

**Summary Scores for Lottery Operations Services RFP  
362-10-0001**

**GTECH**

<b>Technical Proposals</b>	<b>Total Possible Points</b>	<b>Percentage of Total Points</b>	<b>Mike Fernandez</b>	<b>Kathy Pyka</b>	<b>Michael Anger</b>	<b>Ron Pigott</b>	<b>Toni Erickson</b>	<b>Robert Tironi</b>	<b>Total</b>	<b>Average</b>
The Proposer's price to provide the goods or services	<b>500</b>	10%	500	500	500	500	500	500	3000	500
<b>Cost Proposal Subtotal</b>	<b>500</b>	<b>10%</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>3000</b>	<b>500</b>
The probable quality of the offered goods and/or services.	<b>2600</b>	52%	2567	2464	2513	2232	2575	2500	14851	2475
The agency's evaluation of the likelihood of the Proposal to produce the desired outcome for the agency, considering:										
The quality of the Proposer's past performance in contracting with the Texas Lottery Commission, with other state entities, or with private sector entities.	<b>550</b>	11%	550	540	550	410	550	550	3150	525
The qualifications of the Proposer's personnel.	<b>800</b>	16%	769	775	786	780	772	790	4672	779
The experience of the Proposer in providing the requested goods or services.	<b>550</b>	11%	550	550	550	550	550	550	3300	550
The financial status of the Proposer.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
Whether the Proposer performed the good faith effort required by the HUB subcontracting plan.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
<b>Technical Response Subtotal</b>	<b>4500</b>	<b>90%</b>	<b>4436</b>	<b>4329</b>	<b>4399</b>	<b>3972</b>	<b>4447</b>	<b>4390</b>	<b>25973</b>	<b>4329</b>
<b>TOTAL</b>	<b>5000</b>	<b>100%</b>	<b>4936</b>	<b>4829</b>	<b>4899</b>	<b>4472</b>	<b>4947</b>	<b>4890</b>	<b>28973</b>	<b>4829</b>

**Summary Scores for Lottery Operations and Services RFP  
362-10-0001**

**INTRALOT**

<b>Technical Proposals</b>	<b>Total Possible Points</b>	<b>Percentage of Total Points</b>	<b>Mike Fernandez</b>	<b>Kathy Pyka</b>	<b>Michael Anger</b>	<b>Ron Pigott</b>	<b>Toni Erickson</b>	<b>Robert Tironi</b>	<b>Total</b>	<b>Average</b>
The Proposer's price to provide the goods or services	<b>500</b>	10%	417	417	417	417	417	417	2502	417
<b>Cost Proposal Subtotal</b>	<b>500</b>	<b>10%</b>	<b>417</b>	<b>417</b>	<b>417</b>	<b>417</b>	<b>417</b>	<b>417</b>	<b>2502</b>	<b>417</b>
The probable quality of the offered goods and/or services.	<b>2600</b>	52%	2317	2041	2298	2098	2290	2098	13142	2190
The agency's evaluation of the likelihood of the Proposal to produce the desired outcome for the agency, considering:										
The quality of the Proposer's past performance in contracting with the Texas Lottery Commission, with other state entities, or with private sector entities.	<b>550</b>	11%	345	485	517	520	501	350	2718	453
The qualifications of the Proposer's personnel.	<b>800</b>	16%	675	635	638	710	621	540	3819	637
The experience of the Proposer in providing the requested goods or services.	<b>550</b>	11%	450	445	484	535	462	360	2736	456
The financial status of the Proposer.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
Whether the Proposer performed the good faith effort required by the HUB subcontracting plan.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
<b>Technical Response Subtotal</b>	<b>4500</b>	<b>90%</b>	<b>3787</b>	<b>3606</b>	<b>3937</b>	<b>3863</b>	<b>3874</b>	<b>3348</b>	<b>22415</b>	<b>3736</b>
<b>TOTAL</b>	<b>5000</b>	<b>100%</b>	<b>4204</b>	<b>4023</b>	<b>4354</b>	<b>4280</b>	<b>4291</b>	<b>3765</b>	<b>24917</b>	<b>4153</b>

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362-10-0001**

**Scientific Games, Inc.**

<b>Technical Proposals</b>	<b>Total Possible Points</b>	<b>Percentage of Total Points</b>	<b>Mike Fernandez</b>	<b>Kathy Pyka</b>	<b>Michael Anger</b>	<b>Ron Pigott</b>	<b>Toni Erickson</b>	<b>Robert Tironi</b>	<b>Total</b>	<b>Average</b>
The Proposer's price to provide the goods or services	<b>500</b>	10%	462	462	462	462	462	462	2772	462
<b>Cost Proposal Subtotal</b>	<b>500</b>	<b>10%</b>	<b>462</b>	<b>462</b>	<b>462</b>	<b>462</b>	<b>462</b>	<b>462</b>	<b>2772</b>	<b>462</b>
The probable quality of the offered goods and/or services.	<b>2600</b>	52%	2471	2291	2386	2180	2417	2274	14019	2337
The agency's evaluation of the likelihood of the Proposal to produce the desired outcome for the agency, considering:										
The quality of the Proposer's past performance in contracting with the Texas Lottery Commission, with other state entities, or with private sector entities.	<b>550</b>	11%	525	535	539	470	534	520	3123	521
The qualifications of the Proposer's personnel.	<b>800</b>	16%	755	750	728	755	757	705	4450	742
The experience of the Proposer in providing the requested goods or services.	<b>550</b>	11%	473	485	491	535	462	385	2831	472
The financial status of the Proposer.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
Whether the Proposer performed the good faith effort required by the HUB subcontracting plan.	<b>Pass/Fail</b>	n/a	Pass	Pass	Pass	Pass	Pass	Pass		
<b>Technical Response Subtotal</b>	<b>4500</b>	<b>90%</b>	<b>4224</b>	<b>4061</b>	<b>4144</b>	<b>3940</b>	<b>4170</b>	<b>3884</b>	<b>24423</b>	<b>4071</b>
<b>TOTAL</b>	<b>5000</b>	<b>100%</b>	<b>4686</b>	<b>4523</b>	<b>4606</b>	<b>4402</b>	<b>4632</b>	<b>4346</b>	<b>27195</b>	<b>4533</b>

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

<b>Vendor Name: GTECH</b>
<b>Evaluator Name: Michael Fernandez</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>				<b>550</b>	<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)	80%		440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%		110	110
<b>Total Points</b>						<b>550</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>				<b>800</b>	<b>769</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)	20%		160	154
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)	10%		80	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)	10%		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)	20%		160	155
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%		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)	15%		120	115
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	15%		120	105
<b>Total Points</b>						<b>769</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2567</b>
<b>2.3.1</b>	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>127</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	35%	46	45
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	30
<b>2.3.2</b>	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>770</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>47</b>
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	100%	47	47
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>45</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	80%	37	35
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</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	70%	33	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</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	10%	8	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	45%	35	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	45%	35	35
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>46</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	100%	47	46
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</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	65%	61	61
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>43</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	8
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</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	100%	60	60
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>44</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	100%	47	44
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>899</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>178</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	71
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	34
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>132</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	60%	82	78
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	27
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>89</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	25
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	37
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</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	50%	36	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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>91</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	45
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</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	65%	59	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	35%	32	32
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</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	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>108</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	40%	43	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	20%	22	21
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>513</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>110</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	42
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>103</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	35%	36	35
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	52	52
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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	52	52
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	42	42
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	52	52
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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	52	52
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	52	50
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	24
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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>258</b>
	<b>Integration and Testing</b>		20%	52	52
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	52	52
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	104	102
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	60%	62	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%	10	8

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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2567**

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</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	50%	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	30%	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	20%	110	110

**Total Points**

**550**

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>550</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>769</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2567</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4436</b>

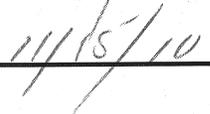
**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4936</b>
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Evaluator Signature: 
Date: 

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> <i>MICHAEL R. FERNANDEZ</i>

Pre-Qualification	Date / Time
<b>A. 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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<b>C. 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.	6/29/10 12:47 PM

Round 1: Minimum Qualification Requirements		
<b>A. 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. 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, 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	Awarded 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>		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	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
			<b>Total Points</b>	<b>550</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	154
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
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	155
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	115
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	105
			<b>Total Points</b>	<b>769</b>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	45
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	20
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	30
2.3.2	<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
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>	
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	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	35
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	10
	<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	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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	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	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	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	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	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	46
<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
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	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	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	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	8
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	
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
<b>Ticket Inventory Supply and Management</b>			78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
<b>Communications Network</b>			47	
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	44
2.3.3	<b>SALES AND MARKETING</b>		910	
<b>Sales Management and Business Development and Marketing</b>			182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	71
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	34
<b>Lottery Sales Representatives</b>			136	
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
<b>Retailer Visit</b>			91	
2.3.3.8	Retailer visits and support.	8.4.1	27	25
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	37
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	
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
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	45
	<b>Promotional Events and Retailer Promotions</b>		91	
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
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
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	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	21
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	42
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
	<b>Instant Ticket Delivery</b>		104	
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	35
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
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	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	26
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
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
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	24
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	26
2.3.5	<b>CONVERSION</b>		260	
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	<del>26</del> 26 - not
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
<b>Conversion Plan and General Requirements</b>			104	
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	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	8

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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>			26
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>			26
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
16
16
26
26
<del>2,568</del> 2,567 <i>mtt</i>

2.4	Experience. The experience of the Proposer in providing the requested goods or services.		550
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

Total Points

275
165
110
550

**TECHNICAL SCORING SUMMARY**

<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	550	
<b>Personnel.</b> The qualifications of the Proposer's personnel.	800	769	
<b>Quality.</b> The probable quality of the offered goods or services.	2,600	<del>2,568</del>	2,567 MRT
<b>Experience.</b> The experience of the Proposer in providing the requested goods or services.	550	550	
<b>Total Possible Points</b>	<b>4,500</b>	<del>4,427</del>	4,436 MRT

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**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	
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**TOTAL POINTS AWARDED**

Total Possible Points	5,000	
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Evaluator Signature: *Michael R. Ferrer*

Date: *11/15/10*

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

<b>Vendor Name: INTRALOT</b>
<b>Evaluator Name: Michael Fernandez</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>345</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)	80%	440	275
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	70
				<b>Total Points</b>	<b>345</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>675</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)	20%	160	130
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)	10%	80	70
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)	10%	80	75
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)	20%	160	140
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	95
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	15%	120	85
				<b>Total Points</b>	<b>675</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2317</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>77</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	35%	46	30
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	12
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	15
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>668</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>38</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	45%	21	17
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	10
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	11
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>40</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	80%	37	30
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>27</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	70%	33	20
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	7
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>84</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	45%	42	38

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>58</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	20
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	45%	35	30
<b>Reporting</b>			6%	<b>47</b>	<b>46</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	100%	47	46
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>46</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	100%	47	46
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>81</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	65%	61	58
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	9
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>42</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	7
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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>54</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	100%	60	54
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>72</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	9
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	55%	43	40
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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>40</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	100%	47	40
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>820</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>152</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	46
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	28
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>120</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	60%	82	74
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	21
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	25
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>86</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	26
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	25
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	40%	37	35
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>71</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	50%	36	35
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	50%	37	36

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>44</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	44
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>73</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	38
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	50%	45	35
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>86</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	65%	59	55
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	35%	32	31
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</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	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>97</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	40%	43	38
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	15
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>508</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>110</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	45
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	31
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>102</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	35%	36	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	20%	22	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%	10	9
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	35%	36	35

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>48</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	50%	26	24
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	50%	26	24
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>50</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	24
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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>244</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>49</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	24
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	25
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>48</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	48
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>95</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	60%	62	58
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	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	15%	16	11	
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16	
<b>Conversion Milestones</b>				<b>10%</b>	<b>26</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	100%	26	26	
<b>Conversion Plan</b>				<b>10%</b>	<b>26</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	100%	26	26	
				<b>Total Points</b>	<b>2317</b>	
<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>450</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	50%	275	200	
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	30%	165	140	
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	20%	110	110	
				<b>Total Points</b>	<b>450</b>	

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>345</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>675</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2317</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>450</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3787</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4204</b>
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<b>Evaluator Signature:</b> <i>Michael D. Lomen</i>
<b>Date:</b> <i>11/15/16</i>

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> <i>Michael R. Fernandez</i>

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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

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, 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.

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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
275
70
345

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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
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
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2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	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
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>			

130
70
75
140
80
95
85
675

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>		<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	30
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	12
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	15
2.3.2	<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	17
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	10
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	11
	<b>Instant Ticket Game Management</b>		<b>47</b>	
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	40
	<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	30
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	10
	<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	20
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	7
	<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	38

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	18
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	28
<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	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	20
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	30
<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	46
<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	46
<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	58
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	9
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
<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	7
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	12
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	
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	54
<b>Ticket Inventory Supply and Management</b>			78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	9
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	40
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	23
<b>Communications Network</b>			47	
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	40
2.3.3	<b>SALES AND MARKETING</b>		910	
<b>Sales Management and Business Development and Marketing</b>			182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	46
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	28
<b>Lottery Sales Representatives</b>			136	
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	74
2.3.3.6	Incentive plan for LSRs.	8.4	27	21
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	25
<b>Retailer Visit</b>			91	
2.3.3.8	Retailer visits and support.	8.4.1	27	26
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	25
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	35
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	
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	35
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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	44
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	38
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	35
	<b>Promotional Events and Retailer Promotions</b>		91	
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	55
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	31
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	38
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	15
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
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	45
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	31
	<b>Instant Ticket Delivery</b>		104	
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	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	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	9
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	35

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>				52	
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	24	
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	24	
<b>Stolen and Damaged Instant Ticket Reporting</b>				52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52	
<b>Ticket and On-Line Ticket Stock Destruction</b>				42	
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	
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>				52	
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	26	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26	
<b>Promotional Merchandise Inventory</b>				52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52	
<b>Warehouse and Distribution General Requirements</b>				52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	24	
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	26	
2.3.5	<b>CONVERSION</b>		260		
<b>Integration and Testing</b>				52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	24	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	25	
<b>Implementation and Migration</b>				52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	48	
<b>Conversion Plan and General Requirements</b>				104	
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	58	
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	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	11
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	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
<b>Total Points</b>				<b>2,317</b>

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</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	275	200
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	140
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
<b>Total Points</b>				<b>450</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	345
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	675
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,317
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	450
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,787</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: *Michael B. Ferrer*  
 Date: *11/15/10*

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Michael Fernandez</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>525</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	85
				<b>Total Points</b>	<b>525</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>755</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)	20%	160	150
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)	10%	80	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)	10%	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)	20%	160	150
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	95
				<b>Total Points</b>	<b>755</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2471</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>123</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	35%	46	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	30
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>740</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>42</b>
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	100%	47	42
	<b>Claims and Validations</b>		6%	<b>47</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	80%	37	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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>44</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	70%	33	30
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>92</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	17
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>76</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	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	45%	35	33
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</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	100%	47	47
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>68</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	65%	61	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	9
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>47</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>58</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	100%	60	58
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</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	100%	47	47
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>852</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>166</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	10
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	65
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>118</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	60%	82	75
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	20
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	23
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>87</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	26
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	25
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	40%	37	36
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>72</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	50%	36	35
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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>40</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	40
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>88</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	42
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>88</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	65%	59	58
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	35%	32	30
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>89</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	57
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>104</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	40%	43	40
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	20
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>498</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>114</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>103</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	35%	36	35
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>46</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	46
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>40</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	40
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>44</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	50%	26	22
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	22
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>258</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>102</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	60%	62	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%	10	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	15%	16	14
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2471**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>473</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	50%	275	225
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	30%	165	153
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	20%	110	95
<b>Total Points</b>					<b>473</b>

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	525
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	755
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	2471
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	473
<b>Total Possible Points</b>	<b>4,500</b>	4224

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	462
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	4686
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<b>Evaluator Signature:</b>	<i>Michael R. Keenan Jr.</i>
<b>Date:</b>	<i>11/15/10</i>

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

<b>Vendor Name: Scientific Games International (SGI)</b>
<b>Evaluator Name:</b> <i>Michael R. Fernandez</i>

Pre-Qualification		Date / Time
A.	<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.	1/20/10 9:00 AM
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.	6/29/10 10:00 AM
C.	<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.	6/30/10 10:20 AM

Round 1: Minimum Qualification Requirements		
A.	<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>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, 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>		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
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
440
85
525

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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
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
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>			

150
80
80
150
80
120
95
755

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>		2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		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	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	15
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	30
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	
	<b>On-Line Games</b>		47	
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
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>		47	
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	42
	<b>Claims and Validations</b>		47	
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	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	10
	<b>Retailer Management</b>		47	
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	30
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<b>Lottery Gaming System General Requirements</b>		94	
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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	17
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	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			78	
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	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	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	33
<b>Reporting</b>			47	
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	47
<b>System Supported Terminal Functions</b>			47	
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	47
<b>Sales Terminals and Related System Sales Equipment</b>			94	
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	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	9
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
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			47	
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	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	12
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	
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	58
<b>Ticket Inventory Supply and Management</b>			78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
<b>Communications Network</b>			47	
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
2.3.3	<b>SALES AND MARKETING</b>		910	
<b>Sales Management and Business Development and Marketing</b>			182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	10
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	65
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
<b>Lottery Sales Representatives</b>			136	
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	75
2.3.3.6	Incentive plan for LSRs.	8.4	27	20
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	23
<b>Retailer Visit</b>			91	
2.3.3.8	Retailer visits and support.	8.4.1	27	26
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	25
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	36
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	
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	35
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Instant Ticket Game Close</b>			46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	40
<b>Retailer Contests and Retailer-based Player Promotions</b>			91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	42
<b>Promotional Events and Retailer Promotions</b>			91	
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	58
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	30
<b>Marketing Materials and Related Equipment</b>			91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	57
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
<b>Research and Lottery Product Development</b>			109	
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	40
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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	20
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
<b>New Instant Ticket Delivery and Storage</b>			114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
<b>Instant Ticket Delivery</b>			104	
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	35
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
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	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	26
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	46
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	40
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	22
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	22
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	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	26
2.3.5	<b>CONVERSION</b>		260	
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
<b>Conversion Plan and General Requirements</b>			104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	14
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	16
<b>Conversion Milestones</b>			26	
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	26
<b>Conversion Plan</b>			26	
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
<b>Total Points</b>				2,471

2.4	<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>		550	
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	225
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	153
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	95
<b>Total Points</b>				473

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	525
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	755
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,471
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	473
<b>Total Possible Points</b>	<b>4,500</b>	<b>4,224</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: *Michael R. Fenwick*

Date: *11/15/10*

Texas Lottery Commission  
 Lottery Operations and Services RFP  
 Evaluation Scoring Matrix

Vendor Name: GTECH
Evaluator Name: Kathy Pyka

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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>540</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)	80%	440	430
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	110
				<b>Total Points</b>	<b>540</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>775</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)	20%	160	155
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)	10%	80	70
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)	10%	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)	20%	160	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	110
				<b>Total Points</b>	<b>775</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2464</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>120</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	35%	46	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	18
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	29
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	29
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>738</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>42</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	45%	21	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>47</b>
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	100%	47	47
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>44</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	80%	37	35
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	20%	10	9
	<b>Retailer Management</b>		6%	<b>47</b>	<b>46</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	70%	33	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	13
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>84</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	45%	42	38

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	27
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>77</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	7
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	45%	35	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	45%	35	35
<b>Reporting</b>			6%	<b>47</b>	<b>45</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	100%	47	45
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>43</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	100%	47	43
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>87</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	65%	61	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	17
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>43</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	11
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	25%	11	10

	<b>Call Center Support</b>		8%	<b>60</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	100%	60	60
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>860</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>182</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	73
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>119</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	60%	82	65
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	27
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>83</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</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	50%	36	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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>83</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	42
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	50%	45	41
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>87</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	65%	59	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	35%	32	28
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>82</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	53
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	29
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>105</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	40%	43	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	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	20
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	20%	22	20
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>486</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>100</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	38
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	28
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>99</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	35%	36	32
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	20%	22	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%	10	9
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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>38</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	38
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>49</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	50%	26	23
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>44</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	18
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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26
				<b>Total Points</b>	<b>2464</b>

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</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	50%	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	30%	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	20%	110	110
				<b>Total Points</b>	<b>550</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>540</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>775</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2464</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4329</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

Total Possible Points	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

Total Possible Points	<b>5,000</b>	<b>4829</b>
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Evaluator Signature:	<i>Kathy Ryna</i>
Date:	<i>11-15-2010</i>

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> <i>Kathy Pyka</i>

Pre-Qualification	Date / Time
<b>A. 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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<b>C. 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.	6/29/10 12:47 PM

Round 1: Minimum Qualification Requirements		
<b>A. 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. 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, 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>		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
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
430
110
540

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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
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
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>			

155
70
80
160
80
120
110
775

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality. The probable quality of the offered goods or services.</b>		2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		130	120
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	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	18
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	29
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	29
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	738
	<b>On-Line Games</b>		47	42
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	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	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	14
	<b>Instant Ticket Game Management</b>		47	47
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	47
	<b>Claims and Validations</b>		47	44
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	35
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	9
	<b>Retailer Management</b>		47	46
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	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	13
	<b>Lottery Gaming System General Requirements</b>		94	84
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	38

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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	27
<b>System Management, System Security and ICS System and Vendor Requirements</b>			78	77
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	7
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	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	35
<b>Reporting</b>			47	45
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	45
<b>System Supported Terminal Functions</b>			47	43
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	43
<b>Sales Terminals and Related System Sales Equipment</b>			94	87
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	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	17
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
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			47	43
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	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	10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	11
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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	60
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
<b>Ticket Inventory Supply and Management</b>			78	78
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
<b>Communications Network</b>			47	42
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	42
2.3.3	<b>SALES AND MARKETING</b>		910	860
<b>Sales Management and Business Development and Marketing</b>			182	182
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	73
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
<b>Lottery Sales Representatives</b>			136	119
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	65
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
<b>Retailer Visit</b>			91	83
2.3.3.8	Retailer visits and support.	8.4.1	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	32
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	73
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
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	46
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	83
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	42
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	41
	<b>Promotional Events and Retailer Promotions</b>		91	87
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
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	28
	<b>Marketing Materials and Related Equipment</b>		91	82
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	53
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	29
	<b>Research and Lottery Product Development</b>		109	105
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	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	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	20
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	20
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	486
	<b>New Instant Ticket Delivery and Storage</b>		114	100
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	38
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	28
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
	<b>Instant Ticket Delivery</b>		104	99
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	32
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
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	9
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	36

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>			52	52
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	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	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>			52	52
2.3.4.10	Damaged or stolen tickets processing.	9.3.2		52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>			42	38
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4		42	38
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	49
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	23
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5		26	26
	<b>Promotional Merchandise Inventory</b>			52	52
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6		52	52
	<b>Warehouse and Distribution General Requirements</b>			52	44
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7		26	18
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	26
<b>2.3.5</b>	<b>CONVERSION</b>			260	260
	<b>Integration and Testing</b>			52	52
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2		26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2		26	26
	<b>Implementation and Migration</b>			52	52
2.3.5.8	Implementation and migration strategy and processes.	10.3		52	52
	<b>Conversion Plan and General Requirements</b>			104	104
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	16
	<b>Conversion Milestones</b>		26	26
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	26
	<b>Conversion Plan</b>		26	26
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
<b>Total Points</b>				2464

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>		550	550 KP
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	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
<b>Total Points</b>				550

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	540
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	775
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,464
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	550
<b>Total Possible Points</b>	<b>4,500</b>	<b>4,329</b>

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**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	
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**TOTAL POINTS AWARDED**

Total Possible Points	5,000	
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Evaluator Signature:	Kathy Ryna
Date:	11-15-2010

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

<b>Vendor Name: INTRALOT</b>
<b>Evaluator Name: Kathy Pyka</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>		<b>550</b>	<b>485</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)	80%	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110
<b>Total Points</b>				<b>485</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>635</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)	20%	160	120
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)	10%	80	55
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)	10%	80	70
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)	20%	160	110
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	100
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	15%	120	100
<b>Total Points</b>				<b>635</b>	

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2041</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>83</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	35%	46	30
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	13
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	20
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>561</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>30</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	45%	21	12
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	9
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	9
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>34</b>
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	100%	47	34
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>36</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	80%	37	27
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	20%	10	9
	<b>Retailer Management</b>		6%	<b>47</b>	<b>18</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	70%	33	18
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	0
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>52</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	45%	42	21

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	15
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	16
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>65</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	28
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	45%	35	29
<b>Reporting</b>			6%	<b>47</b>	<b>30</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	100%	47	30
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>37</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	100%	47	37
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>67</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	65%	61	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	9
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	15%	14	13
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>37</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	6
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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	9
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	25%	11	10

	<b>Call Center Support</b>		8%	<b>60</b>	<b>45</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	100%	60	45
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>72</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	43	37
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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>38</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	100%	47	38
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>721</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>139</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	14
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	55
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	45
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	25
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>113</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	60%	82	75
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	23
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>81</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	30
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>69</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	50%	36	32
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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	46	23
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	23
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	91	53
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	30
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	50%	45	23
	<b>Promotional Events and Retailer Promotions</b>		10%	91	56
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	65%	59	30
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	35%	32	26
	<b>Marketing Materials and Related Equipment</b>		10%	91	91
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	109	96
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	40%	43	39
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	16
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	20%	22	19
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>458</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>106</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	26
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>89</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	35%	36	28
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	20%	22	20
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%	10	8
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	35%	36	33

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>40</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	50%	26	20
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	50%	26	20
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>47</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	47
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>38</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	38
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>46</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	50%	26	23
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	23
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>45</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	23
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	50%	26	22
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>218</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>40</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	22
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	18
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>42</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	42
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>84</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	60%	62	50
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	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	15%		16	12
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%		16	12
	<b>Conversion Milestones</b>		10%		<b>26</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	100%		26	26
	<b>Conversion Plan</b>		10%		<b>26</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	100%		26	26
					<b>Total Points</b>	<b>2041</b>
<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>				<b>550</b>	<b>445</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	50%		275	220
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	30%		165	135
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	20%		110	90
					<b>Total Points</b>	<b>445</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>485</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>635</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2041</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>445</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3606</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4023</b>
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<b>Evaluator Signature:</b>	<i>Kathy Pyra</i>
<b>Date:</b>	<i>11-15-2010</i>

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> <i>Kathy Pyka</i>

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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

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, 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.

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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
400
85
485

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
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
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2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	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
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<b>Total Points</b>			

120
55
70
110
80
100
100
635

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
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>			130	83
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	30
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	13
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	20
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>561</b>
	<b>On-Line Games</b>			<b>47</b>	<b>30</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	12
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2		12	9
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	9
	<b>Instant Ticket Game Management</b>			<b>47</b>	<b>34</b>
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	34
	<b>Claims and Validations</b>			<b>47</b>	<b>36</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	27
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	9
	<b>Retailer Management</b>			<b>47</b>	<b>18</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	18
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	0
	<b>Lottery Gaming System General Requirements</b>			<b>94</b>	<b>52</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	21

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	15
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	16
<b>System Management, System Security and ICS System and Vendor Requirements</b>			<b>78</b>	<b>65</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	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	28
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	29
<b>Reporting</b>			<b>47</b>	<b>30</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	30
<b>System Supported Terminal Functions</b>			<b>47</b>	<b>37</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	37
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>	<b>67</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	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	9
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	13
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			<b>47</b>	<b>37</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	6
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	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	9
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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	45
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	45
<b>Ticket Inventory Supply and Management</b>			78	72
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	37
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	23
<b>Communications Network</b>			47	38
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	38
2.3.3	<b>SALES AND MARKETING</b>		910	721
<b>Sales Management and Business Development and Marketing</b>			182	139
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	14
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	55
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	45
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	25
<b>Lottery Sales Representatives</b>			136	113
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	75
2.3.3.6	Incentive plan for LSRs.	8.4	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	23
<b>Retailer Visit</b>			91	81
2.3.3.8	Retailer visits and support.	8.4.1	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	30
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	69
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	32
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	23
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	23
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	53
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	30
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	23
	<b>Promotional Events and Retailer Promotions</b>		91	56
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	30
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	26
	<b>Marketing Materials and Related Equipment</b>		91	91
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	96
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	39
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	16
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	19
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	458
	<b>New Instant Ticket Delivery and Storage</b>		114	106
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	26
	<b>Instant Ticket Delivery</b>		104	89
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	28
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	20
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	8
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	33

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>				52	40
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	20	
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	20	
<b>Stolen and Damaged Instant Ticket Reporting</b>				52	47
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	47	
<b>Ticket and On-Line Ticket Stock Destruction</b>				42	38
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	38	
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>				52	46
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	23	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	23	
<b>Promotional Merchandise Inventory</b>				52	47
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47	
<b>Warehouse and Distribution General Requirements</b>				52	45
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	23	
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	22	
2.3.5	<b>CONVERSION</b>		260	218	
<b>Integration and Testing</b>				52	40
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	22	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	18	
<b>Implementation and Migration</b>				52	42
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	42	
<b>Conversion Plan and General Requirements</b>				104	84
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	50	
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	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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
12
12
26
26
26
26
2,041

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>		550
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

Total Points

220
135
90
445

**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>	550	485
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	800	635
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	2,600	2,041
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	550	445
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,606</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: <i>Kathy Rina</i>
Date: <i>11-15-2010</i>

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Kathy Pyka</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>535</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	95
				<b>Total Points</b>	<b>535</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>750</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)	20%	160	145
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)	10%	80	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)	10%	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)	20%	160	130
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	115
				<b>Total Points</b>	<b>750</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2291</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>119</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	35%	46	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	16
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	31
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>707</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>45</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	11
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	13
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>45</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	80%	37	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	20%	10	8
	<b>Retailer Management</b>		6%	<b>47</b>	<b>38</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	70%	33	25
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	13
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>85</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	45%	42	33

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>75</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	7
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	45%	35	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	45%	35	33
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</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	100%	47	47
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>62</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	65%	61	40
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	9
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	15%	14	13
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>45</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	11
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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	11
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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>55</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	100%	60	55
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>76</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	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	30%	23	21
	<b>Communications Network</b>		6%	<b>47</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	100%	47	47
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>745</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>146</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	2
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	34
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>103</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	60%	82	70
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	18
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>79</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	24
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	40%	37	31
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>65</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	50%	36	32
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	50%	37	33

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>35</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	35
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>84</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	38
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>72</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	65%	59	40
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	35%	32	32
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>72</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	40
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>89</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	40%	43	35
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	17
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	20%	22	15
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>467</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>111</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	31
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>100</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	35%	36	32
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>40</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	40
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>30</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	30
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>40</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	50%	26	20
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	20
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>42</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	42
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>253</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>97</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	60%	62	55
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	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2291**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>485</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	50%	275	240
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	30%	165	150
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	20%	110	95

**Total Points**

**485**

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>535</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>750</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2291</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>485</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4061</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>462</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4523</b>
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<b>Evaluator Signature:</b>	<i>Kathy Ryna</i>
<b>Date:</b>	<i>11-15-2010</i>

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

<b>Vendor Name: Scientific Games International (SGI)</b>
<b>Evaluator Name:</b> <i>Kathy Pyka</i>

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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

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, 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
440
95
535

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
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>			

145
80
80
130
80
120
115
750

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality. The probable quality of the offered goods or services.</b>		2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		130	119
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	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	16
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	31
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	707
	<b>On-Line Games</b>		47	45
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	11
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	13
	<b>Instant Ticket Game Management</b>		47	40
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	40
	<b>Claims and Validations</b>		47	45
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	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	8
	<b>Retailer Management</b>		47	38
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	25
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	13
	<b>Lottery Gaming System General Requirements</b>		94	85
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	33

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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 <del>which includes transaction handling, prize payout and age verification features</del> ; including the processing of all subscription orders, age verification of players, and payment of prizes.	7.6.3	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			78	75
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	7
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	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	33
<b>Reporting</b>			47	47
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	47
<b>System Supported Terminal Functions</b>			47	47
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	47
<b>Sales Terminals and Related System Sales Equipment</b>			94	62
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	40
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	9
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	13
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			47	45
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	11
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	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	11
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Call Center Support</b>		60	55
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	55
	<b>Ticket Inventory Supply and Management</b>		78	76
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	21
	<b>Communications Network</b>		47	47
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
<b>2.3.3</b>	<b>SALES AND MARKETING</b>		910	745
	<b>Sales Management and Business Development and Marketing</b>		182	146
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	2
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	34
	<b>Lottery Sales Representatives</b>		136	103
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	70
2.3.3.6	Incentive plan for LSRs.	8.4	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	18
	<b>Retailer Visit</b>		91	79
2.3.3.8	Retailer visits and support.	8.4.1	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	24
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	31
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		73	65
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	32
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	33

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	35
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	35
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	84
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	38
	<b>Promotional Events and Retailer Promotions</b>		91	72
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	40
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
	<b>Marketing Materials and Related Equipment</b>		91	72
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	40
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	89
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	35
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	17
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	15
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	467
	<b>New Instant Ticket Delivery and Storage</b>		114	111
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	31
	<b>Instant Ticket Delivery</b>		104	100
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	32
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
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	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	36

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>			52	52
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	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	26	
	<b>Stolen and Damaged Instant Ticket Reporting</b>			52	40
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	40	
	<b>Ticket and On-Line Ticket Stock Destruction</b>			42	30
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	30	
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	40
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	20	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	20	
	<b>Promotional Merchandise Inventory</b>			52	42
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	42	
	<b>Warehouse and Distribution General Requirements</b>			52	52
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	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	26	
2.3.5	<b>CONVERSION</b>			260	253
	<b>Integration and Testing</b>			52	52
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26	
	<b>Implementation and Migration</b>			52	52
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52	
	<b>Conversion Plan and General Requirements</b>			104	97
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	55	
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	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	16
<b>Conversion Milestones</b>			<b>26</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	26
<b>Conversion Plan</b>			<b>26</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
<b>Total Points</b>				<b>2,291</b>

2.4 Experience. The experience of the Proposer in providing the requested goods or services.			550	
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	240
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	150
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	95
<b>Total Points</b>				<b>485</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	535
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	750
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,291
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	485
<b>Total Possible Points</b>	<b>4,500</b>	<b>4,061</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: <i>Kathy Pyna</i>
Date: <i>11-15-2010</i>

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Michael Anger</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>539</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	99
				<b>Total Points</b>	<b>539</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>728</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)	20%	160	128
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)	10%	80	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)	10%	80	76
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)	20%	160	144
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	80	72
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)	15%	120	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	15%	120	108
				<b>Total Points</b>	<b>728</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2386</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>121</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	35%	46	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	29
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>714</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>46</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	45%	21	20
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>42</b>
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	100%	47	42
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>45</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	80%	37	35
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>42</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	70%	33	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>93</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	78	73
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	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	45%	35	30
<b>Reporting</b>			6%	47	47
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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	47	42
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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	94	72
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	65%	61	43
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	15
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	47	41
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	10
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	25%	12	10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	11
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	25%	11	10

	<b>Call Center Support</b>		8%	<b>60</b>	<b>48</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	100%	60	48
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>76</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	43	41
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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</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	100%	47	47
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>817</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>159</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	13
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	62
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	34
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>117</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	60%	82	74
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	19
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	24
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>85</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	26
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	40%	37	35
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>63</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	50%	36	32
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	50%	37	31

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>87</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	41
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>82</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	65%	59	53
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	35%	32	29
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>79</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	47
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>99</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	40%	43	39
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	20
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	20%	22	18
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>474</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>110</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	32
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>102</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	35%	36	34
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>36</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	36
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>29</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	29
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>46</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	50%	26	23
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	23
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2386**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>491</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	50%	275	248
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	30%	165	149
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	20%	110	94

**Total Points**

**491**

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>539</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>728</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2386</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>491</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4144</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>462</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4606</b>
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<p>Evaluator Signature: </p>
<p>Date: </p>

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

<b>Vendor Name: Scientific Games International (SGI)</b>
<b>Evaluator Name:</b> MICHAEL ANGER

Pre-Qualification		Date / Time
A.	<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.	1/20/10 9:00 AM
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.	6/29/10 10:00 AM
C.	<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.	6/30/10 10:20 AM

Round 1: Minimum Qualification Requirements		
A.	<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>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, 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	Awarded 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>		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	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110	99
<b>Total Points</b>				539

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	128
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
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	76
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	144
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80	72
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
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
<b>Total Points</b>				728

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
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	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	29
2.3.2	<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	20
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2		12	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	14
	<b>Instant Ticket Game Management</b>			<b>47</b>	
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	42
	<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	35
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	10
	<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	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	14
	<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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	18
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	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	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	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	30
<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	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	42
<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	43
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	15
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
<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	10
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	11
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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<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	48
<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	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	41
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	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
<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	13
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	62
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	34
<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	74
2.3.3.6	Incentive plan for LSRs.	8.4	27	19
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	24
<b>Retailer Visit</b>			<b>91</b>	
2.3.3.8	Retailer visits and support.	8.4.1	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	26
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	35
<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	32
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	31

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	41
	<b>Promotional Events and Retailer Promotions</b>		91	
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	53
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	29
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	47
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	39
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	20
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	18
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	32
	<b>Instant Ticket Delivery</b>		104	
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	34
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
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>		52	
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	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	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	36
	<b>Ticket and On-Line Ticket Stock Destruction</b>		42	
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	29
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		52	
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	23
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	23
	<b>Promotional Merchandise Inventory</b>		52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47
	<b>Warehouse and Distribution General Requirements</b>		52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	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	26
2.3.5	<b>CONVERSION</b>		260	
	<b>Integration and Testing</b>		52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
	<b>Implementation and Migration</b>		52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
	<b>Conversion Plan and General Requirements</b>		104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
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	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
<b>Total Points</b>				<b>2386</b>

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	248
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	149
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	94
<b>Total Points</b>				<b>491</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	539
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	728
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2386
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	491
<b>Total Possible Points</b>	<b>4,500</b>	<b>4144</b>

**COST SCORING SUMMARY**

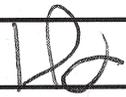
The following formula will be used in scoring cost proposals:

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

**Total Possible Points**

**TOTAL POINTS AWARDED**

**Total Possible Points**

<b>Evaluator Signature:</b>	
<b>Date:</b>	11/15/10

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

<b>Vendor Name: INTRALOT</b>
<b>Evaluator Name: Michael Anger</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>517</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	77
				<b>Total Points</b>	<b>517</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>638</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)	20%	160	128
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)	10%	80	72
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)	10%	80	64
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)	20%	160	112
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	80	64
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)	15%	120	108
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	15%	120	90
				<b>Total Points</b>	<b>638</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2298</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>113</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	35%	46	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	17
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	26
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>671</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>39</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	45%	21	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	11
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	12
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>41</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	80%	37	31
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>36</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	70%	33	26
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	10
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>82</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	45%	42	36

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>73</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	32
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	45%	35	33
<b>Reporting</b>			6%	<b>47</b>	<b>38</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	100%	47	38
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>80</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	65%	61	52
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	14
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>40</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	8
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	25%	12	11
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	10
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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>48</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	100%	60	48
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>74</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	43	39
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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>38</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	100%	47	38
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>779</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>137</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	17
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	55
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	36
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	29
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>120</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	60%	82	74
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	24
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	22
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>86</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	35
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>69</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	50%	36	32
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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	46	37
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	37
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	91	67
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	35
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	50%	45	32
	<b>Promotional Events and Retailer Promotions</b>		10%	91	80
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	65%	59	53
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	35%	32	27
	<b>Marketing Materials and Related Equipment</b>		10%	91	91
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	109	92
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	40%	43	34
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	15
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	20%	22	21
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>497</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	114	109
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	31
	<b>Instant Ticket Delivery</b>		20%	104	101
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	35%	36	34
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	20%	22	21
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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>45</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	50%	26	22
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	50%	26	23
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>51</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	50%	26	25
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>45</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	23
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	50%	26	22
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>238</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>46</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	23
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	23
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>42</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	42
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>98</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	60%	62	56
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	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

<b>Total Points</b>	<b>2298</b>
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2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>484</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	50%	275	234
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	30%	165	140
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	20%	110	110

<b>Total Points</b>	<b>484</b>
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**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>517</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>638</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2298</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>484</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3937</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4354</b>
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Evaluator Signature:	
Date:	11/15/10

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> MICHAEL ANGER

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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<b>C.</b>	<b>Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond Submission</b>	
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Round 1: Minimum Qualification Requirements		
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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

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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	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	17
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	26
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	26
2.3.2	<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	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2		12	11
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	12
	<b>Instant Ticket Game Management</b>			<b>47</b>	
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	40
	<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	31
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	10
	<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	26
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	18
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	28
<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	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	32
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	33
<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	38
<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	42
<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	52
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	14
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
<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	8
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	11
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	10
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<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	48
<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	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	39
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	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	38
<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	17
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	55
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	36
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	29
<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	74
2.3.3.6	Incentive plan for LSRs.	8.4	27	24
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	22
<b>Retailer Visit</b>			<b>91</b>	
2.3.3.8	Retailer visits and support.	8.4.1	27	24
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	35
<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	32
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Instant Ticket Game Close</b>			46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	37
<b>Retailer Contests and Retailer-based Player Promotions</b>			91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	35
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	32
<b>Promotional Events and Retailer Promotions</b>			91	
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	53
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	27
<b>Marketing Materials and Related Equipment</b>			91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
<b>Research and Lottery Product Development</b>			109	
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	34
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	15
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	21
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
<b>New Instant Ticket Delivery and Storage</b>			114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	31
<b>Instant Ticket Delivery</b>			104	
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	34
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	21
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	22
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	23
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
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
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	25
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	23
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	22
<b>2.3.5 CONVERSION</b>			260	
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	23
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	23
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	42
<b>Conversion Plan and General Requirements</b>			104	
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	56
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
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	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
<b>Total Points</b>				228

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	234
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	140
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
<b>Total Points</b>				484

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	517
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	638
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2298
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	484
<b>Total Possible Points</b>	<b>4,500</b>	<b>3937</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

**TOTAL POINTS AWARDED**

Total Possible Points

<p>Evaluator Signature: </p>
<p>Date: 11/15/13</p>

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

<b>Vendor Name: GTECH</b>
<b>Evaluator Name: Michael Anger</b>

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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	110
				<b>Total Points</b>	<b>550</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>786</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)	20%	160	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)	10%	80	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)	10%	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)	20%	160	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	80	72
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)	15%	120	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	15%	120	114
				<b>Total Points</b>	<b>786</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2513</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>128</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	35%	46	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	32
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>743</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>45</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	45%	21	19
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>47</b>
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	100%	47	47
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>43</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	80%	37	33
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</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	70%	33	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>89</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</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	10%	8	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	45%	35	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	45%	35	35
<b>Reporting</b>			6%	<b>47</b>	<b>45</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	100%	47	45
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>35</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	100%	47	35
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>89</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	65%	61	58
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	17
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>45</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</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	100%	60	60
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>877</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>182</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	73
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>124</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	60%	82	70
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	27
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>91</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	37
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>71</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	50%	36	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	50%	37	35

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>91</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	45
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>78</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	65%	59	56
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	35%	32	22
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>85</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	53
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</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	40%	43	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	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>505</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>104</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	39
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	31
	<b>Instant Ticket Delivery</b>		20%	<b>104</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	35%	36	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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>47</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	21
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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26
<b>Total Points</b>					<b>2513</b>

2.4	<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>			<b>550</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	50%	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	30%	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	20%	110	110
<b>Total Points</b>					<b>550</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>550</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>786</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2513</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4399</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4899</b>
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Evaluator Signature: 
Date: 

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> MICHAEL ANGER

Pre-Qualification		Date / Time
A.	<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.	1/20/10 9:00 AM
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.	6/29/10 12:00 PM
C.	<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.	6/29/10 12:47 PM

Round 1: Minimum Qualification Requirements		
A.	<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>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, 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	Awarded 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>		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	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
			<b>Total Points</b>	550

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	100
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
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	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80	72
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
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	114
			<b>Total Points</b>	786

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality. The probable quality of the offered goods or services.</b>		2,600	2513
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		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	44
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	20
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
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	<del>780</del> MPA
	<b>On-Line Games</b>		47	
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	19
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	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	14
	<b>Instant Ticket Game Management</b>		47	
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	47
	<b>Claims and Validations</b>		47	
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	33
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	10
	<b>Retailer Management</b>		47	
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	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<b>Lottery Gaming System General Requirements</b>		94	
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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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	28
<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	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	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	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	45
<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	35
<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	58
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	17
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
<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
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Call Center Support</b>		60	
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
	<b>Ticket Inventory Supply and Management</b>		78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
	<b>Communications Network</b>		47	
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	42
2.3.3	<b>SALES AND MARKETING</b>		910	
	<b>Sales Management and Business Development and Marketing</b>		182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	73
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
	<b>Lottery Sales Representatives</b>		136	
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	70
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
	<b>Retailer Visit</b>		91	
2.3.3.8	Retailer visits and support.	8.4.1	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	39
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		73	
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
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	35

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	45
	<b>Promotional Events and Retailer Promotions</b>		91	
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	56
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	22
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	53
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	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	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	39
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	31
	<b>Instant Ticket Delivery</b>		104	
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	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	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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	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	26
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
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
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	21
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	26
2.3.5	<b>CONVERSION</b>		260	
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
<b>Conversion Plan and General Requirements</b>			104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	16
<b>Conversion Milestones</b>			26	
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	26
<b>Conversion Plan</b>			26	
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
<b>Total Points</b>				2513

2.4	<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>		550	
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	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
<b>Total Points</b>				550

**TECHNICAL SCORING SUMMARY**

<i>Past Performance.</i> The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.	550	550
<i>Personnel.</i> The qualifications of the Proposer's personnel.	800	786
<i>Quality.</i> The probable quality of the offered goods or services.	2,600	2513
<i>Experience.</i> The experience of the Proposer in providing the requested goods or services.	550	550
<b>Total Possible Points</b>	<b>4,500</b>	<b>4399</b>

1

**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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: 
Date: 11/15/10

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

<b>Vendor Name: GTECH</b>
<b>Evaluator Name: Ron Pigott</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>410</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)	80%	440	300
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	110
				<b>Total Points</b>	<b>410</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>780</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)	20%	160	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)	10%	80	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)	10%	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)	20%	160	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	100
				<b>Total Points</b>	<b>780</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2232</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>115</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	35%	46	40
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	30
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	30
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>650</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>32</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	45%	21	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	7
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	9
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>45</b>
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	100%	47	45
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>38</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	80%	37	33
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	20%	10	5
	<b>Retailer Management</b>		6%	<b>47</b>	<b>42</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	70%	33	30
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	12
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>79</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	45%	42	37

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	14
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>63</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	3
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	45%	35	30
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	45%	35	30
<b>Reporting</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>80</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	65%	61	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	14
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	15%	14	10
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>27</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	7
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	25%	12	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	7
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	25%	11	6

	<b>Call Center Support</b>		8%	<b>60</b>	<b>55</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	100%	60	55
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>63</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	7
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	55%	43	38
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	30%	23	18
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>806</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>166</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	13
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	70
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	52
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	31
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>121</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	60%	82	77
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	22
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>78</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	24
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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>64</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	50%	36	32
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	50%	37	32

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>43</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	43
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>83</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	43
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	50%	45	40
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>81</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	65%	59	54
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	35%	32	27
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>81</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	27
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>89</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	40%	43	38
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	17
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	20%	22	17
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>443</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>100</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	30
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>86</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	35%	36	31
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	20%	22	17
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%	10	7
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	35%	36	31

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>42</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	50%	26	21
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	50%	26	21
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>47</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	47
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>37</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	37
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>42</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	50%	26	21
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	21
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>42</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	21
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	50%	26	21
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>218</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>42</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	21
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	21
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>47</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	47
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>87</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	60%	62	60
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	5

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	15%		16	11
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%		16	11
<b>Conversion Milestones</b>					<b>26</b>	<b>21</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	100%		26	21
<b>Conversion Plan</b>					<b>26</b>	<b>21</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	100%		26	21
					<b>Total Points</b>	<b>2232</b>

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>				<b>550</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	50%		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	30%		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	20%		110	110
					<b>Total Points</b>	<b>550</b>

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>410</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>780</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2232</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3972</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4472</b>
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<b>Evaluator Signature:</b>	<i>R.M. Rigott</i>
<b>Date:</b>	<i>11/15/2010</i>

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> RON PIGOTT

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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

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, 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
300
110
410

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
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>			

160
80
80
160
80
120
100
780

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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>		130	115
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	40
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	30
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	30
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		<b>780</b>	650
	<b>On-Line Games</b>		47	32
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	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	7
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	9
	<b>Instant Ticket Game Management</b>		47	45
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	45
	<b>Claims and Validations</b>		47	31
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	33
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	5
	<b>Retailer Management</b>		47	42
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	30
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	12
	<b>Lottery Gaming System General Requirements</b>		94	
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	37

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	14
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	28.
<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	3
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	30
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	30
<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	42
<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	42
<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	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	14
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	10
<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	7
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	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	7
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	6

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<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	55
	<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	7
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	38
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	18
	<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	42.
<b>2.3.3</b>	<b>SALES AND MARKETING</b>		<b>910</b>	<b>800</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	13
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	52
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	31
	<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	77
2.3.3.6	Incentive plan for LSRs.	8.4	27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	22
	<b>Retailer Visit</b>		<b>91</b>	
2.3.3.8	Retailer visits and support.	8.4.1	27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	24
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	32
	<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	32
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	32

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	43
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	43
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	40
	<b>Promotional Events and Retailer Promotions</b>		91	
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	54
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	27
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	27
	<b>Research and Lottery Product Development</b>		109	
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	38
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	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	17
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	17
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	443.
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	30
	<b>Instant Ticket Delivery</b>		104	
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	31
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	17
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	7
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	31

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	21
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	21
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	47
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	37
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	21
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	21
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	21
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	21
2.3.5	<b>CONVERSION</b>		260	218
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	21
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	21
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	47
<b>Conversion Plan and General Requirements</b>			104	
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	60
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	5

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	11
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	11
<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	21
<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	21
<b>Total Points</b>				2,232

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</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	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
<b>Total Points</b>				550

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	410
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	780
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,232
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	550
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,972</b>

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**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	
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**TOTAL POINTS AWARDED**

Total Possible Points	5,000	
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Evaluator Signature:	<i>RM [Signature]</i>
Date:	<i>11/15/13</i>

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

<b>Vendor Name: INTRALOT</b>
<b>Evaluator Name: Ronald Pigott</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</b>		<b>550</b>	<b>520</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)	80% 440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20% 110	80
<b>Total Points</b>				<b>520</b>
2.2	<b>Personnel. The qualifications of the Proposer's personnel.</b>		<b>800</b>	<b>710</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)	20% 160	100
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)	10% 80	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)	10% 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)	20% 160	130
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10% 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)	15% 120	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	15% 120	120
<b>Total Points</b>				<b>710</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2098</b>
<b>2.3.1</b>	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>85</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	35%	46	35
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	10
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	20
<b>2.3.2</b>	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>591</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>23</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	45%	21	11
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	6
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	6
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>35</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	80%	37	30
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	20%	10	5
	<b>Retailer Management</b>		6%	<b>47</b>	<b>34</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	70%	33	25
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	9
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>71</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	45%	42	30

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	13
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>54</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	4
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	45%	35	25
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	45%	35	25
<b>Reporting</b>			6%	<b>47</b>	<b>40</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	100%	47	40
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>40</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	100%	47	40
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>79</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	65%	61	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	14
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	15%	14	9
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>27</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	7
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	25%	12	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	7
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	25%	11	6

	<b>Call Center Support</b>		8%	<b>60</b>	<b>45</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	100%	60	45
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>61</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	6
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	55%	43	37
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	30%	23	18
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>778</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>151</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	13
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	28
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>121</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	60%	82	77
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	22
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>76</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	22
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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>63</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	50%	36	31
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	50%	37	32

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>41</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	41
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>76</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	37
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	50%	45	39
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>80</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	65%	59	53
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	35%	32	27
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>81</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	27
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>89</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	40%	43	38
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	17
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	20%	22	17
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>436</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>100</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	30
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>82</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	35%	36	31
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	20%	22	17
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%	10	4
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	35%	36	30

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>40</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	50%	26	20
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	50%	26	20
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>47</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	47
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>37</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	37
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>42</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	50%	26	21
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	21
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>41</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	20
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	50%	26	21
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>208</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>41</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	20
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	21
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>45</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	45
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>80</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	60%	62	57
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	3

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	15%	16	9
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	11
<b>Conversion Milestones</b>				<b>26</b>	<b>21</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	100%	26	21
<b>Conversion Plan</b>				<b>26</b>	<b>21</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	100%	26	21
				<b>Total Points</b>	<b>2098</b>

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>535</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	50%	275	260
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	30%	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	20%	110	110
				<b>Total Points</b>	<b>535</b>

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>520</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>710</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2098</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>535</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3863</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4280</b>
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<b>Evaluator Signature:</b>	<i>R. H. Right</i>
<b>Date:</b>	<i>11/15/2010</i>

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> Ron Abbott

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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

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, 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	Awarded 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>			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	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)		4.4 and 2.22	110	80
<b>Total Points</b>					<b>520.</b>

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			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	100
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
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
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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
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	120.
<b>Total Points</b>					<b>710</b>

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
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>			130	85
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	35
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	10
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	20
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	20.
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			780	591.
	<b>On-Line Games</b>			47	23
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	11
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2		12	6
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	6
	<b>Instant Ticket Game Management</b>			47	40
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	40
	<b>Claims and Validations</b>			47	35.
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	30
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	5
	<b>Retailer Management</b>			47	34
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	25
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	9
	<b>Lottery Gaming System General Requirements</b>			94	71
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	30.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	13
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	28.
<b>System Management, System Security and ICS System and Vendor Requirements</b>			<b>78</b>	<b>54.</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	4
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	25
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	25.
<b>Reporting</b>			<b>47</b>	<b>40</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	40.
<b>System Supported Terminal Functions</b>			<b>47</b>	<b>40</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	40.
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>	<b>79.</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	56
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	14
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	9.
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			<b>47</b>	<b>27</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	7
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	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	7
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	6

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	45
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	45
<b>Ticket Inventory Supply and Management</b>			78	61
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	6
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	37
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	18.
<b>Communications Network</b>			47	48
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	42
<b>2.3.3 SALES AND MARKETING</b>			910	778.
<b>Sales Management and Business Development and Marketing</b>			182	151
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	13
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	28.
<b>Lottery Sales Representatives</b>			136	121
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	77
2.3.3.6	Incentive plan for LSRs.	8.4	27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	22
<b>Retailer Visit</b>			91	76.
2.3.3.8	Retailer visits and support.	8.4.1	27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	22
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	32
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	63
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	31
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	32

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>			46	41
2.3.3.12	Process for handling Instant Ticket game close.		8.4.3	46	41
	<b>Retailer Contests and Retailer-based Player Promotions</b>			91	76
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.		8.5	46	37
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	39
	<b>Promotional Events and Retailer Promotions</b>			91	80
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	53
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	27
	<b>Marketing Materials and Related Equipment</b>			91	81
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.		8.7	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.		8.7	32	27
	<b>Research and Lottery Product Development</b>			109	89
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	38
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	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.		8.8	22	17
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	17.
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			520	430.
	<b>New Instant Ticket Delivery and Storage</b>			114	100
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.		9.2	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.		9.2	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.		9.2	34	30.
	<b>Instant Ticket Delivery</b>			104	82.
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	31
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	17.
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	4.
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	30.

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>			52	40
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	20	
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	20	
	<b>Stolen and Damaged Instant Ticket Reporting</b>			52	47
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	47	
	<b>Ticket and On-Line Ticket Stock Destruction</b>			42	37
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	37	
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	42
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	21	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	21	
	<b>Promotional Merchandise Inventory</b>			52	47
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47	
	<b>Warehouse and Distribution General Requirements</b>			52	41
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	20	
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	21	
2.3.5	<b>CONVERSION</b>			260	100. 208.
	<b>Integration and Testing</b>			52	41
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	20	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	21	
	<b>Implementation and Migration</b>			52	45.
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	45.	
	<b>Conversion Plan and General Requirements</b>			104	80.
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	57.	
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	3	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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
9
11.
21.
21
21
21
2,098.

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>		550
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

Total Points

260.
165
110.
535.

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	520.
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	710.
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,098.
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	535.
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,863.</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature:	<i>RM Holt</i>
Date:	<i>11/15/14</i>

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Ronald Pigott</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</b>		<b>550</b>	<b>470</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)	80%	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110
<b>Total Points</b>				<b>470</b>
2.2	<b>Personnel. The qualifications of the Proposer's personnel.</b>		<b>800</b>	<b>755</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)	20%	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)	10%	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)	10%	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)	20%	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	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	15%	120
<b>Total Points</b>				<b>755</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2180</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>110</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	35%	46	40
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	25
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	30
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>623</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>32</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	45%	21	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	7
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	9
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>37</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	80%	37	32
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	20%	10	5
	<b>Retailer Management</b>		6%	<b>47</b>	<b>37</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	70%	33	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	9
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>82</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	45%	42	40

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	14
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>56</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	3
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	45%	35	30
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	45%	35	23
<b>Reporting</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>68</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	65%	61	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	14
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	15%	14	9
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>27</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	7
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	25%	12	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	12	7
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	25%	11	6

	<b>Call Center Support</b>		8%	<b>60</b>	<b>55</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	100%	60	55
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>63</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	7
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	55%	43	38
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	30%	23	18
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>794</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>164</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	10
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	68
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>121</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	60%	82	77
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	22
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>76</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	22
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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>63</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	50%	36	31
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	50%	37	32

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>41</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	41
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>81</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	41
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	50%	45	40
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>81</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	65%	59	54
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	35%	32	27
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>81</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	27
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>86</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	40%	43	35
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	17
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	20%	22	17
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>433</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>99</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	29
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>84</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	35%	36	31
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	20%	22	17
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%	10	5
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	35%	36	31

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>42</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	50%	26	21
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	50%	26	21
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>40</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	40
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>37</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	37
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>42</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	50%	26	21
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	21
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>47</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	47
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>42</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	21
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	50%	26	21
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>220</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>42</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	21
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	21
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>47</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	47
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>89</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	60%	62	57
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	5

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	15%		16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%		16	11
<b>Conversion Milestones</b>					<b>26</b>	<b>21</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	100%		26	21
<b>Conversion Plan</b>					<b>26</b>	<b>21</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	100%		26	21

**Total  
Points**

**2180**

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>				<b>550</b>	<b>535</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	50%		275	260
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	30%		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	20%		110	110

**Total Points**

**535**

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>470</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>755</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2180</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>535</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3940</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>462</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4402</b>
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Evaluator Signature: <i>R.M. Right</i>
Date: <i>11/15/2010</i>

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

<b>Vendor Name: Scientific Games International (SGI)</b>
<b>Evaluator Name:</b> <i>Ron Abbott</i>

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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

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 <i>(Pass circled)</i>
<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 <i>(Pass circled)</i>

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	Awarded 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>		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	380.
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110	90
<b>Total Points</b>				470.

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	150
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
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	145
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	100
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	120.
<b>Total Points</b>				755

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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>	110
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	40
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	25
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	30.
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		<b>780</b>	623
	<b>On-Line Games</b>		<b>47</b>	32
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	16
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	7
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	9
	<b>Instant Ticket Game Management</b>		<b>47</b>	4.
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	40
	<b>Claims and Validations</b>		<b>47</b>	37
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	32
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	5
	<b>Retailer Management</b>		<b>47</b>	37.
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	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	9
	<b>Lottery Gaming System General Requirements</b>		<b>94</b>	82.
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	40

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	14
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	28
<b>System Management, System Security and ICS System and Vendor Requirements</b>			<b>78</b>	<b>56</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8	3
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	30
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	23
<b>Reporting</b>			<b>47</b>	<b>42</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	42
<b>System Supported Terminal Functions</b>			<b>47</b>	<b>42</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	42
<b>Sales Terminals and Related System Sales Equipment</b>			<b>94</b>	<b>68</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	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	14
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	9
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			<b>47</b>	<b>27</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12	7
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	7
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12	7
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	6

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Call Center Support</b>			60	55
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	50
	<b>Ticket Inventory Supply and Management</b>			78	63
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13		12	7
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	38.
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	18
	<b>Communications Network</b>			47	48.
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	42
2.3.3	<b>SALES AND MARKETING</b>			910	794
	<b>Sales Management and Business Development and Marketing</b>			182	164.
2.3.3.1	Route sales component to support Retailer locations.	8.2		18	10
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2		73	68
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3		55	50
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3		36	36.
	<b>Lottery Sales Representatives</b>			136	121
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	77
2.3.3.6	Incentive plan for LSRs.	8.4		27	22
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4		27	22
	<b>Retailer Visit</b>			91	76
2.3.3.8	Retailer visits and support.	8.4.1		27	22
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1		27	22
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	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	63
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	31
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	32

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	41
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	41
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	81
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	41
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	40
	<b>Promotional Events and Retailer Promotions</b>		91	81
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	54
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	27.
	<b>Marketing Materials and Related Equipment</b>		91	81
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	54
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	27
	<b>Research and Lottery Product Development</b>		109	86.
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	35
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	17
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	17
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	17.
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	433
	<b>New Instant Ticket Delivery and Storage</b>		114	99
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	41
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	29
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	29.
	<b>Instant Ticket Delivery</b>		104	84
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	31
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	17
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	5
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	31

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>		52	42
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	21
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	21
	<b>Stolen and Damaged Instant Ticket Reporting</b>		52	40.
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	40
	<b>Ticket and On-Line Ticket Stock Destruction</b>		42	37.
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	37
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		52	42.
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	21
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	21
	<b>Promotional Merchandise Inventory</b>		52	47
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	47
	<b>Warehouse and Distribution General Requirements</b>		52	48.
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	21
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	21
<b>2.3.5</b>	<b>CONVERSION</b>		<b>260</b>	<b>220.</b>
	<b>Integration and Testing</b>		52	42.
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	21
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	21
	<b>Implementation and Migration</b>		52	47.
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	47
	<b>Conversion Plan and General Requirements</b>		104	89.
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	57
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	5

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16	11
<b>Conversion Milestones</b>			<b>26</b>	21
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	21
<b>Conversion Plan</b>			<b>26</b>	21
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	21
<b>Total Points</b>				2,180.

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</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	275	260
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.
<b>Total Points</b>				535.

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	470.
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	755.
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2,180.
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	535.
<b>Total Possible Points</b>	<b>4,500</b>	<b>3,940.</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature:	<i>R.M. Sigal</i>
Date:	<i>11/15/10.</i>

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

<b>Vendor Name: GTECH</b>
<b>Evaluator Name: Toni Erickson</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>				<b>550</b>	<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)	80%		440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%		110	110
<b>Total Points</b>						<b>550</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>				<b>800</b>	<b>772</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)	20%		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)	10%		80	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)	10%		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)	20%		160	152
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%		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)	15%		120	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	15%		120	108
<b>Total Points</b>						<b>772</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2575</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>129</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	35%	46	45
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	32
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>771</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>47</b>
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	100%	47	47
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>46</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	80%	37	36
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</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	70%	33	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</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	10%	8	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	45%	35	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	45%	35	35
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>46</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	100%	47	46
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</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	65%	61	61
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>45</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	10
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</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	100%	60	60
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>42</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	100%	47	42
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>899</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>179</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	70
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>132</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	60%	82	78
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	27
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>87</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	23
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	37
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</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	50%	36	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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>91</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	45
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</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	65%	59	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	35%	32	32
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</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	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</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	40%	43	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	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>516</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>112</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>102</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	35%	36	34
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2575**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</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	50%	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	30%	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	20%	110	110

**Total Points**

**550**

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>550</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>772</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2575</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4447</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

Total Possible Points	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

Total Possible Points	<b>5,000</b>	<b>4947</b>
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Evaluator Signature:	<i>Doni Erick</i>
Date:	11/15/10

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

<b>Vendor Name:</b> GTECH
<b>Evaluator Name:</b> Toni Erickson

Pre-Qualification		Date / Time
A.	<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.	1/20/10 9:00 AM
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.	6/29/10 12:00 PM
C.	<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.	6/29/10 12:47 PM

Round 1: Minimum Qualification Requirements		
A.	<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>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, 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>		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
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
440
110
550

2.2			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
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
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>			

152
80
80
152
80
120
108
772

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	45
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	20
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
2.3.2	<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
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>	
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	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	36
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	10
	<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	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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	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	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	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	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	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	46
<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
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	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	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	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	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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Call Center Support</b>		60	
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
	<b>Ticket Inventory Supply and Management</b>		78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
	<b>Communications Network</b>		47	
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	42
2.3.3	<b>SALES AND MARKETING</b>		910	
	<b>Sales Management and Business Development and Marketing</b>		182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
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
	<b>Lottery Sales Representatives</b>		136	
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
	<b>Retailer Visit</b>		91	
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
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>		73	
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
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	45
	<b>Promotional Events and Retailer Promotions</b>		91	
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
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
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	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	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
	<b>Instant Ticket Delivery</b>		104	
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	34
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
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>		52	
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	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	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		42	
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
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		52	
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	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26
	<b>Promotional Merchandise Inventory</b>		52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52
	<b>Warehouse and Distribution General Requirements</b>		52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	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	26
<b>2.3.5</b>	<b>CONVERSION</b>		260	
	<b>Integration and Testing</b>		52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
	<b>Implementation and Migration</b>		52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
	<b>Conversion Plan and General Requirements</b>		104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
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	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
<b>Total Points</b>				<b>2575</b>

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	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
<b>Total Points</b>				<b>550</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance.</i> The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.	550	550
<i>Personnel.</i> The qualifications of the Proposer's personnel.	800	772
<i>Quality.</i> The probable quality of the offered goods or services.	2,600	2575
<i>Experience.</i> The experience of the Proposer in providing the requested goods or services.	550	550
<b>Total Possible Points</b>	<b>4,500</b>	<b>4447</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: Doni E. Smith  
 Date: 11/15/10

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

<b>Vendor Name: INTRALOT</b>
<b>Evaluator Name: Toni Erickson</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>501</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)	80%	440	418
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	83
				<b>Total Points</b>	<b>501</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>621</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)	20%	160	120
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)	10%	80	72
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)	10%	80	72
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)	20%	160	112
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	80	78
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)	15%	120	107
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	15%	120	60
				<b>Total Points</b>	<b>621</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2290</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>100</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	35%	46	29
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	18
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	28
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	25
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>672</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>43</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	45%	21	19
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	11
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	13
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>45</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	80%	37	35
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>25</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	70%	33	18
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	7
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>73</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	45%	42	39

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	16
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>74</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	33
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	45%	35	33
<b>Reporting</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>45</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	100%	47	45
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>75</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	65%	61	55
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	6
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>41</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	6
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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>55</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	100%	60	55
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>74</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	10
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	55%	43	41
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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>40</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	100%	47	40
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>768</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>134</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	17
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	51
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	41
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	25
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>117</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	60%	82	72
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	19
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	26
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>80</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	23
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	25
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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>71</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	50%	36	34
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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	46	39
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	39
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	91	63
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	32
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	50%	45	31
	<b>Promotional Events and Retailer Promotions</b>		10%	91	83
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	65%	59	53
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	35%	32	30
	<b>Marketing Materials and Related Equipment</b>		10%	91	91
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	109	90
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	40%	43	35
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	11
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>509</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>110</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	32
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>101</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	35%	36	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	20%	22	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%	10	9
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	35%	36	34

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>50</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	50%	26	25
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	50%	26	25
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>50</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	25
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	50%	26	25
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>241</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>50</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	25
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	25
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>42</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	42
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>97</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	60%	62	59
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	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	15%	16	12
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				10%	26
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	100%	26	26
<b>Conversion Plan</b>				10%	26
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	100%	26	26

**Total Points**

**2290**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>462</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	50%	275	220
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	30%	165	132
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	20%	110	110

**Total Points**

**462**

**TECHNICAL SCORING SUMMARY**

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<b>Personnel.</b> The qualifications of the Proposer's personnel.	<b>800</b>	<b>621</b>
<b>Quality.</b> The probable quality of the offered goods or services.	<b>2,600</b>	<b>2290</b>
<b>Experience.</b> The experience of the Proposer in providing the requested goods or services.	<b>550</b>	<b>462</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3874</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4291</b>
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<b>Evaluator Signature:</b>	<i>Joni Emick</i>
<b>Date:</b>	11/15/10

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> Toni Erickson

Pre-Qualification	Date / Time
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A.1	The Proposer is financially viable and Office of the Controller has validated the financial status of the Proposer. <span style="float: right;">Pass/Fail</span>
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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	112
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80	78
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	107
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	60
			<b>Total Points</b>	<b>621</b>

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			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	29
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	18
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	28
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	25
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			780	
	<b>On-Line Games</b>			47	
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	19
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2		12	11
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	13
	<b>Instant Ticket Game Management</b>			47	
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	40
	<b>Claims and Validations</b>			47	
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	35
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	10
	<b>Retailer Management</b>			47	
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	18
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	7
	<b>Lottery Gaming System General Requirements</b>			94	
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	39

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	18
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	16
<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	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	33
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	33
<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	42
<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	45
<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	55
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	6
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
<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	6
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	12
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Call Center Support</b>		60	
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	55
	<b>Ticket Inventory Supply and Management</b>		78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	10
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	41
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	23
	<b>Communications Network</b>		47	
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	40
2.3.3	<b>SALES AND MARKETING</b>		910	
	<b>Sales Management and Business Development and Marketing</b>		182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	17
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	51
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	41
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	25
	<b>Lottery Sales Representatives</b>		136	
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	72
2.3.3.6	Incentive plan for LSRs.	8.4	27	19
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	26
	<b>Retailer Visit</b>		91	
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	25
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	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		73	
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	34
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	39
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	32
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	31
	<b>Promotional Events and Retailer Promotions</b>		91	
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	53
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	30
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	35
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	11
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	32
	<b>Instant Ticket Delivery</b>		104	
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	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	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	9
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	34

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>				52	
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	25	
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	25	
<b>Stolen and Damaged Instant Ticket Reporting</b>				52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52	
<b>Ticket and On-Line Ticket Stock Destruction</b>				42	
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	
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>				52	
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	26	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26	
<b>Promotional Merchandise Inventory</b>				52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52	
<b>Warehouse and Distribution General Requirements</b>				52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	25	
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	25	
<b>2.3.5 CONVERSION</b>				260	
<b>Integration and Testing</b>				52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	25	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	25	
<b>Implementation and Migration</b>				52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	42	
<b>Conversion Plan and General Requirements</b>				104	
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	59	
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	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	12
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	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
<b>Total Points</b>				<b>2290</b>

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	220
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	132
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
<b>Total Points</b>				<b>462</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	501
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	621
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2290
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	462
<b>Total Possible Points</b>	<b>4,500</b>	<del>3874</del> 3874 <i>JE</i>

**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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: <i>Doni Epif</i>
Date: <i>11/15/10</i>

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Toni Erickson</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>534</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	94
				<b>Total Points</b>	<b>534</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>757</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)	20%	160	144
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)	10%	80	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)	10%	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)	20%	160	147
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	106
				<b>Total Points</b>	<b>757</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2417</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>127</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	35%	46	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	19
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	30
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	32
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>725</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>42</b>
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	100%	47	42
	<b>Claims and Validations</b>		6%	<b>47</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	80%	37	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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>41</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	70%	33	27
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>93</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>75</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	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	45%	35	32
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</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	100%	47	47
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>61</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	65%	61	37
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	10
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>46</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	11
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>54</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	100%	60	54
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</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	100%	47	47
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>822</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>162</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	9
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	62
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>107</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	60%	82	72
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	16
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	19
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>81</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	23
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	23
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	40%	37	35
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>71</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	50%	36	34
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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>37</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	37
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>87</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	41
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>86</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	65%	59	56
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	35%	32	30
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>88</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	56
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>103</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	40%	43	39
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	20
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>486</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>114</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>102</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	35%	36	34
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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>44</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	44
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>34</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	34
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>44</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	50%	26	22
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	22
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>44</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	44
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>52</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>257</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>101</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	60%	62	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%	10	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	15%	16	13
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2417**

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>462</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	50%	275	234
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	30%	165	140
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	20%	110	88

**Total Points**

**462**

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>534</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>757</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2417</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>462</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4170</b>

**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>462</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4632</b>
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Evaluator Signature: <i>Doni Enick</i>
Date: <i>11/15/10</i>

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

<b>Vendor Name:</b> Scientific Games International (SGI)
<b>Evaluator Name:</b> Toni 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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

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, 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	Awarded 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>		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	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110	94
<b>Total Points</b>				534

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	144
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
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	147
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
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	106
<b>Total Points</b>				757

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<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	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	19
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	30
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	32
2.3.2	<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
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>	
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	42
	<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	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	10
	<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	27
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	14
	<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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	18
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	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	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	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	32
<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	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	47
<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	37
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	10
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
<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
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	11
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<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	54
	<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	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	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	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
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	9
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	62
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
	<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	72
2.3.3.6	Incentive plan for LSRs.	8.4	27	16
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	19
	<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	23
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	35
	<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	34
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	37
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	41
	<b>Promotional Events and Retailer Promotions</b>		91	
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	56
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	30
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	56
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	39
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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	20
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
	<b>Instant Ticket Delivery</b>		104	
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	34
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
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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>		52	
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	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	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	44
	<b>Ticket and On-Line Ticket Stock Destruction</b>		42	
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42	34
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		52	
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	22
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	22
	<b>Promotional Merchandise Inventory</b>		52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	44
	<b>Warehouse and Distribution General Requirements</b>		52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	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	26
<b>2.3.5</b>	<b>CONVERSION</b>		<b>260</b>	
	<b>Integration and Testing</b>		52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
	<b>Implementation and Migration</b>		52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
	<b>Conversion Plan and General Requirements</b>		104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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	13
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	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
<b>Total Points</b>				<b>2417</b>

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	234
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	140
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	88
<b>Total Points</b>				<b>462</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	534
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	757
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2417
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	462
<b>Total Possible Points</b>	<b>4,500</b>	<b>4170</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

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: <i>Dani Emerson</i>
Date: <i>11/15/10</i>

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

<b>Vendor Name: GTECH</b>
<b>Evaluator Name: Robert Tironi</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	110
				<b>Total Points</b>	<b>550</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>790</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)	20%	160	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)	10%	80	70
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)	10%	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)	20%	160	160
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	120
				<b>Total Points</b>	<b>790</b>

2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<b>2,600</b>	<b>2500</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>127</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	35%	46	43
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	32
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>737</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>47</b>
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	100%	47	47
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>42</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	80%	37	32
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</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	70%	33	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>84</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	45%	42	42

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	19
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	23
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</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	10%	8	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	45%	35	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	45%	35	35
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</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	65%	61	61
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>41</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	6
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</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	100%	60	60
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</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	15%	12	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	55%	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	30%	23	23
	<b>Communications Network</b>		6%	<b>47</b>	<b>30</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	100%	47	30
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>893</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>182</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	73
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	36
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>126</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	60%	82	72
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	27
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>91</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	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	40%	37	37
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</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	50%	36	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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>46</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>91</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	45
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</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	65%	59	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	35%	32	32
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>87</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	55
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>106</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	40%	43	40
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	22
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>483</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>88</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	30
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	24
	<b>Instant Ticket Delivery</b>		20%	<b>104</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	35%	36	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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</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	50%	26	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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>41</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	15
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	50%	26	26
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2500**

2.4	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</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	50%	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	30%	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	20%	110	110

**Total Points**

**550**

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>550</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>790</b>
<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2500</b>
<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>550</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>4390</b>

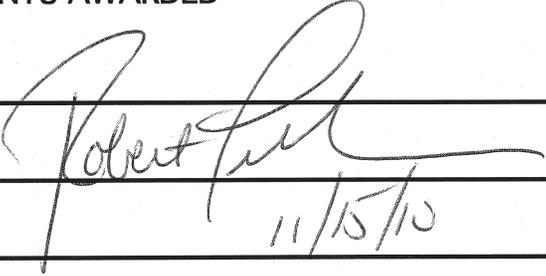
**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

Total Possible Points	<b>500</b>	<b>500</b>
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**TOTAL POINTS AWARDED**

Total Possible Points	<b>5,000</b>	<b>4890</b>
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<b>Evaluator Signature:</b>	
<b>Date:</b>	11/15/10

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

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

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.	1/20/10 9:00 AM
<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.	6/29/10 12:00 PM
<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.	6/29/10 12:47 PM

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, 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	Awarded 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>		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	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
<b>Total Points</b>				550

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	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	70
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	160
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
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	120
<b>Total Points</b>				790

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>		2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		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	43
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	20
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
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	
	<b>On-Line Games</b>		47	
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
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>		47	
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	47
	<b>Claims and Validations</b>		47	
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	32
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	10
	<b>Retailer Management</b>		47	
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	33
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<b>Lottery Gaming System General Requirements</b>		94	
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	42

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	19
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	23
<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	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	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	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	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	42
<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
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	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	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	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	6
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	
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
<b>Ticket Inventory Supply and Management</b>			78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	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	23
<b>Communications Network</b>			47	
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	30
2.3.3	<b>SALES AND MARKETING</b>		910	
<b>Sales Management and Business Development and Marketing</b>			182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	73
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
<b>Lottery Sales Representatives</b>			136	
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	72
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
<b>Retailer Visit</b>			91	
2.3.3.8	Retailer visits and support.	8.4.1	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	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	37
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	
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
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	46
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	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	45
	<b>Promotional Events and Retailer Promotions</b>		91	
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
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
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	55
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	40
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	22
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	30
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	24
	<b>Instant Ticket Delivery</b>		104	
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	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	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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Warehouse Instant Ticket Return Verification</b>			52	
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	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	26
<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52
<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
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
<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26
<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52
<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	15
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	26
2.3.5	<b>CONVERSION</b>		260	
<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	52
<b>Conversion Plan and General Requirements</b>			104	
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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
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	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
<b>Total Points</b>				<b>2500</b>

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	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
<b>Total Points</b>				<b>550</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance.</i> The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.	550	550
<i>Personnel.</i> The qualifications of the Proposer's personnel.	800	790
<i>Quality.</i> The probable quality of the offered goods or services.	2,600	2500
<i>Experience.</i> The experience of the Proposer in providing the requested goods or services.	550	550
<b>Total Possible Points</b>	<b>4,500</b>	<b>4390</b>

**COST SCORING SUMMARY**

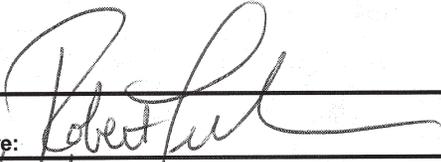
The following formula will be used in scoring cost proposals:

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

Total Possible Points

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: 
Date: 11/15/10

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

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

<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.	1/20/10 9:00 AM
<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.	6/29/10 3:30 PM
<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.	6/28/10 11:24 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>				<b>550</b>	<b>350</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)	80%		440	300
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%		110	50
<b>Total Points</b>						<b>350</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>				<b>800</b>	<b>540</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)	20%		160	100
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)	10%		80	70
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)	10%		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)	20%		160	60
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%		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)	15%		120	90
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	15%		120	60
<b>Total Points</b>						<b>540</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2098</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>97</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	35%	46	35
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	27
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	20
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>623</b>
	<b>On-Line Games</b>		6%	<b>47</b>	<b>37</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	45%	21	15
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	10
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	30%	14	12
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>40</b>
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	100%	47	40
	<b>Claims and Validations</b>		6%	<b>47</b>	<b>42</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	80%	37	32
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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>37</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	70%	33	23
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>72</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	45%	42	35

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	17
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	20
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>74</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	33
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	45%	35	33
<b>Reporting</b>			6%	<b>47</b>	<b>40</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	100%	47	40
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>42</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	100%	47	42
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>64</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	65%	61	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	5
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>45</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	10
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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>40</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	100%	60	40
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>70</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	43	38
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	30%	23	20
	<b>Communications Network</b>		6%	<b>47</b>	<b>20</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	100%	47	20
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>670</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>83</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	30
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	25
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	10
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>90</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	60%	82	60
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	10
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	20
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>79</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	25
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	40%	37	27
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</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	50%	36	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	50%	37	37

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>38</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	38
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>50</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	15
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	50%	45	35
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>72</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	65%	59	45
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	35%	32	27
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</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	65%	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>94</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	40%	43	38
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	12
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	20%	22	22
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>498</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>112</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	32
	<b>Instant Ticket Delivery</b>		20%	<b>104</b>	<b>102</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	35%	36	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	20%	22	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%	10	8
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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>41</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	50%	26	18
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	50%	26	23
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>52</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	52
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</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	50%	42	42
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	26
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>52</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	52
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>45</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	24
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	50%	26	21
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>210</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>41</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	21
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	20
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>25</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	25
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</b>	<b>92</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	60%	62	50
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	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26

**Total Points**

**2098**

<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>360</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	50%	275	150
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	30%	165	100
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	20%	110	110
<b>Total Points</b>					<b>360</b>

**TECHNICAL SCORING SUMMARY**

<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>350</b>
<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>540</b>
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<b>Experience.</b> <i>The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>360</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3348</b>

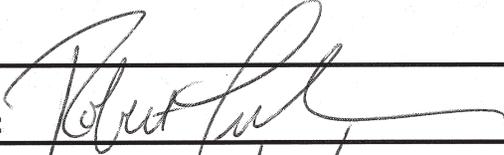
**COST SCORING SUMMARY**

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Total Possible Points	<b>500</b>	<b>417</b>
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**TOTAL POINTS AWARDED**

Total Possible Points	<b>5,000</b>	<b>3765</b>
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<b>Evaluator Signature:</b>	
<b>Date:</b>	11/15/10

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

<b>Vendor Name:</b> INTRALOT
<b>Evaluator Name:</b> <i>Robert Tirloni</i>

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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	300
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)		4.4 and 2.22	110	50
<b>Total Points</b>					<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	100
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	70
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	60
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	90
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	60
<b>Total Points</b>					<b>540</b>

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>		2,600	
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>		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	35
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32	27
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32	20
2.3.2	<b>LOTTERY GAMING SYSTEM</b>		780	
	<b>On-Line Games</b>		47	
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	15
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12	10
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	12
	<b>Instant Ticket Game Management</b>		47	
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	40
	<b>Claims and Validations</b>		47	
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	32
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	10
	<b>Retailer Management</b>		47	
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	23
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14	14
	<b>Lottery Gaming System General Requirements</b>		94	
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	35

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	17
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	20
<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	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	33
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	33
<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	40
<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	42
<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	45
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	5
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
<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	10
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	12
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Call Center Support</b>			60	
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	40
<b>Ticket Inventory Supply and Management</b>			78	
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12	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	38
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	20
<b>Communications Network</b>			47	
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	20
<b>2.3.3 SALES AND MARKETING</b>			910	
<b>Sales Management and Business Development and Marketing</b>			182	
2.3.3.1	Route sales component to support Retailer locations.	8.2	18	18
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	30
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	25
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	10
<b>Lottery Sales Representatives</b>			136	
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	60
2.3.3.6	Incentive plan for LSRs.	8.4	27	10
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	20
<b>Retailer Visit</b>			91	
2.3.3.8	Retailer visits and support.	8.4.1	27	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	25
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	27
<b>LSR Ticket Retrieval, Transfers and Returns</b>			73	
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
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

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
	<b>Instant Ticket Game Close</b>		46	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	38
	<b>Retailer Contests and Retailer-based Player Promotions</b>		91	
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46	15
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	35
	<b>Promotional Events and Retailer Promotions</b>		91	
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	45
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	27
	<b>Marketing Materials and Related Equipment</b>		91	
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	32
	<b>Research and Lottery Product Development</b>		109	
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	38
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	12
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
2.3.4	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>		520	
	<b>New Instant Ticket Delivery and Storage</b>		114	
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	32
	<b>Instant Ticket Delivery</b>		104	
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	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	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	8
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	36

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
	<b>Warehouse Instant Ticket Return Verification</b>			52	
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	18	
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	23	
	<b>Stolen and Damaged Instant Ticket Reporting</b>			52	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	52	
	<b>Ticket and On-Line Ticket Stock Destruction</b>			42	
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	
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>			52	
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	26	
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	26	
	<b>Promotional Merchandise Inventory</b>			52	
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52	52	
	<b>Warehouse and Distribution General Requirements</b>			52	
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26	24	
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	21	
<b>2.3.5</b>	<b>CONVERSION</b>			260	
	<b>Integration and Testing</b>			52	
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26	21	
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	20	
	<b>Implementation and Migration</b>			52	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	25	
	<b>Conversion Plan and General Requirements</b>			104	
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	50	
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	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
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
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	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
<b>Total Points</b>				2098

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	150
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	100
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
<b>Total Points</b>				360

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.</i>	550	350
<i>Personnel. The qualifications of the Proposer's personnel.</i>	800	540
<i>Quality. The probable quality of the offered goods or services.</i>	2,600	2098
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	550	360
<b>Total Possible Points</b>	<b>4,500</b>	<b>3348</b>

**COST SCORING SUMMARY**

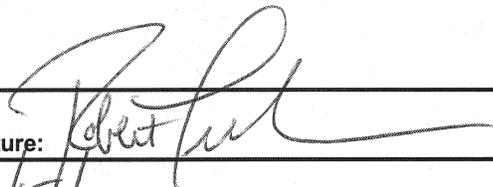
The following formula will be used in scoring cost proposals:

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

Total Possible Points

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: 
Date: 11/15/10

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

<b>Vendor Name: Scientific Games, Inc.</b>
<b>Evaluator Name: Robert Tirloni</b>

<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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

<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
<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

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	Awarded Points
2.1	<b>Past Performance.</b> <i>The quality of the Proposer's past performance in contracting with the agency, with</i>			<b>550</b>	<b>520</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)	80%	440	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	20%	110	80
				<b>Total Points</b>	<b>520</b>
2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>			<b>800</b>	<b>705</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)	20%	160	135
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)	10%	80	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)	10%	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)	20%	160	110
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	10%	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)	15%	120	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	15%	120	100
				<b>Total Points</b>	<b>705</b>

2.3	<b>Quality. The probable quality of the offered goods or services.</b>			<b>2,600</b>	<b>2274</b>
2.3.1	<b>ACCOUNT MANAGEMENT AND ADMINISTRATION</b>			<b>130</b>	<b>112</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	35%	46	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	15%	20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	25%	32	27
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	25%	32	24
2.3.2	<b>LOTTERY GAMING SYSTEM</b>			<b>780</b>	<b>695</b>
	<b>On-Line Games</b>		6%	<b>47</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	45%	21	21
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	25%	12	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	30%	14	14
	<b>Instant Ticket Game Management</b>		6%	<b>47</b>	<b>42</b>
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	100%	47	42
	<b>Claims and Validations</b>		6%	<b>47</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	80%	37	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	20%	10	10
	<b>Retailer Management</b>		6%	<b>47</b>	<b>42</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	70%	33	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	30%	14	14
	<b>Lottery Gaming System General Requirements</b>		12%	<b>94</b>	<b>88</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	45%	42	38

2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	20%	19	17
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and <b>mail order</b> 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	35%	33	33
<b>System Management, System Security and ICS System and Vendor Requirements</b>			10%	<b>78</b>	<b>76</b>
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	10%	8	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	45%	35	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	45%	35	33
<b>Reporting</b>			6%	<b>47</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	100%	47	47
<b>System Supported Terminal Functions</b>			6%	<b>47</b>	<b>40</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	100%	47	40
<b>Sales Terminals and Related System Sales Equipment</b>			12%	<b>94</b>	<b>49</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	65%	61	30
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	20%	19	5
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	15%	14	14
<b>Installation, Relocation and Removal and Maintenance and Repair</b>			6%	<b>47</b>	<b>47</b>
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	25%	12	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	25%	12	12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	25%	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	25%	11	11

	<b>Call Center Support</b>		8%	<b>60</b>	<b>50</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	100%	60	50
	<b>Ticket Inventory Supply and Management</b>		10%	<b>78</b>	<b>73</b>
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	15%	12	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	55%	43	40
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	30%	23	21
	<b>Communications Network</b>		6%	<b>47</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	100%	47	47
<b>2.3.3</b>	<b>SALES AND MARKETING</b>			<b>910</b>	<b>735</b>
	<b>Sales Management and Business Development and Marketing</b>		20%	<b>182</b>	<b>136</b>
2.3.3.1	Route sales component to support Retailer locations.	8.2	10%	18	5
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	40%	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	30%	55	45
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	20%	36	26
	<b>Lottery Sales Representatives</b>		15%	<b>136</b>	<b>90</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	60%	82	60
2.3.3.6	Incentive plan for LSRs.	8.4	20%	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	20%	27	15
	<b>Retailer Visit</b>		10%	<b>91</b>	<b>82</b>
2.3.3.8	Retailer visits and support.	8.4.1	30%	27	25
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	30%	27	25
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	40%	37	32
	<b>LSR Ticket Retrieval, Transfers and Returns</b>		8%	<b>73</b>	<b>60</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	50%	36	30
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	50%	37	30

	<b>Instant Ticket Game Close</b>		5%	<b>46</b>	<b>40</b>
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	100%	46	40
	<b>Retailer Contests and Retailer-based Player Promotions</b>		10%	<b>91</b>	<b>81</b>
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	50%	46	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	50%	45	35
	<b>Promotional Events and Retailer Promotions</b>		10%	<b>91</b>	<b>67</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	65%	59	35
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	35%	32	32
	<b>Marketing Materials and Related Equipment</b>		10%	<b>91</b>	<b>87</b>
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	65%	59	55
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	35%	32	32
	<b>Research and Lottery Product Development</b>		12%	<b>109</b>	<b>92</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	40%	43	38
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	20%	22	22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	20%	22	17
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	20%	22	15
<b>2.3.4</b>	<b>WAREHOUSE AND DISTRIBUTION SERVICES</b>			<b>520</b>	<b>472</b>
	<b>New Instant Ticket Delivery and Storage</b>		22%	<b>114</b>	<b>114</b>
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	40%	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	30%	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	30%	34	34
	<b>Instant Ticket Delivery</b>		20%	<b>104</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	35%	36	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	20%	22	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%	10	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	35%	36	36

	<b>Warehouse Instant Ticket Return Verification</b>		10%	<b>52</b>	<b>46</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	50%	26	20
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	50%	26	26
	<b>Stolen and Damaged Instant Ticket Reporting</b>		10%	<b>52</b>	<b>42</b>
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	100%	52	42
	<b>Ticket and On-Line Ticket Stock Destruction</b>		8%	<b>42</b>	<b>30</b>
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	50%	42	30
	<b>Promotional Item and Point of Sale (POS) Verification and Receiving</b>		10%	<b>52</b>	<b>47</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	50%	26	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	50%	26	21
	<b>Promotional Merchandise Inventory</b>		10%	<b>52</b>	<b>42</b>
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	100%	52	42
	<b>Warehouse and Distribution General Requirements</b>		10%	<b>52</b>	<b>47</b>
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	50%	26	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	50%	26	21
<b>2.3.5</b>	<b>CONVERSION</b>			<b>260</b>	<b>260</b>
	<b>Integration and Testing</b>		20%	<b>52</b>	<b>52</b>
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	50%	26	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	50%	26	26
	<b>Implementation and Migration</b>		20%	<b>52</b>	<b>52</b>
2.3.5.8	Implementation and migration strategy and processes.	10.3	100%	52	52
	<b>Conversion Plan and General Requirements</b>		40%	<b>104</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	60%	62	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%	10	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	15%	16	16
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	15%	16	16
<b>Conversion Milestones</b>				<b>10%</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	100%	26	26
<b>Conversion Plan</b>				<b>10%</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	100%	26	26
				<b>Total Points</b>	<b>2274</b>
<b>2.4</b>	<b>Experience. The experience of the Proposer in providing the requested goods or services.</b>			<b>550</b>	<b>385</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	50%	275	175
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	30%	165	100
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	20%	110	110
				<b>Total Points</b>	<b>385</b>

**TECHNICAL SCORING SUMMARY**

<i>Past Performance. The quality of the Proposer's past performance in contracting with the agency, with</i>	<b>550</b>	<b>520</b>
<i>Personnel. The qualifications of the Proposer's personnel.</i>	<b>800</b>	<b>705</b>
<i>Quality. The probable quality of the offered goods or services.</i>	<b>2,600</b>	<b>2274</b>
<i>Experience. The experience of the Proposer in providing the requested goods or services.</i>	<b>550</b>	<b>385</b>
<b>Total Possible Points</b>	<b>4,500</b>	<b>3884</b>

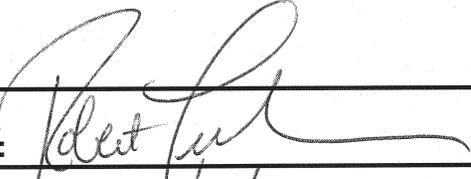
**COST SCORING SUMMARY**

The following formula will be used in scoring cost proposals:

<b>Total Possible Points</b>	<b>500</b>	<b>462</b>
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**TOTAL POINTS AWARDED**

<b>Total Possible Points</b>	<b>5,000</b>	<b>4346</b>
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<b>Evaluator Signature:</b>	
<b>Date:</b>	11/15/10

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

<b>Vendor Name: Scientific Games International (SGI)</b>
<b>Evaluator Name:</b> <i>Robert Tirloni</i>

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.	1/20/10 9:00 AM
<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.	6/29/10 10:00 AM
<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.	6/30/10 10:20 AM

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, 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	Awarded 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>		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	440
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110	80
<b>Total Points</b>				520

2.2	<b>Personnel.</b> <i>The qualifications of the Proposer's personnel.</i>		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	135
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
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	110
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
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	100
<b>Total Points</b>				705

Round 2: Technical Scoring			RFP Reference	Maximum Available Points	Awarded Points
2.3	<b>Quality.</b> <i>The probable quality of the offered goods or services.</i>			<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	46
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6		20	15
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7		32	27
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8		32	24
2.3.2	<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
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>	
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	42
	<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	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	10
	<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	28
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5		14	14
	<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	38

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19	17
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	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	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	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	33
<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	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	40
<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	30
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19	5
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
<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
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	12
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	11

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<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	50
<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	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	40
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	21
<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
<b>2.3.3</b>	<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	5
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73	60
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55	45
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36	26
<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	60
2.3.3.6	Incentive plan for LSRs.	8.4	27	15
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27	15
<b>Retailer Visit</b>			<b>91</b>	
2.3.3.8	Retailer visits and support.	8.4.1	27	25
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27	25
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	32
<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	30
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	30

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<b>Instant Ticket Game Close</b>			<b>46</b>	
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46	40
<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	40
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	35
<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	35
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
<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	55
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	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	38
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
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	17
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	15
2.3.4	<b>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	46	46
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	34
<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	36	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	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	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	36

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	Awarded Points
<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	20
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
<b>Stolen and Damaged Instant Ticket Reporting</b>			<b>52</b>	
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52	42
<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	30
<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	26
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26	21
<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	42
<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
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	21
<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
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26	26
<b>Implementation and Migration</b>			<b>52</b>	
2.3.5.8	Implementation and migration strategy and processes.	10.3	52	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	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	10

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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
16
16
26
26
26
2274

2.4	Experience. The experience of the Proposer in providing the requested goods or services.		550
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

Total Points

175
100
110
385

**TECHNICAL SCORING SUMMARY**

<i>Past Performance.</i> The quality of the Proposer's past performance in contracting with the agency, with other state entities, or with private sector entities.	550	520
<i>Personnel.</i> The qualifications of the Proposer's personnel.	800	705
<i>Quality.</i> The probable quality of the offered goods or services.	2,600	2274
<i>Experience.</i> The experience of the Proposer in providing the requested goods or services.	550	385
<b>Total Possible Points</b>	<b>4,500</b>	<b>3884</b>

**COST SCORING SUMMARY**

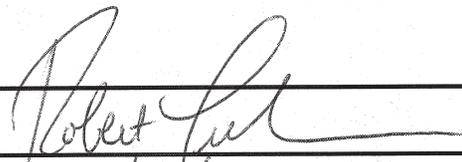
The following formula will be used in scoring cost proposals:

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

Total Possible Points

**TOTAL POINTS AWARDED**

Total Possible Points

Evaluator Signature: 

Date: 