



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 INC.** 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: _____ Massachusetts State Lottery _____

Contact Name: _____ Lauren Luttrell _____

Phone number: _____ 781-849-5590 _____

1. Was SGI a primary or secondary vendor for you?

Check One

Primary Vendor	X *
Secondary Vendor	

*We do not refer to the vendors as Primary and Secondary .
SGI prints most of our games to date

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 19 Fiscal 12---incomplete

3. Did you experience any issues with SGI 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:

Periodically we have defective ticket issues as it relates to the scratch off materials and the vendor supplies a QA report and range effected for us to locate or look out for.

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:

4. Did you experience any game production issues with SGI?

Check One

Yes*	
No	X

*Please explain:

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

Check One

Yes*	
No	X

*Please explain:

6. Would you consider contracting with SGI 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