



New Hampshire Liquor Commission

RFI NHLC 2024-11-Electronic Shelf Labels

REQUEST FOR INFORMATION FOR:

Electronic Shelf Labels

ISSUED December 10, 2024



1. GENERAL INFORMATION

1.1. Purpose

The New Hampshire Liquor Commission (NHLC) is considering the replacement and expansion of its current Electronic Shelf Label platform. This Request for Information (RFI) is intended to provide the NHLC with information needed to develop a strategic plan for its future use of Electronic Shelf Labels.

1.2. Background

New Hampshire is one of 18 alcoholic beverage control jurisdictions. The NHLC licenses and manages the wholesaling and retailing of beer, wine, and spirits within the State. The NHLC operates 65 retail locations ranging in size from 1,500 square feet to 35,000 square feet for the sale of wine and spirits and welcomes more than 12 million customers each year.

In April of 2024 the NHLC replaced its 40-year-old inventory management and point-of-sale system with a Microsoft Dynamics-based application. The new system is called NextGen and provides financial management, inventory management and retail point-of-sale. NextGen will be the source of product pricing data for the Electronic Shelf Labels.

1.3. Current Electronic Shelf Label Environment

NHLC currently has 4 retail stores utilizing Electronic Shelf Labels from the Vusion product suite. These have been in place since 2019 and are nearing end-of-life.

2. INFORMATION REQUESTED

To assist the NHLC in refining the strategic approach to the future use of an Electronic Shelf Label solution, please provide responses to the following questions. Vendors are welcome to include any additional information they deem relevant in their responses.

- 2.1. Describe your system architecture, including local and remote communication methods and protocols, remote and/or local supporting servers, and local network access points.
- 2.2. Describe the types, sizes, and capabilities of the Electronic Shelf Labels available in your product suite. Include battery life estimates.
- 2.3. Please describe how your Electronic Shelf Labels attach to different types of shelving with a variety of shelving channel sizes.
- 2.4. Please describe your approach to protecting Electronic Shelf Labels from accidental damage from customer shopping carts, etc.

NEW HAMPSHIRE LIQUOR COMMISSION
Electronic Shelf Labels
RFI NHLC 2024-11-Electronic Shelf Labels

- 2.5.** Describe your management software suite capabilities. How are labels updated remotely? Locally? Are handheld devices supported?
- 2.6.** Do you have current customers in New England using your Electronic Shelf Labels? If so, please identify a representative sample.
- 2.7.** Do you provide a management software solution hosted in your environment? Can your solution be hosted in Microsoft Azure?
- 2.8.** Describe your experience interfacing with Microsoft Dynamics 365 environments.
- 2.9.** Describe your approach, both architecturally and procedurally, to ensure the management system and tags are secure.
- 2.10.** Please describe your approach to authentication and authorization of user accounts in your management software. Can you interface to Microsoft Entra single sign on?
- 2.11.** If you offer a hosted solution, has your system successfully met the requirements of a SOC2 audit on behalf of one or your existing clients?
- 2.12.** What implementation services do you offer?
- 2.13.** Describe your approach to post-implementation support.
- 2.14.** Describe your pricing model.
- 2.15.** Provide an estimated equipment configuration for:
 - 2.15.1.** A 4,000 square foot retail location utilizing 2,500 electronic shelf labels.
 - 2.15.2.** A 12,000 square foot retail location utilizing 4,500 electronic shelf labels.
 - 2.15.3.** A 35,000 square foot retail location utilizing 7,000 electronic shelf labels.
- 2.16.** Would your organization be willing to contract to provide services at fixed prices in a 5-year engagement? In a 7-year engagement?
- 2.17.** Please provide any additional information you feel would be helpful.

3. RESPONSE INSTRUCTIONS

3.1. Response Submission and Due Date

Vendors are requested to submit their response by February 20, 2025. Vendors are encouraged to respond even if their solution only meets part of the requirements. Responses should include answers to the questions in Section 2 above, as well as information for a vendor point-of-contact.

Please provide an original and four hard copies of your response, as well as one electronic copy. Physical copies should be sent to:

Janet M. Donnelly
NH Liquor Commission
ATTN: RFI NHLC 2024-11-Electronic Shelf Labels
50 Storrs Street
Concord, NH 03301

Electronic copies should be sent to:

Janet M. Donnelly
Email: Janet.M.Donnelly@liquor.nh.gov
Subject: RFI NHLC 2024-11-Electronic Shelf Labels

3.2. Schedule of Events

| DATE | EVENT |
|---------------------------------|-------------------------------|
| December 10, 2024 | RFI Issued |
| January 9, 2025, by 2:00 p.m. | Vendor Questions Due |
| January 21, 2025, by 2:00 p.m. | Responses to Vendor Questions |
| February 20, 2025, by 2:00 p.m. | Vendor Responses Due |
| Beginning March 10, 2025 | Optional Vendor Presentations |

3.3. RFI Inquiries and Vendor Questions

All inquiries and questions regarding this RFI must be submitted by January 9, 2025. To submit an inquiry or question, please e-mail:

Janet M. Donnelly
NH Liquor Commission
50 Storrs Street
Concord, NH 03301
Email: Janet.M.Donnelly@liquor.nh.gov

The NHLC will issue responses to submitted inquiries on or before the date specified in the Schedule of Events listed in Section 3.2. Official responses by the NHLC will be posted in writing on the NHLC's website.

3.4 Response Preparation Cost

By submitting a response, the vendor agrees that in no event shall the NHLC be either responsible for or held liable for any costs incurred by a vendor in the preparation of or in connection with the response. All material received in response to this RFI shall become the property of the NHLC and will not be returned to the vendor.

4. VENDOR PRESENTATIONS

Based on the review of the responses to this RFI, vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor will be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor. Vendor presentations are for informational purposes only and do not confer any additional status upon a vendor for any future or potential Request for Proposals or contract.

5. PUBLIC DISCLOSURE

The information submitted in response to this RFI (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and presentations) may be subject to public disclosure under Right-to-Know law, including RSA 91-A.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. If a vendor believes any information submitted in response to this RFI should be kept confidential, the vendor must specifically identify that information where it appears in the submission in a manner that draws attention to the designation and must mark/stamp each page of the materials that the vendor claims must be exempt from disclosure as "CONFIDENTIAL." Vendors must also provide a letter to the person listed as the point of contact for this RFI, identifying the specific page number and section of the information you consider to be confidential, commercial or financial and providing your rationale for each designation. Marking or designating an entire submission, attachment or section as confidential shall neither be accepted nor honored by the NHLC. Vendors must also provide a separate copy of the full and complete document, fully redacting those portions and shall note on the applicable page or pages that the redacted portion or portions are "confidential."

Pricing shall be subject to public disclosure regardless of whether it is marked as confidential.

Notwithstanding a vendor's designations, the NHLC is obligated under the Right-to-Know law to conduct an independent analysis of the confidentiality of the information submitted in a response. If a request is made to the NHLC to view or receive copies of any portion of the response, the NHLC shall first assess what information it is obligated to release. The NHLC will then notify you that a request has been made, indicate what, if any, information the NHLC has assessed is confidential and will not be released, and specify the planned release date of the remaining portions of the proposal. To halt the release of information by the NHLC, a vendor must initiate and provide to the NHLC, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a response, vendors acknowledge and agree that:

- 5.1 The NHLC may disclose any and all portions of the response or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFI;
- 5.2 The NHLC is not obligated to comply with a vendor's designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your response; and
- 5.3 The NHLC may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a vendor.

6. NON-COMMITMENT

This RFI has been issued to obtain information only. Responses to this RFI will not result in a contract or vendor agreement with any respondent. This solicitation for information does not commit the State to publish a Request for Proposals (RFP) or award a contract. The RFI is not a pre-qualification process for any further purchasing or procurement process. Responses to this RFI confer no advantage in any future RFP or contract award.

7. CLOSING

The New Hampshire Liquor Commission thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State's decision-making process.