



STATE OF NEW HAMPSHIRE

LIQUOR COMMISSION:

NHLC RFP# 2024-03

**SIGN MAINTENANCE, REPAIR, REPLACEMENT, NEW
SIGNAGE DESIGN & PROJECT INSTALLATION**

RESPONSE TO INQUIRIES

May 28, 2024

Service times- per the RFP:

- a. Standard service response time for all non-critical service calls shall be within 24 hours from the time of notification.
- b. Critical service response time shall be responded to within four (4) hours from the time of notification.
- c. All repairs/enhancements shall have a minimum response time of one (1) week

1. QUESTION:

What is the difference between Standard service response and repairs/enhancements?

ANSWER:

Standard service is to rectify a reported failure/outage/malfunction of any sign and its components/controllers.

2. QUESTION:

How do you define response- is this time on site?

ANSWER:

Response is defined as actually visiting reported location(s) and addressing/resolving the reported issue(s).

3. QUESTION:

How is this measured?

ANSWER:

Based on the length in hours used to complete the defined service.

4. QUESTION:

Using this measure, what was the success rate of the previous contract holder?

ANSWER:

The NHLC does not have this information readily available.

5. QUESTION:

Contractor will install energy efficient lamps and ballasts during repairs- does this mean LED's?

ANSWER:

Yes including but not limited to just LED's---- applies to all components, controls, and elements of our brand signage packages.