -- 4 components -- terminals, scanners, transaction display, barcode reader -- picture pg. 12. Flat panel displays -- content can be tailored to an individual retailer, groups of retailers or all retailers. Content is from Horizon central system. Speakers built into monitor. WinStation --5 -30 bins -- push a button, get a ticket -- Very positive, ticket loading, positive -- no advertising flat panel display built in -- just LED. Intralot stated they did this on purpose -- negative. A "bin out" message will be sent to LOTOS -- central system -- when last ticket in bin has been vended. Stylot in-lane option -- not a very speedy point-of-purchase solution -- having players pick numbers. Microlot+ in lane option. Catalina discussed. Clarification -- Intralot listed Smart Card Readers for Photon and Microlot as additional cost items and listed WinStations greater than 3500 as an additional cost item. <b>7.12 Sales Terminals &amp; Related System Sales Equip DR 8 Must provide all sales terminals needed in contract- WinStations over 3500 at additional cost. DR 16 Smart Card readers required-per clarification smart card readers at an additional cost.</b>
45	Intralot provides _____ to retailers under many of their contracts. No info. on how devices would interact with back office systems.
5	Retailer training manual available on terminal. Photon and Microlot+ have extensive help and training mode capabilities including optional video that helps retailers / employees learn at their own pace.
14	
10	Intralot provided very basic response with little discussion.
12	PM every terminal every 120 days. Aggressive PM schedule. All PM is recorded in Siebel database. FST's deployed to conduct PM on equip that is tending toward failure based on remote diagnostics. All FST vehicles have GPS in order to manage entire fleet. 3 incidents of a retailer reporting issues with the same equip in 90 days -- raised to Intralot's Problem Mgmt Team for root cause review. Equip fails 4 times in 90 days -- replaced and refurbished.
12	110-130. CONFLICT pg 175 -- Service centers collocated with 10 district offices -- table shows 16 service center cities -- Clarification that there will be 16 service center locations. FST's are sub contracted by Intralot -- Texas Vending.
11	Nagios for network problems, VSAT NMS -- monitor VSAT network, Tropos Control and Motorola Mesh Mgr.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.25	Call Center staffing and management to support the Texas Lottery's diverse Retailer base; ensure timely, professional, courteous and accurate response to all calls; achieve required performance levels; and plan for handling chronic problems.	7.13	60
<b>Ticket Inventory Supply and Management</b>			<b>78</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12
2.3.2.27	Staffing and management of the ticket inventory and supply management functions to support the Texas Lottery's diverse Retailer base. Procedures to process special, out of cycle, express, expedited or emergency orders.	7.13	43
2.3.2.28	Ability to allow Retailers to order at anytime through an automated system, rather than ordering in response to a telemarketing call, which includes the ability to manage and place proper controls on this ordering process.	7.13	23
<b>Communications Network</b>			<b>47</b>
2.3.2.29	Communications network, which includes information and diagrams to support the performance capabilities of the Lottery Gaming System and the Texas Lottery	7.14	47
2.3.3	<b>SALES AND MARKETING</b>		<b>910</b>
<b>Sales Management and Business Development and Marketing</b>			<b>182</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73

Awarded Points	Evaluator Notes
40	Service Desk = Call Center -- 24/7/365.VALBREA -- subcontractor for inbound calls. Tel sales -- instants -- Intralot employees. Reference to back-up call center in Dallas or Ohio back-up -- during site visit 3-4 staff members present -- concerning based on size of Texas retailer base. Did not get a good picture about how this will all work from the proposal. Page 4 and 5 conflict -- Contact Center Suite software and Prairie Fyre for call monitoring vs. CISCO's Call Rex application. Clarification states that Intralot will not use Cisco's Call Rex System. Call ctr. is organized and staffed in 2 distinct groups -- Service Desk and Instant Ticket Desk. Inst desk CSR's touch base w/retailers bi-weekly on weeks when LSR is not calling so retailer has contact every week. Info on page 20/21 not responsive to diverse retailer licensee base. Table summarizing call ctr performance levels. Details how will handle chronic problems. <b>7.13 Call Center Support RR 4 Response does not address diverse retailer base.</b>
12	Facilitated instant tkt ordering -- computer based tools that analyze broad characteristics of inst sales demographics and applies that info. to decision support re: individual retailer sales history. Auto re-order of consumables -- calculates volume of playslips and therm paper being used. LSR vehicles --trunk stock/mini whses. IPT -- manage inv and consumable needs. Intrasell -- inst tkt telemktng application. Orders rec'd before close of business will be filled and shipped the same day for next day delivery. Service Desk CSR's can process inst tkt orders from inbound calls and voicemail. Retailer terms orders can be placed too. No review -- directly to whse.
38	Bi-lingual staff for instant ticket desk and LSR operations. Clarification letter -- "Instant Desk will normally operate from 7 am - 5 pm Monday through Friday." RFP noted Successful Proposer would operate M-F 7-6. Also recruit staff to cover other major languages representative of retailer community. Multi lingual retailer terminal. Retailer can indicate the level of urgency for receiving supplies. Retailer manual, quick ref guide -- all approved by TLC -- printed in English, Spanish and other languages significant in retailer community. Expedited or emergency orders including LSR/FST deliveries and benefit of Donlen GPS. <b>7.13 Call Center Support DR 24 Not mentioned in 7.13, with the exception of general statement in RR 1.</b>
20	Initial Order, Auto Reorder, Retailer Web site and terminal. Web and terminal orders reviewed. <b>CONFLICT WITH ABOVE.</b>
20	Meets requirements. No revenue protection through dual communication paths.
18	References very aggressive retailer recruitment strategy in Part 8, Table 81. Could not locate aggressive recruitment strategy. Intralot will provide full service lottery vending support for retailers that want a predominantly self serve solution. LSR's will stock and manage their equipment. Remotely manage self service solutions. Pilot program to sell lottery through credit/debit terminal devices. ID'd not only big box but whse and factory employee lounges, hospital gift shops/cafeterias, govt buildings , etc.
30	Created CMO position. Moving majority of US Corporate Mkt Division to Austin -- who? Sales/Mkt strategies will be set and evaluated by CMO as will new selling and bus dvlp/pt opps. Intralot will provide world wide support -- no actual personnel/staff referenced. Very weak section. On org chart on pg 9, only Pat Koop, Karen Porter and Phil Sherwood are listed. The rest of the marketing and sales team org chart is blank.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36
<b>Lottery Sales Representatives</b>			<b>136</b>
2.3.3.5	LSR organization structure and how it will support Lottery Retailers across the entire geographic and population diversity of the State of Texas, which includes the proposed staff to Retailer ratio for the provision of Lottery Sales Representative activities.	8.4	82
2.3.3.6	Incentive plan for LSRs.	8.4	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27
<b>Retailer Visit</b>			<b>91</b>

Awarded Points	Evaluator Notes
25	CMO will lead marketing team. References seasoned staff of marketing professionals -- no personnel/staff noted. Pat Koop -- 17 yrs. Of experience -- FL, SC and MD. different title from org chart on pg. 9. Pg. 19 -- bottom references another position -- Director of Mktg. Not on org chart on pg. 9. referenced. to help Intralot design, plan, execute and evaluate our LSR's marketing and promotional efforts. Very vague about at oral presentation -- stated ideas were formative at this time. Clarification just removes the Director of Marketing position. Sales and marketing organizational structure is very unclear with many inconsistencies related to positions/position titles -- very concerning.
10	-- will report to Texas CMO and Deputy Mktg Dir, Proposal states Karen brings a wealth of experience in the lottery industry -- her resume shows 3 years of lottery experience. Org chart does not show CONFLICT. Clarification now shows Instant Prod Mgr, On-Line Prod Mgr, Interactive and Social Media Coord.'s, Promo. Coord.'s and Assistants, References MOSAK and NuStats. Very weak section -- did not address optimizing sales. Face-to-face meetings: semi annual state sales mtg, annual state of the industry mtgs, qtrly sales and mkt strategy mtgs, qtrly retailer reviews, semi annual retailer town hall mtgs, qtrly promotional reviews, semi annual game perf indexing, bi-weekly corp and key acct mtgs, bi weekly dsm's, wkly inst tkt production and delivery mtgs, wkly on-line/instant tkt prod mtgs. Org chart on pg 24 conflicts w/ earlier org chart and information. <b>8.2 Sales Management and Business Development RR 3 Partial-did not address optimizing sales. DR 14 Not mentioned in 8.2, with the exception of general statement in RR 1.</b>
60	Current industry avg of LSR 's to retailers = 1:116. Intralot proposes ratio of 1:99. Phil Sherwood - Dir. Of Sales, LSR training mgr, 10 district mgr.'s, 4 sales supervisors, 160-178 LSR's. Same exact sales districts as GTECH currently has. Top 20% of the retailers in each district will be visited weekly as will all TLC claim centers. Intralot is recommending a large staff yet when adding in weekly visits to top 20% it is unclear how they will be able to make all the visits stated even with the top end of 178 LSR's. Will have one Recruitment Mgr. and 3 Recruiters, one Mgr. Corp/Key Accts. and 3 Corp/Key Acct Specialists. Very lean response for such an important section. No DSM's id'd.
10	Holiday Incentive Time, fixed dollar bonus for each retailer recruited, promotions target incentives based on efforts to sched and conduct ret. Specific promotions for prod trials, sales target incentives. Not much detail in this section.
20	Performance improvement programs including motivation, education, and hands on training will be developed for the bottom 60% of the retailers in each LSR's area of responsibility. LSR's will be measured on their success rate for designing and implementing customized programs to get these retailers to grow their sales. LSR's use Sales and Retail Check List, ensure adequate supply of POS. Handmade POS -- not endorsed in Texas. Adequate supply of inst tkts. Competitive Edge -- provide eval of a retailer's store, make suggestions, provide guidance and produce solutions for the retailer to increase the sales of lottery -- some of this could be received negatively by retailers especially based on profit margin they make on lottery sales. Will document sales/merchandising best practices internationally, nationally and in Texas -- show retailers how to implement best practices.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.8	Retailer visits and support.	8.4.1	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27
2.3.3.10	Enhanced schedule for Retailer visits that exceeds the minimum required visits for general support and sales activity that emphasizes sales optimization. Overview of the methodology and strategy that will be used to enhance sales.	8.4.1	37
<b>LSR Ticket Retrieval, Transfers and Returns</b>			<b>73</b>
2.3.3.11	Perform ticket retrieval, transfers and returns to optimize the inventory mix at retail locations in coordination with Retailers.	8.4.2	36
2.3.3.12	Retailer-to-Retailer pack transfers utilized to optimize inventory availability, which includes the methods for carrying out these transfers and the security and control measures that will be put in place and how system records will be maintained.	8.4.2	37
<b>Instant Ticket Game Close</b>			<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46
<b>Retailer Contests and Retailer-based Player Promotions</b>			<b>91</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46
2.3.3.14	Incentive programs for Retailers, which includes when such programs should be initiated and the benefits of such programs in maximizing revenue to the State from the sale of Texas Lottery Products.	8.5	45
<b>Promotional Events and Retailer Promotions</b>			<b>91</b>

Awarded Points	Evaluator Notes
27	Two week sales servicing cycle. Will conduct add'l visits to meet unexpected, emergency or unscheduled demands and requirements. Five service delivery categories -- Retailer Recruiting, Supply and Inventory Mgmt, Sales, Mktg and Merchandising, Term and Equip training, New Game, Procedure and Regulation Training
25	DSM's and Supv.'s make regular visits to retailer locations and eval LSR performance-- ride along and after LSR visit. Perf. evaluations, mystery shopper program, sales vs. quota, call reports, Code of conduct training, TLC retailer surveys. Donlen GPS in LSR vehicles and FST vehicles. Real time adjustments to routes for emergencies e.g. -- retailer out of on-line roll stock. IPT -- will assure the TLC and Intralot has access to real-time account mgmt reports from field staff. Not impressed with IPT at site visit -- no functionality demonstrated.
27	Increase revenues and net profits through various sales strategies: New game activation program, bins filled program, jackpot alert initiatives, top selling retailer program (top 20%), incremental sales initiative (bottom 60%), retailer advertising program (retailers that advertise include lottery in spots) -- ad program very unrealistic.
36	Meets requirements.
37	Meets requirements.
38	2 weeks until game close -- LSR's to begin picking up full/partial packs -- Intralot only allowing one sales cycle to p/u packs -- not realistic for size of Texas retailer base.
15	Almost exact information provided in section 7.6.3, Sales and Marketing System. Much of the focus was on the system's capability to run terminal promotions. LOTOS Club-- web based player registration system is part of subscription system. Will provide iPhone and Smart Phone apps to provide easy access to the TLC player loyalty program. Much of this information is almost exact duplicate of info. in 7.6.3 No player web interface examples provided. <b>8.5 Retailer Contests &amp; Retailer-Based Player Promotions RR 1 No response. DR 20 Not mentioned in 8.5 and no response provide with general statement in RR 1.</b>
35	References the TLC's cashing bonus -- TLC has no such program. No mention of retailer incentive program that is in place. Retailer terminal promotions -- Clerk Incentive --Premium Points Program. Partner Play, retailer contests -- e.g. designed around POS displays, mystery shopper incentives -- e.g. Ask for the Sale or Keep It Full, WinStation Keep It Full promotion, retailer drawings. Retailer Marketplace website -- link from lottery website. <b>8.5 Retailer Contests &amp; Retailer-Based Player Promotions DR 18 Response does not include May 31 date.</b>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.15	Promotional equipment and capabilities to support the Promotions Plan, which also includes approach to promotions and how the plan is developed.	8.6	59
2.3.3.16	Promotions program team to run the statewide Promotions Plan, which includes how the team will be coordinated and trained to maximize the benefits of the program.	8.6	32
<b>Marketing Materials and Related Equipment</b>			<b>91</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32
<b>Research and Lottery Product Development</b>			<b>109</b>
2.3.3.19	Research and development process for new games and new game introductions, which includes the research methods utilized to develop, gather, analyze and report data.	8.8	43
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22

Awarded Points	Evaluator Notes
45	Promotions team will complete checklist prior to and after event/promotion. Reference lottery category responds well to promotions and shouldn't limit to the same promotions but really didn't provide any new ideas. 6 person in-state promotions team +MOSAK -- eye toward promotional ROI?? MOSAK-- award winning creative for gaming companies -- no examples of this award winning creative provided in proposal. Develop promotions plan-- Intralot's promotional database--highlights the best lottery promotions worldwide and looks at other promos being run outside the lottery category, Quarterly Promotional Reviews, using LSR's to id retailers interested in participating in promotions, id and analyze traffic counts at various festivals and events statewide to determine future promo viability. Lottery Cube--money machine with instant and/or on-line tkts. Match&Win game board--match 2 envelopes w/ same prize. Alternative approaches -- Player Advertising Display -- use for messaging about promotions. Social Media promotions -- micro websites with lottery product information -- different and new -- positive. Mobile technology -- retailer tie-ins and corporate sponsorships of winning numbers. <b>8.6 Promotional Events &amp; Retailer Promotions DR 29 Not mentioned in 8.6, with the exception of general statement in RR 1. DR 36 Not mentioned in 8.6, with the exception of general statement in RR 1.</b>
27	Promo Mgr, 2 Promo Coords, 3 Promo Assts, + MOSAK. Proposal states this team reports to Marketing Mgr. on pg 122. Org chart on same page does not show a Marketing Mgr position. Custom training and certification program for all promotion, marketing, and sales staff members -- ensures all promo staff are fully trained in customer service skills, OnQ system set-up (promotional suite) and TLC reqmnts and procedures. Promo dept. employees will complete qtrly enhancement training to maintain skills. Training listed above is positive. May utilize street teams during intense time periods.
59	Presented 4 playstation options -- one with newsstand built in and one of four is in concept and dvlp stage -- has LCD monitor built in. Player Advertising Display (PAD) video and sound, can be pole mounted. Intralot is including 17,500 Carmanah jackpot signs, single or two games -- very positive.
32	Meets requirements.
38	Game Dvlpt. Group -- Intralot developers, mkting staff, operations mgrs, ex-lottery directors, retired lottery mkting executives and former lottery prod mgrs. New game development process -- cyclical process -- new concepts brought to mkt and subsequently evaluated for effectiveness. Proposal references game library and available game types -- not totally relevant to this section. Game Optimizer -- ILR dvlpd, provided by Leo Shapiro -- on-line research -- robust quant sample. Pre-Vu -- Crestwood -- real world experience by capturing "magic of the moment". Annual marketing research study.
22	Nielsen Claritas -- Demographic Analysis Suite, Consumer Point, Prime Location, Sales Territory Re-alignment --realign of exist sales resources to optimize the servicing of exist retailers.
12	Lists marketing positions noted earlier in section 8.3 marketing. Focuses on Org chart on pg 150 is different from earlier org charts in section 8. This org chart shows a Director Of Marketing. Table on pg 155 notes corporate mkting expertise -- no staff id'd -- e.g. Corporate Mkt Research team -- who? No information about this team in the proposal or in this section. Clarification letter shows new/revised org chart -- referenced numerous times above.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.22	Research and/or data analyst staff to respond to special reporting requests, develop / respond to requests for specialized sales analysis, etc.	8.8	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		<b>520</b>
	<b><i>New Instant Ticket Delivery and Storage</i></b>		<b>114</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34
	<b><i>Instant Ticket Delivery</i></b>		<b>104</b>
2.3.4.4	Plan for processing and shipping all ticket orders, including on weekends, holidays, and other times based on ticket ordering activity, delivery to Retailers in geographically remote areas, and under special circumstances as required by the Texas Lottery.	9.3	36
2.3.4.5	Process (including security features) to be used to document the delivery of tickets and obtaining proof of signed delivery receipts from individual Retailers.	9.3	22
2.3.4.6	Procedures and materials used to package Instant Tickets for delivery to Retailers, which includes the process used to prevent Instant Ticket Manufacturer omitted packs or other defective packs from being shipped to Retailers.	9.3	10
2.3.4.7	Methods, procedures, hardware and software used to monitor inventory and ensure optimum inventory levels are maintained at each Retailer location.	9.3	36
	<b><i>Warehouse Instant Ticket Return Verification</i></b>		<b>52</b>

Awarded Points	Evaluator Notes
22	Chitra Thankaswamy (lottery experience OGT) + 2 Research Analysts and a Geo-Demographic. No corporate support staff identified.
46	LOTOS IGMS IntraSell -- instant tkt telemarketing application including auto order, auto reorder and telemarketing predictive order + automatic order sorting machinery. All orders rec'd before close of business (placed btwn 7:00 am and 4:30 pm) will be filled and shipped the same day for ground service delivery the following day from the central whse. CSR's and LSR's use predictive ordering feature and order shaping tools in Intrasell while considering unique retailer attributes captured in call history notes. Pick and Pak application -- each retailer's tkt order is picked by an auto sorter that permits serv levels of 100% accuracy
34	Game load files rec'd. Games are assigned to next init distrib are sched for pack and pack by IGMS. Initial order allocations are generated by game for each retailer. Order allocations sent to Auto Sorter. Uses colored packing bags and color decals for boxes to help retailers id new game shipments. Prevents initial order premature shipment.
32	MUSL compliant caged area--six month supply of ticket stock. Security area for rtnd ticket processing and staging. Another caged area for discontinued games until destroyed. Surveillance and monitoring equipment for interior and exterior. Describes new ticket arrival process on pg. 13. John Hadley --Distribution Services Director--16+ years of experience. <b>9.2 New Instant Ticket Delivery &amp; Storage DR 10 Not mentioned in 9.2, with the exception of general statement in RR 1. DR 15 Not mentioned in 9.2, with the exception of general statement in RR 1. DR 16 Not mentioned in 9.2, with the exception of general statement in RR 1.</b>
36	Intralot implements special distribution plans weeks ahead of holidays and peak sales periods.CSR's will work ahead and help retailers place inst tkt orders to maintain inventory during and after the holiday. If needed, Intralot is prepared to process and ship instant tkt orders on weekends and/or holidays -- can use normal courier, FST or LSR's , hybrid of courier and Intralot staff or UPS or FedEx. Geographically remote -- if courier cannot provide next day service by ground, will use next day air or use FST/LSRs, hybrid of commercial courier and Intralot staff, other means dictated by situation or UPS or FedEx.
22	Lone Star Overnight -- package tracking and delivery technology to document signed confirmation that retailers accepted delivery of tkt orders. Delivery confirmations uploaded at hub and is available to Intralot and TLC. Weekly electronic summary of pkg delivery is also available.
8	All packs including omits are in database. Every pack is validated as shippable product. Auto sorter moves invalid pack to a special area and will not allow that book to become part of a order. Whse staff look for inappropriately wrapped instant tkts, miscut tkts and other visible flaws. <b>9.3 Instant Ticket Delivery DR 12 Not mentioned in 9.3, with the exception of general statement in RR 1.</b>
36	IGMS IntraSell establishes and controls optimal inventory levels. LSR/CSR's fine tune reorder points and review retailer inventory biweekly. LSR's address over/understock issues. IGMS calculates an optimum inst tkt order qty for each game price point. CSR's have many tools -- 2week sales avg, predictive ordering algorithms, avg weekly packs sold -- used to customize retailer orders and prevent out of stock situations. Ad hoc call list -- call low inv retailers to ensure retailers in need receive inv before a long weekend. IPT terminal.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.4.8	Process and procedure (including security features) used to document and store partial packs of Instant Tickets returned from Retailers, which includes the tracking system that will be used to follow the packs returned to the warehouse.	9.3.1	26
2.3.4.9	Procedures for locating Instant Tickets that are in a "Hold," "Lost Warehouse," "Lost Retailer," or "In Transit" status longer than the permitted time limit.	9.3.1	26
<b>Stolen and Damaged Instant Ticket Reporting</b>			<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52
<b>Ticket and On-Line Ticket Stock Destruction</b>			<b>42</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			<b>52</b>
2.3.4.13	Receipt of promotional items and POS, which includes how and where the items will be received, stored and distributed to meet Texas Lottery requirements.	9.5	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26
<b>Promotional Merchandise Inventory</b>			<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52
<b>Warehouse and Distribution General Requirements</b>			<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26
2.3.4.17	Process utilized to prevent the theft of returned Instant Tickets and rolls of On-Line Ticket stock being returned to and stored at the Central Distribution Warehouse.	9.7	26
2.3.5	<b>CONVERSION</b>		<b>260</b>
<b>Integration and Testing</b>			<b>52</b>

Awarded Points	Evaluator Notes
18	Use terminal or IPT for these transactions. Packs go to Regional Offices. Shipped weekly to Austin where partials are scanned. Intralot will send message to TLC to issue credit for recovered inventory -- negative feature. <b>9.3.1 Warehouse Instant Ticket Return Verification DR 9 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 10 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 11 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 16 Not mentioned in 9.3.1, with the exception of general statement in RR 1.</b>
23	Intralot would investigate any tkt that enters a status that implies that its location is unknown. Using reports and tracking tools available in LOTOS and IGMS, Intralot is able to find lost tickets or change the status accordingly. <b>9.3.1 Warehouse Instant Ticket Return Verification DR 12 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 13 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 14 Not mentioned in 9.3.1, with the exception of general statement in RR 1. DR 15 Not mentioned in 9.3.1, with the exception of general statement in RR 1.</b>
52	Meets requirements.
42	Meets requirements.
26	Promo Items and POS rec'd and stored at central whse. Delivered by courier to 10 district whses. LSR's will deliver and install.
26	LOTOS Premium Inventory System. Inventory data entered into LOTOS IGMS database. Distributed to regional whses and LSR's deliver to retailers. Chain of custody is managed by Prem Inv System. Inventories and locations verified in real time in IGMS.
52	Premium Inventory System will track all inventory movements. Intralot will produce a monthly physical inv report for promo merch in their custody. Will interface with TLC's inv/financial mgmt system.
24	Multiple ways for retailers to order tkts. Auto sorting process -- well detailed in the proposal + site visit. Very positive. <b>9.7 Warehouse &amp; Distribution Gen. Requirements DR 9 Partial-states report will be provided but does not address due date requirement of 2 days after 8/31. DR 10 Not mentioned in 9.7, with the exception of general statement in RR 1.</b>
21	Meets requirements. Could have provided more information pertaining to meeting/adhering to all MUSL requirements.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26
<b>Implementation and Migration</b>			<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	52
<b>Conversion Plan and General Requirements</b>			<b>104</b>
2.3.5.9	High level conversion plan, which includes the project management process, the structure and content of process documentation, an information sharing and communication plan, expected participation from Texas Lottery and the level and duration of involvement from the current vendor.	10.1 and 10.4	62
2.3.5.11	Project Management methodology for the transition, which includes at a minimum: a) Project Management; b) Business Change Management; c) Issue Management; d) Risk Management and Mitigation; and e) Transition Reporting (Type and Frequency)	10.4	10
2.3.5.12	Initial distribution plan for Instant Tickets, On-Line Ticket stock, Retailer Terminals and associated system sales equipment, Point-of-Sale materials, On-Line play slips, promotional merchandise, playstations, signage and other materials, as required. Quality control procedures included in the plan.	10.4	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16
<b>Conversion Milestones</b>			<b>26</b>
2.3.5.14	Conversion plan and time chart identifying the major milestones to be accomplished for the construction, equipment delivery, software programming, installation, testing, user training, data conversion, and documentation of the proposed System.	10.5	26
<b>Conversion Plan</b>			<b>26</b>
2.3.5.15	Processes and factors related to End of Contract Conversion, which includes knowledge transfer to the Texas Lottery or Replacement Provider, risk management and mitigation, exit reporting, handover procedures, license transfers, etc.	10.6	26

**Total Points**

Awarded Points	Evaluator Notes
21	Provided overview, testing procedure, acceptance testing flow and their <b>10.2 Integration &amp; Testing DR 36 Not mentioned in 10.2, with the exception of general statement in RR 1. DR 37 Partial-only addresses ICS interface; does not address other interfaces.</b>
20	Limited info. on back up, failover and test processes in the Integration & Test Plan.
25	Perfect switch -- big bang. Two terminals req'd in retail locations during conversion process. Self service terminals -- don't start switching out self service until conversion date. Lost sales from those terminals while Intralot is switching out current equipment -- would impact TLC's business relationship with corporate grocery store chains + other self service locations. Both of these are very negative.
50	Provided Texas conversion plan/Gantt chart. Very detailed. Four project phases -- Project Initiation, Design/Development, Implementation, Maintenance and Operations. -- resume lacks software experience. Key developers and software division leaders located in Athens.
10	Detailed response.
16	Instant tickets -- tkts that won't begin distribution until after go-live go to Intralot's whse. Games already being distrib at go-live -- sufficient quantities of these games for one month's distrib need to be inventoried from GT and transferred to Intralot for distribution upon go-live. LSR's will visit retailers beginning 2 weeks prior to go-live. Playslips, roll stock, playstations, signage will all be delivered with terminals.
16	States they will be able to validate tickets sold prior to conversion in the proposal but not in this section of the proposal.
26	Meets requirements. Detailed response.
26	Meets requirements.
2098	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.4	<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>		<b>550</b>
2.4.1	Past 10 years of experience providing the services as specified in the RFP for engagements of comparable complexity and scale.	4.2.1 and 4.2.4	275
2.4.2	Previous lottery experience or other relevant experience providing similar services as specified in the RFP to governmental or private entities.	4.2.2 and 4.2.4	165
2.4.3	Previous experience in transition activities between vendors when providing similar services, in scope and size, as specified in the RFP.	4.2.3 and 4.2.4	110
<b>Total Points</b>			

Awarded Points	Evaluator Notes
150	Ohio--lgst customer in US. Greece-29,000 terminals --lgst jurisdiction in terms of terminal count. No sales force operation experience.
100	19 years global experience. Presence in 50 countries. Lgst US customer is Ohio. 11 US Customers. 4775 Photons deployed. No sales force operation experience.
110	Conversions from SGI and GT. Vermont, NH, LA, DC -- in progress. Netherlands, Ohio, South Africa, South Carolina -- completed. Ohio--closest conversion in size to Texas.
360	

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	<b>550</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

Lowest Cost Proposal Amount / Other Cost Proposal Amount = % of total points available for the Cost Proposal.

**Total Possible Points** 500

**TOTAL POINTS AWARDED**

**Total Possible Points** 5,000