



State of New Hampshire

Liquor Commission

Request for Proposals

Locksmith Services

RFP 2026-08 - Locks

Issued

July 14, 2026

TABLE OF CONTENTS

SECTION 1: OVERVIEW AND SCHEDULE OF EVENTS3

SECTION 2: REQUIREMENTS AND SCOPE OF WORK5

SECTION 3: CONTRACT TERMS AND CONDITIONS9

SECTION 4: REQUEST FOR PROPOSAL PROCESS 11

SECTION 5: RFP TERMS AND CONDITIONS..... 12

SECTION 6: PROPOSAL SUBMISSION INSTRUCTIONS..... 16

SECTION 7: PROPOSAL ORGANIZATION AND CONTENT 18

SECTION 8: EVALUATION OF PROPOSALS.....22

APPENDIX A: STORE LOCATIONS26

SECTION 1: OVERVIEW AND SCHEDULE OF EVENTS

A. Executive Summary

The New Hampshire Liquor Commission (“NHLC” or the “State”) seeks to procure locksmith services for its 65 retail stores located throughout New Hampshire. The NHLC intends to enter into a three-year contract with a vendor (“Vendor” or “Proposer”) commencing on or about September 1, 2026, and ending on August 31, 2029, with an option to extend for two additional terms of two years each, as mutually agreed.

B. Schedule of Events

The following table provides a Schedule of Events for this Request for Proposals (RFP). The NHLC reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

EVENT	DATE	LOCAL TIME (ET)
Request for Proposals Issued	7/14/26	N/A
Deadline for Vendors to Submit Inquiries	7/21/26	2:00 PM
Deadline for NHLC to Issue Responses to Vendor Inquiries	7/23/26	2:00 PM
Submission Deadline for RFP Proposals by Vendors	7/31/26	2:00 PM

C. About the New Hampshire Liquor Commission

The NHLC regulates the manufacture, possession, sale, consumption, importation, use, storage, transportation, and delivery of wine, spirits, and malt or brewed beverages in New Hampshire. All sales of wine and spirits in the State, with the exception of wines sold by licensees of the NHLC or by direct shippers, are made through the 65 wine and liquor retail locations, known as New Hampshire Liquor & Wine Outlets, operated by the NHLC or through warehouses owned or contracted by the NHLC. These sales include both retail sales direct to individual consumers and wholesale sales to licensed establishments for consumption either on or off the premises. In addition to liquor and wine sales, the NHLC collects license fees for the manufacturing, sale, transportation, or warehousing of alcoholic beverages and a per gallon tax on beer sold by wholesale distributors and beverage manufacturers in New Hampshire.

The NHLC is a leading retailer in the beverage alcohol industry and a crucial resource for the State of New Hampshire. In Fiscal Year 2024, the NHLC generated \$766.7 million in annual sales, delivering \$139.9 million to the state in revenue to support critical state programs. Twelve million customers annually from across North America make purchases from the NHLC’s expansive offerings of tax-free wine and spirits. The NHLC is recognized

as an industry leader for our innovative approach to retailing and customer service, accomplished through our dedicated team of over 1,300 employees.

By law, the primary duties of the NHLC are to optimize profitability, maintain proper controls, assume responsibility for effective and efficient operations, and provide service to customers. The NHLC is also required to enforce the laws and regulations governing the purchase, consumption, and control over alcoholic beverages throughout the State, in addition to monitoring youth access to tobacco products. The NHLC is led by its Chairman and Deputy Commissioner. There are four Divisions within the NHLC: the Division of Enforcement and Licensing; the Division of Marketing, Merchandising, and Warehousing; the Division of Administration; and the Division of Finance and Audit. The Division of Enforcement and Licensing is responsible for enforcing the State's alcohol and tobacco laws and licensing businesses to sell such products; the Division of Marketing, Merchandising, and Warehousing oversees the NHLC's functions related to purchasing, merchandising, warehousing, and distributing of alcoholic beverages, as well as operation of the retail locations; the Division of Administration supports the NHLC's retail and regulatory operations through its legal, human resources, and information technology units; and the Division of Finance and Audit performs the NHLC's essential financial functions.

D. Vendor Instructions

Interested vendors must read the entire RFP and submit the required documents in the manner specified in the RFP. Vendors are responsible for reviewing the most updated information related to this RFP before submitting proposals. In this RFP, "vendor" means a person or entity who offers products or services for sale.

SECTION 2: REQUIREMENTS AND SCOPE OF WORK

A. Minimum Qualification Requirements

The following requirements are mandatory for all Vendors. A Vendor who fails to meet all of the minimum qualification requirements will be deemed non-compliant and will be disqualified from further consideration.

1. The Vendor must have a minimum of three (3) years of experience providing locksmith services for commercial projects.
2. The Vendor must have the technical capability and employ a sufficient number of trained technicians to service all Liquor & Wine Outlets located throughout New Hampshire according to the following requirements:
 - a. Vendor must be capable of providing keys upon request.
 - b. Vendor must be capable of providing statewide service within twenty-four hours.
 - c. Vendor must respond by telephone or email within two (2) hours for normal service calls and must respond by telephone or email within fifteen (15) minutes for emergency service calls. For emergency service calls, Vendor must physically respond to the site within two (2) hours of the call, provided, however that the acceptable response time for sites within Coos County shall be three (3) hours.

NHLC Liquor & Wine Outlet locations are listed in Appendix A. Store locations are subject to change as stores may be opened, closed or relocated to meet NHLC business needs.

B. Scope of Work

The Vendor shall provide the following services for all Liquor & Wine Outlet locations:

1. Maintain master-key system for all retail store locations, each of which is keyed independently.
2. Provide the following upon request:
 - a. Schlage brand Small Format Interchangeable Cores (SFIC) 6-pin and 7-pin aluminum finish. Replacement Cores and keys must be stamped with visual key control.
 - b. Rim cylinder housing and mortise cylinder housings with Adams rite cam. All housings must be SFIC compatible with aluminum finish.
3. Provide Grade 2 Schlage locks for store office doors according to the following specifications:

- a. Lock with be cylindrical in design and meet the requirements of ANSI A156.2 series 4000 Grade 2 and UL 3 hour listed.
 - b. Lever design conforms to ADA requirements.
 - c. Locks will be prepped to accept SFIC 6 or 7 pin cores.
 - d. Locks will be non-handled and capable of 1 3/8" to 1 3/4" thick doors.
 - e. Locks will have optional (removable) thru bolts outside of the 161 prep for ease of retrofit.
4. The Vendor shall have a readily available supply of replacement parts to provide the services required by the resulting contract. Replacement locks and cores shall be new and of the same quality and brand as those being replaced. Substitutions will be permitted only with prior authorization of the NHLC Contracting Officer or his or her designee.

C. General Provisions

1. The Vendor's staff shall consist of qualified persons completely familiar with the products and equipment they will be required to use. The NHLC Contracting Officer may require the Vendor to dismiss from the work such employees as he or she deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security.
2. At the NHLC's request, the Vendor shall provide proof of security clearance and/or background checks for any Vendor representative or approved subcontractor that may complete work or be present during the completion of work at any NHLC location.
3. Vendor shall provide employee photo identification badges identifying the company and name of each employee working on any resulting contract. Vendor employees or representatives shall wear the photo identification badges when working at any NHLC location.
4. The NHLC shall require correction of defective work or damages to any part of the building or its appurtenances when caused by the Vendor's employees, approved subcontractors, equipment, or supplies. The Vendor shall correct all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Vendor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Vendor.
5. The Vendor or their personnel shall not represent themselves as employees or agents of the State. While on the State of New Hampshire's property, Vendor's

personnel shall be subject to control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

- 6.** Vendor's personnel shall observe all regulations or special restrictions in effect at the location being serviced.
- 7.** The Vendor and its staff shall perform all work in such a manner so as not to inconvenience building occupants. The Vendor shall determine the NHLC's normal working conditions and activities in progress and shall conduct the work in the least disruptive manner.
- 8.** Vendor's personnel shall be allowed only in areas where work is being performed. The use of NHLC telephones by the Vendor's personnel is prohibited.
- 9.** The Vendor shall perform all work and furnish all materials, tools, equipment, and safety devices necessary to perform the work in the proper manner and within the time specified. The Vendor shall complete the work to the satisfaction of the NHLC and in accordance with the specifications herein described, and at the agreed-upon price. All the work to be done and labor and equipment to be furnished under the contract shall be completed and provided strictly pursuant to, and in conformity with the best standards and practices of the trade; local, state and federal codes; and any directions from the NHLC representatives as given from time to time during the progress of the work, under the terms of the contract.
- 10.** The Vendor shall, at its own expense, whenever necessary or required, provide safety devices, and take such other precautions as may be necessary to protect life or property.
- 11.** The Vendor shall secure and pay for all permits, inspections, and licenses necessary for the execution of work.
- 12.** The Vendor shall take all responsibility for the work under the contract, for the protection of the work, and for preventing injuries to persons and damage to property and utilities on or about the work. The Vendor shall in no way be relieved of its responsibility by any right of the NHLC to give permission or issue orders relating to any part of the work or by any such permission given on orders issued or by failure of the State to give such permission, or by failure of the NHLC to give such permission or issue such orders. The Vendor shall bear all losses on account of the amount or character of the work performed, or due to any error on the part of the Vendor in their estimation or expectation of project requirements or on account of the weather, elements, or other causes.

- 13.** Any service requested or required in an amount of \$250.00 or more will require a written estimate, which shall be provided at no charge to the NHLC. The Vendor shall provide the written estimate to and obtain approval from the NHLC Contracting Officer or his or her designee before any work is performed.
- 14.** The Vendor shall warranty all materials and installation under normal use to be free from defects or poor workmanship for a period of one (1) year from the date of acceptance by the NHLC.
- 15.** The Vendor shall not subcontract any portion of the agreed-upon services without prior approval from the NHLC. In the event the NHLC approves the use of a subcontractor in performance of the contract, the prime Vendor is not relieved of its responsibility and obligation to meet all the requirements of the contract.
- 16.** Unsatisfactory response to any or all of the listed services or requirements will be a basis for termination of any contract. The NHLC reserves the right to terminate any contract at any given time with a 30-day written notice.
- 17.** Vendor shall remain in Good Standing with the New Hampshire Secretary of State and shall maintain insurance in the types and amounts specified in any resulting contract, and shall provide to the NHLC, upon the NHLC's request, a Certificate of Good Standing and/or a Certificate of Liability Insurance evidencing these requirements.

SECTION 3: CONTRACT TERMS AND CONDITIONS

A. Non-Exclusive Contract

Any resulting contract from this RFP will be a non-exclusive contract. The NHLC reserves the right, at its discretion, to retain other contractors to provide any of the services or deliverables identified in this RFP or make an award by item, part or portion of an item, group of items, or total Proposal.

B. Award

If the NHLC decides to award a contract as a result of this RFP process, any award is contingent upon approval of the contract by the Governor and Executive Council of the State of New Hampshire, if applicable, and upon continued appropriation of funding for the contract.

C. Anticipated Contract Term

The Vendor shall be fully prepared to commence work after full execution of the contract by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval if applicable (“Effective Date”).

The initial Contract Term will begin on the Effective Date and continue through August, 2029. The Contract Term may be extended for up to two (2), two-year terms (“Extended Contract Term”) at the sole option of the State, subject to the parties’ written agreement on terms and fees for each Extended Contract Term, and contingent upon satisfactory vendor performance, continued funding, and, if applicable, Governor and Executive Council approval.

Contract Continuity: If requested by the NHLC, upon expiration of the initial contract term or any Extended Contract Term, the Vendor shall continue to provide all services required under the same terms and conditions of the then-in-force contract on a month-to-month basis for a period not to exceed four (4) months to enable the NHLC to identify a satisfactory replacement.

D. Standard Contract Terms

The NHLC will require the selected Vendor to execute a contract using the Standard Terms and Conditions of the State of New Hampshire (Form P-37) which is attached as Attachment 1. In no event is a Vendor to submit its own standard contract terms and conditions as a replacement for the State’s terms in response to this solicitation.

The terms of this RFP and the selected Vendor’s Proposal will be used to form the terms of any resulting contract. The resulting contract may incorporate some or all of the selected Vendor’s Proposal. References in the P-37 to Exhibits A, B and C are references to the required structure of any resulting contract (Exhibit A – Special Provisions/Amendments to

the P-37, Exhibit B – Scope of Services, and Exhibit C – Payment Terms) and are not references to sections of this RFP.

To the extent that a Vendor believes that exceptions to the contract terms in Attachment 1 will be necessary for the Vendor to enter into the contract, the vendor must note those issues during the Vendor Inquiry Period, as further described in Section 4(C).

E. Use of Subcontractors

The Vendor shall remain wholly responsible for performance of the entire contract regardless of whether any Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any contract.

F. Related Documents Required

The selected Vendor will be required to submit the following documents as part of the Contract approval process:

1. Certificate of Good Standing obtained from the Secretary of State of New Hampshire.
2. Certificate of Authority/Vote which authorizes, by position, a representative(s) of the Vendor to enter into an Agreement or amendment with the State of New Hampshire.
3. Certificate of Insurance Liability evidencing coverage as required under the Contract. Workers' Compensation coverage must comply with State of NH RSA 281-A.

SECTION 4: REQUEST FOR PROPOSAL PROCESS

A. NHLC Point of Contact

The sole point of contact for this RFP, from the RFP issue date until full execution and approval of the resulting contract is:

Janet Donnelly
Janet.M.Donnelly@liquor.nh.gov

B. Restriction of Contact with NHLC Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Vendor, all communication with personnel employed by or under contract with the NHLC regarding this RFP is prohibited unless first approved by the RFP Point of Contact listed above. NHLC employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential Vendor during the selection process, unless otherwise authorized by the RFP Point of Contact. Vendors may be disqualified for violating this restriction on communications.

C. Vendor Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, any changes to the RFP, and any exceptions to the contract terms in Attachment 1, including the Form P-37, shall be submitted via email to the RFP Point of Contact specified above. Inquiries must be received by the end of Vendor Inquiry Period (see Schedule of Events herein). When submitting inquiries, the Vendor must identify the RFP name and the number and include the Vendor's name, telephone number, and e-mail address.

The NHLC will issue responses to properly submitted inquiries on or before the date specified in the Schedule of Events; however, this date is subject to change at the NHLC's discretion. The NHLC may consolidate and/or paraphrase questions for sufficiency and clarity. The NHLC may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. **In response to requested exceptions to P-37, the NHLC will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. Questions about or requested exceptions to the RFP, Form P-37 and/or any relevant attachments not raised during the inquiry period are waived.** Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the NHLC. Official responses by the NHLC will be made only in writing by the process described above. Official responses will be posted to the NHLC's website on or before the date specified in the Schedule of Events. Vendors shall be responsible for reviewing the most updated information related to this RFP before submitting a proposal.

SECTION 5: RFP TERMS AND CONDITIONS

A. Debarment

Vendors who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this RFP.

B. Proposal Preparation Cost

By submitting a proposal, a 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 Proposal, or for work performed prior to the Effective Date of a resulting Contract.

C. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

D. RFP Addendum

The NHLC reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the NHLC, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

E. Non-Collusion

The vendor's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Vendors and without effort to preclude the NHLC from obtaining the best possible competitive Proposal.

F. Property of the Agency

All material received in response to this RFP shall become the property of the NHLC and will not be returned to the vendor. Upon contract award, the NHLC reserves the right to use any information presented in any Proposal.

G. Proposal Confidentiality

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any contract resulting from this RFP. A Vendor's disclosure or distribution of Proposals other than to the NHLC may be grounds for disqualification.

H. Public Disclosure

The information submitted in response to this RFP (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and presentations), any

resulting contract, and information provided during the contractual relationship may be subject to public disclosure under Right-to-Know law, including RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online.

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 RFP 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 RFP, 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 proposal, 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."

Submissions which do not conform to these instructions by failing to include a redacted copy (if necessary), by failing to include a letter specifying the rationale for each redaction, by failing to designate the redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the NHLC as not conforming to the requirements of the proposal.

Pricing, which includes but is not limited to, the administrative costs and other performance guarantees in Proposals or any subsequently awarded contract 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 proposal. If a request is made to the NHLC to view or receive copies of any portion of the proposal, 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 proposal, Vendors acknowledge and agree that:

- The NHLC may disclose any and all portions of the Proposal 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 RFP;

- 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 Proposal; and
- 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.

I. Electronic Posting of RFP Results and Resulting Contract

At the time of receipt of proposals, the NHLC will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services, the NHLC will post the ranks or scores of each responding Vendor. In the event that the contract does not require Governor & Executive Council (G&C) approval, the NHLC will disclose the rank or score at least 5 business days before final approval of the contract.

Pursuant to RSA 91-A and RSA 9-F:1, the Secretary of State will post to the public any document submitted to G&C for approval, including contracts resulting from this RFP, and posts those documents on its website

(<https://sos.nh.gov/administration/miscellaneous/governor-executive-council/>). By submitting a Proposal, Vendors acknowledge and agree that, in accordance with the above-mentioned statutes and policies, (and regardless of whether any specific request is made to view any document relating to this RFP), any contract resulting from this RFP that is submitted to G&C for approval will be made accessible to the public online.

J. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the NHLC to award a contract. The NHLC reserves the right, at its sole discretion, to reject any and all proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new proposals under a new acquisition process.

K. Ethical Requirements

From the time this RFP is published until a contract is awarded, no Vendor shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any Vendor that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any Vendor who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such Vendor shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A Vendor that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the Department of Administrative Services, which shall note that

information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

L. Challenges to Identification of Selected Vendor

Within 5 business days of the NHLC's posting of the rank or score on its website, Vendors may, in accordance with RSA 21-G:37, request that the NHLC review its selection process. The request must be in writing and must specify all points on which the Vendor believes the NHLC erred in its process and shall contain such argument in support of its position as the Vendor seeks to present. In its request for review, a Vendor shall not submit, and the NHLC will not accept nor consider, any substantive information that was not included in the original Proposal. The NHLC will respond to the request within 5 business days of its receipt.

SECTION 6: PROPOSAL SUBMISSION INSTRUCTIONS

A. Proposal Format

Proposals are to be submitted in both physical and electronic formats. In the event of a discrepancy between the Physical Proposal and the Electronic Proposal submitted by a Vendor, the Physical Proposal shall take precedence.

Vendors are permitted to submit one (1) Proposal in response to this RFP. Proposals shall consist of a Technical Proposal and a Cost Proposal. The Cost Proposal must be labeled clearly and submitted separately from the Technical Proposal.

If a Proposal contains information that a Vendor believes to be confidential, the Vendor must submit one electronic copy of the Proposal with all confidential information fully redacted and comply with all other requirements of Section 5(H) of this RFP.

B. Deadline

Physical Proposals and Electronic Proposals submitted in response to this RFP must be received no later than the time and date specified in the Schedule of Events, herein. Unless waived as a non-material deviation in accordance with Section 8, late submissions will not be accepted and will be returned to the Vendor unopened. Delivery of the Proposals shall be the Vendor's responsibility and at the Vendor's expense. The time of receipt shall be considered when a Proposal has been officially documented by the NHLC, in accordance with its established policies, as having been received at the location and via email as designated below. The NHLC accepts no responsibility for damaged, mislabeled, or undeliverable mailed or emailed Proposals. Any damage that may occur due to shipping shall be the Vendor's responsibility.

C. Submission Location and Instructions

1. Physical Proposals

Physical Proposals must be addressed to:

State of New Hampshire
Liquor Commission
Attention: Janet Donnelly
50 Storrs Street
Concord, NH 03301

Proposals must be clearly marked as follows:

State of New Hampshire
Liquor Commission
Response to RFP: NHLC RFP# 2026-08 – Locks

Physical Submissions shall include:

- a.** Package 1 - Technical Proposal: One (1) original and three (3) clearly identified copies of the Technical Proposal, including all attachments.
- b.** Package 2 - Cost Proposal: One (1) original and three (3) copies of the Cost Proposal, which must be clearly labeled and sealed separately from the Technical Proposal.

2. Electronic Proposals

Electronic Proposals must be addressed to:

TO: Janet.M.Donnelly@liquor.nh.gov
CC: Legal@liquor.nh.gov

Proposals must be clearly marked as follows:

Subject: Response to RFP: NHLC RFP# 2026-08 – Locks

Electronic Submissions must be submitted using the following criteria:

Searchable PDF Format

Files must be less than 10MB in size.

- a.** Exception: If files are greater than 10MB in size, the Vendor will be required to submit their Proposal in parts. It is the Vendor's responsibility to ensure a complete Proposal is submitted.

Electronic Submissions shall include:

Attachment 1 - Technical Proposal

- a.** The Technical Proposal, including all required attachments.
- b.** If applicable, one (1) separately attached copy of the Technical Proposal with all Confidential Information fully redacted, as provided for in Section 5H of this RFP.

Attachment 2 - Cost Proposal

- a.** The Cost Proposal must be labeled clearly and submitted separately from the Technical Proposal.

SECTION 7: PROPOSAL ORGANIZATION AND CONTENT

A. Proposal Organization

Each page of the Proposal should include a page number, the number of total pages, and identification of the Vendor in the page footer. Each section of the Proposal should be clearly identified.

The Proposal should be organized as follows:

1. Technical Proposal

- a.** Cover Page
- b.** Table of Contents
- c.** Section I: Vendor Experience and Qualifications
- d.** Section II: Vendor Capability
- e.** Section III: Vendor Attachments
- f.** State of New Hampshire Proposal Transmittal Form Letter

2. Cost Proposal

- a.** Cover Page
- b.** Pricing Worksheet

B. Technical Proposal Components

1. Cover Page

The first page of the Vendor's Technical Proposal should be a cover page containing the following text:

State of New Hampshire
Liquor Commission
Response to RFP:
NHLC RFP# 2026-08 - Locks
Locksmith Services
Technical Proposal

The cover page should also include the Vendor's name and address, as well as the contact person, contact telephone number and email address.

2. Table of Contents

The Vendor must provide a table of contents with corresponding page numbers related to its Proposal.

3. Section I: Vendor Experience and Qualifications

The Vendor must provide responses to all subsections listed below in Section 7(D)(1): Corporate Overview, Retail Experience and References, Vendor Key Staff, and Financial Strength and Litigation. Each subsection should be clearly labeled and/or distinguished for clarity, with the starting page of each subsection indicated in the Table of Contents.

4. Section II: Vendor Capability

The Vendor must provide responses to all subsections listed below in Section 7(D)(2): Statewide Service and Repair and Issue Resolution. Each subsection should be clearly labeled and/or distinguished for clarity, with the starting page of each subsection indicated in the Table of Contents.

5. Section III: Vendor Attachments

Section III provides an area for extra materials that may be referenced in Sections I or II of the Technical Proposal.

6. State of New Hampshire Proposal Transmittal Form Letter

The Vendor must provide a signed copy of the Proposal Transmittal Form Letter included in Attachment 2.

C. Cost Proposal Components

The Cost Proposal must be labeled clearly and submitted separately from the Technical Proposal. The Cost Proposal must include the following:

1. A Cover Page that includes the Vendor's name and address, as well as the contact person, contact telephone number and email address, as well as the following text:

State of New Hampshire
Liquor Commission
Response to RFP:
NHLC RFP# 2026-08 – Locks
Locksmith Services
Cost Proposal

2. The completed Pricing Worksheet contained in Attachment 3.

D. Technical Proposal Content

Vendors should provide narrative responses to the topics below and provide examples and attachments as appropriate.

1. Vendor Experience and Qualifications

a. Corporate Overview

For Vendor and any proposed Subcontractors, provide a history of the company, including number of years in business, major business areas, and services provided. Provide a high-level description of the company's organization.

Additionally, provide the following information:

- i. Full legal company name;
- ii. Year business started;
- iii. If applicable, information on any parent or subsidiary relationships;
- iv. State of formation;
- v. Location of headquarters;
- vi. Presence in New Hampshire;
- vii. Current number of individuals employed (total and in New Hampshire specifically); and
- viii. Relevant licenses or certifications held.

b. Retail Experience and References

Describe your experience serving clients or completing projects of a size and scope similar to the NHLC, with emphasis on retail clients. Include client contact information, including the name, current address and telephone number of the responsible official who may be contacted. The NHLC reserves the right to contact any and all persons listed by the Vendor concerning past work experience. All contact information must be current. The NHLC shall not be responsible for searching for contact information.

c. Vendor Key Staff

Identify the team that will oversee the NHLC account, including years of service, location and special training or certifications held.

d. Financial Strength and Litigation

- i. Provide at least one of the following for the Vendor and any proposed Subcontractor:
 - 1. The current Dunn & Bradstreet report on the company; or
 - 2. The company's two most recent audited financial statements with related audit opinions and the company's most recent un-audited, quarterly financial statement; or
 - 3. The company's most recent income tax return. For example, either a copy of the IRS Form 1065, U.S. Return of Partnership Income or Schedule E (IRS Form 1040) Supplemental Income and Loss (for partnerships and S corporations) OR IRS Form 1120, U.S. Corporation Income Return. These forms are typically submitted when a Vendor does not have audited financial statements.
- ii. Identify and describe any claims made by clients against the Vendor or any proposed Subcontractor during the last ten (10) years. Discuss merits, current status, and if available, outcome of each matter.

2. Vendor Capability

a. Statewide Service

Describe in detail the Vendor's ability to provide the required services to all NHLC Liquor & Wine Outlets throughout the State of New Hampshire. Include a description of the Vendor's fleet and number, location, and distribution of employees who will service the NHLC locations.

b. Repair and Issue Resolution

Describe in detail the capabilities and process when a request for repair or services is received. Include the methods available to the NHLC to report issues or request services as well as the Vendor's response times. Describe the Vendor's capability to provide replacement parts.

E. Cost Proposal Content

Vendor must include the completed Attachment 3.

Vendor must include all costs associated with the services provided under any contract resulting from this RFP. Provide any discussion necessary to ensure understanding of data provided. The proposed initial contract term is September 1, 2026, to August 31, 2029. The Vendor must assume all reasonable travel and related expenses. All labor rates will be "fully loaded," including, but not limited to: meals, hotel/housing, airfare, car rentals, and out-of-pocket expenses.

SECTION 8: EVALUATION OF PROPOSALS

A. Criteria for Evaluation and Scoring

The NHLC will score Proposals based on a total of 100 possible points. A maximum of 50 points is available for Technical Proposal component of the Proposal and a maximum of 50 points is available for the Cost Proposal. Each timely and responsive Proposal will be evaluated and considered according to the following criteria:

1. Technical Proposal (50 points)

- a. Vendor Experience and Qualifications (25 points) – including, but not limited to, knowledge and experience of Vendor and key staff, retail experience, and financial condition.
- b. Vendor Capability (25 points) – including, but not limited to, ability to provide timely response to service requests and ability to provide services and support to all Liquor & Wine Outlets.

2. Cost Proposal (50 points) – costs incurred for labor, mileage, and materials associated with the services, with points distributed as detailed in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL	
• Vendor Experience and Qualifications	25
• Vendor Capability	25
COST PROPOSAL	
• Hourly Rate – Standard Hours	15
• Hourly Rate – Non-Standard Hours	15
• Mileage Rate	10
• Materials Charges	10
TOTAL POTENTIAL POINTS	100

The NHLC will select a Vendor based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Oral interviews, product demonstrations, and reference checks, to the extent they are utilized by the NHLC, will be used to refine and finalize scores.

If the NHLC decides to make an award based on these evaluations, the NHLC will notify the selected Vendor(s) and begin negotiations. Should the NHLC be unable to reach agreement with the high-scoring Vendor(s) during contract discussions, the NHLC may then undertake contract discussions with the next high-scoring Vendor and so on, or the NHLC may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

B. Planned Evaluations Steps

The NHLC plans to use the following process:

1. Step 1. Initial screening to ensure that the Proposals are in compliance with submission requirements;
2. Step 2. Preliminary evaluation of the Technical Proposals;
3. Step 3. Oral Interviews and Product Demonstrations (if necessary);
4. Step 4. Final Scoring of Technical Proposals;
5. Step 5. Cost Proposals review;
6. Step 6: No Best and Final Offer (BAFO); and
7. Step 7: Final Selection: Select the highest scoring vendor(s) and begin contract execution.

C. Step 1: Initial Screening

The NHLC will conduct an initial screening to verify Vendor compliance with the proposal submission requirements set forth in this RFP. The NHLC may waive or offer a limited opportunity to cure immaterial deviations from the RFP requirements if it is determined to be in the best interest of the State.

D. Step 2: Preliminary Technical Review of Proposals

The NHLC will establish an evaluation team to review for compliance of the minimum requirements as set forth in Section 2. The evaluation team will then review the Technical Proposals. Cost Proposals will not be reviewed by the evaluation team during the preliminary technical review.

E. Step 3: Oral Interviews and Product Demonstrations

If the NHLC determines that it is appropriate, Vendors may be invited to oral interviews and/or product demonstrations. The NHLC retains the sole discretion to determine whether to conduct oral interviews, with which Vendors; and the number of interviews. Vendors are advised that the NHLC may decide to conduct interviews or product demonstrations with less than all responsive Vendors.

The purpose of the oral interviews and product demonstrations is to clarify and expound upon information provided in the written proposals. Vendors are prohibited from altering

the basic substance of their Proposals during the oral interviews and product demonstrations. The NHLC may ask the Vendor to provide written clarifications of elements in their Technical Proposal regardless of whether it intends to conduct oral interviews or product demonstrations.

Information gained from oral interviews and product demonstrations will be used to refine technical review scores.

F. Step 4: Final Scoring of Technical Proposals

Following, as applicable, oral interviews, product demonstrations, reference checks and/or review of any written clarifications of Proposals requested by the NHLC, the evaluation team will determine a final score for each Technical Proposal.

G. Step 5: Cost Proposal Review

Cost Proposals will be reviewed upon completion of the final technical scoring of Proposals.

The Cost Proposal will be allocated a maximum potential score of 50 points, with points distributed to categories as indicated in the table in Section A above.

The following formula will be used to assign points for scoring:

$$\text{Vendor's Cost Proposal Score} = \left(\frac{\text{Lowest Proposed Price}}{\text{Vendor's Proposed Price}} \right) \times \text{Total Possible Points}$$

For the purpose of evaluating Cost Proposals, the “Lowest Proposed Price” is defined as the lowest price proposed by a Vendor that received a technical score.

Vendors are advised that this **is not a low bid award** and that the score of the Cost Proposal will be combined with the other categories to determine the highest scoring Vendor.

H. Step 6: Best and Final Offer (BAFO)

The Proposal should be submitted initially on the most favorable terms which the Vendor can offer. There will be no best and final offer procedure.

I. Step 7: Final Selection

The NHLC will conduct a final selection based on the final evaluation of the Proposals and begin contract discussions with the selected vendor(s).

J. Rights of the Agency in Accepting and Evaluating Proposals

The NHLC reserves the right, at its sole discretion, to:

1. Make independent investigations in evaluating proposals;
2. Request additional information to clarify elements of a proposal;
3. Waive minor or immaterial deviations from the RFP and contract requirements, if determined to be in the best interest of the State;
4. Omit any planned evaluation step if, in the NHLC's view, the step is not needed;
5. Reject any and all proposals at any time; and
6. Open contract discussions with the second highest scoring vendor and so on, if the NHLC is unable to reach an agreement on contract terms with the higher scoring vendor(s).

APPENDIX A: STORE LOCATIONS

Number	Location	Address
HQ	Concord	50 Storrs Street, Concord, NH
Maintenance	Concord	14 Hall Street, Concord, NH
1	Concord	80 Storrs Street, Concord, NH
2	West Chesterfield	100B NH-9, West Chesterfield, NH
5	Berlin	17 Pleasant Street, Berlin, NH
6	Portsmouth	738 Islington Street, Portsmouth, NH
7	Littleton	784 Meadow Street, Littleton, NH
8	Claremont	367 Washington Street, Claremont, NH
10	Manchester	68 Elm Street, Manchester, NH
11	Lebanon	12 Centerra Parkway, Lebanon, NH
12	Center Harbor	Route 25, 12A Main Street, Center Harbor, NH
13	Somersworth	481 High Street, Somersworth, NH
14	Rochester	170 Market Place Boulevard, Rochester, NH
15	Keene	15 W. Swanzey Road, Keene, NH
16	Woodsville	1 Forest Street, Woodsville, NH
18	Colebrook	16 Metallak Place, Colebrook, NH
19	Plymouth	22 Ridge View Lane, Plymouth, NH
20	Derry	19C Manchester Road, Derry, NH
21	Peterborough	19 Wilton Road, Peterborough, NH
22	Brookline	44a Route 13, Brookline, NH
23	Highway	234 White Mountain Highway, Conway, NH
30	Milford	21 Jones Road, Milford, NH
31	Manchester	850 Gold Street, Manchester, NH
32	Nashua	6 Northwest Boulevard, Nashua, NH
33	Manchester	1631 Elm Street, Manchester, NH
34	Road	92 Cluff Crossing Road, Salem, NH
35	Hillsboro	15 Antrim Road, Hillsborough, NH
37	Lancaster	199A Main Street, Lancaster, NH
38	South	605 Route 1 Bypass South, Portsmouth, NH
39	Wolfeboro	35 Center Street, Wolfeboro Falls, NH
40	Walpole	32 Ames Plaza Lane, Walpole, NH
41	Seabrook	380 Lafayette Road, Seabrook, NH
42	Meredith	71 Route 104, Meredith, NH
44	New Hampton	325 NH Route 104, New Hampton, NH
47	Lincoln	165 Main Street, Lincoln, NH
48	Hinsdale	849 Brattleboro Road, Hinsdale, NH
49	Plaistow	32 Plaistow Road, Plaistow, NH

50	Nashua	294 Daniel Webster Highway, Nashua, NH
51	Pelham	150 Bridge Street, Pelham, NH
52	Gorham	159 Main Street, Gorham, NH
53	Hudson	212 Lowell Road, Hudson, NH
54	Glen	65 US-302, Glen, NH
55	Bedford	9 Leavy Drive, Bedford, NH
56	Gilford	18 Weirs Road, Gilford, NH
57	Center Ossipee	240 NH Route 16B, Center Ossipee, NH
58	Goffstown	605 Mast Road, Goffstown, NH
59	Merrimack	6 Dobson Way, Merrimack, NH
60	West Lebanon	265 Plainfield Road, West Lebanon, NH
61	Londonderry	137 Rockingham Road, Londonderry, NH
62	Raymond	11 Freetown Road, Raymond, NH
64	New London	293 Newport Road, New London, NH
65	Campton	25 Vintinner Road, Campton, NH
66	Hooksett	I-93 North, 530 West River Road, Hooksett, NH
67	Hooksett	I-93 South, 25 Springer Road, Hooksett, NH
68	North Hampton	69 Lafayette Road, North Hampton, NH
69	Nashua	25 Coliseum Avenue, Nashua, NH
71	Lee	60 Calef Highway, Lee, NH
73	Hampton	I-95 South, Hampton, NH
74	Londonderry	10 Michels Way, Londonderry, NH
76	Hampton	I-95 North, Hampton, NH
77	Rindge	493 US-202, Rindge, NH
79	Epping	5 Brickyard Square, Epping, NH
81	Pembroke	619 Sand Road, Pembroke, NH
82	Warner	14 Nichols Mill Lane, Warner, NH
83	Epsom	929 Suncook Valley Road, Epsom, NH
84	Tilton	80 Market Street, Tilton, NH
85	Concord	11 Merchants Way, Concord, NH