

RFP – 2014–033 ADDENDUM 3
NHSLC Next Generation System
QUESTIONS & ANSWERS
VENDOR CONFERENCE 7/31/2013

	SECTION	QUESTION	ANSWER
1.		Only saw reference to Law Warehouse in the RFP and nothing for Exel Warehouse. Will there be any updates to the RPF?	At the time that the RFP was written Law Warehouses was the incumbent warehousing provider. The relationship with Law Warehouse will end October 31 st 2013. An addendum will be issued to make this change in the RFP.
2.		The RFP calls for a 17 inch display. Is there any flexibility in this? Is 17 inch a hard & fast number? What is the reason and/or logic behind this requirement?	The 17 screen display has proven to be of sufficient size to accommodate all the buttons, screens and other options required to operate a check lane. It is also the minimum size that can be viewed by both the customer and the cashier. Larger sizes will be entertained but a smaller display would provide too cramped of a workspace.
3.		What is the target date for installation?	Our desired target date for starting store installations is 12 months after contract award.
4.		How many users, in all environments, will be touching the system? Backend ? Frontend?	The breakdown of users expected to be operating the system is as follows Corporate (headquarters) - 60 Store Back End – 400 Front End – 600 – 800 depending on season
5.		Do all the users touch all parts of all the systems?	It is expected that the system will be configurable so that users will only be granted access to those functions that are required to complete their job functions.

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

6.		<p>Can you better explain the payware process? The path of processing from a technical view? Who does the state currently work with? Does the state have multiple companies that process data? What type of cards/tender are in use today?</p>	<p>The payware process currently involves four components.</p> <ol style="list-style-type: none"> 1. The check lanes which use Verifone MX870 customer terminals 2. The store server which manages authorization requests from the check lanes 3. The Verifone Payware transact middleware software that receives authorization requests from the stores and passes them on to the Acquirer 4. The Acquirer who responds to authorization requests <p>The process then flows in the reverse direction to the check lane. Currently, we accept the following cards/tender</p> <ol style="list-style-type: none"> 1. American Express 2. Discover 3. MasterCard 4. Visa 5. JCB (Japan Credit Bureau) 6. Stored Value (Gift) cards <p>All of our data is currently processed by PaymenTech for Bank of America.</p>
7.		<p>Will we have to be concerned with HR / time functions?</p>	<p>All HR and Time and Attendance functions are handled by the centralized Lawson ERP solution. There will be no HR/Time functions required in a response to this RFP.</p>

RFP 2014– 028 ADDENDUM 3
Next Generation System
QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
8.		Today the system can do 8 sale functions concurrently. How would you like to expand? Are there limits?	Our desire would be to have a system without any limits on promotional capabilities. The ability to have a product be utilized in a number of different simultaneous promotions with the system being capable of being toggled so that the maximum benefit is provided to either the state or the customer is desirable. At a minimum we would like to be able to configure 50 different sales/promotions.
9.		How do you currently manage Twitter / Facebook? Is there currently an established contract? What is the duration of the contract? How will this project be involved?	Our Twitter/Facebook presence is currently managed by a contracted advertising agency. The contract was recently awarded and is a multi-year contract. At present, we do not see any interaction between this RFP and our Twitter/Facebook presence.
10.		One licensee type the state has is called Agency Licensee. Does this type of licensee need to be able to run our system?	The agency stores are independent markets that sell spirits. There are currently three in the state. Agency stores are required to provide their own point of sales software and equipment and do not directly interface with the systems being implemented as part of this RFP.
11.		Do you sell liquor (spirits) in supermarkets and grocery stores?	No, we do not.
12.		Currently you are doing internal coupons and pushing them out to consumers. Is this correct? Are you targeting a specific group of products? How do you program the discounts / coupons? You track quantity sold and then bill back to the vendor proportionally. Can you explain this process? Can you explain the funding of the coupon?	Yes, we do create internal coupons. The product selection is at least partially based upon offers that have been made to the Commission by suppliers. The coupons are configured in an in-house test environment and then pushed out to all the stores. The current system tracks redemptions of the coupons in a table. At the end of the redemption period the entries are totaled and multiplied by the coupon value. An invoice is created that is sent to the supplier for payment. Funding is usually based upon an offer having been made to the Commission by a supplier who has received promotional monies from a producer.
13.		Will your current talent be available for conversion? Will their skills be portable?	Yes, current employees will be available for the conversion. Some of the current staff have been through multiple conversions and have demonstrated their flexibility in adapting to new environments.

RFP 2014– 028 ADDENDUM 3
Next Generation System
QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
14.		<p>For the last system you installed How did you train your stores? How long was the process? Did you train a trainer? Or do something else? What kind of training are you looking for? Would a type of CBT be desirable?</p>	<p>For the last rollout we used a combination of classroom training and a train the trainer approach. A mock store was set up where a group of prospective trainers and trainees could be taught the system. These trainers would then go back and train other store personnel while the trained people became the in-store response team. Once we were past the initial stores, people from stores that were next to be installed would be trained at an already converted store. Also, extensive “getting started” and “quick reference” guides were created to provide quick solutions to typical problems. At a minimum, we would like to have two trainers and two trainees trained from each store. A CBT solution is highly desirable for refresher and update training.</p>
15.		<p>What are your field / store support needs? Number of people Routes Field investigation Marketing Support Other</p>	<p>Our field support needs have sufficient people to ensure that the response times listed in Section 6.11.3 Warranty Services of the RFP are met 100% of the time. The areas of responsibility of service techs is at the discretion of the vendor. Field investigation is provided by our Enforcement division and is outside the scope of this project. Marketing support is provided by the district managers on the State side and by broker (supplier) representatives.</p>
16.		<p>Are you looking for tracking / automation of assignments? Send assignments electronically? Tie assignments to Nhslc goals? Track process / progress</p>	<p>The State is highly desirous of a complete set of analytical tools. These tools should be capable of determining ROI, days of available inventory, gathering sales trends and forecasts and other typical retail metrics. The system should support automated notifications when an out-of-bound situation occurs. The definition of what constitutes an out-of-bound situation should be configurable by product, by employee, by store, by district and by season.</p>
17.		<p>Do you have digital signage included in the RFP? Is this a current requirement?</p>	<p>Digital signage is not a requirement of this RFP.</p>
18.		<p>Do you want suggestive sale?</p>	<p>Yes</p>

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
19.		Mobility?	Yes
20.		Do you see the store configuration changing? Or are you looking to keep the same layout?	Store configurations are constantly in flux. We are currently in a long-term renovation process.
21.		Direct shipping process How will full fulfillment happen? Do you want mobile cards? Do you want receipts emailed?	Fulfillment may happen many different ways. <ol style="list-style-type: none"> 1. The product may be on site for instant delivery. 2. The product may be sent to the nearest liquor store to the customer for pick up. 3. The product may be shipped to the customer directly via common carrier (UPS- Fed Ex). The ability to accept mobile payments is desired. E-mailing of receipts is optional.
22.		What keeps you (Nhslc) awake at night?	There are two things that keep us awake at night: <ol style="list-style-type: none"> 1. Being less than totally successful in the implementation of the new system. 2. A significant system failure caused by the age of our current systems and hardware.
23.		What are the problems / constraints that you (nhslc) have today that you would like to see addressed?	The current system is reaching the limits of its design parameters and is becoming increasingly difficult to support. The current system requires too much technical skill to extract custom results from the collected data. There is a strong need to provide “at a glance” dashboards and drill down capabilities that are quickly and easily configured by staff with little to no technical skill.
24.		What would you like to see the process do in the future that it doesn't do today?	The system needs to be better able to provide sales and manpower forecasts at the store level so that management can better control stock on hand. Also, the system should have the capability for a rewards/loyalty program and be able to handle rain checks on a system-wide basis.
25.		Do you want lane busting? All stores? Selective stores?	Lane busting capabilities should be available in all stores. Hand-held inventory and receiving devices should be able to double as lane busting equipment.

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
26.		What is the warehouse situation? How many? What is the square footage?	We are currently changing warehouse providers from Law Warehouses to Exel Inc. There will be one private warehouse and one State warehouse. Private – 240,000 sf Concord – 50,000 sf
27.		What are the state and federal PCI regulations?	The Liquor Commission is required to follow the most stringent requirements provided by the PCI council. There are no additional requirements placed upon us by either the State or federal government.
28.		Is the mobile store in the current RFP? What process do you want?	The mobile store is a requirement of the current RFP. The process will need to be flexible to be configurable based upon the needs of a particular situation, i.e., some events have product available for instant delivery, others are place order for later pick up/delivery.
29.		Does the RFP specify how to send in questions?	Yes, it does
30.		<ul style="list-style-type: none"> - On Page 1 Proposal Due date is stated as November 5th, 2013 - During the vendor conference a due date of November 30th, 2013 was presented. Please identify which due date is correct?	The dates provided in the RFP and any amendments are the correct dates for all events and deadlines. Any changes or amendments to this RFP will be posted on the Administrative Services Website. Vendors are encouraged to check this site frequently.

	Section	QUESTION	ANSWER
31.		<ul style="list-style-type: none"> - Page 16 Paragraph one has seven listings detailing the application software in place at NHSLC. - Please identify which software applications are being replaced and which are staying? 	<p>The items listed below will be replaced as part of this RFP and the resultant contract.</p> <ol style="list-style-type: none"> 1. ACR Point of Sale system being utilized at the 77 retail stores. 2. MAPPER (Business Information Server) System that is a Unisys Corporation database and development system. MAPPER contains a number of homegrown sub-systems such as the Personnel Attendance and Leave System (PALS), Liquor Inventory Management Systems (LIDS), Warehouse Inventory Management System (WIMS) and Internet Commerce Enabler (ICE). <p>The items listed below will be retained after the next gen system has been installed.</p> <ol style="list-style-type: none"> 3. License 2000 (L2K) for the Commission’s Division of Enforcement licensing system. 4. Warehouse system, the inventory system at the privately owned warehouse. 5. Information Management Consulting (IMC) for the Commission’s Division of Enforcement. 6. The State’s financial system (Lawson software).
32.	Page 19 section 4.1, d,	<p>Requires one (1) electronic copy on CD/DVD in MS Word.</p> <ul style="list-style-type: none"> - Will NHSLC accept the electronic copy in PDF? 	<p>The requirement is for a cd/dvd in Word format. The State will accept an electronic copy in PDF; however, a Word copy will be required from the selected vendor for use while writing the contract.</p>

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
33.	Page 28 section 5.3.5 c	<ul style="list-style-type: none"> - Proposed staffing qualification (25points) <p>The following sentence states, Vender qualifications (including any subcontractors) will be allocated a maximum score of 35 points.</p> <ul style="list-style-type: none"> - Please clarify which is correct 25 or 35 points? 	The Proposed staffing qualifications evaluation will have a value of 25 points.
34.	Page 45 section 6.22	<ul style="list-style-type: none"> - Escrow of Code states, Vendor will enter into a source and configuration code escrow agreement, with a state approved escrow agent. The proposed escrow agreement shall be submitted with the vendor’s proposal for review by NHSLC. The escrow agreement requires the vendor to put the software and configuration code in escrow. - Which software escrow companies are on the state approved list? - Microsoft does not escrow its software how does this affect the above? 	<p>The State does not have a list of approved escrow vendors. Any escrow agreement, however, must comply with the terms published in the RFP in Section 6.22 Escrow of Code.</p> <p>The escrow requirement for Microsoft products will be addressed in a later addendum.</p>
35.	Page 51, Appendix C, C-1	<ul style="list-style-type: none"> - Scope of work the last bullet point states, Creating necessary interfaces to external systems including, <ul style="list-style-type: none"> o The State Licensing System o The State Financial System o The Liquor Commission on line ordering system o Data Repositories maintained as part of the Liquor Commission web presence. - Please provide detail on those data repositories? 	<p>The repositories consist of a number of csv formatted files that are provided to Raka Interactive for import into their MS-SQL-based database.</p> <p>Data included in these files includes: Product availability by location Product pricing Product special pricing (sales/promotions) Store hours and days of operation Product information and graphic URLs</p> <p>Specific file layouts will be provided upon contract award. The other systems are either MS-SQL or Oracle-based. Data about direction and frequency of interfacing is contained in <i>Attachment I: As-Is Business Process Narratives/System Architecture</i>.</p>

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
36.	Page 64 Topic 13	<ul style="list-style-type: none"> - Help Desk Support. - How many agents are on the NHSLC help desk staff? <p>What current software tools are utilized by the help desk for remote dial in support?</p>	<p>Three Senior Techs, six Junior Techs</p> <p>Footprints Windows Remote Assistance Logmein Remote Desktop Connection SSH thru Putty for Linux VPN – Cisco Any Connect</p>
37.	Sales Marketing and Merchandising (S), S.2 Product Selection, S.2.13	<p>The systems allows for category placement of liquor products by the following four categories:</p> <p>Category 1 - Full Distribution, Category 2 – Full Distribution, Category 3 – Specialty Liquors, Category 4- Test Liquors.</p> <ul style="list-style-type: none"> - What is the difference between Category 1 and 2? 	<p>The difference is that they are two groups so that products can be allocated at a more granular level, i.e.,,a store may be allowed to order Category 1 products or Category 2 products or possibly both.</p>
38.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S.3.5	<ul style="list-style-type: none"> - The systems provides the ability to bar code coupons and verify authenticity through a bar code reader at the register. - Does the NHSLC want to create coupons within the proposed system for distribution to its’ customers? - Do brokers supply NHSLC coupons for redemption at store location? If yes please detail this process? 	<p>Yes, the State wishes to create coupons for or distribution to its customers.</p> <p>Brokers do not supply coupons for redemption at State liquor stores.</p>

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
39.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S.3.12	<ul style="list-style-type: none"> - The system allows for unlimited stored value cards at one time. - Does NHSLC currently utilized any stored value cards? If yes what brands? - Are the stored value cards managed internally by NHSLC or third party (Pre Paid Credit Card, Givex etc.). - Does NHSLC currently use or plan to use Pre Paid Credit Cards? 	<p>Yes, the NHSLC utilizes stored value cards provided by PaymenTech. We will be converting in the future to Bank of America.</p> <p>Stored value cards are maintained by the State's acquirer (see above).</p> <p>There is interest in utilizing an outside service to provide stored value cards via a web-based system that would integrate with our current acquirer. The NHSLC does not, at this time, use nor plan to use pre-paid credit cards.</p>
40.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S.3.14	<ul style="list-style-type: none"> - The system can create sales cards, to be printed at the store level. - Please identify the size of the sales cards and information printed on those cards 	<p>The cards can be of different sizes but the most prevalent are index card sized and ½ width index card sized.</p> <p>The information on the cards is typically product name, sku number, product size, regular price, sale price, savings, starting and ending dates of the sale.</p>
41.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S.3.21	<ul style="list-style-type: none"> - , The system should include pricing rules capable of handling a variety of pricing levels based on customer type, order type, product assortment, store location/region and price type. - Does NHSLC currently manage pricing by store/region? 	<p>While the NHSLC does not currently manage pricing by store and region that capability is desired.</p>

RFP 2014– 028 ADDENDUM 3
Next Generation System
QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
42.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S.3.41	<ul style="list-style-type: none"> - The system allows for tracking and grouping coupons for “in state” and “out of state” reporting purposes. - Please explain the in state and out of state coupon tracking (are there specific State rules that apply)? 	Coupons are generally delivered via a mass e-mail program. There are generally two coupons that are used to promote products that are on sale via a coupon. One is sent to people who have indicated that they are in New Hampshire and a different one for people who have indicated that they come from out of state. The customer’s selection will determine which of the two coupons they will receive.
43.	Sales Marketing and Merchandising (S), S3 Discounts & Promotions/ Coupons & Gift Certificates, S4.a Special Orders, s4.all	<ul style="list-style-type: none"> - The system must have the ability for special orders to be place on the NHSLC web site. - Is NHSLC currently supporting special orders on its web site? - If yes is the special order paid in full, a deposit required or payment is made upon pickup in the store. 	Currently, the NHSLC does not support this functionality on its website. We do accept special orders and the terms and conditions on them are that we obtain a quote for the requested product and expect full payment before an order is placed.
44.	Distribution, Warehouse, Headquarters (D), D.4 Inventory Management, D4.1	<ul style="list-style-type: none"> - The system must have the ability to track case and sub case inventory levels at the warehouse. - Will the proposed system do the ordering for the warehouse (Exel) or is this a function of the warehouse and the proposed system will need to interface to the warehouse? 	The system is expected to automatically generate stock replenishment orders based upon parameters set by the store managers or HQ. The majority of these orders will be in cases. Some low volume and specialty products are orderable by the bottle, and the system will need to be able to order at that level and be able to indicate the difference between a case and a bottle order to the warehouse. The next gen system is not responsible for maintaining stock levels in the warehouse. That responsibility lies with the brokers.

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
45.	Store Operations (O), O1 Back office functions, 01.15	<ul style="list-style-type: none"> - The system must have a exceptions report displays rain checks issued/redeemed on a per store basis. - Please detail how NHSLC currently utilizes rain checks (what initiates a rain check, is there a time limit on redemption etc.)? 	<p>The current rain check system has never been implemented because it was not an enterprise system.</p> <p>What is desired is the ability to generate a rain check on a low/no stock availability situation. These rain checks would have an expiration date that should be configurable based upon criteria set by the store manager and/or HQ.</p>
46.	Store Operations (O), O1 Back office functions, 01.b Daily Store Financial Report, 01.b9	<ul style="list-style-type: none"> - The daily store financial report must contain licensee charges by licensee type. - Are licensee’s allow to post to account (charge) at point of sale and the system bills them afterwards? - What tenders can licensee’s use to acquire products (cash, check, on account/charge, credit card, traveler check, debit card etc.)? 	<p>Yes, pre-authorized licensees may charge against house credit to be paid later. The system will need to be able to determine who has been preauthorized.</p> <p>Licensees may pay for their purchases with any media that the NHSLC accepts.</p>
47.	Store Operations (O), O1 Back office functions, 01.b Daily Store Financial Report, 01.b13	<ul style="list-style-type: none"> - The daily store financial report must contain dollars by gift certificate sales. - How does NHSLC manage gift certificates? - Are the paper or electronic? - Issued at stores or online? - What is the process to redeem a gift certificate at the store? 	<p>The NHSLC does not currently generate gift certificates. There are legacy gift certificates that are still in circulation (not been redeemed) that have been issued in the past. They were paper certificates.</p> <p>Gift certificates are no longer issued but were issued in the stores.</p> <p>To redeem a gift certificate the cashier must select the gift certificate media type, enter the certificate number and amount.</p>

RFP 2014– 028 ADDENDUM 3
Next Generation System
QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
48.	Store Operations (O), O1 Back office functions, 01.b Daily Store Financial Report, 01.b.15	<ul style="list-style-type: none"> - The lottery ticket reconciliation section of the daily store financial report must include opening inventory balance for instant tickets by game. - Please detail how the instant lottery tickets are managed? - Are they items in the SKU file? - How many games are there? - Do the number of games change? - Where are they sold and redeemed. 	<p>Lottery tickets are items in the sku file.</p> <p>There are \$10 value sku's that have been established to cover a multitude of games. Each game is assigned a sku on the basis of its selling value.</p> <p>There can be any number of games available at any time.</p> <p>They are sold at all State liquor stores, most grocery stores and the Lottery office. Redemptions are handled at each sales location with larger prizes being paid at the Lottery office.</p>
49.	Store Operations (O), O1 Back office functions, 01.c, Frequent Buyer Program, O1.	<ul style="list-style-type: none"> - The system must have the ability to access licensee or customer profile from register at any store location. - What is a customer profile (is this a retail customer, non-licensee)? - If yes is the licensee and retail customer in the same download file? 	<p>The licensee and customer profiles may be the same database in the system. A customer and/or licensee profile is a collection of data that defines the customer. This information may include points to next reward, open to buy, credit limit, check limit, address, etc. It is information by which we can manage the customer's ability to buy products and at what price those products are sold.</p> <p>As we do not have a loyalty or preferred customer program in place, only licensees are included in the current download file.</p>
50.	Store Operations (O), O1 Back office functions, 02 Cashiering, O2.	<ul style="list-style-type: none"> - The system must have the ability to obtain licensee or order information by swiping a licensee identification card. - Does the licensee identification card have a bar code or magnetic track? 	<p>The identification cards do not currently exist so they contain neither a bar code nor a magnetic stripe.</p>

RFP 2014– 028 ADDENDUM 3
Next Generation System
QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
51.	Financial Administration (F), F4.a Payment File, F4.a7	<ul style="list-style-type: none"> - The system should integrate with Lawson NH FIRST) the State’s financial system in real time for each transaction. - Please detail what is meant by each transaction (line item sales receipt from store, payables, receivables, vendor credits etc.)? 	A transaction is a type of accounting event. Transaction types cover a number of items such as sales, discounts, payments on account, cost of goods, coupon redemptions, stored value card issues and others.
52.	Technical (T), T8.a Data Conversion & Systems Migration, T8.1	<ul style="list-style-type: none"> - Vendor will convert all database data from existing database to the new database. - What format is your data in? - How large is the database? - Can NHSLC provide a schema of the database? - Is data consider just the SKU, Licensee and Vendor information or all stored data (past sales, payables, receivables etc.)? 	<p>The data is currently stored in Unisys' BIS (MAPPER) database. They are fixed length positional records.</p> <p>There are actually two databases or current production database that are approximately 19 gig in size and a data warehouse database that is 138 gig in size.</p> <p>The MAPPER database does is not a relational database so there is no schema per se.</p> <p>The production database is current information for all information used to conduct business. The data warehouse database contains all transactions for the previous ten years.</p>
53.	Technical (T), T8.a Data Conversion & Systems Migration, T8.	<ul style="list-style-type: none"> - The vendor will include the latest DoIT certified release of Microsoft Exchange. - What version of Exchange is the NHSLC currently using? - Is Exchange running on the Store Server in each store? 	<p>We are currently running exchange 2003.</p> <p>There is a single exchange instance running in a centralized location which all NHSLC employees can access.</p>
54.	Technical (T), T8.b Retail Site Rollout Plan, T8.b16	<ul style="list-style-type: none"> - The vendor must modify existing counters to accommodate all new system components. - Please provide the current cash wrap sizing layouts (include above and below counter spaces)? 	<p>There is no single cash wrap definition as the fixtures at each store are of different generations, manufacturers and configurations.</p> <p>The last vendor performed a pre-install survey to determine each store’s readiness to be installed.</p>

	Section	QUESTION	ANSWER
55.	Technical (T), T8.c HQ Sites Rollout Plan, T8.c4	<ul style="list-style-type: none"> - The vendor connect and configure all installed desktops so they are function on the NHSLC LAN. <p>How many desktops?</p> <ul style="list-style-type: none"> - What are the hardware specifications (CPU, RAM, Hard Disk, NIC etc.)? - If in multiple locations please specify number of desktops per location? - What operating system is in use? - What type of LAN (Windows, Linux, Novell, etc.)? - What software tools does the NHSLC have available for this aspect of the project? 	<p>The current list of equipment is described below: HQ & Enforcement. Approximately 100 desktops. (All desktops are new Dell Optiplex 7010 w/i7-3770 processor, 8MB 3.46ghz, 16 GB ram, 250 GB hard drive, NIC Intel 82579LM GB network connection.) Approximately 52 laptops with Win XP and Win 7 OS. Stores – 90 HP DC5700 pc’s at 77 locations. Win XP OS, 512MB ram and 80 GB hard drives. The LAN is a standard windows LAN.</p> <p>NHSLC has very limited tools available as we expect the vendor to come with a full toolbox. As part of their proposal each respondent must indicate what hardware and software are required to support effective operation of their proposed solution.</p>
56.	Technical (T), T8.d Financing, T8.D1	<ul style="list-style-type: none"> - The selected vendor will be responsible for providing a finance agreement to the State that is to include all hardware, software, installation, warranty, and maintenance and support services amortized over five years. - Page 17 the first sentence states, The selected Solution will be financed over time using a finance vendor selected through a separate competitive bidding process. - Please advise which statement the NHSLC deems correct? 	<p>The selected solution will be financed over time using a finance vendor selected through a separate competitive bidding process.</p>

	Section	QUESTION	ANSWER
57.	As is Business Process Narratives and System Architecture Overview, page 11, 2.3 Store Operations Business Process, 2.3.1 Back Office Function states, Planogram Mapping	<ul style="list-style-type: none"> - What planogram software is NHSLC using? - How often do store managers use this software (daily, weekly, monthly etc.)? 	Planograms are created by an outside contractor and are provided on a monthly basis. It is the desire of the NHSLC to bring this functionality “in-house” so that various planograms may be produced as desired. Currently, planograms are created on a monthly basis.
58.	As is Business Process Narratives and System Architecture Overview, page 21, 2.6 Enforcement & Licensing Business Process, 2.6.4 Training & Education	<ul style="list-style-type: none"> - Either of these methods direct data enters this information into the NH MAPPER system. - Environment and Licensing also uses MAPPER to update the upcoming training schedule via their website on a monthly basis. IMC as a standalone application with no electronic connection to MAPPER. - How is the data then entered into MAPPER as discussed above? - IMC is not being replaced (per the vendor conference discussion) is there a need to integrate its’ data into the new system? 	<p>MAPPER is being replaced by this system. Enforcement functions that had been performed in MAPPER will be done in a separate stand-alone product outside the scope of this RFP.</p> <p>All Enforcement activities are outside the scope of this RFP.</p>
59.		<ul style="list-style-type: none"> - What bar codes (NH State, Manufacturer, other) does NHSLC commission utilize for product management throughout the enterprise? 	The Commission presently utilizes upc-a, upc-e, and ean bar codes. There is a strong desire to utilize handheld inventory devices to receive product replenishment deliveries using SCC (shipping container codes).

RFP 2014– 028 ADDENDUM 3
 Next Generation System
 QUESTIONS & ANSWERS

	Section	QUESTION	ANSWER
60.		<ul style="list-style-type: none"> - How many SKU’s are in the NHSLC product file? 	Around 15,000.
61.		<ul style="list-style-type: none"> - How many NHSLC need to be trained and please identify that number by work type? <ul style="list-style-type: none"> o Sales? o Marketing? o Merchandising? o Distribution? o Warehousing? o Headquarters? o Store Operations? o Financial Administration? o Technical (help desk, IT support)? 	Stores – 800+/- (assuming we don’t train the trainer (store manager) Store Operations – Six-eight Marketing – 12-14 Warehousing – Six-eight Headquarters – included in marketing, warehousing, etc. Financial Administration – 12-14 Technical/application support 18 -20 Help Desk three Senior Techs
62.		<ul style="list-style-type: none"> - How much work space at NHSLC will be provided for the vendor staff (desks, conference room, power outlets, network connection etc.)? 	We are unable to provide exact details at this time as NHSLC headquarters are about to be renovated. However, every effort will be made to accommodate the needs of the vendor.
63.		<ul style="list-style-type: none"> - Do licensees have the ability to pay their account due bill at the store level? 	Yes
64.		<ul style="list-style-type: none"> - Will the vendor be responsible for providing and/or configuring hubs, routers, firewalls etc. in the store or Commission headquarters for this project? 	No, the vendor will not be required to manage the network. That responsibility lies with either the State Network Operations Team or our store network support vendor.