



**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 Zgarba-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 York Lottery_____

Contact Name: _Gardner S Gurney_____

Phone number: 518-388-3352_____

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

Check One

Primary Vendor	XXX
Secondary Vendor	

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

25 new games from SGI were printed and delivered to the New York Lottery warehouse in 2011.

3. Did you experience any issues with Scientific Games International 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*	
No	XXX

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*Please explain:

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

Check One

Yes	
No*	

*Please explain:

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

Check One

Yes*	
No	XXX

*Please explain:

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

Check One

Yes*	
No	XXX

*Please explain:

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

Check One

Yes	XXX
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

Rating 7 – delivered reports are accurate, complete and timely.

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

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Rating 7 – working paper development is excellent

9. Customer service

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Rating 7 – SGI is attentive, responds very well to requests for last minute Lottery changes and is an excellent partner.

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Rating 7 - Any issues that come up as part of this contract are handled professionally and quickly.

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11. Overall performance

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Rating 7 – SGI fulfills the contract requirements in an excellent manner.