



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 **INTRALOT**. Please complete and return this questionnaire to Angela Zgabay-Zgarba at [angela.zgarba@lottery.state.tx.us](mailto: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: OLC

Contact Name: Mike Petro

Phone number: 214 774-5511

### 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 GTECH

Current vendor name Intralot

New system with existing vendor

Please provide vendor name \_\_\_\_\_

2. How long was the conversion period, from contract execution to start up day (i.e. 6 months, 9 months, 12 months, 18 months)?

12 months

a. Was the conversion on time?

Yes

No

If no, please explain:

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:

Needed to process conversion data from ICS prior to start-up (To load validation information).

3. How many retailer terminals were installed (please include any player activated or self service terminals)?

2800

a. Were the installed terminals connected to the central system via dial up or a dedicated telecommunications connection?

dedicated telecommunications

b. How many traditional games were converted, were any non-traditional games converted?

8 online games plus several EZPlay Games



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Please provide the following:

Lottery Name: OLC

Contact Name: Mike Ferro

Phone number: 214 774-5511

### Lottery Gaming System Reference Questions

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

Coronis Hee and microLot

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

Yes

No

— nothing out of the ordinary.  
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)?

Winstation and MP (Keno locations only)

4. What aspects were included in your conversion strategy (i.e. phased, big bang, parallel processing)?

big bang

5. Did the vendor incorporate historical data in the conversion process?

Yes

No

If yes, how many years of data were available at implementation?

3 years

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

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

Yes

No

If yes, please describe:

Some minor problems with ticket validation units on these machines. They have been addressed by the vendor. Some Ticket Cutting Problems on FIVMs. Vendor is working with INSTANT Ticket suppliers to resolve the issues.

- 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?

Again, Nothing out of the ordinary.

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?

Yes - we have had very little unscheduled downtime during the first 14 months of operation.

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)?

Quarterly

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)?

Right now semi-annually - eventually it will be done quarterly.

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

Yes

No



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Please provide the following:

Lottery Name: Ohio Lottery Commission  
Contact Name: 216-774-5657  
Phone number: Gwen Penn

### Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

Lottery

Vendor (name) Intralot

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

Lottery

Vendor (name) Intralot

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

Lottery

Vendor (name) Intralot

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



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Please provide the following:

Company Name: Ohio Lottery Commission

Contact Name: Dennis Berg

Phone number: 216-774-5777

### 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				
<u>1</u>	2	3	4	5	6	<u>7</u>

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 N/A

PLEASE COMMENT

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

Choose one: 1 2 3 4 5 6 7 or N/A

PLEASE COMMENT

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

Choose one: 1 2 3 4 5 6 7 or N/A

PLEASE COMMENT

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 N/A

PLEASE COMMENT

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 N/A

PLEASE COMMENT

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

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 N/A

PLEASE COMMENT

b. Ability to resolve problems

Choose one: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

c. Adherence to timelines

Choose One: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

d. Overall performance

Choose One: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

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

Yes

No



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**Please provide the following:**

Lottery Name: Louisiana Lottery Corporation

Contact Name: John Carruth

Phone number: 225-297-2016

### 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 GTECH

Current vendor name INTRALOT

- New system with existing vendor

Please provide vendor name \_\_\_\_\_

2. How long was the conversion period, from contract execution to start up day (i.e. 6 months, 9 months, 12 months, 18 months)?

12 months

- a. Was the conversion on time?

Yes

No

If no, please explain:

- 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)?

2800

- a. Were the installed terminals connected to the central system via dial up or a dedicated telecommunications connection?

Dedicated, satellite and 3 g.

- b. How many traditional games were converted, were any non-traditional games converted?

Five traditional, no non-traditional.

4. What aspects were included in your conversion strategy (i.e. phased, big bang, parallel processing)?

Big bang

5. Did the vendor incorporate historical data in the conversion process?

Yes

No

If yes, how many years of data were available at implementation?

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

## Zgarba, Angela

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**From:** Stephanie Fonte [Stephanie.Fonte@LouisianaLottery.com]  
**Sent:** Wednesday, September 08, 2010 11:32 AM  
**To:** Zgarba, Angela  
**Subject:** Reference Check - Lottery Operations & Services RFP 362-10-0001  
**Attachments:** Texas Lottery - Intralot System Reference Questions 9-7-10.DOCX; Texas Lottery Conversion Reference Questions 9-7-10.DOCX

Angela,  
Sorry for the delay in responding. Please see attached.

Stephanie Fonte CPS/CAP  
Executive Administrative Assistant  
Louisiana Lottery Corporation  
555 Laurel Street  
Baton Rouge, LA 70801  
Tel: (225) 297-2001  
Fax: (225) 297-2005  
[stephanie.fonte@louisianalottery.com](mailto:stephanie.fonte@louisianalottery.com)

>>> "Zgarba, Angela" <[Angela.Zgarba@lottery.state.tx.us](mailto:Angela.Zgarba@lottery.state.tx.us)> 8/20/2010 12:58 PM >>>

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*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: Louisiana Lottery Corporation

Contact Name: John Carruth

Phone number: 225-297-2016

### Lottery Gaming System Reference Questions

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

Photon

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)?

Twenty combined instant/online, not yet installed.

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 (but will be implemented at later date.)

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?

No significant retailer downtime has been experienced.

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, but will do so annually.

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

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

Yes

No

## Zgarba, Angela

---

**From:** Becky Schroeder [BSchroeder@lottery.idaho.gov]  
**Sent:** Tuesday, August 31, 2010 2:47 PM  
**To:** Zgarba, Angela  
**Cc:** Jeff Anderson  
**Subject:** INTRALOT System Reference Questions  
**Attachments:** Texas Lottery RFP Reference Check.pdf

Hello Angela - please find attached our Reference Response re: Intralot. Please don't hesitate to contact either Jeff Anderson or me if you have further questions.

Becky Schroeder, Chief Operating Officer  
Idaho Lottery  
1199 Shoreline Lane  
Suite 100  
Boise, ID 83702

208.334.2600 (p)  
208.334.2610 (f)

Please play responsibly!

=====  
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Please provide the following:

Lottery Name: Idaho Lottery

Contact Name: Becky Schroeder

Phone number: 208.334.2600

### Lottery Gaming System Reference Questions

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

Coronis (Intralot)

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)?

ITVM/LoHo Game Combo - PAT (Player Activated terminal)  
(Scratch)

- 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?

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 - (quarterly max)*

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

Yes

No

*tested once*

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

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

Yes  
No



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Please provide the following:

Lottery Name: Idaho Lottery  
Contact Name: Becky Schroeder  
Phone number: 208.334.2600

### 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) \_\_\_\_\_

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 *na*  
 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 *na*  
 If yes, please explain: *We do use the vendor's back office functionality for distribution - only real downtime we've experienced has been related to UPS downtime issues.*

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

1 = Did not meet requirements	4 = Satisfactory	7 = Exceeded Requirements
<u>1</u>	<u>2</u>	<u>3</u>
<u>4</u>	<u>5</u>	<u>6</u>
<u>7</u>		

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 - *system handles distribution processing effectively - Lottery personnel actually pick / pack & ship.*

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

See #4

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.?

*Intralot's system is comprehensive and combines tel sell, Manual orders to improve shipping costs.*

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

(Yes)  
No

## Zgarba, Angela

---

**From:** Pam Poteat [ppoteat@nmlottery.com]  
**Sent:** Monday, August 30, 2010 5:23 PM  
**To:** Zgarba, Angela  
**Subject:** Reference check questionnaire response  
**Attachments:** INTRALOT System Reference Questions to Texas Aug 2010.docx; INTRALOT Conversion Reference Questions to Texas Aug 2010.docx

Attached is the response to your questionnaire.

Thank you,  
Pam Poteat  
Director of Sales

Dave Ramirez  
Director of IT

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**Please provide the following:**

Lottery Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

### Conversion Reference Questions

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

Another Vendor

Another vendor

Please provide previous vendor and current vendor's names

Previous vendor name Gtech

Current vendor name Intralot

New system with existing vendor

Please provide vendor name \_\_\_\_\_

2. How long was the conversion period, from contract execution to start up day (i.e. 6 months, 9 months, 12 months, 18 months)? 6 Months

a. Was the conversion on time? Yes

Yes

No

If no, please explain:

b. Were there incidents with acceptance testing, such as suspension? Yes

Yes

No

If yes, please explain: Acceptance testing on Self-Service Lottery Terminal failed.

c. Was any special intervention by the lottery needed? Yes

Yes

No

If yes, please explain: Rollout of Self-Service Lottery Terminals was delayed.

3. How many retailer terminals were installed (please include any player activated or self service terminals)? 1062 Microlots and 160 SSLT's

a. Were the installed terminals connected to the central system via dial up or a dedicated telecommunications connection? Dedicated encrypted connection

b. How many traditional games were converted, were any non-traditional games converted? 4 traditional games were converted.

4. What aspects were included in your conversion strategy (i.e. phased, big bang, parallel processing)? We used the big bang strategy.

5. Did the vendor incorporate historical data in the conversion process? Yes

Yes

No

If yes, how many years of data were available at implementation? 90 Days

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

No

Yes

No

If yes, please explain:

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

Yes

No

## Zgarba, Angela

---

**From:** Pam Poteat [ppoteat@nmlottery.com]  
**Sent:** Monday, August 30, 2010 5:23 PM  
**To:** Zgarba, Angela  
**Subject:** Reference check questionnaire response  
**Attachments:** INTRALOT System Reference Questions to Texas Aug 2010.docx; INTRALOT Conversion Reference Questions to Texas Aug 2010.docx

Attached is the response to your questionnaire.

Thank you,  
Pam Poteat  
Director of Sales

Dave Ramirez  
Director of IT

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No. 362-10-0001  
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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 **INTRALOT**. Please complete and return this questionnaire to Angela Zgabay-Zgarba at [angela.zgarba@lottery.state.tx.us](mailto: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: \_\_\_\_\_ NM Lottery

Contact Name: \_\_\_\_\_ Dave Ramirez and/or Pam Poteat

Phone number: \_\_\_\_\_ 505-342-7600

### Lottery Gaming System Reference Questions

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

Microlots and Self-Service Lottery Terminals

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

Yes

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)? Combined Instant/Online

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

Yes

No

If yes, please describe:

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

Yes

No

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

No.

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

Yes

No

If yes, has it been effective in reducing retailer terminal downtime? No

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

Yes

No

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

Currently as-needed, but the goal is for quarterly updates.

5. Does the vendor routinely/periodically operate the lottery gaming system from the backup site? (check one) No

Yes

No

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

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

Yes

No



LOTTERY OPERATIONS AND SERVICES RFP  
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Please provide the following:

Lottery Name: ARKANSAS

Contact Name: DAVID BARDEN

Phone number: 501. 683. 1888

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2:00 AUG 27 PM 12:40  
PURCHASING & CONTRACTS

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

- Lottery
- Vendor (name) NOT APPLICABLE NA

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

- Lottery
- Vendor (name) \_\_\_\_\_

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

- Lottery
- Vendor (name) NA

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:

NA

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:

NA

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

1 = Did not meet requirements	4 = Satisfactory	7 = Exceeded Requirements
<u>1</u>	<u>2</u>	<u>3</u>
<u>4</u>	<u>5</u>	<u>6</u>
<u>7</u>		

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

NA

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

NA

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

NA

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



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Please provide the following:

Lottery Name: ARKANSAS

Contact Name: DAVID BARDEN

Phone number: 501.683.1888

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PURCHASING & CONTRACTS

Lottery Gaming System Reference Questions

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

MicroLot

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)?

WINSTATION - Ticket Vending Machine

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

Yes

No

If yes, please describe:

*TVMs have not been utilized at this time.*

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?

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)?

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

Yes

No



LOTTERY OPERATIONS AND SERVICES RFP  
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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](mailto: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: DAVID BARDEN

Contact Name: Arkansas Lottery

Phone number: 501. 683. 1888

Warehousing and Distribution Reference Questions

Who are the following services provided by:

1. Warehouse Management (check one)

Lottery

Vendor (name) Scientific Games

Instant Only

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:

*Not Applicable*

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
<u>1</u>	<u>2</u>	<u>3</u>
<u>4</u>	<u>5</u>	<u>6</u>
<u>7</u>		

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

*During launch vendor handled distribution and reorders very effectively.*

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 - *Provided by Intralot.*  
 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

*Tel Sel uses reports and ordering modules to provide quality processes for ORDERING.*

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

*Instant ticket Warehouse is very organized and provides quality services.*

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.?

*Coordinates with tel-sel and walk-ins.*

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

- Yes
- No



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Please provide the following:

Lottery Name: DC Lottery + Charitable Games

Contact Name: Buddy Roogow

Phone number: 202-645-8076

*System is scheduled for implementation in November, 2010.*

**Lottery Gaming System Reference Questions**

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

*N/A*

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)?

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PURCHASING & CONTRACTS

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?

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)?

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)?

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

Yes

No