



**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 **Pollard Banknote Ltd.** 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: Maryland _____

Contact Name: Jill Baer _____

Phone number: (410) 230-8792 _____

1. Was Pollard Banknote Ltd. 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?

For fiscal year 2011, Pollard Banknote printed 57 scratch games for the Maryland Lottery.

3. Did you experience any issues with Pollard Banknote Ltd. 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:

Throughout the past five years, we've infrequently experienced very minor registration concerns and occasionally receive books where the first or last ticket in the pack is torn.

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:

Every concern has been handled swiftly and professionally. Once discovered, Pollard has worked to quickly identify why the problem occurred and which books may have been affected. A resolution is determined and plans are put into place to avoid the issue in the future. We're very satisfied with the printing quality and level of customer service.

4. Did you experience any game production issues with Pollard Banknote Ltd.?

Check One

Yes*	
No	x

*Please explain:

5. Did you experience any issues with Pollard Banknote Ltd. in adhering to contracted game delivery schedules?

Check One

Yes*	
No	x

*Please explain:

6. Would you consider contracting with Pollard Banknote Ltd. 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

1 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