

**FIRST SET INQUIRIES & RESPONSES TO RFP 2026-06  
E-COMMERCE MODERNIZATION**

**QUESTION 1.** Does the New Hampshire Liquor Commission (NHLC) have a preferred CMS or e-commerce platform?

**ANSWER:** The NHLC is open to vendor recommendations for a CMS and e-commerce platform. The recommended platforms must work in concert with Microsoft D365 and the rest of the NHLC's suite of applications.

**QUESTION 2.** Is there an approved tentative budget range or not-to-exceed budget ceiling for the full project? This will help us propose the most suitable solution and pricing model.

**ANSWER:** There is no preapproved budget, tentative budget range, or not-to-exceed budget for the project. Pricing should represent the vendor's best price to meet the requirements and optional work laid out in the RFP.

**QUESTION 3.** Does NHLC have a target go-live date or preferred launch window for the new e-commerce platform?

**ANSWER:** The NHLC recognizes that the RFP has a significant number of requirements that will impact the implementation of the new solution. Additionally, the NHLC recognizes that the NHLC and the selected vendor will need to determine the timeline of the project based on the approach to implementation (Phased or Iterative). The proposal should represent what the vendor feels is the best approach and timeline for this project given the scope and complexity of what is laid out in the RFP.

**QUESTION 4.** What platform currently powers the existing NHLC e-commerce website?

**ANSWER:** Evenica Corp. provides the platform that powers the current NHLC e-commerce website.

**QUESTION 5.** Can you share the expected data migration scope, such as customers, licensees, products, orders, pricing, and promotions?

**ANSWER:** We anticipate expecting to migrate customers (which include licensees), products (data and images), orders, pricing, and inventory by location, promotions, and invoices. Full scope will need to be determined between the NHLC team and selected vendor.

**QUESTION 6.** Are there any mandatory or preferred payment gateway requirements for online payments, gift cards, and licensee transactions?

**ANSWER:** Our current payment gateway is Global Payments Inc. for credit cards and gift cards. ACH payments are through JP Morgan Chase.

**QUESTION 7.** Which requirements are expected for phase-one launch versus future enhancement phases?

**ANSWER:** Please see Appendix B Table B-2.1 Mandatory Requirements and Table B-2.2 System Requirements for a list of requirements that are expected as part of the base functionality implementation. The approach to go-live (Several Phases or Integrations) will determine what requirements will be part of each phase in a phased approach. Enhancements are addressed in Appendix B Table B-2.5 Enhancement Phase Requirements.

**QUESTION 8.** What are the expected uptime, support, maintenance, and disaster recovery requirements?

**ANSWER:** Please see Appendix B Table B-2.4 Operational Support Phase Requirements of the RFP.

**QUESTION 9.** GovRAMP Authorized Product List (M2): Does authorization at the underlying infrastructure layer (i.e., Microsoft Azure Government, AWS GovCloud) satisfy M2, or is authorization required at the SaaS application layer itself?

**ANSWER:** The GovRAMP requirements are required at the SaaS application layer within 12 months of the completion of the custom application.

**QUESTION 10.** Subcontracting structure: If a Vendor proposes to deliver the solution as a subcontractor under a GovRAMP-Authorized prime, does the prime's authorization satisfy M2 for the proposed SaaS, or must the SaaS platform itself be separately listed on the APL?

**ANSWER:** The GovRAMP requirements are required at the SaaS application layer within 12 months of the completion of the custom application.

**QUESTION 11.** Hosting and data residency: Beyond M2, are there specific hosting requirements (i.e., U.S.-only data residency, FedRAMP or StateRAMP equivalence, specific cloud regions) that the State expects the proposed solution to meet?

**ANSWER:** GovRAMP requires U.S.-only data residency. Specific cloud region should be selected with consideration for project cost, highest availability, lowest latency, and application performance for a customer base primarily in the northeastern US.

**QUESTION 12.** Anticipated funding envelope: Would the State share an anticipated budget or funding range for the initial Design, Development and Implementation Phase (Table E-1.1) to help Vendors right-size their proposals?

**ANSWER:** There is no pre-approved budget, tentative budget range, or not-to-exceed budget for the project. Pricing should represent the vendor's best price to meet the requirements and optional work laid out in the RFP.

**QUESTION 13.** Underrun reallocation: The prior contract permitted unused milestone hours to be redirected toward additional functionality via Change Order, or to result in saved budget. Will the resulting Contract under this RFP carry forward that same flexibility?

**ANSWER:** The terms of the contract resulting from this RFP will be determined by the project methodology proposed by the vendor, contract negotiations, and NHLC business needs.

**QUESTION 14.** Can you confirm whether this is for B2B, B2C or both?

**ANSWER:** This RFP is for both B2B and B2C.

**QUESTION 15:** Will there be a demonstration of the system the NHLC is using currently?

**ANSWER:** No.

**QUESTION 16:** What was the timeline and cost of the current platform?

**ANSWER:** Documents related to the current platform can be found here:

[Contract Documents](#)

**QUESTION 17:** Is the NHLC open to utilizing Artificial Intelligence (AI) with this project?

**ANSWER:** Some of the State of New Hampshire's requirements with regard to AI can be found here: [New Hampshire AI Code of Ethics](#)

**QUESTION 18:** Why is the NHLC issuing this RFP?

**ANSWER:** The RFP is being issued pursuant to the state's regular procurement processes and requirements.

**QUESTION 19:** Is there an opportunity to maintain or expand the current platform?

**ANSWER:** The NHLC is seeking a complete e-commerce solution that meets the requirements listed in the RFP. The current platform is proprietary to the current vendor.