STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM #2 TO RFI INVITATION # 2019-233
Posted: 6/3/2019

DATE OF BID CLOSING: 06/5/2019  TIME OF BID CLOSING: 10:00 AM (EST)

FOR: Gift Card Processing Services

AMENDED RFI CLOSE TIME:
Closing date of RFI 2019-233 has been changed from Wednesday, June 5th at 10:00 am (EST) to Wednesday, June 12th at 10:00 am (EST).

VENDOR CLATIFICATION:

Question 1: Is the State looking for a gift card processor to work with their existing merchant processor, or a merchant processor that also has gift card processing?

State’s Response: The State is only seeking information at this time; however our current landscape requires a gift card processor to work with existing merchant processors, JPMorgan Chase and Bank of America Merchant Services.

Question 2: Please provide the total transactions for 2018 broken out by: Number of Cards activated, Number of redemptions, Number of reloads, Balance inquiries.

State’s Response: Number of cards activated: 198,160
Number of cards redeemed: 200,367
Number of reloads: Data not available
Number of balance inquiries: Data not available

Question 3: Please provide the total sales (In dollars) for 2018.

State’s Response: $10,337,002.48 activated, $9,967,844.15 redeemed

Question 4: Is an open or closed loop program preferred?

State’s Response: No preference.

Question 5: Please share the average gift card denomination.

State’s Response: Data not available

Question 6: Who presently supplies your current gift card program?

State’s Response: Givex
**Question 7:** Please clarify Question #2 “How are gift cards conveyed” Is the State asking if cards are mailed to recipients or bulk cards are delivered to agency for load and issuance?

**State’s Response:** The State is asking if the cards need to be conveyed through the processing bank.

**Question 8:** Please clarify “There are over one thousand gift cards in issuance and will need to be converted to the new processing method.” How does this tie to the 647,500 cards ordered annually? Are the 647,500 cards loaded and issued annually?

**State’s Response:** Cards are ordered annually by the agency for sale. Cards are currently not reloadable.

**Question 9:** Will each using Agency manage their own program?

**State’s Response:** The program and contract is overseen and managed by the Merchant Card Program and each agency will manage its own purchases of gift cards.

**Question 10:** Who is the State’s current merchant card service provider?

**State’s Response:** The State utilized JPMorgan Chase Paymentech and Banc of America Merchant Services.

**Question 11:** Are the gift cards primarily the Liquor Stores? If yes, what type of POS and software does the liquor store use?

**State’s Response:** Yes, the Liquor Store currently utilizes the ACR 500 as their POS solution.

**PURCHASING AGENT:** Ryan Aubert  
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**NOTE:** IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMENTTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER ____________________________ ADDRESS ____________________________

BY ________________________________         ____________________________  
(this document must be signed)  
(please type or print name)

TEL. NO. ______________________________

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complete bid and addendums