

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> T. ERICKSON

Pre-Qualification		Date / Time
<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.	

Round 1: Minimum Qualification Requirements		
<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

The RFP references are intended as a guide for Proposers in preparing responses to this RFP,

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.1	<b>Past Performance.</b> The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.		550
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 \$552.110 440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110 110

Total Points

GTECH	
<p>routine to            of LD yet.</p> <p>Oral P and site visits- great job presenting the Tx team and showed coordinated interaction w/corporate based team. 9/30 HQ call ctr tour-calls dispatched to FST based on metrics specific to TX, dispatch engineer picks best FST, system is custom made to meet unique needs of industry. TX conversion, retailer mgt, instnat tkt mgt (w/ and ), C&amp;V, terminals and peripherals application was very impressive-it is very customized and will support sales activities in the field. uses validations as metric for determining inventory levels (also, initial dist, recently launched, admin games, best selling for retailer). Equip offering-Altura terminal and SFT are strong, tkt branding shown, self svc very strong with is good small footprint self svc option. Check-a-tkt scanners to be updated to new Motorola unit. Good depth of staff at corporate level. 10/1 NY visit and overview of conversion. Rptng tool very robust and allows staff to run rpts real time. Communications network and DC tour, pgm, whse/dist tour. failover was good. Retailer visits-1st O'Toole's pub, 2nd Stewarts (best retailer visit) has lottery inside deployed-very impressive. Regarding automation in whse-did not put in place b/c it would make them less efficient. If automations would speed up process they would implement. Single tkt acting-all GTECH innovations. Ref Cks-CA, GA, MA, MI, NE, NJ, NY; all positive; whse/dist responses from MI, NJ &amp; NY were all very strong.</p>	

2.2	<b>Personnel.</b> The qualifications of the Proposer's personnel.		800
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)	160 152
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 80 \$552.110

<p>GM-Joe Lapinski, 10 yrs GTECH exp Asst. GM, led Tx conversion 2002, prev exp 11 yrs as Controller various employers; Asst GM-Saysha Robinson, 6 yrs GTECH exp Business Analyst, SW Pjt Mgr &amp; Pjt Coord; prev exp as Pjt Coord/Administration; no mgt exp noted; per clarification ltr she will manage admin/audit staff and coordinate NRC, FS, Sftw activities; Strategy Consultant-Ramon Rivera, 18 yrs GTECH exp w/TX Lottery, prev. GM; Dir Sales/Mkt-Tom Stanek, 7 yrs GTECH exp, 18 mos with Tx, Ops Mgr for Calif, Dir Bus Dev West Region, Mktng Analytic Gp Mgr, math/statistics background. [Successfully made changes to sales/mkting structure and hiring new talent; prev exp in prize structure development]</p> <p>Ops Supt Mgr-Eric DeFazio, 12 yrs GTECH exp, 5 yrs in Tx; DC Supvr-Jim Burdick, 9 yrs GTECH exp, prev exp in SW quality assurance, Reg. SW Lead-Andy Haley, 16 yrs GTECH exp; SW Dev Mgr-Jim Brannon, 11 yrs GTECH exp; Nick Watts-Tx based software developer responsible for many Tx based initiatives (i.e. Single Tkt acting)</p>	
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Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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 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)	160 152
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80 80
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)	120 120 \$552.110
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	120 108

Total Points

GTECH	
Call Ctr Mgr-Sam Franco, 3 yrs GTECH exp, 10 yrs call ctr exp, [2007 implemented new training process which resulted in improvement and maximized efficiency] Ret. Supt Supvr-Barbara Broadus, 9 yrs GTECH exp, prev LSR and instant tkt spec; Disp & Supply Inv-Vachon Colvin, 6 yrs GTECH exp, 9 yrs Dell exp internet sales/client advocate; Field Svc Mgr-Hal Walker, 24 yrs GTECH exp, 9 yrs in Tx, field svcs, bench tech, CSR, has extensive roll-out experience in Tx.	
Corporate-Connie Laverty, extensive exp w/cross sell initiative, very involved in Tx initiatives; Mkt Mgr-Shannon Plum, 2 yrs GTECH exp (Tx), 15 yrs sales/mkting exp which includes design dev POS, retail incentive pgms, and training pgms; Chain Acct-Mandy Carter, 2 yrs GTECH exp (Tx), 6 yrs HEB exp, [Positive improvements with Shannon and Mandy; very responsive] New Bus Dev-Arden Reid, 19 yrs GTECH exp, 15 yrs in Tx, Sales Mgr, Dir of Sales, Corp Acct Mgr [Lots of success in getting 5 TX based chains recruited (4-25)]; Sales Mgr (N)-George Sanchez, 18 yrs GTECH exp (Tx), prev LSR, DSR. [Good exp in field] Sales Mgr (S)-Brian Finnigan, 18 yrs GTECH exp (Tx), [Prev LSR, go to for instant tkt pdt]; 13 DSMs identified, multiple in Tx since startup, New Waco position TBD; Promotions Mgr/Coord TBD; Research Assoc-Regina Dill, 15 yrs GTECH exp, prev exp in Uni teaching.	
Whse Mgr-Dwayne Tatum, 18 yrs GTECH exp, prev. pick/pack exp. Dist Mgr-Chuck Faulkner, 15 yrs GTECH exp, prev instant tkt spec.	
SVP Global Tech Sol-Matthew Whalen, 16 yrs GTECH exp, corporate oversight; Pjt Mgr (corporate)-Michael Thornton, 15 yrs industry exp, PMP certified, 7 yrs exp in GTECH's pjt mgt group including Director of gp, consultant [not planned to be in Tx]. Pjt Mgr (onsite)-Barbara Tedrow, 17 yrs GTECH exp, 8 yrs exp in SW pjt mgt, PMP/PMI training, part of RI and MI core team for new system delivery, [Tx based pjt mgr but SW focused]; Tx Systems Eng-Nick Watts, 11 yrs GTECH exp, developer of ; Systems Eng-Dan O'Connell, 19 yrs GTECH exp, oversees all system engineering activities for Americas business	
370 total staff, 57 members of staff since TX start-up. Unfilled positions to be filled immediately upon contract award, key mgt available immediately.	

2.3	Quality. The probable quality of the offered goods or services.	2,600
2.3.1	ACCOUNT MANAGEMENT AND ADMINISTRATION	130
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 45 \$552.110
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6 20 20

All RR(w/exception noted)/DR addressed. 6.3 RR#4 (no example SLA rpts provided) (6.3-3) All SLRs will be managed thru which will provide live monitoring of all critical systems and service levels drivers which will be avail to TLC thru customized dashboard (6.4) comprehensive incident, problem, capacity and performance mgt processes (6.4-5) Incident mgt process which includes severity levels and criteria (6.5-6) Contract Mgt is a single point of mgt for all contract obligations. GTECH to perform annual (internal) review of all acct mgt processes/procedures/performance to ensure aligned with chging needs and delivering to perf stds. Incident mgt desk at DCA 24/7/365. Multiple tools for monitoring/managing capacity. Compliance goal is 100%. 2 staff (1 is new) for compliance/audit activities.
All RR/DR addressed. CDW-71k sq ft, 6.3 miles, 8-5pm but flexible. Admin ofcs 10.8 miles. Whses-14 total, DA, HO, SA supplement AU. 4 new training/storage in FtW, HO(e), Waco, CC. All meet MUSL req. PDC-24/7/365, badge access, intrusion alarms, CCTV, security monitoring, guards; generators and UPS, passes MUSL/SAS70. BDC-move to San Antonio

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32 32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32 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 21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12 12 \$552.110
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 14
	<b>Instant Ticket Game Management</b>		<b>47</b>

GTECH
All RR/DR addressed. Proven effective DR procedures based on prev responses to hurricanes. On staff CBCP & CBCLA. DRP outline provided. (6.7-4) updates to DR plans every qtr at minimum (6.7-10)
All RR/DR addressed. (6.8-2) Single group for training to provide consistent/uniform msg. 18 yrs exp in TX. Retailer training tracked thru ES Mobile (new feature which will assist TLC and LSRs) (6.8-3) System training will be classroom style with practical exercises (6.8-4) 7 step process to develop appropriate training pgms for TLC staff (6.8-6) will provide ongoing training as needed and reference materials (6.8-7) Retailer training avail in english/spanish. Third of sales force bilingual and speak 9 languages. 8 corporate trainers for conversion; 1/3 lecture 2/3 hand on (6.8-11) Classroom, onsite, terminal based (elearning) with a virtual ticket (new feature-good for retailers) (6.7-28) est. 47 cities for training ~19.4 miles avg distance for retailer to travel. Reminders-3-5 wks prior postcards, 2 wks prior phone call, 1 day prior phone call. F/U with no-shows. (6.8-33) C/K/C-train/trainer (6.8-35) New retailer/refresh training to be provided by sales force (6.8-36) FST/LSR cross trained for multiple resources and consistent msg (6.8-38) LSR training 2wks and includes classroom (retailers, products, systems, policies/procedures), field w/mgr, and 90-day evaluation period (6.8-39) LSR certification levels (3) and advancement opportunities (good) (6.8-45) Promotions staff trained on products, equipment and promo/sales techniques.
All RR/DR addressed. (7.2-36) Since 2000, 324 online games or concepts new to jurisdictions on 5 continents, generating more than \$57B in revenue (7.2-38) Tx current contract, 7 new online games or add-ons (7-2.5) Strategic approach to game planning, includes a 5-step process for analysis, concept, research, implementation and review [RT: this is new offering and would be a benefit; EZ Match example was good example of work prev done] (7.2-22) Powerball and Mega games launched on-time (7.2-40) Create sales expectations using three variables which includes player/mkt landscape, current portfolio and comparison to other jurisdictions (using LMDB) (7.2-42) more than 400 on-line games and 290 interactive games in portfolio (7.2-61) 14-licensed properties identified; GamePro live testing system included in base offer (clarification #2)
All RR/DR addressed. (7.2-23) provides flexibility to change game parameters w/out changing a line of code (7.2-67) advanced and multi-draw wagers can be controlled and offered up to 365 days (7.2-68) can monitor gaming data in real time (7.2-74) Advance play step down feature-5 done in Tx (7.2-71) can be configured to set liability limits and automatically suspend sales for fixed-payout games. System can provide real time status of the 15 most heavily wagered combos
All RR/DR addressed. (7.2-79) can easily manage TLC's drawing requirements.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
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 \$552.110 47	All RR/DR addressed. (7.3-5) 49% mkt share for instant tkt mgt systems, including 4 of 5 largest instant tkt pgms in US. has ability to track tkts from system entry to destruction. Real time tkt/retailer level accounting (new). (7.3-9) Top prizes remaining feature for specific games being sold at a retail location is new feature. (7.3-13) Automated distribution instant system uses 15 formulas/rules to calculate precise daily orders; this expands on current system. It monitors top selling games daily to generate orders to replenish supplies as needed. (7.3-17) Initial distribution can include 5 ways to analyze/distribute tkts. in return tkt bags automatically chgs status when arrive at whse. (7.3-14) Instant tkt game loads can be done anytime (new-prev. done after hours) (7.3-19) will allow LSRs to conduct in store activities without using the terminal. Single ticket accounting included in base offering.
<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 \$552.110 36	All RR/DR addressed. DR #22 partial (7.4-35) does not support debt set-offs and overrides of taxes for non-cash payments (7.4-2) Integrated solution for validating claims, generating payments, check writing, reporting, subscriptions and player registration (7.4-16) Self service player registration integration for claims payment with super retailers; players register thru player portal or retailers can enter data at terminal (7.4-27) tax documentation will be automated (new and good). Ability to support varying validation requirements for Super Retailers. Allows for scheduling of annuity payments (currently manually tracked today). No upper limit cap on the number of tkts that can be processed on a single claim. (7.4-40) terminals used to print checks have add'l security verification based on separate identification protocols thru the use of Media Access Control addresses. Only certain terminals are authorized with the functionality and user passwords will identify/permit check generation
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 \$552.110 10	All RR/DR addressed. (7.4-43) Use digitized signature card on removable USB, the files are encrypted, cannot be copied or read by std computer programs, and cannot be activated independent of the SW.
<b>Retailer Management</b>			<b>47</b>	
2.3.2.8	Integrated Lottery Gaming System to support the Texas Lottery's retailer management functions, which includes retailer maintenance and license application processing, inventory management, accounting and access control.	7.5	33 \$552.110 33	All RR/DR addressed. Battelle-passed. (7.5-3) Integrated system that supports all retailer functions and 250k online sales devices (7.5-6) Includes ability to link retailers in simple, complex or superchain relationships (7.5-8) Recruitment details captured and retained for life of retailer (7.5-26) Develops and provides route mgt w/GPS for LSRs (new and will be a positive change) (7.5-37) all asset mgmt records will be tracked thru and maintained with retailer acct (7.5-41) Provides ability to do group adjustments (7.5-46) Allows for terminal grouping to support promotions, msgs, etc. (7.5-59) online submission of license application and renewal avail thru TLC website or GTECH's Lottery Svcs Portal (clarification #2-offered option in base). Payment form will be hosted on a secure payment gateway.
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14 \$552.110 14	All RR/DR addressed. Real time access to retailer data. Extensive retailer hx from recruitment to closure available. Includes license, inventory, transaction, and accounting (7.5-56) provides ability to view detailed transactional data thru the terminal activity tab in (last 10 or from a specified timeframe)
<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 \$552.110 42	All RR/DR addressed. Battelle-passed. (7.6-14) supports 500 concurrent instant games-300 req (7.6-19) 3 yrs transaction and summary level data (7.6-30) MJF 5 yrs of data avail (7.6-21) Near 24 hrs to include all functionality (terminal rpts is new) (7.6-10) No single point of failure with near 100% system uptime across the PDC and BDC (7.6-28) Multiple fraud detection features and activities including tones, signage, tkt scans, outstanding winner file, prev validated tkts, Rtlr fishing, stolen tkt, excessive cancels/credits, event logs, suspicious activity analysis pkg. (7.6-46) has interfaced with CRM systems, BO systems, third party terminals, network front ends and internet gaming systems. (7.6-50) B2B ability to interface with other 3rd party vendors.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19 \$552.110	All RR/DR addressed. (7.6-51) is highly parameterized and promotions can be set up in minutes (7.6-55) GUI screen for TLC/GTECH input of promotion. Can be input up to day b/4 or months in advance of the promotion starting (7.6-73) Can support in excess of 5m coupons. (7.6-58) Examples of 15 player, 4 retailer and 4 other promotions provided (7.6-78) Simultaneous promotions with priority rules to address overlapping promotions (7.6-79) can track retailer promotions and player contest winners
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. including the processing of all subscription orders, age verification of players, and payment of prizes.	7.6.3	33	All RR/DR addressed. (7.6-79) 2nd chance drawing can be created and integrated with TLC's website to support online and instant entries. Winning drawing can be performed using web-based back office system or export tkts for TLC drawing. All drawings measured for success at end. Web based player registration system will support VIP club, subscriptions and play for fun games. Mail order subscription svc avail thru player website. Online registration with mail-in subscription (7.6-88) Player age verification via predetermined confidence score. Cks, money orders, EFT, and debit cards valid forms of payment
<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	All RR/DR addressed. (7.7-16) Typically 90-120 days for a release (7.7-3) Batch, emergency and system chgs (7.6-4) SW dev lifecycle based on TLC's 5-yr business plan, GTECH acct team 5-yr business plan and technical roadmap-new technology (new) (7.7-25) CMMI-DEV Level 4 certified (7.7-28) Test environment is a duplicate of the production; TLC access at DCA or remote thru secure communications link
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 \$552.110	All RR/DR addressed. (7.8-6) Multi-layer defense elements include facilities (access, cctv, guards), people (IDs, alarms, fire protection), control room (access, fire/water det, redundant), system (autho, passwords, telecom and remote security) and data (encrypt, secure storage devices, offsite storage) (7.8-6) Will submit a plan that at minimum complies with TAC 202 (7.8-23) Monitored logs are archived daily and can be shared with TLC (7.8-44) MJF sealed using std cryptographic strength hashing which can detect any unautho chg to JF data after its written (7.8-37) to prevent counterfeiting (7.8-47) GTECH Texas 29 control objectives (7.8-34) SureLock used with B2B for Lottery Inside (non-GTECH devices or POS) to ensure winning tkt issued by lottery gaming system
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 \$552.110	All RR/DR addressed. States they can meet all ICS requirements and work with all ICS vendors (7.10-3) GTECH will provide a dedicated communications link to send transaction data to the computer as close to real time as the can receive them (7.10-5) Balancing is automated and follows the checkpoint schedule (every 10 mins-clarification #25). This is currently done for Powerball but would be new for other games; in event of OOB, MJF is scanned to identify any command that is out of the ordinary and info provided to TLC (7.10- 5) will produce a sweep file for elec funds transfer. The info will be transferred to the ICS or TLC internal system
<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 \$552.110	All RR/DR addressed. Real time access to transactional data using dashboard viewer. is an integrated system that seamlessly provides info that can be easily viewed, queried, edited, shared, scheduled, and archived. Includes anomalous activity analysis pkg to report on poss fraudulent activity (7.9-11) Seven step process to report conversion (7.9-4 1) strong response for TLC employee training on reporting system
<b>System Supported Terminal Functions</b>			<b>47</b>	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
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  46	All RR/DR addressed. Battelle-passed. DR#25 partial-did not specifically address how local news feeds will work (clarification #26 states requirements to be defined). Multiple access levels for retailers, tellers, etc. Captures teller ID for all prize pmts (7.11-11) Confirmation mode for validations to alert retailer of amt. Retailers can place instant tkt orders from terminal. (7.11-33) can provide report on top prizes remaining for instant tkts avail at that particular store (7.11-7) Training mode with virtual tkt (7.11-9) Allows terminal privileges to be set at terminal level or group of terminals. (7.11-15) survey data can be collected via (7.11-25) Term msg ability to delete after designated days (new/good) (7.11-22) can show customer transaction, tkt validation info, jackpot info, mktng/ promotional, new game announce, Amber alerts, lottery winner info; 17" LCD monitors. 24" starlight LED (7.11-39) Player activated terminal alert to customer svc terminal that a bin is empty (new/good) (7.11-39) Retailer adjs reported in more detail (expanded from current) (7.11-41) Two options for interaction with that conforms to rtlrs integration stds or application from the provider embedded in the terminal that conforms with GTECH's stds (7.11-41) all attempts to validate online and instant tkts are logged at the host with the response to inquiry and are avail to be reported on (7.11-42) All terminals can display the winning amt or another msg
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>	
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  61	All RR/DR addressed. Battelle-passed. (7.12-4) Diverse terminal and equipment options (7.12-7) Emulate new terminals on existing system so they will be operational b/4 8/31/11 (7.12-15) Altura GT uses surface acoustic wave for touch screen (per Battelle) which is glass technology and requires finger for transmission; water drops can also trigger functionality; it is a little more durable (7.12-20) Altura SFT (7.12-35) is inside and has integrated internal mechanisms (7.12-60) Random play generator uses free-running clock to provide random and unpredictable numbers (7.12-45) Terminal GUIs designed by certified usability analyst based on user perspective (7.12-50) Play it again option scans a prev wager to play same #'s (7.12-57) Play slip buffering while tkt is printing (7.12-75) simple keyless validation (7.12-102) Shadow loads in background while still accepting transactions (7.12-114) self svc term, quick pick feature for online games, smartload for instant tkts, barcoded reports, equip status feature to cust. svc term. (7.12-146) is smaller self svc footprint (7.12-147) Ticket Scan self checker wired up to 100' from term (7.12-154) Mobile term with clip on printer for quick picks (7.12-163) uses retailers terminal and Easy Play card or quick pick buttons for next available draw only, and prints on receipt paper or tkt stock, ~27k deployments world wide.
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19  19	All RR addressed (no DRs). (7.12-157) Thru it is supported via the retailer sales terminal using an alternate interface running either a GTECH developed and maintained application that conforms to the retailer's integration stds or an application embedded in the terminal that conforms to GTECH's terminal software developer's kit stds.
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  14	All RR/DR addressed. Sample Retailer Training Manual provided (7.12-160) Terminal based elearning and help screens. Screen color changes in training mode.
<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  12	All RR/DR addressed. (7.12.1-1) Managed through Client Svcs Mgt App (CSMA) (7.12.1-3) Tracking and work order system is significant upgrade and integrated with call ctr (7.12.1-6) Electronic signature thru

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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 10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12 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 \$552.110
<b>Call Center Support</b>			<b>60</b>
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 60 \$552.110
<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 \$552.110
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 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 \$552.110 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 47 \$552.110
<b>2.3.3 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 18

GTECH
All RR (w/exception noted)/DR addressed. RR#2 (partial-no PM schedule provided) (7.12.2-7) 2009 NRC resolved 67.57% of all retailer svc calls.(7.12.2-3) Pgm features include sales equip designed to last, mean svc time stds, full svc visit by FST, cross-train FST and LSR, and staffing plan. LSR has access to call hx notes. Preventative maintenance only planned during FST visit. No annual PM plan. Repair depot is RI (7.12.2-18) Chronic will be defined as 3 retailer calls in 30-day period escalation to chronic or retailers that have FST dispatched 3 times during 90-day period escalation per clarification #42
All RR addressed (no DRs). (7.12.2-10) Staffing level is 76 total (73 in field) operating from 14 locations. Clarification #40
All RR addressed (no DRs). (7.12.2-21) Remote monitoring of all equip. Status logged on and transferred to Critical info and faults gathered every 5 mins. Non-critical gathered approx. every hour.
All RR/DR addressed. 31 call center staff (27 assoc, 3 dispatch, 1 mgr). Per Alan Eland during site visit, call ctr SW is custom developed by GTECH to meet all needs (7.13-16) Queue dashboard provides summary of cases that need to be worked; provides FST case mgt for call (7.13-26) Call associates have five levels to escalate calls (Assoc 1 & 2, Sr. Assoc, Technical Assoc, Super Call Assoc) (7.13-31) QA team that reviews a sample of call for each assoc every month. Calls are graded based on case info/notes, GNIE and defined behaviors document. (7.13-32) 104 (4 teams of 26) Call Ctr assoc trained to answer TX calls. 18 fluent in spanish; assoc fluent in 7 other languages. Language line provides accurate, 1st person interpretation for retailers in more than 170 languages (7.13-33) Reports used to ensure service levels are monitored and met (7.13-34) Impact 360 software used to forecast call column and identify appropriate resources (7.13-34) Chronic will be defined as 3 retailer calls in 30-day period escalation to chronic or retailers that have FST dispatched 3 times during 90-day period escalation per clarification #42
All RR addressed (no DRs). (7.13-39) ) provides predictive ordering which estimates tkt needs based on numerous variables that are retailer and game/pack specific, including validations. Reviews every retailers in-store inventory every day. Goal to maintain 3-wk supply on hand.
All RR/DR addressed. 12 ITS staff (mgr and 11 representatives). ITS staff are assigned regions. Nearly 1/2 are bilingual (7.13-50) Emergency orders are sent immediately to whse to be packed the same day. Will bring in staff on holidays and weekends as needed to meet order demand.
All RR/DR addressed. (7.13-50) Tkt orders can be taken by NRC reps which are forwarded to for review and to be placed in ADIS (7.13-47) orders 85%-90%, ITS generated, retailer calls, terminal orders (received by for review), web orders (new), LSR assisted orders.
All RR/DR addressed. Battelle-passed. -redundant comm built into Altura (7.14-2) 30% of retailers to have and they represent 50% of revenue (7.14-12) Security is advanced encryption standard (AES) approved by Fed Gov for top secret info (7.14-23) Dashboard monitoring of network and devices
All RR/DR addressed. (8.2-65) Route sales pilot with ALCO and have a proposed pgm for \$ General, Family \$, CVS and Walgreens. Flexible enough to be customized to each potential retailer's needs.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73 70
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55 55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36 36 \$552.110
<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 78
2.3.3.6	Incentive plan for LSRs.	8.4	27 27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27 27 \$552.110
<b>Retailer Visit</b>			<b>91</b>
2.3.3.8	Retailer visits and support.	8.4.1	27 23
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27 27 \$552.110
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 37
<b>LSR Ticket Retrieval, Transfers and Returns</b>			<b>73</b>

GTECH
<u>All RR/DR addressed.</u> Strength in trying to recruit national chains. Dir Sales/Mkt-Tom Stanek, 7 yrs exp, 18 mos with TX, math/statistics background. [Successfully made changes to sales/mkting structure and hiring new talent; prev exp in prize structure development] Chain Acct-Mandy Carter, 9 yrs exp, 2 TX, prev HEB [Positive improvements with Mandy; very responsive] New Bus Dev-Arden Reid, 15 yrs exp, [Lots of success in getting 5 TX based chains recruited and several other in various stages] Sales Mgr (N)-George Sanchez, 18 yrs exp, prev LSR, DSR. [Good exp in field] Sales Mgr (S)-Brian Finnigan, 18 yrs exp, [Prev LSR, go to for instant tkt pdt] NEW-Sr. Sales and Bus Dev staff-9 for North Region; 10 for South Region. (8.2-17) Significant analysis on retailer recruitment opportunities at national and local levels.
<u>All RR addressed (no DRs).</u> Mkt Mgr-Shannon Plum, 15 yrs exp, 2 yrs TX. Research Assoc-Regina Dill, 15 yrs exp managing sales force/retailer incentives. Mkt Research-Dan Morales and Robt McGovern very helpful in providing detailed information. Strong tie btwn Tx and corporate staff. Connie Lavery O'Connor-Corporate Mkting has been instrumental in making changes to overall program. Michelle Carney, Corporate VP, very good resource.
<u>All RR/DR addressed.</u> Total staff =180; Director; Sales Force 166; Mkting 6; New Bus Dev/Chain 7 (8.2-14) optimize sales thru dedicated recruiters-2 for each region; extensive analysis on retailer density, optimizing sales; non-traditional retailers; identifying and executing retailer growth strategies (8.2-71) retailer mtgs to include: links, in-field, K/C/C, daily sales calls; TLC mtgs to include: sr. mgt strategy, top-to-top, bi-annual sales mgrs, bi-wkly pdt, annual state sales, qtrly sales, biwkly district (8.3-19) lottery marketing database which include granular level detail for 9 lotteries (20 years of stored data) and expanding to be worldwide marketing database; Optimize sales initiatives include co-ops, new business dev, 360 degree mkting plan, execution guides (good example is PB launch and blockbuster game)
<u>All RR/DR addressed.</u> (8.4-13) LSR Ratio 1:127 (1:154 w/out swing reps and promotions staff). Staff 131 LSRs (includes 14 swing reps and 9 promotions staff); North 7800 retailers; South 8900 retailers; 7 sales districts each. (8.4-9) Created new sales district (Waco); significant analysis on makeup of districts. 32% of sales force is bilingual. Clarification #49: restated LSR ratio calculation but did not describe how swing reps will fit in (i.e. have assigned routes); LSR org structure includes: 9 promotions/training reps, 15 sr. sales/merch/bus dev reps, 4 recruitment reps
<u>All RR/DR addressed.</u> (8.4-19) Pay structure is well developed. Good weighting for incentives to drive performance. Very responsive section and comprehensive program.
<u>All RR/DR addressed.</u> (8.4-30) marketing strategy (tv/radio, in-store POS, winner awareness, retailer & LSR incentive pgms) \$500M Blockbuster is example. (8.4-25) TL Execution Guide created Feb '09 as a mthly merchandising guide for planning field activities.
<u>All RR/DR addressed.</u> (8.4-8) developed district boundaries and route execution plans with future growth in mind (8.4-9) Fourteen districts (Waco is new) (8.4-10) 108 proposed territories; every retailer visited once every two weeks.
<u>All RR/DR addressed.</u> (8.4-74) LSR Training and in-depth field audits. (8.4-77) developed in TX based on years of experience in field. It requires LSRs to perform certain activities before they can close out the visit; low mgt to staff ratio.
<u>All RR/DR addressed.</u> 14 DSM visits (tandem and independent), periodically visiting top 10 retailers. New Sales and Merchandising and Bus Dev Team will work on increasing sales at high-potential lottery retailers (8.4-66) Retail optimization pgm identified 4,512 TLC retailers w/potential growth on both online & instant tkts (8.4-73) (very positive pgm).

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	GTECH
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	36 \$552.110	All RR/DR addressed. (8.4-93) Functions performed in manner that is similar to today. Through , retailer terminal and . All instant tkt movement will be tracked at the granular level. (8.4-93) Use to more accurately replenish tkt inventory based on sales patterns takes care of the retailer accounting (credits/chgs) according to TLC business rules. Pack returns will be in a bag with tags that transmit an identification # upon return to the whse.
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	37 \$552.110	All RR/DR addressed. (8.4-109) Transfers to occur thru retailer's terminal or . Using the system will create a permanent record of each transfer, including who performed it, in the MJF. If transfers occur regularly at a LSR or retailer level, will be able to drill down and determine why.
<b>Instant Ticket Game Close</b>				<b>46</b>	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46 \$552.110	All RR/DR addressed. (8.4-111) will track game thru the process. Currently manage this process very well; organized process. for return tracking. can suspend game distribution pending a decision on game closure.
<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	46 \$552.110	All RR/DR addressed. (8.5-8) comprehensive database that includes promotions run in other jurisdictions (8.5-16) Have implemented more co-op promotions in last two years (good). Different packaged plans for corporate accts.(8.5-22) Cross product promotions (8.5-30) Conducted 32 retailer promotions since 2003. Stripes contest-GTECH purchased all prizes (good example of their commitment) (8.5-34) Retailer contest timeline shows GTECHs understanding and experience with the process and requirements.
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	45 \$552.110	All RR/DR addressed. (8.5-40) Responsive section that provides proposals and ideas. (8.5-49) Worked with three corporate chains to allow clerks to receive vouchers or prizes; retailer case incentives tracked thru system.
<b>Promotional Events and Retailer Promotions</b>				<b>91</b>	
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	59	All RR/DR addressed. (8.6-5) Strategic planning to choose events that present more opportunity including large traffic events, CAD, 2nd chance drawings, Ask for the sale, ambassador pgms (8.6-8) Proposal to identify potential targeted retailers and run promotions that are near highly populated events (i.e. NASCAR) (8.6-11) GTECH has extensive experience executing Customer Appreciation Days. Many examples of going above and beyond (purchase of pizza during PB CADs; purchase of parking for retailers attending NFL games) (8.6-17) will provide all promo equip described in RFP (wheels, trailers, PA systems, etc) (8.6-18) New sample promotional event checklist; will provide 2 larger trailers for both D/FW and HO districts and one trailer (12x8) for other districts (12 total per clarification #51)
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	32	All RR/DR addressed. (8.6-26) Shannon Plum, Mktng Mgr to provide strategic oversight of promo event planning. 10 new positions with include a Promotions Mgr/Coord which will report to Shannon. This position will coordinate and ensure delivery of instant tkt packs for incentives and promotions are conducted appropriately. 9 Promotions/Training Reps (4 North Region and 5 South Region) reporting to DSMs who will manage promotional events
<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	59 \$552.110	All RR/DR addressed. (8.7-5) Playstations to be tracked by . LSRs will be assigned to randomly take pictures and ship them to the database. (8.7-6) Low profile playstation very nice. (8.7-11) Instant tkt dispensers are 6" stackable and configurable, includes Bingo dispenser for larger face tkts; the promoter dispenser dispenses up to 32 games, tkt menu board. (8.7-19) Neon Lottery sign and starlight is same signs currently provided.(8.7-37) Mktng execution guides for consistent messaging (8.7-29) (over 115k installed) 17" monitor (8.7-34) - specific messaging opportunities (winner's awareness at retailer, city, county)

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7 \$552.110	32 32	All RR/DR addressed. (8.7-44) Server/client radio solution on the Altura GT1200 for supporting peripherals around the store that will operate wirelessly within 150 feet.
<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 \$552.110	43 43	All RR/DR addressed. (8.8-5) Comprehensive research and game development process which includes mkt analysis, concept creation, research and refinement, implementation and evaluation (8.8-9) Research methodologies that include a variety of techniques (8.8-10) Intercept research can be done via (8.8-13) Perception analyzer that provides real time results by using dial tool that eliminates group bias (8.8-15) online survey tool (8.8-17) 20 yrs of lottery data (8.8-25) Strategic planning process for future proofing and monitoring and evaluating mkt trends; live testing system included in base offer (clarification #2)
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 22	All RR/DR addressed. (8.8-30) Nielson Claritas service using PrimeLocation application. Includes mapping capability, geo-coding, propensity to play and site identification. (8.8-35) Extensive analyses and examples included for using the information to make business decisions. Note: TLC license for use of Nielson Claritas is offered option.
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22 22	All RR addressed (no DRs). (8.8-39) Regina Dill in Tx, 15 years with GTECH in research; Gerard Caro Corporate Mkt Director w/GTECH since 1995
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 22	All RR/DR addressed. (8.8-42) Dan Morales and Robert McGovern. Both are very responsive to TLC requests. Have extensive experience handling requests for open records.
<b>2.3.4 WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	
<b>New Instant Ticket Delivery and Storage</b>			<b>114</b>	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2 \$552.110	46 44	All RR addressed (no DRs). (9.2-7) Game loads can happen immediately (new) (9.2-10) for order generation and distribution; next day fulfillment (9.2-13) provides up-to-date info to LSRs/retailers to monitor orders, bin optimization, unconfirmed orders, etc. (9.2-16) for return tkt packs (9.2-18) Return auto scan for quicker return and sorting (new) (9.2-21) packing error rate avg accuracy of more than 99%; fills avg 23,400 order per wk (9.2-22) processes more than 1500 replenishment order per day (9.2-27) pre-staging and staging of orders (9.2-28) Can support seven pick-pack lines
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34 34	All RR/DR addressed. (9.2-30) shipping label and manifests are automatically printed once an order has been scanned; orders are packed and staged based on zones and carrier routes; orders from the zone farthest away are packed and shipped first; pre-staging of materials including replenishment games positioned closely to pick pack lines for easy access
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34 34	All RR/DR addressed. (9.2-34) Team lead by Dwayne Tatum 18 yrs of exp; 17 staff; 10 of which have >10yrs exp each (9.2-37) Mr. Tatum has played a part in the success of more than 10 GTECH instant tkt whses (9.2-38) Example of expedited packing of 14,999 orders in 3 days to meet holiday shipping schedule.
<b>Instant Ticket Delivery</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 \$552.110	36 34	All RR/DR addressed. (9.3-3) Order generation and fulfillment process includes Retailer initiated and LSR orders (9.3-4) takes holiday, weekends and peak sales period into account when scheduling processing and delivery. It creates proper order amts to plan around and compensate for these circumstances. Retailers can call NRC on weekends to place orders which ITS will process the next business day. (9.3-9) Orders are packed and prioritized by zone w/general rule of "farthest first". Daily tkt orders processed w/in next working day.
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 22	All RR/DR addressed. (9.3-6) All orders are checked in to the carrier's tracking system and require a signature from the retailer acknowledging receipt. provides a security grid that provides automated mgmt thru system statuses.(9.3-8) provides exception rpt of unconfirmed orders for retailers by territory. LSRs can assist with resolving the status issue thru

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
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 \$552.110 10	All RR/DR addressed. (9.3-13) cross references every pack against the omitted pack file and will not allow them to be included in any order. During packing process every pack is visually inspected to look for defective packs and order documentation and marketing materials inserted. Last year only 0.16 percent of all packs shipped (8.6M) were returned as defective.
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 \$552.110 36	All RR addressed (no DRs). (9.3-19) Extensive HW and SW for monitoring inventory levels. new tool that will allow LSRs insight into inventory in the field available to be reallocated from one retailer to another. They can identify high-sellers by the sell-thru rate and ensure they do not experience an out of stock condition. (9.3-15) has extensive instant tkt reports available monitor sales and inventory status
<b>Warehouse Instant Ticket Return Verification</b>			<b>52</b>	
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 \$552.110 26	All RR/DR addressed. (9.3-20) tracking and return-auto-scan will be used to transfer tkts. ES IPS will have an electronic record including the retailers signature for all manual returns. (9.3-24) All partial packs are manually verified in range and count and scanned as returned in the system. All packs are held in TLC's returned goods cage pending the reconciliation of the game.
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 26	All RR/DR addressed. (9.3-26) Process/procedure for locating tkts in each status is provided. Includes handling process (turning return bags inside out and folding to letter size to ensure no tkts left in bag) system and reports to help identify tkt/pack location/activity.
<b>Stolen and Damaged Instant Ticket Reporting</b>			<b>52</b>	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52 \$552.110 52	All RR/DR addressed. (9.3-29) includes a damaged/stolen tkt application (new-replaces TLC system) NRC takes calls 24/7/365 and has set of procedures and form to be completed. Tkts are marked so they cannot be validated. can perform a settlement automatically with a partial pack is either returned or marked stolen.
<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 42	All RR/DR addressed. (9.4-2) GTECH uses an independent third party for destruction. All steps of process are closely monitored and secure. Signatures are received and retained.
<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 \$552.110 26	All RR/DR addressed. (9.5-4) system will track and manage promotional and POS items like instant tkts. (9.5-6) All items are shipped to the Central Distribution Whse, where they are inspected, inventoried and input into the system and made available for distribution in the field. Items can assigned, inventoried and tracked thru
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26 \$552.110 26	All RR/DR addressed. (9.5-8) supply management module will support inventory tracking of all promotional items and POS (similar to instant tkt and online stock) and function as a virtual whse fxn (new/good). GTECH will reconcile tracking records quarterly. (9.5-11) Use to track distribution. (9.5-12) TLC system interface with MIP (new/good)
<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 \$552.110 52	All RR/DR addressed. (9.6-8) supply management module will support inventory tracking of all promotional merchandise and function as a virtual whse fxn (new/good). (9.6-4) tracking available (9.6-7) Stringent oversight process for placement of promotional merchandise (9.6-8) Use to assign inventory (9.5-9) TLC system interface with MIP (new/good)
<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 26	All RR/DR addressed. (9.7-2) Order fulfillment through pick pack, system produces the order forms and shipping labels. One touch packing procedure allows only one person to complete all of the picking and packing per order to minimize the potential for human error. Conveyor belt system automates packages down the pack line (prev. was roller ball system that packers would push packages down)

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
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 \$552.110	26 26	All RR addressed (no DRs). (9.7-4) Tkt return process completely tracked thru (9.7-7) Annual inventory reporting; GTECH has done a good job with this during the last several years (9.7-8) staff training (9.7-10) Physical security (guards), CCTV, alarm systems and fraud detection reporting capability
<b>2.3.5</b>	<b>CONVERSION</b>		<b>260</b>	
	<b>Integration and Testing</b>		<b>52</b>	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26 26	All RR/DR addressed. (10.2-1) Testing at DCA or TLC HQ (10.2-2) Testing process includes planning, determining technical requirements, build-test-correct, functional system testing, non-functional system testing, and acceptance testing (10.2-15) Test automation used to expand test coverage and decrease test duration (10.2-18) acceptance test criteria that includes test suspension and resumption criteria and exit criteria (production deployment) (10.2-23) Integration and test plan which includes unit testing, baseline acceptance tests, component integration tests, non-functional tests, performance/volume test, communications test, conversion/interface test, business processing and regression test.
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26 \$552.110 26	All RR/DR addressed. (10.2-27) perform anomaly testing to address the system's reaction to and recovery from various abnormal conditions. Reprocessing and recover tests include midday recovery, full day recovery, reprocessing and media backup/recovery testing. The midday recovery and n-plex reprocessing tests are conducted twice; once to reprocess from checkpoint files and a second time to reprocess w/out checkpoint files.
	<b>Implementation and Migration</b>		<b>52</b>	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52 52	All RR/DR addressed. (10.3-3) Phased implementation with emulation of new terminals and communications network on existing system (10.3-6) Ability to continue multi-draw feature for all online games (10.3-9)
	<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 \$552.110	62 62	All RR/DR addressed. (10.1-1) 80% conversion complete which incorporated all of TLC's business rules (10.1-6) Conversion plan overview provided (10.1-16) Project management overview provided (10.1-25) Overview of conversion staff and experience (10.4-6) Independent testing by Deloitte & Touche of the newly converted system (10.4-7) New system at go-live may contain new features such as , Asset management, [note: oral presentation stated everything would be ready] (10.4-14) DOORS requirement mgt tool used to track requirements (10.4-24) All roles (TLC, 3rd party, retailers, GTECH) are defined (10.4-28) Extensive process documentation process which includes project scope, work breakdown structure, performance measurement, risk mgt plan, chg ctrl process
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 10	All RR/DR addressed. Seasoned project management office and team (10.4-30) Project mgt methodology well defined and includes all of the required items
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 16	All RR/DR addressed. (10.4-52) No need for initial distribution plan. There will be no change for distribution of instant tkts (same whse), online roll stock will be delivered with new terminals. All POS equipment will be distributed by LSRs as the switch to new terminals occurs.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16 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 \$552.110 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 26

**Total Points**

GTECH	
All RR/DR addressed. (10.4-21) New proposed system and terminals will easily enable validation of winning online and instant tkts during and after conversion.	
All RR addressed (no DRs). to reduce risk. GTECH confirmed in oral presentation that they can meet the current milestone schedule.	
All RR/DR addressed. End of contract conversion fully addressed and includes all required items.	

2.4	<b>Experience. The experience of the Proposer in providing the</b>		<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 \$552.110	275 275
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	165 165
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	110 110

**Total Points**

Texas incumbent; CA no whse 21k devices and \$3.8 sales; NY full svc 17k Altura and \$6.9 sales; FL no whse and \$3.9 sales; and \$2.4 sales. Vendor for eight of top ten lotteries in sales. >50 deployments of in 6 continents	
TX sales force-18yrs; NE sales force and instant tkt but no online; WV full svc with sales force 1,675 devices \$190M sales; 25 online contracts in US and 100 contracts in 50 countries; 75% of worlds instant tkt transaction processing.	
Exp converting every US lottery with >10k retailers; FL from SGI 16 mos no downtime; WV from SGI 12 mos no downtime; Chile from Intralot 12 mos 7 hours late due to data issues; 180 implementations in 20 yrs.	

**TECHNICAL SCORING SUMMARY**

<b>Past Performance. The quality of the Proposer's past</b>	<b>550</b>
<b>Personnel. The qualifications of the Proposer's personnel.</b>	<b>800</b>
<b>Quality. The probable quality of the offered goods or services.</b>	<b>2,600</b>
<b>Experience. The experience of the Proposer in providing the</b>	<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:

Round 2: Technical Scoring	RFP Reference	Maximum Available Points  GTECH
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**Total Possible Points** **500**

**TOTAL POINTS AWARDED**