

**Texas Lottery Commission
Lottery Operations and Services RFP
Evaluation Scoring Matrix Documentation**

Vendor Name: <u>Intralot</u>
Evaluator Name: <u>T. ERICKSON</u>

Pre-Qualification		Date / Time
A.	Mandatory Pre-Proposal Conference and Non-Disclosure Statement	
A.1	The Proposer attended one of the mandatory pre-proposal conferences and submitted a signed non-disclosure statement.	
B.	Cost Proposal and Proposer's Commitment Submission	
B.1	The Proposer submitted the Cost Proposal and Proposer's Commitment in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	
C.	Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond Submission	
C.1	The Proposer submitted the Technical Proposal, Bid Bond/Proposal Surety and Protest/Litigation Bond in the manner as prescribed and by the deadline provided in Section 2 of the RFP.	

Round 1: Minimum Qualification Requirements		
A.	Financial Status of the Proposer	
A.1	The Proposer is financially viable and Office of the Controller has validated the financial status of the Proposer.	Pass/Fail
B.	Historically Underutilized Businesses (HUB)	
B.1	Whether the Proposer performed the good faith effort required by the HUB subcontracting plan. *HUB Subcontracting Plan *Mandatory HSP Workshop	Pass/Fail

The RFP references are intended as a guide for Proposers in preparing responses to this RFP, but

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.1	Past Performance. The quality of the Proposer's past		550
2.1.1	Contract performance issues, which include, but are not limited to: --contract terminations --sanctions / liquidated damages / goods or services in lieu of sanctions/LDs --significant or material audit findings or compliance issues --disciplinary action for substandard work or unethical practices --pending/past litigation --gaming license status	4.2.5(a), (b), (c), (d), (e), (f), (g)	440 418
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110 83

Total Points

2.2	Personnel. The qualifications of the Proposer's personnel.		800
2.2.1	Executive Management – General Manager/Site Director, Assistant General Manager, and any other officers or key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(a)	160 120
2.2.2	Data Center/Operations – Data Center Supervisor, Software Development Manager, Texas Lottery Liaison and any other staff who will have oversight or manage system operations for the Texas Lottery account.	4.3.2(b)	80 72
2.2.3	Call Center – Call Center Manager, Retailer Support Supervisor, Dispatch and Supply Inventory Supervisor or other key personnel who will provide direction or oversight to the Texas Lottery account.	4.3.2(c)	80 72

INTRALOT	
No audit findings; No disciplinary action for substandard work or unethical practices; No litigation reported; No gaming license denied/pending.	
<p>Oral Presentation-overview good, ; Site Visit 9/27 HQ LOTOS rtr mgt, instant tkt, C&V, rtr help desk, rptng & queries, player reg, subscriptions. Use Toad SW for data mining; requires programming logic to get data. Limited depth in US corporate office. Tour Spacenet 9/28 OH-terminal/peripheral preview, whse & distribution, repair depot, sys tech/network. Help desk system to review calls was very good; tool allows you to hear call and shows the keystrokes of call ctr staff. Demo of instant tkt ordering system was good however in every instance the CSR over rode the system recommended # of packs. Call ctr & field svc are contract staff not Intralot ees. Demo of promotions tool was robust. Equip offering-Winstation good design, use ticker in lieu of MM, burster tech appears good. IPT demo was weak, data was cut off and could not scroll to side-you print rpt instead, screen chgs are slow to load. microLOT+ is four components. Photon good terminal design-if playslip remains in catcher for a period of time it can rescan as being removed, tkt branding not displayed. Age verification for subscription svc response not in line w/proposal. Rtr sites 1st 'Out of Order' signs on the side ITVM, 2nd-several IVTM bins empty, 3rd-signage on wall (grocery) did not have current game logos. Ref Cks-AR, ID (very positive), LA, NM (self svc acceptance test failed and rollout delayed), OH (positive)</p>	

PE

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.2.4	Sales and Marketing – Sales Manager, Marketing Manager, Promotions Manager/Coordinator, District/field Sales Managers, Corporate/Chain Account Manager, New Business Development/Recruitment Manager, Research Associate, and any other staff who will provide sales or marketing input, direction or recommendations for the Texas Lottery account	4.3.2(d)	160 112
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80 78
2.2.6	Transition Team – Project Manager and key personnel assigned to the transition and implementation of the Texas Lottery account.	4.3.2(f)	120 107
2.2.7	Organizational structure for Texas Lottery account, which includes position titles and number of positions and staffing schedule for unfilled positions and dates when key management will be available.	4.3.1; 4.3.5 and 4.3.6	120 60

Total Points

2.3	Quality. The probable quality of the offered goods or services.		2,600
2.3.1	ACCOUNT MANAGEMENT AND ADMINISTRATION		130
2.3.1.1	Account management; Service level monitoring; Service management, which includes incident and problem management, capacity management and performance management; Compliance review.	6.2 through 6.5	46 29

INTRALOT
Chief Mktg Ofcr-Patricia Koop, 18 yrs exp, currently Chief Marketing Officer w/FL lottery (not currently w/Intralot), prev SC, FL and MD lotteries in mkt/adv roles. Dep Ch Mkt Ofcr-Karen Porter, currently mkt consult Missoula MT (not currently w/Intralot), prev dir nat'l mkt for knowledge learning corp, and Mkt Dir TX Lottery. Dir Sales-Phil Sherwood (not currently w/Intralot) VP Sales for Multimedia Games (bingo/vlts), prev VP sales Stuart Entertainment which included ~26-40 sales force; no lottery experience. Dir of Research-Chitra Thankaswamy, (not currently w/Intralot) 3 yrs lottery experience with OGT, currently Mktg Research Sr. Consultant at Dell (4yrs). Dir of Mktg (C#6 deleted this position), Promotions Mgr, DSMs, Mgr of Corporate/Key Accts, Retailer Recruitment Mgr positions not identified. (P29) to interview outgoing vendor personnel. No exposure to proposed staff during oral presentation and site visits.
Dist Svc Dir-John Hadley, 16 yrs exp, currently Intralot GM CSP Ops OH lottery, prev SGI GM CSP Ops and set up NY and SC whses, prev FL lottery exp (very capable) (P29) Distribution Operations Mgr and Telemarketing Mgr positions not identified (P29) to interview outgoing vendor personnel- from org chart, Receiving Supvr, Packing & Shipping Supvr, Supply Inventory Supvr not identified.
Pjt Imp Dir-Bruce Anderson (proposed GM), CPMP (only one on team). Pjt Imp Mgr-Lee Wilson, 7 yrs with Intralot, sys pjt mgr exp. Pjt Team Leadership, 6 SME areas. Pjt Mgr SW-George Fotopoulos, 4yrs Intralot as Pjt mgr; no strong software dev experience (resume says proposal writer). Sys/Data Conversion-Matt Johnson, 5 yrs w/Intralot, developing SW specs and pjt plans, prev. IT Mgr with NE lottery. Field Svc/Logistics, Paul Ostendorf, 3 yrs w/Intralot, 16 yrs w/SGI, pjt mgr, 6 lottery launches, 8 sys/network conversions. Communications, Joffre Rivera, 1 yr w/Intralot, 7 yrs total network exp. Vending, Ken Wilson, 1 yr w/Intralot, 2 yrs w/GTECH FST training and 11 yrs w/Interlott.
Some key positions hired very late in process. Field svc/call ctr staff will be contracted; compliance dept rpts to General Counsel. Sales & Marketing structure is unclear, some roles not defined (Adv Mgr), corporate interaction and role, proposed moving majority of US Corp Mktg division to Austin to rpt to Chief Mktg Ofcr but clarification ltr contradicts.

RR/DR (w/exceptions noted) addressed. DR not addressed: 6.2 #13 (org chts), 14 (incentives rpt), 15 (vacant rpt), 16 (conflict disclosure), 17 (chg fin position); 6.5 #9 (reimburse costs) (6.3-1) "Intralot in concert with the Lottery will develop a mutually agreed upon service catalog.." this contradicts Intralots acceptance of the T&Cs including all sanctions/LDs (6.3-2) Real time svc level monitoring thru variety of applications where data is captured electronically; access will be made available to TLC (6.3-6) Detailed procedures developed to ensure SLRs are met; these include Std Operating P, Info & Statistics P, Game Draw P, Retailer Mgt & Monitoring P, Retailer Accounting P, and Security P. (6.3-62) Access to real time data viewer (transactions), Retailer Licensing and Maintenance System, Crystal Reports, Audit Logs and Transaction logs for the central site and CSIM LOTOS messaging system (6.4-1) Incident and problem mgt process in place. TX components to be fully defined upon contract execution. (6.4-3) Severity levels and target resolution times identified (6.4-4) Svc Desk organization owns, monitors, tracks and communicates incidents until they are resolved (6.4-13) will conduct annual system performance review audit and perform capacity upgrades as needed (6.4-14) several commercially avail packages used to monitor system & network performance (6.5-2) Compliance monitoring thru staff of 3 that rpt to VP and Legal Counsel for objectivity.

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20 18
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32 28
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32 25
2.3.2	LOTTERY GAMING SYSTEM		780
	On-Line Games		47
2.3.2.1	On-Line game development which includes demonstrated experience and success in On-Line game development, research and implementation.	7.2.1	21 19
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12 11
2.3.2.3	Drawings which includes the Lottery Gaming System's capability to meet the Texas Lottery's drawing requirements.	7.2.3	14 13
	Instant Ticket Game Management		47

INTRALOT
RR/DR (w/exceptions noted) addressed. DR not addressed #6 (acquisition costs); #16 (partial-holiday list provided annually), DR #24 BDC once mth; proposal is one a qtr (P10) (P3) PDC & whse in Austin-Howard Ln area (P8) CDW-100k sq. ft; M-F 8-5pm but flexible; BDC & whse in Irving. 8 other facilities in each sales district. Card and biometric access and 24 hour security video recording. Backup generators at each whse. Fire suppression in both computer rooms.
RR (w/exception noted)/DR (w/exception noted) addressed. RR #2-did not address BC/DR plan that would meet TAC202; DR #10 (BC/DR plan 90-days after contract execution; proposal is production start up date) (P3) Automated continuity planning software (P6) High level outline (TOC) of corporate infrastructure disaster plan provided; no TX specific plan or outline provided (P6) Will supplement ee's from other jurisdictions as needed during disaster. Fail over from primary to secondary within PDC to be done mthly (P9) files and databases backed up to disk along with checkpoints and stored offsite (P9) Instant tkts delivered by UPS, LSRs & FSTs (contract employees) as backup.
RR/DR (w/exceptions noted) addressed. DR #20 (LSR req'd training; proposal says this is training LSRs will provide retailers), not addressed #13a (Retailer Guide) and #13d (best practices guide) #17 not addressed (ongoing training w/in 7 days), #21 not addressed (promotions trning). Very weak discussion on LSR training; it interweaves LSR training and training provided by LSRs to retailers (P24) Retailer training trade show style (28 recommended-not favored by TLC) and takes 45-60 mins. Morning/afternoon sessions avail; retailers come and go on their own schedule. Classroom style (13 recommended) limited to 50 attendees and avg 3 sessions per day. Train-the-trainer courses for chains. LSRs will be trainers after implementation. Onsite training provided as needed (Pg5) Call ctr will call retailers to set up training (P25) 28 locations proposed with est. drive of no more than 50 minutes. LSRs, FSTs, and CSRs all receive train-the-trainer course (P29) training mode on terminals produces physical tkt (C#21 can be suppressed); proposal says no bar code on test tkts but picture in proposal includes bar code on test tkt (P36) terminal based help system (P38) Lottery staff training will be customized-outline provided for pick/pack, claims ctr, retailer accounting/licensing/maint, draw operations, BOS and Instant game mgt, business configuration & systems monitoring; no information provided on training for promotions staff.
RR (w/exception noted)/DR (w/exceptions noted) addressed. RR#3 not completely addressed, did not include sales expectations vs actual performance for examples provided (P48-49), DR not addressed #22 (IP Search) #23 (proprietary games) and #24 (licensed games) (P3) Game library of ~400 types/variations (P7)
(P22) states understands proposal requirement to offer an annual mkt research study, Intralot will develop/implement a coordinated research plan (P23) Recommends doing a segmentation study (P24) focus gps, mini-labs and gaming perception analyzer research sessions in base offering (P28) New game development process outlined (P36) Quarterly release process outlined ISO 9001:2000 certified; Fantasy Sports example is good; No discussion on bringing new online games to market (marketing, promotion, advertising)
RR/DR (w/exceptions noted) addressed. (P5) DR #3 (advanced wagers) and #4 (multi-draw) identified but does not address the 365 day requirement (P51) 25 system safeguards identified, interwoven with other processes and procedures that provide an array of security measures (P57) roll stock tracking thru LOTOS OS inventory module (P58) dual security iSecure for validating online winning tickets
RR/DR (w/exceptions noted) addressed. DR not addressed #6 (variation in drawings) #8 (display and print functions for draw activities) #9 (winning rtr #s for top tierJP tkts) #10 (enter new est JP w/in 4 hrs)

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.4	Lottery Gaming System's capability to support the volume, scope, development and management of the Texas Lottery's Instant Ticket operations, which includes the ability to inquire, track and monitor pack activity both globally and at the Retailer level, and monitor game inventory levels and order statuses.	7.3	47 40
	Claims and Validations		47
2.3.2.6	Lottery Gaming System's validation capabilities, which include Integrated On-Line and Instant Ticket claims, validations and payments, and check writing software and hardware for use at Texas Lottery headquarters and each of the Texas Lottery Claim	7.4	37 35
2.3.2.7	Lottery Gaming System's functionality for a secured method (and equivalent backup method) of applying required signature(s) to the check stock during the check printing process.	7.4	10 10
	Retailer Management		47
2.3.2.8	Integrated Lottery Gaming System to support the Texas Lottery's retailer management functions, which includes retailer maintenance and license application processing, inventory management, accounting and access control.	7.5	33 18
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14 7
	Lottery Gaming System General Requirements		94

INTRALOT
RR/DR (w/exceptions noted) addressed. DR not addressed #4 (auto rtlr adjs) #7 (rpt inv sold out) #9 (comments for chgs) #11 (restore closed games); instant tkt volume/scope data not provided in this section (P1) end to end chain of custody for instant tkts including controls for trunk stock (P4) IGMS provides full tkt accountability at tkt, pack, carton, pallet, and shipment levels (P24) Telemarketing system can take orders from auto reorder, terminal orders, batch orders, initial allocation, tselld/manual orders (P27) Ability to block a game from being ordered (P46) IGMS has ability to auto allocate initial distribution based on Lottery parameters and auto-ordering based on rates of turnover of inventory at retailer locations. Real-time processing of telemarketing orders (good) means all orders from telemarketing system are avail for pkg at whse immediately after they are entered (P48) Re-orders can be automatic based on a number of parameters (~9) which include stock rec'd but not activated, ordered but not rec'd, max on-hand quantity for each game, etc; Auto reorders reviews rtlr inv every day and places orders where needed. Site visit: demo of instant tkt ordering system was good however in every instance the CSR over rode the system recommended # of packs. IPT unit locked up during site visit-it is not configured for use by sales staff.
RR/DR (w/exceptions noted) addressed. DR not addressed #6 (chgs to primary printer also b/u printer) #19 (did not address combine multiple low/mid tier claims) #20 (process manual prize pmt) (P8) use Failsafe barcode
RR/DR addressed
RR/DR (w/exceptions noted) addressed. Battelle-passed. DR not addressed #8 (150k rtlrs) #11 (multiple narratives-partially addressed thruout) #12 (36 mths of records access) #13 (36 mths sales/stmts hx) #14 (summary stmts online 36 mths) #20 (track NSF calculate penalties) #22 (three tiered coding) #23 (status codes) #24 (reason codes) #25 (ret acct for ICS, EFT) #26 (upload ret files) #27 (gaming data rpted) #28 (search & rpting tools) Baseline system but will need to do a lot of customization to meet TLC needs (P4) ownership data based on participation % for each owner (not current method) (P6) accting features supported include transfer of credit or debit, automatic cut off of transactions & commissions (P7) accting of multiple retailer terms w/one retailer acct (P7) Retailer adjs can be done by gps of retailers (P9) LOTOS can produce retailer bonus checks (new/good) (P17) retailer license application can be tracked & approved/denied (P20) Messaging feature is dynamic and extensive and can be grouped and sent/staged (P28) Intralot <u>has capability to develop and implement</u> an internet based system for online submission of license application and renewal. Offer ability to capture data via retailer terminal or have it collected by Intralot recruiters. Did not address how payment would be collected/accounted.
RR/DR addressed. (P24) Not responsive to question on access to retailer transaction data--general statement that access to transaction data can be provided and describes security features for managing and protecting transactional data. Does not describe availability and access to retailer management transactional data.

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.10	Lottery Gaming System's ability to meet the Texas Lottery's configuration, capacity and performance requirements; detect and report fraudulent transactions and activities; and meet data	7.6.1 and 7.6.2	42 39
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19 18
2.3.2.12	Web-based systems to support "Second-Chance Drawings", player registration programs for informational, promotional and data gathering purposes, and mail order subscription services which includes transaction handling, prize payout and age verification features, including the processing of all subscription orders, age verification of players, and payment of prizes.	7.6.3	33 16
	System Management, System Security and ICS System and Vendor Requirements		78
2.3.2.13	Change and release management process, and test environment and access for conducting user acceptance testing.	7.7	8 8
2.3.2.14	Lottery Gaming System's security plan, which includes physical and logical security components and an overview of the policies and practices to prevent, detect, and resolve security breaches.	7.8	35 33
2.3.2.15	Processing transactions from the Lottery Gaming System to the internal control system, which includes handling out-of-balance incidents and accomplishing electronic funds transfers.	7.10	35 33
	Reporting		47

INTRALOT
RR/DR (w/exceptions noted) addressed. Battelle-Passed DR not addressed 7.6.1 #19 (access and rpt archived file from prev LO gaming system) DR #20 states must run from BU DC one a month for 4 hrs; response is once a quarter (P3-5)
P17) communications network provides for a reliable and resilient design and includes network monitoring & mgt (P37) system components fully redundant, w/no single point of failure (P53-54) failover from primary and backup once a qtr (DR is mthly) and master to secondary in the PDC once a mth (P84) data exchange req acknowledged. Did not address fraud detection related to retailers (DR#17)
RR/DR (w/exception noted) addressed. DR #6 (partial-ability to report player contest winners, address and prize amt not addressed) (P86) OnQ technology provides exhaustive range of game configuration parameters and supports all online promotional games; can run all std promotions (P95) can be input up to day b/4 scheduled to go active (P97-104) Numerous promotion examples provided; Site visit demonstration of promotions system was very good-user friendly.
RR/DR addressed. Player registration and subscription were grouped together-very little information on player registration system to be used for informational, promotional and data-gathering purposes (P105) b-On subscription svc for player registration and subscription svc (P110) registration online or at POS w/req'd data fields; sys can issue receipt w/reference # for f/u (P112) automatic transfer (payment) of winnings using Lottery specific requirements (P116) e-wallet capabilities (P118) 2nd chance drawing system and Play-it-Again websites. Allows players to accumulate points and redeem for prizes; AR system is up and operational. No discussion of age verification in this section.
RR/DR addressed. (P2) 9 SW staff (2 QA). Comprehensive discussion in chg mgt (P21) states upon UAT and approval the SW is installed; release mgt discussed elsewhere in proposal (P20) UAT at Intralot or TLC HQ
RR/DR (w/exceptions noted) addressed. DR #8 (security plan w/in 90 days in accordance with TAC 202-stated plan would be provided b/4 LGS goes live, did not address TAC 202)(P8) DR#9 (periodic security assessments req'd by TAC 202-outlined risk assessment process but did not address TAC 202)(P6) DR #10 not addressed (TLC sys admin for TLC staff) (P5) LGS has never been breached (P12) Outlined comprehensive physical and environmental security (P15) Central system security across multiple layers (network, identity, OS, database, application) (P18) audit logs (P21) control access to source code (P23) iSecure is dual security feature for validating authenticity of winning online tkts (similar to current process)
RR/DR (w/exceptions noted) addressed. DR not addressed #8 (convert 10 yrs of data) #10 (load files from TLC w/in 4 hrs-(P8 states will load files but did not confirm 4 hr req) (P1) work with all ICS vendors (ESI, Lapis and Elsym) (P1) will provide data communications and network connectivity with a near real time feed of gaming transactions (P2) balancing-transactions are rec'd by ICS, reprocessed and compared to gaming system (P3) out of balance would be addressed immediately by Intralot by generating a rpt that breaks down transaction activity by retailer/hour to determine error; example of Ohio OOB procedure provided (P7) EFT data to be provided to TLC or bank and Intralot will pay EFT fees. Permits EFT transfers for prize pmnts as well as checks.

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.16	Reporting functions which include the ability of the Lottery Gaming System to produce a variety of reports as well as the ability of Texas Lottery staff to create ad-hoc Systems reports using user-friendly graphical tools.	7.9	47 42
System Supported Terminal Functions			47
2.3.2.17	System supported terminal functions, which include the Lottery Gaming System's capability to inquire and log ticket prize inquiries from all sales terminals, including player activated, and communication of winning, non-winning and actual prize amount data.	7.11	47 45
Sales Terminals and Related System Sales Equipment			94
2.3.2.18	Sales Terminals and related System equipment that offer the broadest diversity of options for deployment in support of current and future Texas Lottery retail venues.	7.12	61 55
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19 6
2.3.2.20	Sample Retailer training manual and other options for training Retailers such as including training manual within the Retailer Terminal.	7.12	14 14
Installation, Relocation and Removal and Maintenance and Repair			47
2.3.2.21	Plan and procedures for handling equipment installation, relocation and/or removal requirements.	7.12.1	12 6

INTRALOT	
RR/DR (w/exception noted) addressed. DR#8 (track owner/users of rpts-tracks usage but did not address if tracking is by owner/users) Uses Crystal Reports; agency experience with crystal reports is that canned rpts are ok, but speed and drill down of data is not best.	
RR/DR (w/exceptions noted) addressed. Battelle-passed. (P11) diagnostic screen on terminal start up (P23) validation after conversion by reading the bar code or by entry of serial number (P26) bar coded coupons and gift certificates; it describes a one-way gift exchange (not amt reduction w/avail bal) (P29) pack returns fully supported w/single barcode read; partial packs scan starting/ending ranges (P32) keyless validation w/failsafe barcode (P37) Terminal msg meets requirements (P39) multiple terminals per rtlr can be accounted per terminal or per location (P54) XML data files to retailers; host website on separate svr for rpting; did not mention how terminals would integrate with retailers BOS	
RR/DR addressed. Battelle-passed. (Pg 4) full svc offering of terminals for Tx: Photon, microLOT+, Winstation, Coronis TC and IPT-all have been deployec (Pg 12) microLOT has 8.4" touch screen, 2D barcode reader, smart card reader, USB ports for peripherals, all separate components (term, barcode reader, scanner and VFD) (Pg 38) SW downloads anytime w/o affecting term perf; downloads to single term or all; multiple SW versions on term to roll fwd or backward (Pg 48) tkt repeat-scan valid online tkt to generate a new (Pg 49) multiple pack plays-bundle multiple plays to a single key entry on term (Pg95) Winstation-push a button get a tkt (Pg 95) 5 to 30 bins, (pg130) low inventory/out status sent to central system so rtlr can be called (VVS Insert after pg 139) starlight sign in lieu of MM;	
RR addressed, no DRs. (Pg 138) provides XML data files to retailers; will provide a website for retailer accounting w/files that can be exported as PDF, excel, CVS and text. Electronic standard format reports. Does not address how devices will interact with retailers back office systems.	
RR/DR addressed. (Pg 139) Sample training manuals provided. Also have Help screen and training mode on terms; screen changes to green in training mode (Pg 140) Quick reference guides will also be provided.	
RR/DR addressed. Acknowledged requirements; no detail provided on how requirements would be met	

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.2.22	Plan and procedures for the maintenance and repair of all terminals and related Sales Equipment, which includes a preventative maintenance schedule and procedures for resolution of chronic problems.	7.12.2	12 12
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	12 12
2.3.2.24	Lottery Gaming System capability to remotely monitor all deployed equipment for proper operational functionality and identification of equipment malfunctions or failure.	7.12.2	11 11
	Call Center Support		60
2.3.2.25	Call Center staffing and management to support the Texas Lottery's diverse Retailer base; ensure timely, professional, courteous and accurate response to all calls; achieve required performance levels; and plan for handling chronic problems.	7.13	60 55
	Ticket Inventory Supply and Management		78
2.3.2.26	Innovative solutions to enhance inventory order and distribution beyond the noted requirements of the RFP.	7.13	12 10
2.3.2.27	Staffing and management of the ticket inventory and supply management functions to support the Texas Lottery's diverse Retailer base. Procedures to process special, out of cycle, express, expedited or emergency orders.	7.13	43 41
2.3.2.28	Ability to allow Retailers to order at anytime through an automated system, rather than ordering in response to a telemarketing call, which includes the ability to manage and place proper controls on this ordering process.	7.13	23 23
	Communications Network		47
2.3.2.29	Communications network, which includes information and diagrams to support the performance capabilities of the Lottery Gaming System and the Texas Lottery.	7.14	47 40
2.3.3	SALES AND MARKETING		910
	Sales Management and Business Development and Marketing		182
2.3.3.1	Route sales component to support Retailer locations.	8.2	18 17

INTRALOT
RR/DR addressed. Good section-plan ahead for supplies (Pg 166) FSTs deployed to do prev maint or replace equip; PM during every svc call by FST (Pg 167) LSRs will provide bi-wkly term and peripheral inspections, scheduled PM and cleaning; (Pg 169) PM every 120 days (Pg 171) PM tracked in Siebel Svc Req DB which looks forward for equip requiring PM w/in next 120 days; central repair depot in Austin (Pg176) chronic-proactive correction thru remote diag; central collection of data for problems; after 3 incidents w/in 90-days it is referred to Problem Mgt Team to determine root cause; it is replaced after 4 incidents.
RR addressed, no DRs. (Pg 175) 16 service center cities; Org Cht Part 4: 131 staffing which includes 9 bench repair techs; 8 supvr.mgrs, 110 field svc techs; 4 drivers; Texas Vending subcontractor for FSTs, no mention of how contractor staff will integrate with Intralot staff
RR addressed, no DRs. Good section. (Pg 177) term self diag, failed peripherals highlighted in red, touch icon for error msg; terms can be remotely monitored by techs or call ctr ops; tools available to monitor systems and equip including PDC/BDC, LAN, WAN, comm circuits and retailer nodes
RR (w/exception noted)/DR addressed. RR#4 did not address diverse retailer license base. 7/24/365 operation (Pg5) if call center down will be routed to the Dallas backup call center or Stongsville-facilities and staffing info do not support Dallas b/u CC (Pg 22) maintain records 365 days (req is 6 mths) RR#3 (Pg 15) Mgr/Supvr (3), HD Assoc (15); CSR monitored and evaluated regularly; random daily monitoring; no discussion in proposal about use of Valbrea subcontracted staff (Pg 16) extensive training (Pg 22) addresses SL targets for retailer support; Chronic problems-central system monitoring and collection of data for problems to prevent chronic failure situations; after 3 incidents w/in 90-days it is referred to Problem Mgt Team to determine root cause; it is replaced after 4 incidents. Site visit-call center demo of call recording system was very good.
RR addressed, no DRs. (Pg 24-25) Inventory mgt thru computer based tools that analyze characteristics of instant sales demographics to support individual retailer sales hx. Tkt order thru IGMS Intracell telemarketing application; LSR vehicles as mini-whses; tkts ordered b/4 COB will be shipped that day.
RR/DR (w/exceptions noted) addressed. DR not addressed #24 (real time updates orders processed/packed) (Pg 15) Mgr/Supv 3, CSRs 18 (Pg 28) will recruit bi-lingual staff for instant tkt desk and LSRs; will also recruit staff to cover other major languages of retailer communities (Pg 29) overnight delivery if poss; if out of stock condition LSR delivery for roll stock and instant tkts. FST delivery for roll stock; IGMS/Donlen can identify closest LSR w/the appropriate truck stock; instant tkt svc desk hours noted in multiple places in proposal all are different-C#28 Intralot states hours will be M-F 7-5pm (req is M-F 7-6pm).
RR/DR addressed. Very thorough (Pg 30) Instant tkt stock order thru initial order, auto reorder, retailer website and terminal. Website and terminal orders allowed to predefined order limits and reviewed by CSR/LSR prior to issue
RR/DR addressed. Battelle-passed.
RR/DR addressed. Route sales to be provided by LSRs; ; LOTOS to facilitate mgt of financials. No mention of existing or pilot route sale program.

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73 51
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55 41
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36 25
Lottery Sales Representatives			136
2.3.3.5	LSR organization structure and how it will support Lottery Retailers across the entire geographic and population diversity of the State of Texas, which includes the proposed staff to Retailer ratio for the provision of Lottery Sales Representative activities.	8.4	82 72
2.3.3.6	Incentive plan for LSRs.	8.4	27 19
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27 26
Retailer Visit			91
2.3.3.8	Retailer visits and support.	8.4.1	27 23
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27 25

INTRALOT
RR/DR addressed. Multiple org chts provided that conflict, positions identified but no detail on job duties (P8) Entire Intralot mkt/sales team respon for bus dev opp (P9) Proposed moving majority of US Corp Mktg division to Austin to rpt to Chief Mktg Ofcr, Patricia Koop, however no corporate staff identified and C#6 & 33 states Koop respon for Tx mkt strategy and overall execution of all fxns that comprise our mktg organization. Corp oversight from Duluth and Athens? Phil Sherwood, Dir of Sales, 26 yrs sales exp, VP Multimedia Games, VP sales Stuart Ent (bingo products), no direct lottery exp; Sales staff of 175 which includes 2 Sales Director/Admin, LSR Trainer, 14 DSMs/Supvr, 159 LSRs (all positions TBF with existing staff if possible) Org chart includes Retailer Recruitment dept of 4
RR addressed, no DRs. (P18) CMO, Patricia Koop, 17 yrs w/FL, SC & MD lotteries; Dep Mktg Dir, Karen Porter (prev Tx exp); K/C/C 4; Ret Recruit 4; Mkt Research 4; Mktg 12 (Instant & Online pdt mgrs, interactive & social media coord, promotions (5) and advertising mgr); MOSAK Advertising & Insights; NuStats; No detail on what Adv Mgr will do.
RR/DR addressed. 8.2 DR not addressed #14 (mktg content with K/C/C accts) RR#3 identifies the sales organizational structure but does not provide detail on optimizing sales. Meeting structure and attendees conflicts and not well defined. Multiple org chts that conflict, some included a Dir of Mktg position (TBF) but it was deleted in C#3, the proposal was not real clear on the roles and how it will be accomplished. Total staff =202; Chief Mktg Ofcr; Dep Chief Mktg Ofcr; Sales Force 176; Mktg 11 (C#6 deleted Dir of Mktg position-prev 12); Retailer Recruit 4; K/C/C 4; Mkt Research 4 (Pg12) no detail on optimizing sales (Pg 9) proposed qtrly review of K/C/C accts (req is annual) (Pg 8) proposed semi-annual sales mtgs (req is annual); Corp support from Duluth and Athens for mktg consulting, key acct/retail dev, mkt research, pdt mktg and new media (Pg 30) will deliver superior mktg svcs by designing and implementing new games and promotions.
RR/DR addressed. (P35) LSR Ratio 1:99; best practice 1:116; Dir of Sales (Phil Sherwood 26 yrs sales exp, no direct lottery exp); admin; LSR Trainer, 14 DSMs/supvrs (HO/DA), 159 LSRs; (P33) state of the art territory route planning (P36) hire as many existing staff as poss; 10 regional ofcs (P37) avg 12 visits per day, C#35 states 11 visits per day; bi-weekly district sales ofc mtgs.
RR/DR addressed. (Pg 38) LSR incentives include holiday incentive time, recruiting incentives, promotions target incentives, and sales target incentives. No base salary identified or ratio of base to incentives or specific implementation details provided.
RR/DR addressed. (Pg 40) Performance measured against other ret w/similar trade styles; perf improv plans will be developed for bottom 60% of the retailers in each LSR area and will include motivation, education and hands on training, sales svcs include check lists for svcs, adequate supply of POS and tkts and thorough training. Statement regarding winner awareness and handmade POS can increase sales-agency does not support handmade POS due to lack of consistency. Semi-annually provide COMPETITIVE EDGE training on retail sales tactics/best practices (nice offering but not sure how retailers will respond us telling them how to operate their store).
RR/DR addressed. (Pg 37) all ret visited every two wks; avg 12 retailer visits per day per LSR-C#35 states 11 visits per day (Pg 45) five svc delivery categories-recruiting, supply/inventory mgt, sales/mkt and merchandising, equip training, new game training
RR/DR addressed. (Pg 49) visit data entered into CRM system (via IPT) and uploaded to LOTOS which will tell if LSRs are making rounds & collecting/rpting retailer info; vehicles w/GPS; review retailer satisfaction surveys (Pg50) DSMs to monitor all rpts related to LSR activity

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.10	Enhanced schedule for Retailer visits that exceeds the minimum required visits for general support and sales activity that emphasizes sales optimization. Overview of the methodology and strategy that will be used to enhance sales.	8.4.1	37 32
LSR Ticket Retrieval, Transfers and Returns			73
2.3.3.11	Perform ticket retrieval, transfers and returns to optimize the inventory mix at retail locations in coordination with Retailers.	8.4.2	36 34
2.3.3.12	Retailer-to-Retailer pack transfers utilized to optimize inventory availability, which includes the methods for carrying out these transfers and the security and control measures that will be put in place and how system records will be maintained.	8.4.2	37 37
Instant Ticket Game Close			46
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46 39
Retailer Contests and Retailer-based Player Promotions			91
2.3.3.13	Retailer contests and promotions to increase Instant and On-Line Ticket Sales.	8.5	46 32
2.3.3.14	Incentive programs for Retailers, which includes when such programs should be initiated and the benefits of such programs in maximizing revenue to the State from the sale of Texas Lottery Products.	8.5	45 31
Promotional Events and Retailer Promotions			91
2.3.3.15	Promotional equipment and capabilities to support the Promotions Plan, which also includes approach to promotions and how the plan is developed.	8.6	59 53

INTRALOT
RR/DR addressed. (Pg 37 & 45) top 20% of retailers in each district visited weekly; incremental sales initiative (qtrly target for bottom 60%) (Pg 48) sales strategies to enhance sales: new game activation, the bins filled, jackpot alerts, top sellers (20%) visited wkly, incremental sales initiative (qtrly target for bottom 60%), and retailer advertising (good idea but not realistic as described w/out co-op pgm, rtlrs don't usually give away free print/media advertising).
RR/DR addressed. (Pg 54) Overstocks of games will be recovered by LSR and redistributed to retailers who need the games. Slow selling games will be recovered and replaced w/newer faster selling games. Returned stock assigned to LSR until transferred to another retailer or the Dist Sales Ofc (P56) process documentation will be developed for documentation/accuracy of rtn'd inv, resolving discrepancies, processing rtns thru term, physical security of rtn'd inv, schedule for transporting inv, methods for transporting inv and expediting transportation of inv
RR/DR addressed. (P56) IPTs and IGMS will be used to establish and control optimal inventory levels for R-t-R transfers.
RR/DR addressed. (Pg 57) Close data to be provided via Rtlr Guide on web site, rtlr links mtgs, RoundUp publication, terminal msg, LSR and CSR during visits/calls, rtlr website. LSRs to retrieve tkts and transfer to district ofc. Paper receipt used if IPT or terminal unavailable. Confused game close date with call process. Requirement is 45 days due to size of state and time it takes to pick up tkts; proposal assumes a single sales cycle.
RR (w/exception noted)/DR (w/exception noted) addressed. RR#1 did not confirm roles/respon/req DR#20 not addressed (RNG). Response similar to system section on promotions (7.6.3), it provides overview of variety of promotions, but doesn't focus on contests and promotions specific to retailers (Pg 61) OnQ technology; promotions can be run next day; promo summary rpt and detailed rpts provide snapshot of overall promo campaign (Pg78) example promotions provided (Pg81) retailer grouping avail; can run simultaneous promotions (Pg90) subscription system can register online or with paper doc to be scanned by retailer terminal; elec wallet manages player credit and winnings pmts (Pg102) Player Acct Mgt System includes (Pg104) age and residency verification by enforcing pre and post-registration crosschecks using internal or external data sources; internal source would be DOB & SSN, external may be DL or passport
RR/DR (w/exception noted) addressed. DR#18 annual incentive pgm plan-did not confirm May 31st req (Pg 108) premium points pgm; points accumulate on the system and are redeemed for rewards (Pg110) RMS Retailer Marketplace-adds link on lottery website that retailers can use to create custom advertisements and special offers; Weak response which doesn't fully address response requirement. No mention of TLC's current retailer bonus program
RR/DR (w/exceptions noted) addressed. DRs not addressed #29 (uniforms for events) #36 (maintain/track promo equip inventory) (Pg118) ensure successful promotions by following cklist prior (set measurements, approval, site review, mkting material, training and equip), f/u after (determine rtlr satisfaction, return equip/promo inventory, ROI analysis and performance metrics). (P119) lack of creative energy reason for limitation to same old promotions (2nd chance, ask for sale, spin/win), Intralot will change that w/partnership with MOSAK Advertising + Insights (P120) recommended events include spin/win, ambassador pgms, 2nd chance, ask for the sale, customer appreciation events (Lottery Cube and Match and Win good examples) (same old promotions identified above as limitation) (P119) will provide all promo equip described in RFP (wheels, trailers, PA systems, etc).

11/19/2010

Page 10

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.3.16	Promotions program team to run the statewide Promotions Plan, which includes how the team will be coordinated and trained to maximize the benefits of the program.	8.6	32 30
	Marketing Materials and Related Equipment		91
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59 59
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32 32
	Research and Lottery Product Development		109
2.3.3.19	Research and development process for new games and new game introductions, which includes the research methods utilized to develop, gather, analyze and report data.	8.8	43 35
2.3.3.20	Methods utilized to obtain and use geographic and psychographic information for making business recommendation to the Texas Lottery.	8.8	22 22
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22 11
2.3.3.22	Research and/or data analyst staff to respond to special reporting requests, develop / respond to requests for specialized sales	8.8	22 22
2.3.4	WAREHOUSE AND DISTRIBUTION SERVICES		520
	New Instant Ticket Delivery and Storage		114
2.3.4.1	Automation for managing, fulfilling, and storing instant ticket orders.	9.2	46 44
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34 34
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34 32
	Instant Ticket Delivery		104

INTRALOT
RR/DR addressed. (P124) Promotions Mgr-lead identification and eval of promotional pgms, partnership agreements, develop unique promo pgms; 2-Promotions Coord-execute mkting initiatives, negotiate strategic partnerships/ sponsorships, work on annual/qtrly mkting plans, analyze in-store promotions; 3-Promotions Assistants-set up and execution during on site events, up-keep of vehicles & equip; Social and Interactive Media Coordinators-developing promotions utilizing these two mediums (good) (P123) All promotions staff will go thru training and certification program.
RR/DR addressed. (P128-129) multiple playstation options, new concept playstation that includes mount for tkt checker and LCD monitor (P130) Schafer systems instant tkt dispensers with snap together feature (P131) neon Tx sign with scrolling messenger (P132) Carmanah LED two-game jackpot signs (P133) 17 inch LCD flat panel
RR/DR addressed. (P136) signs configured with wireless receiver to accept msgs from terminal. RF link is closed loop btwn USB transmitter (in terminal) and sign receiver. Data btwn sign and terminal is encrypted
RR/DR addressed. (P139) research and game development process which includes idea generation, screening, mkt/current game review, game structure & design, mkt research & game test, finalize game design, mkt plan, launch, post launch analysis (P142) Game Optimizer pgm develop by Independent Lottery Research is a game concept evaluation system (P144) PreVu research testing methodology from Crestwood Assoc which replicates real world experience by capturing "the magic of the moment" initial communications and top-of-mind reactions
RR/DR addressed. (P146) Nielson Claritas provides geo-demographic and psychographic sales forecasts which includes mapping capability, geo-coding, propensity to play and site identification. Research initiatives includes segmentation/targeting, media mix, distribution strategy & execution, and building retailer relationships using Nielson Claritas Suites: A Demographic Analysis, Consumer Point, and Prime Location.
RR addressed, no DRs. (P150)
, but provided no info on who this is or
the process used to develop and research new games.
RR/DR addressed. (P157)
RR addressed, no DRs. (P3) LOTOS IntraSell which is telemktng application including provisions for auto order, auto reorder, and predictive order; automatic order storing machinery (P4) all orders rec'd b/4 COB will be filled and shipped same day (good)
RR/DR addressed.
; new game allocations staged in a separate area of the whse away from daily orders until time for shipping; distinctively colored packing bags and decals used to identify new game shipments
RR/DR (w/exceptions noted) addressed. DRs not addressed #10 (load tkts w/in 3 days) #15 (delete game files) #16 (pkg games for destruction) (P10) racking is barcoded; separate storage for consumables and packing supplies; climate controls for tkts and thermal paper; numerous loading docks; UPS and generator (P14) Dir-John Hadley, Dist Ops Mgr, 3-Supply Inventory, 20-Packing & Shipping, 4-Receiving/ Returns

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.4.4	Plan for processing and shipping all ticket orders, including on weekends, holidays, and other times based on ticket ordering activity, delivery to Retailers in geographically remote areas, and under special circumstances as required by the Texas Lottery.	9.3	36 36
2.3.4.5	Process (including security features) to be used to document the delivery of tickets and obtaining proof of signed delivery receipts from individual Retailers.	9.3	22 22
2.3.4.6	Procedures and materials used to package Instant Tickets for delivery to Retailers, which includes the process used to prevent Instant Ticket Manufacturer omitted packs or other defective packs from being shipped to Retailers.	9.3	10 9
2.3.4.7	Methods, procedures, hardware and software used to monitor inventory and ensure optimum inventory levels are maintained at each Retailer location.	9.3	36 34
Warehouse Instant Ticket Return Verification			52
2.3.4.8	Process and procedure (including security features) used to document and store partial packs of Instant Tickets returned from Retailers, which includes the tracking system that will be used to follow the packs returned to the warehouse.	9.3.1	26 25
2.3.4.9	Procedures for locating Instant Tickets that are in a "Hold," "Lost Warehouse," "Lost Retailer," or "In Transit" status longer than the permitted time limit.	9.3.1	26 25
Stolen and Damaged Instant Ticket Reporting			52
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52 52
Ticket and On-Line Ticket Stock Destruction			42
2.3.4.11	Security process and/or procedures for the destruction of tickets, On-Line Ticket stock and other materials.	9.4	42 42
Promotional Item and Point of Sale (POS) Verification and Receiving			52
2.3.4.13	Receipt of promotional items and POS, which includes how and where the items will be received, stored and distributed to meet Texas Lottery requirements.	9.5	26 26

INTRALOT
RR/DR addressed. (P21) holidays based on TLC schedule; implements special distribution plans weeks ahead of holidays and peak sales periods; CSRs work with retailers to place orders to maintain inventory during and after the holiday; prepared to process and ship orders on weekends/holidays; deliveries accomplished by normal contract courier and Intralot network, FST/LSR network, and UPS/Fed-Ex; for geographically remote areas if next day ground is not possible, will use next day air or FST/LSR or other options.
RR/DR addressed. (P21) tracking and delivery technology used by LoneStar Overnight; delivery information is accessible online on vendor website; tkts delivered by internal assets will be documented directly on IGMS
RR/DR (w/exception noted) addressed. DR not addressed #12 (mktg pieces inserted w/shipping) (P22) rugged, tamper proof and sealable Tyvek envelopes and corrugated boxes; manifests included; attempts to open sealed bags/boxes are obvious (P23) 9.3-13 (P24) all whse personnel look for inappropriately wrapped instant tkts, mis-cuts and other visible flaws
RR addressed, no DRs. (P24) IntraSell establishes and controls optimal inv high/low levels for each retailer; CSRs review retailer inv on a biwkly basis; LSRs ensure overstock or under stock situations are minimized and quickly resolved; IGMS automatically calculates optimum instant tkt order quantity based on each retailers avg # of packs sold by price pt, call cycle, delivery lead time, confirmed inv, stock ordered but not received, and maximum on-hand quantity for each game; ad-hoc call list for use during peak seasonal sales or prior to holiday wkend
RR/DR (w/exceptions noted) addressed. DRs not addressed #9 manual returns #10 full pack returns #11 partial pack returns #16 damage to packs (P26) barcode scan logs pack status in IGMS; receipt provided to retailer and msg sent to Lottery to issue credit for recovered inv; packs gathered at Dist Ofc and consolidated and sent to CDW weekly; pack status chg'd at each location; all partial packs verified at CDW by Intralot staff.
RR/DR (w/exceptions noted) addressed. DRs not addressed #12 hold #13 lost whse #14 Lost Retailer #15 intransit (P27) Any tkt in status of intransit more than 5 days would be investigated; any unlocated packs would be searched based on last tagged status (i.e. whse, district ofc)
RR/DR addressed. (P28) tkts damaged by courier will not be delivered to retailer and will be returned to CDW; return clerk will call retailer to advise them and reenter new order; if tkts at rtr LSR inventories and takes custody; damaged tkts presented to TLC for inspection and held in secure area for destruction (P30) TLC will be notified of stolen tkts and pack status chg'd in IGMS
RR/DR addressed. (P31) Intralot security staff will scan barcodes of instant tkts, tkt stock, and other materials destined for destruction and move it to a secure location in the whse; inventory completed and verified; Intralot will install a heavy duty shredding system or contract with a shredding company; destruction will be done under observation and security camera; confirmation document provided to TLC.
RR/DR addressed. (P32) stored at CDW; delivered by courier to district whses prior to designated use period; LSRs will deliver and install POS as appropriate;

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.3.5.9	High level conversion plan, which includes the project management process, the structure and content of process documentation, an information sharing and communication plan, expected participation from Texas Lottery and the level and duration of involvement from the current vendor.	10.1 and 10.4	62 59
2.3.5.11	Project Management methodology for the transition, which includes at a minimum: a) Project Management; b) Business Change Management; c) Issue Management; d) Risk Management and Mitigation; and e) Transition Reporting (Type and Frequency).	10.4	10 10
2.3.5.12	Initial distribution plan for Instant Tickets, On-Line Ticket stock, Retailer Terminals and associated system sales equipment, Point-of-Sale materials, On-Line play slips, promotional merchandise, playstations, signage and other materials, as required. Quality control procedures included in the plan.	10.4	16 12
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	16 16
	Conversion Milestones		26
2.3.5.14	Conversion plan and time chart identifying the major milestones to be accomplished for the construction, equipment delivery, software programming, installation, testing, user training, data conversion, and documentation of the proposed System.	10.5	26 26
	Conversion Plan		26
2.3.5.15	Processes and factors related to End of Contract Conversion, which includes knowledge transfer to the Texas Lottery or Replacement Provider, risk management and mitigation, exit reporting, handover procedures, license transfers, etc.	10.6	26 26

Total Points

2.4	Experience. The experience of the Proposer in providing the		550
2.4.1	Past 10 years of experience providing the services as specified in the RFP for engagements of comparable complexity and scale.	4.2.1 and 4.2.4	275 220

INTRALOT	
RR/DR addressed.	
RR/DR addressed.	
RR/DR addressed.	
RR/DR addressed.	
RR addressed, no DRs.	
RR/DR addressed.	

7 yrs in North America; NE '03 online (no instant tkts) 1,150 devices and \$123M; MT '05 750 devices and \$43M; ID '06 1,250 devices and \$140M; NM '07 1,400 devices and \$142; SC '07 3,800 devices and \$1B; AR '09 2,500 devices; OH '08 14.7k???devices and \$2.4B; LA '09 2,800 devices and \$378M; NH '09 1,400 devices and \$239M; VT '09 750 devices and \$95M. No discussion or comparison on experience of size and scale similar to Texas; No sales force experience noted	
--	--

Vendor: Intralot

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.4.2	Previous lottery experience or other relevant experience providing similar services as specified in the RFP to governmental or private entities.	4.2.2 and 4.2.4	165 132
2.4.3	Previous experience in transition activities between vendors when providing similar services, in scope and size, as specified in the RFP.	4.2.3 and 4.2.4	110 110

Total Points

INTRALOT
19 years experience (est.1988), presence in 50 countries; Greece 29k terminals (largest account); No sales force experience mentioned
19 transitions since 2003; 12 from GTECH, 5 from SGI, and 2 new; OH 14.7k devices; SC 3,800 devices; Russia 10k devices; So. Africa 9k devices; Taiwan 8k devices; Experience conducting simultaneous transitions.

TECHNICAL SCORING SUMMARY

Past Performance. <i>The quality of the Proposer's past</i>	550
Personnel. <i>The qualifications of the Proposer's personnel.</i>	800
Quality. <i>The probable quality of the offered goods or services.</i>	2,600
Experience. <i>The experience of the Proposer in providing the</i>	550
Total Possible Points	4,500

COST SCORING SUMMARY

The following formula will be used in scoring cost proposals:

Total Possible Points 500

TOTAL POINTS AWARDED