



LOTTERY OPERATIONS AND SERVICES RFP
No. 362-10-0001
REFERENCE CHECK QUESTIONNAIRE

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Lottery Operations and Services and is currently evaluating proposals and checking vendor references. Your name was provided, as a reference for or a customer of **SCIENTIFIC GAMES INTERNATIONAL**. Please complete and return this questionnaire to Angela Zgabay-Zgarba at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by 4:00 p.m. CST on Tuesday, August 31, 2010.

Please provide the following:

Lottery Name: Georgia Lottery Corp.

Contact Name: Margaret DeFrancisco

Phone number: 404-215-5020

(with input additionally
given by exec team)

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

☐ Lottery

☒ Vendor (name) Scientific Games

2. Distribution (instant tickets, online roll stock, etc.) (check one)

☐ Lottery

☒ Vendor (name) SIGI for instant
GTECH for online ticket stock

3. Tel-Sell (instant ticket ordering) (check one)

☒ Lottery

☐ Vendor (name) _____

1. Have you experienced any problems with this vendor's warehouse operations related to the processing of returned instant tickets (i.e. timely processing, handling of special returns, etc.)? (check one)

☐ Yes

☒ No

If yes, please explain:

2. Have you experienced any problems with the vendor's handling of online ticket roll stock (i.e. distribution, return and secure storage, etc.)? (check one)

☐ Yes

☐ No

If yes, please explain:

N/A - function performed
by GTECH

3. Have there been situations where the vendor experienced equipment or system outages impacting ticket distribution? (check one)

☐ Yes

☒ No

If yes, please explain:

For questions 4 through 9, please use the scale below when making your assessment.

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1 2 3 4 5 6 7

4. Please rate the vendor's ability to handle the volume associated with initial (game launch) and daily orders.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

5. Please rate the vendor's handling of situations where they were required to distribute an unusually large volume of instant ticket orders.

Choose One: 1 2 3 4 5 (6) 7

PLEASE COMMENT

Whatever is required is done -

6. Please rate the quality of the vendor's process for limiting the shipment of unassigned packs and management of lost/misdelivered shipments via subcontracted delivery carriers?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

We use UPS exclusively for deliveries.
→ that is, SGI contract

7. Please rate the physical security of this vendor's warehouse facility.

Choose One: 1 2 3 4 5 6 (7)

PLEASE COMMENT

a) Does the vendor provide a predictive ordering system in support of instant product distribution to retail?

☐ Yes
☒ No

b) If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

We use GTECH's system for tell-sell and distribution data - performed by GLC employees.

8. Please rate the overall performance of the vendor for warehousing and distribution services.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

9. Does the vendor provide a predictive/automatic ordering system feature in support of instant distribution to retail?

- ☐ Yes
☐ No

see previous response

- a. If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail.

Choose One: 1 2 3 4 5 6 7

- b. If so, is it comprehensive and self-sufficient or does it coordinate with other ordering methods such as tel-sell, walk-in, trunk stock, etc.?

10. May we contact you with follow-up questions?

- ☒ Yes
☐ No

Zgarba, Angela

From: Felicia Mitchell [FMitchell@galottery.org]
Sent: Tuesday, September 14, 2010 10:04 AM
To: Zgarba, Angela
Cc: Margaret DeFrancisco
Subject: Lottery Operations/Services RFP
Attachments: Lottery Operations and Services RFP Questionnaire.pdf

Georgia's questionnaire.



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Zgarba, Angela

From: Margaret DeFrancisco [MDeFrancisco@galottery.org]
Sent: Friday, September 10, 2010 7:31 PM
To: Zgarba, Angela
Subject: RE: Reference Check - Lottery Operations & Services RFP 362-10-0001

Angela, we've missed your deadline, but would be happy to respond if it is still needed as part of your process. We can get you the completed forms early next week; however, in summary, GTECH has been an excellent provider of our online services. In fact, we actually extended their contract with the Georgia Lottery Corporation.

Scientific Games provides our instant ticket printing, warehousing and distribution. (Tel-Sell is a function performed internally by GLC employees.) SGI is also an excellent provider of their services to the lottery. (We extended their contract also by three years.)

Both firms have been full partners in working with us to grow this lottery's sales and profit.

Margaret DeFrancisco

From: Zgarba, Angela [mailto:Angela.Zgarba@lottery.state.tx.us]
Sent: Friday, August 20, 2010 1:57 PM
To: Margaret DeFrancisco
Subject: Reference Check - Lottery Operations & Services RFP 362-10-0001

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Lottery Operations and Services and is currently evaluating proposals and checking vendor references. Your name was provided, as a reference for or a customer of **GTECH**. Please complete and return the attached questionnaire(s) to Angela Zgabay-Zgarba at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by **4:00 p.m. CST on Tuesday, August 31, 2010**.

Angela Zgabay-Zgarba
Contracts Administrator
Texas Lottery Commission
Ph: 512.344.5215
Fax: 512.344.5058

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Please provide the following:

Lottery Name: HOOSIER LOTTERY (INDIANA)
Contact Name: KATHRYN A. DENSBOURN, EXECUTIVE DIRECTOR
Phone number: 317-264-4946

Lottery Gaming System Reference Questions

1. What on-line terminal(s) is the vendor supplying?

WAVE

a. Have the retailers experienced any problems with the terminals? (check one)

Yes

☒ No

If yes, please describe:

2. What player self-service sales terminal(s) is the vendor supplying (e.g. ITVMs, online self service terminals, combined instant/online)?

TICKET CHECKERS (THE OTHER ITEMS ARE AVAILABLE BUT NOT IN USE AT THIS TIME.)

- a. Have the retailers/players experienced any problems with the terminals? (check one)

Yes

☒ No

If yes, please describe:

- b. Does the vendor provide player self-service ticket checking devices? (check one)

Yes

☒ No

If yes, have the players experienced any problems with these units?

3. Has the vendor employed a protectively redundant communications method for the retailer terminal? (check one)

Yes

☒ No

If yes, has it been effective in reducing retailer terminal downtime?

BACK END COMMS ARE REDUNDANT. SOLUTION AT RETAIL LEVEL IS SPLIT BETWEEN VERIZON CDMA SPRINT CDMA VSAT. MULTI-TERMINAL STORES HAVE SEPARATE CARRIERS TOO EARLY TO DETERMINE DOWNTIME STATS - AUG 29 CONVERSION.

4. Does the vendor provide lottery gaming system software updates? (check one)

Yes

☒ No

If yes, with what frequency (i.e. as needed, monthly, quarterly, annually)?

CURRENTLY, AS NEEDED AS WE ARE IN CONVERSION WHICH BEGAN AUG. 29! TRADITIONALLY, QUARTERLY. THE NEW CONTRACT REQUIRES/ALLOWS FOR 60 DAYS ON MOST CHARGES

5. Does the vendor routinely/periodically operate the lottery gaming system from the backup site? (check one)

Yes

☒ NoIf yes, with what frequency (i.e. as needed, monthly, quarterly, annually)?

MUSL REQUIRES QUARTERLY PROCESSING FROM BACK UP SERVERS.

6. May we contact you with follow-up questions?

Yes

No

OUR CONVERSION WHICH BEGAN AUGUST 29 HAS GONE
VERY SMOOTHLY. PLEASE DON'T HESITATE TO CONTACT
US WITH ADDITIONAL QUESTIONS.

Kathryn Denborn



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Please provide the following:

Lottery Name: _____ North Dakota Lottery _____

Contact Name: _____ Randy Miller, Director _____

Phone number: _____ 701-328-1579 _____

Lottery Gaming System Reference Questions

1. What on-line terminal(s) is the vendor supplying?

Extrema

a. Have the retailers experienced any problems with the terminals? (check one)

Yes

✓ No

If yes, please describe:

We have experienced very little downtime with SGI.

2. What player self-service sales terminal(s) is the vendor supplying (e.g. ITVMs, online self service terminals, combined instant/online)?

N/A. North Dakota does not have self-service sales terminals.

- a. Have the retailers/players experienced any problems with the terminals? (check one)

Yes

No

If yes, please describe:

N/A. North Dakota does not have self-service sales terminals.

- b. Does the vendor provide player self-service ticket checking devices? (check one)

Yes

✓ No

If yes, have the players experienced any problems with these units?

3. Has the vendor employed a protectively redundant communications method for the retailer terminal? (check one)

Yes

✓ No

If yes, has it been effective in reducing retailer terminal downtime?

Our data center is located in Oklahoma City, OK but we have no remote backup to that site.

4. Does the vendor provide lottery gaming system software updates? (check one)

✓ Yes

No

If yes, with what frequency (i.e. as needed, monthly, quarterly, annually)?

As needed

5. Does the vendor routinely/periodically operate the lottery gaming system from the backup site? (check one)

Yes

✓ No

If yes, with what frequency (i.e. as needed, monthly, quarterly, annually)?

North Dakota does not currently have a remote backup site.

6. May we contact you with follow-up questions?

✓ Yes

No

Zgarba, Angela

From: Miller, Randall C. [rcmiller@nd.gov]
Sent: Friday, August 27, 2010 4:56 PM
To: Zgarba, Angela
Subject: RE: Reference Check - Lottery Operations & Services RFP 362-10-0001
Attachments: SGI System Reference Questions.docx

Good afternoon.

See the attached questionnaire.

Randy Miller
Director, ND Lottery

From: Zgarba, Angela [mailto:Angela.Zgarba@lottery.state.tx.us]
Sent: Friday, August 20, 2010 1:00 PM
To: Miller, Randall C.
Subject: Reference Check - Lottery Operations & Services RFP 362-10-0001

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Lottery Operations and Services and is currently evaluating proposals and checking vendor references. Your name was provided, as a reference for or a customer of **SCIENTIFIC GAMES INTERNATIONAL**. Please complete and return the attached questionnaire(s) to Angela Zgabay-Zgarba at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by **4:00 p.m. CST on Tuesday, August 31, 2010**.

Angela Zgabay-Zgarba
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Please provide the following:

Lottery Name: DC Lottery + Charitable Games

Contact Name: Buddy Roogow

Phone number: 202-645-8076

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

- ☐ Lottery
☒ Vendor (name) _____

2. Distribution (instant tickets, online roll stock, etc.) (check one)

- ☐ Lottery
☒ Vendor (name) _____

3. Tel-Sell (instant ticket ordering) (check one)

- ☐ Lottery
☒ Vendor (name) _____

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2010 AUG 20 PM 3:34
PURCHASING & CONTRACTS

1. Have you experienced any problems with this vendor's warehouse operations related to the processing of returned instant tickets (i.e. timely processing, handling of special returns, etc.)? (check one)

☐ Yes

☒ No

If yes, please explain:

2. Have you experienced any problems with the vendor's handling of online ticket roll stock (i.e. distribution, return and secure storage, etc.)? (check one)

☐ Yes

☒ No

If yes, please explain:

3. Have there been situations where the vendor experienced equipment or system outages impacting ticket distribution? (check one)

☐ Yes

☒ No

If yes, please explain:

For questions 4 through 9, please use the scale below when making your assessment.

1 = Did not meet requirements	4 = Satisfactory	7 = Exceeded Requirements				
1	2	3	4	5	6	7

4. Please rate the vendor's ability to handle the volume associated with initial (game launch) and daily orders.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

5. Please rate the vendor's handling of situations where they were required to distribute an unusually large volume of instant ticket orders.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6. Please rate the quality of the vendor's process for limiting the shipment of unassigned packs and management of lost/misdelivered shipments via subcontracted delivery carriers?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

7. Please rate the physical security of this vendor's warehouse facility.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

a) Does the vendor provide a predictive ordering system in support of instant product distribution to retail?

☐ Yes
☒ No

b) If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

8. Please rate the overall performance of the vendor for warehousing and distribution services.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

9. Does the vendor provide a predictive/automatic ordering system feature in support of instant distribution to retail?

☐ Yes

☒ No

- a. If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail.

Choose One: 1 2 3 4 5 6 7

- b. If so, is it comprehensive and self-sufficient or does it coordinate with other ordering methods such as tel-sell, walk-in, trunk stock, etc.?

10. May we contact you with follow-up questions?

☒ Yes

☐ No

Zgarba, Angela

From: Rollo Redburn [rollo.redburn@lottery.ok.gov]
Sent: Friday, August 20, 2010 3:19 PM
To: Zgarba, Angela
Subject: FW: TX-SGI Warehousing and Distribution Reference Questions.docx



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Please provide the following:

Lottery Name: _____ OKLAHOMA LOTTERY _____

Contact Name: _____ ROLLO REDBURN _____

Phone number: _____ 405-522-7711 _____

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

- ☐ Lottery
☒ Vendor (name) _____ Our vendor is SGI for online and instant services _____

2. Distribution (instant tickets, online roll stock, etc.) (check one)

- ☐ Lottery
☒ Vendor (name) _____

3. Tel-Sell (instant ticket ordering) (check one)

- ☐ Lottery
☒ Vendor (name)_____

1. Have you experienced any problems with this vendor's warehouse operations related to the processing of returned instant tickets (i.e. timely processing, handling of special returns, etc.)? (check one)

- ☐ Yes
☒ No

If yes, please explain:

2. Have you experienced any problems with the vendor's handling of online ticket roll stock (i.e. distribution, return and secure storage, etc.)? (check one)

- ☒ Yes
☐ No

If yes, please explain:

Early on had issues with staff adhering to proper record-keeping/inventory of ticket stock; for the most part it has been corrected.

3. Have there been situations where the vendor experienced equipment or system outages impacting ticket distribution? (check one)

- ☐ Yes
☒ No

If yes, please explain:

For questions 4 through 9, please use the scale below when making your assessment.

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1 2 3 4 5 6 7

4. Please rate the vendor's ability to handle the volume associated with initial (game launch) and daily orders.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

They did what was expected in the timeframe expected.

5. Please rate the vendor's handling of situations where they were required to distribute an unusually large volume of instant ticket orders.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

We haven't had any issues in this area.

6. Please rate the quality of the vendor's process for limiting the shipment of unassigned packs and management of lost/misdelivered shipments via subcontracted delivery carriers?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

The quality of their work in this area is fine. Misdirected shipments are tracked down as necessary.

7. Please rate the physical security of this vendor's warehouse facility.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

Satisfactory.

a) Does the vendor provide a predictive ordering system in support of instant product distribution to retail?

- ☐ Yes
☒ No

b) If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail?

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

8. Please rate the overall performance of the vendor for warehousing and distribution services.

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

They are doing an excellent job.

9. Does the vendor provide a predictive/automatic ordering system feature in support of instant distribution to retail?

☐ Yes

☒ No

- a. If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail.

Choose One: 1 2 3 4 5 6 7

- b. If so, is it comprehensive and self-sufficient or does it coordinate with other ordering methods such as tel-sell, walk-in, trunk stock, etc.?

10. May we contact you with follow-up questions?

☒ Yes

☐ No



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Please provide the following:

Company Name: Pennsylvania Lottery

Contact Name: Walt Rubel

Phone number: (717)702-8019

Sales and Marketing Reference Questions

Who are the following services provided by:

1. Sales Force Operations and Management (check one)
☒ Lottery
☐ Vendor (name) _____
2. Business Development (retailer recruitment, account management) (check one)
☒ Lottery
☐ Vendor (name) _____
3. Marketing Support (retailer contests, player promotions) (check one)
☒ Lottery
☐ Vendor (name) _____

Please use the scale below when making your assessment. Please enter N/A for any services not provided by your Lottery Operator Vendor.

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1 2 3 4 5 6 7

1. Please rate the Vendor's performance in the following areas:

a. Sales Force Operations and Management

Choose one: 1 2 3 4 5 6 7 or

PLEASE COMMENT: Not requested in RFP.

b. Business Development (retailer recruitment, existing retailer sales growth and corporate account management)

Choose one: 1 2 3 4 6 7 or N/A

PLEASE COMMENT: Not requested in RFP; although vendor does have dedicated team to support lottery business development team.

c. Marketing Support (retailer contests and player promotion design and implementation)

Choose one: 1 2 3 4 5 7 or N/A

PLEASE COMMENT: Existing vendor marketing support is well-integrated with lottery marketing efforts. Contributes to marketing planning.

d. Promotional Events (coordination and execution of promotional events, such as fairs, festivals, sporting events)

Choose one: 1 2 3 4 5 6 7 or

PLEASE COMMENT: Not requested in RFP

e. Web-based Player Registration Program (VIP programs and/or player messaging and communication efforts)

Choose one: 1 2 3 4 5 6 7 or

PLEASE COMMENT: Not requested in RFP

f. Research and Lottery Product Development (new game development, portfolio analysis)

Choose one: 1 2 3 4 5 ☒ 6 7 or N/A

PLEASE COMMENT: Not much interaction with national research team. Local team very involved in game development and sales analysis.

2. Please rate the vendor's performance in the following categories related to the services detailed above:

a. Customer service

Choose one: 1 2 3 4 5 ☒ 6 7

PLEASE COMMENT: Rating for service provided by local marketing team.

b. Ability to resolve problems

Choose one: 1 2 3 4 5 ☒ 6 7

PLEASE COMMENT

c. Adherence to timelines

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: Typically very good at delivering when they commit to.

d. Overall performance

Choose One: 1 2 3 4 5 ☒ 6 7

PLEASE COMMENT: Overall, very happy with local marketing team. They are an important part of our marketing planning, execution and innovation.

3. May we contact you with follow-up questions?

☒ Yes

☐ No



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Please provide the following:

Lottery Name: Pennsylvania Lottery

Contact Name: Walt Rubel

Phone number: (717)702-8019

Conversion Reference Questions

1. Was the conversion to another vendor or new system with the existing vendor?

☐ Another vendor

Please provide previous vendor and current vendor's names

Previous vendor name _____

Current vendor name _____

☒ New system with existing vendor

Please provide vendor name Scientific Games

2. How long was the conversion period, from contract execution to start up day (i.e. 6 months, 9 months, 12 months, 18 months)?
Slightly under six months.
- a. Was the conversion on time?
- ☐ Yes
- ☒ No
- If no, please explain: Held up due to a protest and lawsuit filed by a competing vendor.
- b. Were there incidents with acceptance testing, such as suspension?
- ☐ Yes
- ☒ No
- If yes, please explain:
- c. Was any special intervention by the lottery needed?
- ☐ Yes
- ☒ No
- If yes, please explain:
3. How many retailer terminals were installed (please include any player activated or self service terminals)?
950 Play Central Terminals (PCT's); 3621 ITVM's; 8,108 WAVE Terminals.
- a. Were the installed terminals connected to the central system via dial up or a dedicated telecommunications connection?
No Dial up permitted; only VSAT, CDMA or DSL.
- b. How many traditional games were converted, were any non-traditional games converted?
All games were converted.
4. What aspects were included in your conversion strategy (i.e. phased, big bang, parallel processing)?
Phased only.
5. Did the vendor incorporate historical data in the conversion process?
- ☒ Yes
- ☐ No
- If yes, how many years of data were available at implementation? 42 months required by the RFP. Vendor maintained much more.

6. Were there any sanctions or liquidated damages assessed, associated with the conversion?

☐ Yes

☒ No

If yes, please explain:

7. May we contact you with follow-up questions?

☒ Yes

☐ No



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Please provide the following:

Lottery Name: Pennsylvania Lottery

Contact Name: Walt Rubel

Phone number: (717)702-8019

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

- ☒ Lottery
☒ Vendor (name) Scientific Games

2. Distribution (instant tickets, online roll stock, etc.) (check one)

- ☐ Lottery
☒ Vendor (name) Scientific Games

3. Tel-Sell (instant ticket ordering) (check one)

- ☐ Lottery
☒ Vendor (name) Scientific Games

1. Have you experienced any problems with this vendor's warehouse operations related to the processing of returned instant tickets (i.e. timely processing, handling of special returns, etc.)? (check one)

☐ Yes

☒ No

If yes, please explain:

2. Have you experienced any problems with the vendor's handling of online ticket roll stock (i.e. distribution, return and secure storage, etc.)? (check one)

☐ Yes

☒ No

If yes, please explain:

3. Have there been situations where the vendor experienced equipment or system outages impacting ticket distribution? (check one)

☒ Yes

☐ No

If yes, please explain: There have been a very small number of situations where there have been equipment issues. The impact on distribution has been minimal with no impact on sales.

For questions 4 through 9, please use the scale below when making your assessment.

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1 2 3 4 5 6 7

4. Please rate the vendor's ability to handle the volume associated with initial (game launch) and daily orders.

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: Excellent at distribution regardless of volume.

5. Please rate the vendor's handling of situations where they were required to distribute an unusually large volume of instant ticket orders.

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: Never a serious issue or problem.

6. Please rate the quality of the vendor's process for limiting the shipment of unassigned packs and management of lost/misdelivered shipments via subcontracted delivery carriers?

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: We have not had any issues in this area.

7. Please rate the physical security of this vendor's warehouse facility.

Choose One: 1 2 3 4 5 ☒ 6 7

PLEASE COMMENT: Very secure operation. They sublet from the Pennsylvania Lottery and operate out of a separate secure area which is located in Lottery Headquarters.

a) Does the vendor provide a predictive ordering system in support of instant product distribution to retail?

☒ Yes
☐ No

b) If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail?

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: Works very well; an effective tool for most retailers. About 35% of our retailer network is on the system.

8. Please rate the overall performance of the vendor for warehousing and distribution services.

Choose One: 1 2 3 4 5 6 ☒ 7

PLEASE COMMENT: They are very attentive and responsive to our needs.

9. Does the vendor provide a predictive/automatic ordering system feature in support of instant distribution to retail?

☒ Yes

☐ No

a. If so, please rate the effectiveness of the automated ticket ordering system related to ensuring proper inventory levels and instant product mix at retail.

Choose One: 1 2 3 4 5 7

b. If so, is it comprehensive and self-sufficient or does it coordinate with other ordering methods such as Tel-sell, walk-in, trunk stock, etc.?

Coordinates with Tel-Sell

10. May we contact you with follow-up questions?

☒ Yes

☐ No