

**State of New Hampshire  
Liquor Commission  
RFP #2025-06-RETAIL OUTLET IT EQUIPMENT SUPPORT**

**RESPONSE TO VENDOR INQUIRIES  
July 15, 2025**

**1. QUESTION:**

Appendix E, Table E-1.2 - How should annual pricing be broken down for SFY 2026, given contract start date does not align with the July 1 start to the SFY?

**ANSWER:**

The annual pricing should include only fees for services provided in each SFY. The contract resulting from the RFP is estimated to begin, if approved, in October of 2025.

**2. QUESTION:**

Appendix E, E-2 - Will there be separate funding lines budgeted for Optional Projects?

**ANSWER:**

If Optional Projects are awarded, yes.

**3. QUESTION:**

Appendix I, Requirement Number R8 – Is a list of proposed depot locations available?

**ANSWER:**

No, this will be worked out with the selected vendor based on practicality/convenience.

**4. QUESTION:**

Appendix I, Requirement Number R8 – Please confirm that depot locations are all open and available for pickup without delay during the listed coverage hours?

**ANSWER:**

Yes.

**5. QUESTION:**

Appendix I, Requirement Number R8 – Please confirm that pickup at depot locations should occur within the 2- or 4-hour window noted in R5+R6?

**ANSWER:**

NHLC resources will direct vendor personnel to the depot location appropriate to meet the required response time.

**6. QUESTION:**

Appendix I, Requirement Number R9 / R19 – Please confirm that the expectation is that defective equipment is returned to NHLC, and NHLC will perform back-end depot repair or manage the

OEM warranty RMA claims process? OR, does NHLC request that a good functioning device be returned to NHLC within 48 hours of ticket being opened?

**ANSWER:**

Based on the capabilities of the selected vendor, the vendor's staff should be repairing any defective equipment that was not repaired in the field and returning it to the NHLC for reuse. In the event an item cannot be repaired or is deemed not economical to repair, the vendor should return the defective equipment to the NHLC for decommissioning.

**a. SUBQUESTION:**

If the above question is answered that Vendor should return a good functioning device to NHLC, are the repair parts also provided by NHLC (or the cost of repair parts is covered by NHLC)?

**ANSWER:**

This will be based on the capabilities of the selected vendor. Repair parts could be available at NHLC HQ or depot locations.

**b. SUBQUESTION:**

If the above question is answered that Vendor should return a good functioning device to NHLC, should Vendor plan to manage the OEM warranty RMA claims process on behalf of NHLC?

**ANSWER:**

No, as these are fixed assets, NHLC needs to maintain track of the claims process.

**7. QUESTION:**

Appendix I, Requirement Number R26 – Would NHLC like the replacement activity noted in this Requirement to be included in the fixed cost tables in Appendix E? Or would this be Optional Project work as identified in Appendix E, E-2

**ANSWER:**

The cost of this service should be reflected in the fully loaded rates defined in Table E-1.1 Vendor Monthly Rates by Equipment Group worksheet under the Retail Lane equipment group.

**8. QUESTION:**

Appendix J – what is the expected mix of Critical vs Moderate vs Low priority response requests?

**ANSWER:**

In 2024, the NHLC experienced 23 Critical, 135 Moderate, and 142 low priority response requests.