



INSTANT TICKET MANUFACTURING AND SERVICES RFP
REFERENCE CHECK QUESTIONNAIRE

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Instant Ticket Manufacturing and Services and is currently evaluating proposals and checking vendor references. Your name was provided as a reference/customer for **GTECH Printing Corporation**. Please complete and return this questionnaire to Angela Zgabay-Zgarba, Contracts Administration, at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by 4:00 p.m. CST on Thursday, February 23, 2012.

Please provide the following:

Lottery Name: New Mexico Lottery

Contact Name: Karla Wilkinson

Phone number: 505-342-7637

1. Was GTECH Printing Corporation a primary or secondary vendor for you?

Check One	
Primary Vendor	x
Secondary Vendor	

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? Approximately 55

3. Did you experience any issues with GTECH Printing Corporation regarding defective tickets (i.e. latex that did not scratch, missing imaging, etc.) or miscut or omitted packs for a game that was already released for sale?

Check One	
Yes*	x
No	

*Please explain:

There have been some isolated incidents where a small range of tickets were defective for different reasons. The magnitude of the various situations was limited.

3.a. If so, was the situation handled by the vendor in a timely manner and to your satisfaction?

Check One

Yes	x
No*	

*Please explain:

The vendor researched the cause and reported back to the lottery advising us of the corrective measures that had been implemented.

4. Did you experience any game production issues with GTECH Printing Corporation?

Check One

Yes*	
No	x

*Please explain:

5. Did you experience any issues with GTECH Printing Corporation in adhering to contracted game delivery schedules?

Check One

Yes*	
No	x

*Please explain:

6. Would you consider contracting with GTECH Printing Corporation in the future?

Check One

Yes	x
No*	
Maybe*	

*Please explain:

For questions 7 through 10, please use the scale below when making your assessment.

1 = Did not meet requirements	4 = Satisfactory	7 = Exceeded Requirements				
<u>1</u>	2	3	4	5	6	7

7. Reports – (Accuracy, completeness and timeliness of deliverables)

Choose One: 1 2 3 4 5 (6) 7

PLEASE COMMENT

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

Choose One: 1 2 3 4 (5) 6 7

PLEASE COMMENT

9. Customer service

Choose One: 1 2 3 4 5 (6) 7

PLEASE COMMENT

10. Problem resolution

Choose One: 1 2 3 4 (5) 6 7

PLEASE COMMENT

11. Overall performance

Choose One: 1 2 3 4 5 (6) 7

PLEASE COMMENT