

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

Vendor Name: GTECH
Evaluator Name: <i>M. Fernandez</i>

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

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
2.1.2	Reference checks and site visits (to include site visits to other lotteries if applicable)	4.4 and 2.22	110
			\$552.110

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
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
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
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

GTECH
Oral presentations highlighted both corporate and Texas team staff. 9/30 Corporate site visit-corporate team, Jamin Paytel and Alan Eland; presentations impressive; application system overview, by Nick Watts outstanding; system functionality and ease of navigation appears to be very good; hardware demonstration and equipment is user friendly (single row burster technology); small footprint option appears good; FE dispatch and call center software (custom developed) for TelSell and support is excellent; FE and call center staff are GTECH employees. Good 10/1 Customer Visit. Conversion appears virtually seamless; communications 3 birds, load balanced, dual communication demonstration impressive; warehouse tour appears functional although limited automation; Retailer visit to Stewarts absolutely outstanding, thorough tour given by store manager, opportunity to talk with both employees and customers. Reference checks received for warehouse and distribution functions were very positive.

Joe Lapinski, excellent working relationship, detailed knowledge in all areas of operations; Assistant GM Saysha Robinson appears to have limited experience at this level of operations; Ramon Rivera will provide additional direction and oversight; Tom Stanek; Alan Eland
Operations Support Manager-DeFazio (12 years experience), past working relationship excellent, very knowledgeable; Data Center Supervisor-Jim Burdick, qualified. Regional Software Lead-Andy Haley, qualified (16 years experience); Software Development Manager-Jim Brannon, qualified. Nick Watts provides account team support as required.
Call Center Manager-Sam Franco, appears qualified (10 years call center experience); Retailer Support Supervisor-Barbara Broadus, broad background (9 years experience); Distribution and Supply Inventory-Vachon Colvin, qualified (6 years GTECH/9 years Dell); Field Service Manager-Hal Walker, extensive experience (24 years GTECH experience)
Director Sales and Marketing-Tom Stanek, limited experience in sales and marketing, although past performance with Texas is very positive and has resulted in significant operational improvements; Marketing Manager-Shannon Plum, extensive experience (15 years sales/marketing); Chain Account Manager-Mandy Carter, well qualified (8 years experience, HEB); New Business Development-Arden Reid, well qualified, successful in getting several new accounts recruited, (19 years experience); Sales Manager North-George Sanchez, extensive experience (18 years experience-Texas startup); Sales Manager South-Brian Finnigan, extensive experience (18 years experience-Texas startup); 13 District Sales Managers have been on account since startup; Research Associate-Regina Dill, excellent past performance (15 years experience); Connie Lavery (corporate) strong national corporate recruitment team.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
2.2.5	Warehouse and Distribution – Warehouse Manager.	4.3.2(e)	80
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
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

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
2.3.1.2	Facilities support services, which includes all facilities and equipment to support the Texas Lottery account.	6.6	20
2.3.1.3	Business continuity and disaster recovery capabilities which includes primary site system recovery.	6.7	32
2.3.1.4	Training activities which includes training on Lottery Gaming System, various retailer training requirements and LSR training.	6.8	32
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
2.3.2.2	On-Line game controls which includes development and monitoring of On-Line game control features.	7.2.2	12
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
	Instant Ticket Game Management		47

GTECH
Warehouse Manager-Dwayne Tatum, extremely knowledgeable (18 years experience); Distribution Manager-Chuck Faulkner, very knowledgeable (15 years experience)
Corporate Oversight by SVP GTECH Americas-Alan Eland and SVP Global Technology Solutions-Matthew Whalen, both well qualified; Corporate Project Manager-Michael Thornton, contractor, PMP certified, well qualified (15 years experience); Onsite Texas Project Manager-Barbara Tedrow, appears well qualified, background in software (17 years experience); ; Texas Systems Engineer-Nick Watts, outstanding qualification and working relationship, (11 years experience); Systems Engineer-Dan O'Connell, corporate engineering support; all transition team members appear qualified

RR#4 Service level report examples not provided; Service level management through and provides customized dashboard for monitoring; Multiple tools for monitoring and managing incidents, problems, capacity and system performance. 2 FTEs for compliance and audit functions
Central Distribution Warehouse hours M-F 8-5pm but flexible; 14 district offices/warehouses; adding 4 additional training and storage facilities in Ft. Worth, Houston-East, Waco, Corpus Christi; BDC will be relocated to San Antonio; MUSL compliant
Business continuity and disaster recovery more than adequate; DR plan updated quarterly; seen implemented in Texas in previous disasters, noted examples in proposal; No single point of failure, 2 systems at Primary Data Center and 2 systems at Backup Data Center; LSRs/FSTs to deliver instant tickets as backup plan.
Retailer training-tracked through , classroom with terminals, elearning and virtual tickets, in 47 cities average distance travel will be 19 miles, extensive scheduling and follow-up activities to ensure attendance (postcards, 2 week prior phone call, 1 day prior phone call, follow up with no shows); TLC staff training specific to operational area; extensive LSR training, with certification levels and advancement opportunities; all training areas addressed
Proven experience in Texas launching new games and game changes; strategic approach to game development which includes a five step process of analysis, concept, research, implementation and review; 400+ online and 290 interactive games in portfolio; 14 licensed property online games; GamePro live testing system included in base offering; (lottery marketing database)
Meets all requirements; comprehensive section
Meets all requirements; very experienced in large jurisdictions

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 monitor game inventory levels and order statuses.	7.3	47
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 Centers.	7.4	37
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
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
2.3.2.9	Lottery Gaming System's ability to provide online access to retailer management transactional data.	7.5	14
Lottery Gaming System General Requirements			94
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 exchange requirements.	7.6.1 and 7.6.2	42
2.3.2.11	Lottery Gaming System's capability for configuring and executing player and retailer promotions.	7.6.3	19
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
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

GTECH	
New system functionality) provides real time ticket level and retailer level accounting (single ticket accounting); new retailer feature to identify top prizes remaining games being sold at that location; new a	
DR#22 debt set-offs and overrides of taxes for non-cash payments are not supported; Automated tax documentation (new); annuity payment scheduling (new, previously manual process);	
, the files are encrypted,	
Passed Battelle benchmark tests. Meets all requirements. New features include: capture and retention of recruitment details and route management with GPS for LSRs; asset management records maintained with the retailer account; ability to accept online submission of license application/renewal via TLC website or Lottery Services Portal, fee collection through hosted secure payment gateway. Very thorough section	
Near real time access to retailer data; appears to include all retailer information including sales and accounting; very good system navigation and flexibility (parameter driven)	
Passed Battelle benchmark tests. which includes all functionality (terminal reports is new); transaction time stamp to nearest 100th of a second; B2B provides ability to interface with other vendor systems; extensive fraud detection features and reports, including suspicious activity package	
Configuring and executing promotions is highly flexible and can be accomplished quickly through setting parameters via GUI screens; provides ability to run simultaneous promotions	
Meets all requirements for 2nd chance drawings and player registration system; player registration system provides mail order subscription service; complete form and mail in; player age verification through predetermined confidence score	
Meets all requirements. Long term software development is based on Texas Lottery and GTECH's 5-yr business plan.	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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
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
	Reporting		47
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
	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
	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
2.3.2.19	Functionality or capability of all online devices to interact with the back office systems of Retailers.	7.12	19
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
	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
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
2.3.2.23	Staffing levels to cover repair functions and the planned location of staff.	7.12.2	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

GTECH	
Meets all requirements. Addressed TAC 202 requirement.	feature used for third party attached terminals or POS devices
Meets requirements. Automated balancing following	checkpoint schedule every 10 minutes.
User friendly reporting system for viewing near real time data and creating reports; dashboard viewer provides real time access to transactional data; developed extensive gap analysis for report conversion	
Passed Battelle benchmark tests. DR#25 did not address how local news feeds, weather, etc. will work; (is new, can provide information including advertising, marketing, transaction detail via the terminal; vending machine will notify terminal at customer service desk that instant ticket bin is empty (new feature); surveys can be done via	
Passed Battelle benchmark tests. -Altura GT, surface acoustic wave for touch screen (glass), requires finger touch, per Battelle water drops can activate, GUI design by certified usability analyst; Altura (small footprint); , includes and online and instant, single button touch for all tickets, includes multi-media display, notifies retailer terminal regarding equipment conditions; is small footprint self service; ticket checkers; ; wired barcode readers; Play it Again feature allows scan of online ticket to create wager (new); simple keyless validation uses barcode on back and barcode under latex to validate a winning ticket	
Can connect to retailer's back office systems through two different methods.	
Meets all requirements. Retailer training manual designed specifically for Texas	
is fully integrated with call center work order system; electronic signature captured through ; provides detailed notes to field staff	
RR#2 (partial-No PM schedule provided); PM by FST when onsite; repair depot is in Rhode Island; chronic defined as 3 retailer calls in 30-day period or 3 FST visits within 90-day period; RFP requirement is 4 calls in 90-days; LSR has access to problem history.	
76 FSTs (1 manager, 2 supervisors and 73 field) operating out of 14 district offices	
All equipment is remotely monitored and status is logged on critical information and fault gathered and transmitted to the central system every five minutes, non-critical information and general status of the terminal will be transmitted every hour.	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
	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
	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
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, experience, experience or emergency orders.	7.13	43
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
	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
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
2.3.3.2	Sales management staff responsible for identifying new selling and business development opportunities.	8.2	73
2.3.3.3	Marketing staff responsible for identifying new product and marketing strategies.	8.3	55
2.3.3.4	Sales and marketing organization structure to support and optimize Lottery sales.	8.2 and 8.3	36
	Lottery Sales Representatives		136

GTECH	
4 shifts of 26 call associates trained to answer TX calls; 18 Spanish speaking; Associates fluent in 7 other languages; language line avail-170 languages; calls can be escalated as required; calls are QA'd monthly and graded; Information knowledge base (GNIE) and defined behaviors document; SLAs monitored via reporting tool; shift resource allocation by Impact 360 software; chronic defined as 3 retailer calls in 30-day period or 3 FST visits within 90-day period; RFP requirement is 4 calls in 90-days; Austin primary and Rhode Island is backup	
Predictive ordering through using 15 variables (including validations); reviews every retailers inventory daily	
; predictive ordering to reduce out of cycle or special incidents. All special/emergency orders processed through the warehouse the same day; Will work holidays/weekends to meet order demand.	
Retailer ordering through NRC reps, terminal or website; ITS generated using predictive ordering through and LSR assisted orders.	
Passed Battelle benchmark tests. 70% of communication network will be ; 30% (which represent 50% of revenue) will be ; of network services, available to TLC staff	
Well defined route sales options and process; previous pilot with ALCO and proposed to Dollar General, Family General and CVS	
Director Sales and Marketing-Tom Stanek, limited experience in sales and marketing, although past performance with Texas is very positive and has resulted in significant operational improvements; Chain Account Manager-Mandy Carter, well qualified (8 years experience, HEB); New Business Development-Arden Reid, well qualified, successful in getting several new accounts recruited, (19 years experience); Sales Manager North-George Sanchez, extensive experience (18 years experience-Texas startup); Sales Manager South-Brian Finnigan, extensive experience (18 years experience-Texas startup); Lengthy discussion and analysis of both national and local chain recruitment (3800 accounts in recruitment)	
Marketing Manager-Shannon Plum, extensive experience (15 years sales/marketing); Research Associate-Regina Dill, excellent past performance (15 years experience); Market Research-Dan Morales and Robert McGovern; Corporate marketing support from Connie Lavery O'Connor-key in development and implementation of cross sell initiative; Excellent oral presentation by Michelle Carney, Corporate VP	
which contains 20 years of data including detailed data for nine US lottery jurisdictions; 360 degree marketing (aligns radio, TV, promotions, etc); good example is Powerball	

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
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
2.3.3.6	Incentive plan for LSRs.	8.4	27
2.3.3.7	Sales services customized to strategically optimize sales performance.	8.4	27
	Retailer Visit		91
2.3.3.8	Retailer visits and support.	8.4.1	27
2.3.3.9	Monitor and manage LSR performance to ensure that all LSR visit standards are being met.	8.4.1	27
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
	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
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
	Instant Ticket Game Close		46
2.3.3.12	Process for handling Instant Ticket game close.	8.4.3	46
	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
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
	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
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
	Marketing Materials and Related Equipment		91

GTECH
LSR Ratio 1:127 (108 LSRs, 14 swing reps, 9 promotions staff); 108 proposed territories (routes); 32% of sales force is bilingual; chart identifying 14 districts and associated attributes which includes newly created Waco district. Clarification-did not respond to request for information on how swing reps will fit into LSR organization
Comprehensive discussion of sales and marketing compensation and incentive program, including LSRs. Appears to be very well thought out and plans will be continually reviewed.
Detailed discussion regarding strategy that includes marketing, customized equipment, retailer recruitment, targeted messaging and execution guide.
Meets all requirements. All retailers will be visited once during every two week sales cycle. created for Texas.
Professional management and thorough training; In-depth field audits; effective use of which requires designated activities to be completed before the visit can be closed.
Enhanced visits will be accomplished through District Manager visits, new Sales Merchandising and Business Development staff who will work with high potential retailers-over 4,500 have been identified; Program looks at existing under performing retailers
Proactive management of instant ticket inventory through should greatly reduce the need for inventory transfers; through inventory returning the warehouse is processed quicker to get it back where it is needed.
Thorough discussion on pack transfers. Appropriate sign-on controls in place to ensure the integrity of the process; all transfers tracked in with a permanent record of each transfer in the MJF.
Game close compliance through and ; will stop automated distribution of the game; used as notification tool so LSRs can work with retailers to manage and/or retrieve inventory as appropriate.
Comprehensive section. Extensive database of promotions previously run (tracking and assessment; co-op promotions; since 2003 conducted 32 retailer promotions;
Very responsive and thorough section; cash incentive program and variable commissions
Extensive promotional capabilities; strategic planning to choose impactful events; experience with all types of promotional events (i.e. customer appreciation days, 2nd chance drawings, Ask for the sale, ambassador programs, etc.); meets all requirements for equipment; 18 years experience in Texas
10 new Promotions and Training Representative positions responsible for managing promotion events and district promotional inventories; will conduct annual promotional meetings.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points	GTECH
2.3.3.17	Marketing materials and related equipment used to support sales and marketing activities for all Lottery Products.	8.7	59	Playstations current model or new low profile (newspapers in bottom); Instant ticket dispensers current models; neon Lottery sign and starlight current model; 17" monitor with (regionalized by retailer, city, county, etc.); marketing execution guide which provides a blueprint of all current marketing initiatives
2.3.3.18	Remote wired and wireless signage that is connected to the Retailer Terminals.	8.7	32	Wireless operation up to 150 feet from radio server and will not interfere with other electronics in the store.
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	Comprehensive research and game development process which utilizes a number of research tools including Perceptions Analyzer, Nielsen Claritas and future proofing (planning)
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	Nielson Claritas' Prime Location tool for all geographic and psychographic data
2.3.3.21	Research and development staff to conduct research on new selling opportunities and new marketing strategies.	8.8	22	Texas-Regina Dill; Corporate Marketing Director-Gerard Caro, w/GTECH since 1995
2.3.3.22	Research and/or data analyst staff to respond to special reporting requests, develop / respond to requests for specialized sales analysis, etc.	8.8	22	Texas-Dan Morales and Robert McGovern. Extensive experience in responding to requests.
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	Predictive ordering through matches ticket distribution to each retailers market needs, it moves tickets to the right place at the right time; ticket orders placed on a given day will automatically display on the warehouse screen for packing by 5am the next morning (next day fulfillment); for LSRs to monitor orders, bin optimization, unconfirmed orders, pack transfers and warehouse inventory; in warehouse for faster ticket returns
2.3.4.2	Staging and distribution plan for simultaneous Instant Ticket game sales launches.	9.2	34	Capacity to launch multiple instant ticket games simultaneously; orders are packed and staged based on zones and carrier routes; the zone farthest away are packed and shipped first; pre-stage of materials close to pick pack lines for easy access.
2.3.4.3	Warehousing and distribution methodology and staffing plan, which includes any automated functions.	9.2	34	Over 18 years experience in Texas; Dwayne Tatum, GTECHs own industry experience; impressive warehouse team (17 FTEs) and longevity (9.2-35); all staff members are trained on warehouse equipment and auto scan
Instant Ticket Delivery			104	
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	Orders processed through retailer initiated and LSR; all orders are packed and prioritized by zone, the farthest zone is packed first; all orders taken will be forwarded to the warehouse for pack the next working day; orders color coded by (initial v. daily)
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	Carrier's system provides tracking and retailer signature of receipt; orders can be confirmed through
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	Every pack is scanned and cross referenced against the omitted pack in and will not allow omitted packs to be included in a completed order; packing includes visual inspection of for defective packs.
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	Tools to monitor inventory levels include: terminals, ES warehouse return auto scan. provides ability to reallocate inventory in the field between by providing real time inventory data.

Round 2: Technical Scoring		RFP Reference	Maximum Available Points
	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
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
	Stolen and Damaged Instant Ticket Reporting		52
2.3.4.10	Damaged or stolen tickets processing.	9.3.2	52 \$552.110
	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
	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 \$552.110
2.3.4.14	Process for the verification, receiving and ongoing inventory of promotional items and POS materials.	9.5	26 \$552.110
	Promotional Merchandise Inventory		52
2.3.4.15	Process for handling an ongoing inventory of Texas Lottery promotional merchandise.	9.6	52
	Warehouse and Distribution General Requirements		52
2.3.4.16	Process utilized to accomplish ticket order processing and packing at the Central Distribution Warehouse.	9.7	26
2.3.4.17	Process utilized to prevent the theft of returned Instant Tickets and rolls of On-Line Ticket stock being returned to and stored at the Central Distribution Warehouse.	9.7	26 \$552.110
2.3.5	CONVERSION		260
	Integration and Testing		52
2.3.5.4	Integration and testing process, which includes the test plan and acceptance criteria.	10.2	26
2.3.5.7	Lottery Gaming System backup, recovery, failover process and test Plan.	10.2	26
	Implementation and Migration		52
2.3.5.8	Implementation and migration strategy and processes.	10.3	52
	Conversion Plan and General Requirements		104

GTECH	
	tracking and return-auto-scan will be used to transfer tickets in the field correctly for game distribution or quickly track others as marked for returns to the warehouse.
	Meets all requirements for monitoring monitoring and changing pack statuses (outlined on page 9.3-26)
	New application in that will track damaged and stolen tickets, manage ticket statuses (validation capabilities) and handle settlement process (retailer charge/credit) single ticket accounting
	Independent third party for destruction; monitored by TLC and GTECH; signatures logged.
	Integrated promotional merchandise/POS material supply chain reporting through suite; all promotional and POS will be tracked like instant tickets; all inventory data available in ; promotions monitor oversees all requests for inventory and returns.
	When goods received, verified shipment matches PO, update system with quantities received, acceptance of goods, notification to TLC of any over/under orders or damaged goods. All goods tracked through system; monthly perpetual inventory report and quarterly reconciliation;
	Rigid oversight and accountability for all promotional merchandise; GTECH's Marketing Manager responsible for all allocations; monthly physical inventories;
	transmits orders to warehouse for fulfillment the next morning; minimal automation; order fulfillment through pick pack stations; order forms and shipping labels automatically generated
	Use to track ticket in transit; physical security includes: security guards, secure storage areas, digital CCTV, alarm systems
	Fully addressed; multiple phases which include: planning, requirements, build-test-correct, systems testing and acceptance testing.
	Testing includes anomaly test, reprocessing and recovery and takeover (redundancy) testing.
	migration milestones includes PDC and BDC facilities, computer hardware and software, installation, telecom network, retailer training, data conversion and parallel processing

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, experience participation from Texas Lottery and the level and duration of involvement from the current vendor.	10.1 and 10.4	62
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
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
2.3.5.13	Validation of winning tickets sold prior to the conversion.	10.4	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
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

Total Points

2.4	<i>experience. The experience of the Proposer in providing the</i>		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
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
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

Total Points

GTECH
All current data through September 11, 2010 and all current business rules converted; represents 80% of new system complete; independently verified by Deloitte & Touche; high level conversion plan addressing project management, structure, content and communication plan addressed; participation from TLC included
Meets all requirements; thoroughly addressed
Incumbent vendor, no initial distribution plan required for instant tickets; all other required POS will be delivered as new terminals are installed.
Incumbent vendor, no change to current validation process.
Confirmed can meet the implementation date as set forth in the RFP
Meets all requirements.

Incumbent; contracts with 8 of top 10 largest lotteries (sales); California, no warehouse services, 21000 devices, \$3.8 sales; New York, full service, 17000 devices, \$6.9 sales; Florida, no warehouse services, 13700 device, \$3.9 sales
25 online contracts in US and 100 contracts in 50 countries. 75% of world instant ticket transactions. Sales Force support- Nebraska, West Virginia and Texas
Transition between vendors: Florida and West Virginia (SGI) and Chile (Intralot); experience converting every US lottery with more than 10000 retailers; 180 implementations in 20 years

Round 2: Technical Scoring

RFP Reference	Maximum Available Points
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GTECH

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
<i>experience. 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
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TOTAL POINTS AWARDED