



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 **Scientific Games International**. 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: KENTUCKY LOTTERY CORP

Contact Name: STEVE CASEBEER

Phone number: 502-560-1611

1. Was Scientific Games International a primary or secondary vendor for you?

	Check One
Primary Vendor	<input checked="" type="checkbox"/>
Secondary Vendor	<input type="checkbox"/>

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

80

3. Did you experience any issues with Scientific Games International regarding defective tickets (e.g. 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*	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>

*Please explain:

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

Check One	
Yes	<input type="checkbox"/>
No*	<input type="checkbox"/>

*Please explain: *NA*

4. Did you experience any game production issues with Scientific Games International?

Check One	
Yes*	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>

*Please explain:

5. Did you experience any issues with Scientific Games International in adhering to contracted game delivery schedules?

Check One	
Yes*	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>

*Please explain:

6. Would you consider contracting with Scientific Games International in the future?

Check One	
Yes	<input checked="" type="checkbox"/>
No*	<input type="checkbox"/>
Maybe*	<input type="checkbox"/>

*Please explain:

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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

ALL game ARE DELIVERED ON TIME & AS DESCRIBED IN THE WORKING PAPERS.

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

THEY REACT TO ALL QUESTIONS OR PERCEIVED PROBLEMS IN A FAST & PROFESSIONAL MANNER.

10. Problem resolution

Choose One: 1 2 3 4 5 6 **7**

PLEASE COMMENT

WE DON'T HAVE PROBLEMS.

11. Overall performance

Choose One: 1 2 3 4 5 6 **7**

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