



State of New Hampshire

State Liquor Commission

New Hampshire State Liquor Commission Next Generation  
Systems

RFP 2014-033

RFP ISSUED..... July 3, 2013

VENDOR CONFERENCE..... July 31, 2013

AT:  
*Division of Enforcement & Licensing*  
57 Regional Drive  
Concord, New Hampshire 03301

STATE POINT of CONTACT.....Ronald Jones – Project Manager  
ronald.j.jones@liquor.state.nh.us  
Phone: (603) 230-7081

CONTRACT TYPE.....FIRM FIXED PRICE

PROPOSALS DUE..... November 5, 2013

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHS LC-RFP 2014-033**

**TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION.....</b>	<b>15</b>
1.1	CONTRACT AWARD.....	15
1.2	CONTRACT TERM.....	15
1.3	OVERVIEW OF PROJECT.....	15
1.4	SUBCONTRACTORS.....	17
<b>2</b>	<b>SCHEDULE OF EVENTS .....</b>	<b>18</b>
<b>3</b>	<b>SOFTWARE, REQUIREMENTS AND DELIVERABLES.....</b>	<b>18</b>
3.1	SOFTWARE.....	18
3.2	REQUIREMENTS .....	18
3.3	DELIVERABLES.....	18
<b>4</b>	<b>INSTRUCTIONS .....</b>	<b>19</b>
4.1	PROPOSAL SUBMISSION, DEADLINE, AND LOCATION INSTRUCTIONS .....	19
4.2	PROPOSAL INQUIRIES .....	20
4.3	VENDOR CONFERENCE.....	20
4.4	ALTERATION OF RFP .....	21
4.5	RFP ADDENDUM .....	21
4.6	NON-COLLUSION.....	21
4.7	VALIDITY OF PROPOSAL.....	21
4.8	PROPERTY OF NHS LC.....	21
4.9	CONFIDENTIALITY OF A PROPOSAL.....	21
4.10	PUBLIC DISCLOSURE .....	21
4.11	SECURITY .....	21
4.12	NON-COMMITMENT .....	22
4.13	PROPOSAL PREPARATION COST .....	22
4.14	ORAL PRESENTATIONS/INTERVIEWS AND DISCUSSION .....	22
4.15	REQUIRED CONTRACT TERMS AND CONDITIONS .....	22
4.16	PROPOSAL FORMAT.....	22
4.17	PROPOSAL ORGANIZATION .....	22
4.18	PROPOSAL CONTENT.....	23
4.18.1	<i>Cover Page.....</i>	23
4.18.2	<i>Transmittal Form Letter.....</i>	23
4.18.3	<i>Table of Contents .....</i>	25
4.18.4	<i>Section I: Executive Summary.....</i>	25
4.18.5	<i>Section II: Glossary of Terms and Abbreviations .....</i>	25
4.18.6	<i>Section III: Responses to System Requirements and Deliverables.....</i>	25
4.18.7	<i>Section IV: Narrative Responses.....</i>	25
4.18.8	<i>Section V: Corporate Qualifications.....</i>	25
4.18.9	<i>Section VI: Qualifications of Key Vendor Staff.....</i>	25
4.18.10	<i>Section VII: Cost Proposal.....</i>	25
<b>5</b>	<b>PROPOSAL EVALUATION PROCESS.....</b>	<b>27</b>
5.1	SCORING PROPOSALS .....	27
5.2	RIGHTS OF NHS LC IN EVALUATING PROPOSALS .....	27
5.3	PLANNED EVALUATIONS.....	27
5.3.1	<i>Initial Screening.....</i>	27
5.3.2	<i>Preliminary Scoring of Proposals and Reference and Background Checks.....</i>	27
5.3.3	<i>Oral Interviews and Product Demonstrations .....</i>	28
5.3.4	<i>Best and Final Offer.....</i>	28
5.3.5	<i>Final Evaluation .....</i>	28
a.)	<i>Scoring of the Proposed Software and Hardware Solution (25 Points) .....</i>	28
b.)	<i>Vendor's Company, Technical and Service Experience (15 Points) .....</i>	28

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

c.)	<i>Proposed Staffing Qualifications (25 Points)</i> .....	28
d.)	<i>Scoring the Software Solution Cost (35 Points)</i> .....	28
<b>6</b>	<b>GENERAL CONTRACT REQUIREMENTS</b> .....	<b>29</b>
<b>6.1</b>	<b>STATE OF NH TERMS AND CONDITIONS AND CONTRACT REQUIREMENTS</b> .....	<b>29</b>
<b>6.2</b>	<b>VENDOR RESPONSIBILITIES</b> .....	<b>29</b>
<b>6.3</b>	<b>PROJECT BUDGET/PRICE LIMITATION</b> .....	<b>29</b>
<b>6.4</b>	<b>STATE CONTRACTS</b> .....	<b>29</b>
<b>6.5</b>	<b>VENDOR STAFF</b> .....	<b>29</b>
<b>6.6</b>	<b>WORK PLAN</b> .....	<b>30</b>
<b>6.7</b>	<b>CHANGE ORDERS</b> .....	<b>30</b>
<b>6.8</b>	<b>DELIVERABLES</b> .....	<b>31</b>
6.8.2	<i>Written Deliverables Review</i> .....	31
6.8.3	<i>Software Deliverables Review</i> .....	31
6.8.4	<i>Non-Software Deliverables Review</i> .....	31
<b>6.9</b>	<b>LICENSES</b> .....	<b>32</b>
6.9.1	<i>Software and Documentation Copies</i> .....	32
6.9.2	<i>Restrictions</i> .....	32
6.9.3	<i>Title</i> .....	32
6.9.4	<i>Third Party</i> .....	32
<b>6.10</b>	<b>TESTING AND ACCEPTANCE</b> .....	<b>33</b>
6.10.1	<i>Remedies</i> .....	33
<b>6.11</b>	<b>WARRANTY</b> .....	<b>34</b>
6.11.1	<i>Warranty Period</i> .....	34
	<i>If within the last thirty (30) calendar days of the Warranty Period, the System Software fails to operate as specified, the Warranty Period will cease, the Vendor will correct the Deficiency, and a thirty (30) calendar day Warranty Period will begin. Any further Deficiencies with the Software must be corrected and run fault free for thirty (30) days.</i> .....	34
6.11.3	<i>Warranty Services</i> .....	35
<b>6.12</b>	<b>ONGOING SOFTWARE MAINTENANCE AND SUPPORT LEVELS</b> .....	<b>36</b>
6.12.1	<i>Maintenance Releases</i> .....	36
6.12.2	<i>Vendor Responsibility</i> .....	36
<b>6.13</b>	<b>ADMINISTRATIVE SPECIFICATIONS</b> .....	<b>37</b>
6.13.1	<i>Travel Expenses</i> .....	37
6.13.2	<i>Shipping and Delivery Fee Exemption</i> .....	37
6.13.3	<i>Project Workspace and Office Equipment</i> .....	37
6.13.4	<i>Work Hours</i> .....	37
6.13.5	<i>Access/Cooperation</i> .....	37
6.13.6	<i>State-Owned Documents and Data</i> .....	37
6.13.7	<i>Intellectual Property</i> .....	38
6.13.8	<i>IT Required Work Procedures</i> .....	38
	<i>All work done must conform to standards and procedures established by the Department of Information Technology and NHSLC.</i> .....	38
6.13.9	<i>Computer Use</i> .....	38
<b>6.14</b>	<b>PRICING</b> .....	<b>40</b>
6.14.1	<i>Activities/Deliverables/Milestones Dates and Pricing</i> .....	40
6.14.2	<i>Software Licensing, Maintenance, Enhancements, and Support Pricing</i> .....	40
6.14.3	<i>Invoicing</i> .....	40
6.14.4	<i>Overpayments to the Vendor</i> .....	40
6.14.5	<i>Credits</i> .....	40
6.14.6	<i>Records Retention and Access Requirements</i> .....	40
6.14.7	<i>Accounting Requirements</i> .....	41

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

6.15	<u>TERMINATION .....</u>	<u>41</u>
6.16	<u>LIMITATION OF LIABILITY.....</u>	<u>43</u>
6.17	<u>CHANGE OF OWNERSHIP .....</u>	<u>44</u>
6.18	<u>ASSIGNMENT, DELEGATION AND SUBCONTRACTS .....</u>	<u>44</u>
6.19	<u>DISPUTE RESOLUTION.....</u>	<u>44</u>
6.20	<u>VENUE AND JURISDICTION.....</u>	<u>45</u>
6.21	<u>PROJECT HOLDBACK.....</u>	<u>45</u>
6.22	<u>ESCROW OF CODE .....</u>	<u>45</u>
6.23	<u>CONTRACT SECURITY/PERFORMANCE BOND .....</u>	<u>45</u>
	<b>APPENDIX A: BACKGROUND INFORMATION .....</b>	<b>46</b>
A-1	<u>NEW HAMPSHIRE STATE LIQUOR COMMISSION .....</u>	<u>46</u>
A-2	<u>DEPARTMENT OF INFORMATION TECHNOLOGY AND TECHNOLOGY STATUS.....</u>	<u>46</u>
A-2.1	<i>Technical Architecture.....</i>	<i>47</i>
A-2.2	<i>Future Systems Environment.....</i>	<i>47</i>
A-3	<u>RELATED DOCUMENTS REQUIRED AT CONTRACT TIME .....</u>	<u>47</u>
A-4	<u>STATE PROJECT TEAM.....</u>	<u>47</u>
A-4.1	<i>Project Sponsors .....</i>	<i>47</i>
A-4.2	<i>State Project Manager.....</i>	<i>48</i>
A-4.3	<i>State Systems Development Lead.....</i>	<i>48</i>
	<b>APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION .....</b>	<b>49</b>
B-1	<u>SUBMISSION REQUIREMENTS .....</u>	<u>49</u>
B-2	<u>COMPLIANCE WITH SYSTEM REQUIREMENTS .....</u>	<u>49</u>
B-3	<u>CURRENT IMPLEMENTED SITES OF VENDOR PROPOSED SOFTWARE/HARDWARE.....</u>	<u>49</u>
B-4	<u>VENDOR IMPLEMENTATION SERVICE EXPERIENCE .....</u>	<u>49</u>
B-5	<u>PROPOSED PROJECT TEAM.....</u>	<u>49</u>
	<b>APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES .....</b>	<b>51</b>
C-1	<u>SCOPE OF WORK.....</u>	<u>51</u>
C-2	<u>VENDOR REQUIREMENTS CHECKLIST.....</u>	<u>51</u>
C-3	<u>DELIVERABLES.....</u>	<u>53</u>
C-4	<u>REQUIRED INTERFACES.....</u>	<u>56</u>
	<b>APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES .....</b>	<b>57</b>
D-1	<u>PROPOSED SOFTWARE SOLUTION .....</u>	<u>58</u>
D-2	<u>TECHNICAL, SERVICES AND PROJECT MANAGEMENT EXPERIENCE.....</u>	<u>60</u>
	<b>APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS .....</b>	<b>69</b>
E-1	<u>REQUIRED INFORMATION ON CORPORATE QUALIFICATIONS .....</u>	<u>69</u>
E-1.1	<i>Vendor and Subcontractors.....</i>	<i>69</i>
E-2	<u>TEAM ORGANIZATION AND DESIGNATION OF KEY VENDOR STAFF .....</u>	<u>70</u>
E-2.1	<i>State Staff Resource Worksheet.....</i>	<i>71</i>
E-3	<u>CANDIDATES FOR PROJECT MANAGER .....</u>	<u>71</u>
E-4	<u>CANDIDATES FOR KEY VENDOR STAFF ROLES .....</u>	<u>71</u>
	<b>APPENDIX F: PRICING WORKSHEETS.....</b>	<b>72</b>
F-1	<u>ACTIVITIES/DELIVERABLES/MILESTONES PRICING WORKSHEET – DELIVERABLES LIST.....</u>	<u>72</u>
F-2	<u>PROPOSED POSITION – INITIAL CONTRACT TERM VENDOR RATES WORKSHEET .....</u>	<u>74</u>
F-3	<u>PROPOSED VENDOR STAFF AND RESOURCE HOURS WORKSHEET .....</u>	<u>75</u>
F-4	<u>FUTURE VENDOR RATES WORKSHEET .....</u>	<u>75</u>
F-5	<u>SOFTWARE LICENSING, MAINTENANCE, AND SUPPORT PRICING WORKSHEET .....</u>	<u>76</u>
	<b>APPENDIX G-1 TESTING REQUIREMENTS .....</b>	<b>77</b>
G-1.1	<i>Test Planning and Preparation.....</i>	<i>77</i>
G-1.2	<i>Testing.....</i>	<i>77</i>

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX G-2: CERTIFICATES ..... 84**  
**A. CERTIFICATE OF GOOD STANDING..... 84**  
**B. CERTIFICATE OF AUTHORITY/VOTE..... 84**  
**APPENDIX G-3: TERMS AND CONDITIONS..... 86**  
**ATTACHMENT I: AS-IS BUSINESS PROCESS NARRATIVES/SYSTEM ARCHITECTURE .. 90**  
**ATTACHMENT J: AS-IS BUSINESS PROCESS WORKFLOWS..... 91**  
**ATTACHMENT K: HARDWARE INVENTORY..... 92**

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**TERMS AND DEFINITIONS**

The following general contracting terms and definitions apply except as specifically noted elsewhere in this document.

<b>Term</b>	<b>Definition</b>
<b>Absolute Level</b>	Inventory for individual store locations is based on estimated sales when new products are entered into the System. The System automatically orders product for the stores to replenish any products depleted below absolute levels.
<b>Acceptance</b>	Written notice from NHSLC that a Deliverable has satisfied Acceptance Test or Review.
<b>Acceptance Letter</b>	An Acceptance Letter provides notice from NHSLC that a Deliverable has satisfied Acceptance Tests or Review.
<b>Acceptance Period</b>	The timeframe during which the Acceptance Test is performed.
<b>Acceptance Test and Review</b>	Tests performed to determine that no Defects exist in the application Software or the System.
<b>Acceptance Test Plan</b>	The Acceptance Test Plan provided by the Vendor and agreed to by NHSLC that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
<b>Access Control</b>	Supports the management of permissions for logging onto a computer or network.
<b>ACR</b>	The point of sale system being utilized at the 77 retail stores.
<b>Ad-hoc Reports</b>	Ad-hoc reports (equivalent expression/underlying concept: "a custom report feature"), which indicates the need for the application to allow end users to decide, at run time, which elements of the report they wish to see (possibly in which specific order etc).
<b>Affidavit</b>	A written statement confirmed by oath or affirmation, for use as evidence in court. Affidavits are statements made by New Hampshire Liquor Commission employees of lost, damaged, broken or missing inventory.
<b>Agency</b>	A class of licensee licensed to operate an independent liquor store not owned by the state of New Hampshire.
<b>Agreement</b>	A contract duly executed and legally binding.
<b>Audit Trail</b>	Supports the identification and monitoring of activities within an application or system.
<b>Authorized Direct Shippers</b>	There approximately 1,100 producers of alcohol nationally that are authorized by the NH Liquor Commission to ship directly to New Hampshire consumers.
<b>Bailment Charges</b>	The bailment charges process at the Concord warehouse begins with a transaction file within the Warehouse Management System. The Warehouse Management System uses this transaction file to determine the bailment charges automatically by transaction code, account, quantity, and charge. Some examples of bailment charges include the following: handling for in-bound items, storage, labeling, relabeling, and inventory counting.
<b>Bailment Warehouse</b>	A term used in the wine and distilled spirits industry to describe a situation whereby goods are shipped to a designated warehouse and normally held in the supplier's name for withdrawal by a state liquor agency acting as a wholesaler "Control" state. The goods thus stored generally incur a "bailment" charge or fee per case for storage and handling.
<b>Best and Final Offer (BAFO)</b>	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
<b>Bill of Lading</b>	A receipt given by the carrier to the shipper acknowledging receipt of the goods being shipped and specifying the terms of delivery.
<b>Blanket Purchase Order</b>	An order to buy from the same vendor regularly where NHSLC issues a blanket order to cover all purchases for the month rather than making separate daily purchase orders.
<b>Blind-Drop</b>	A form of cash-drop where the cashier does not count their own drawer or bank before turning it in and, therefore, does not know if they are over or short. Sometimes used as a deterrent from theft by a cashier.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
<b>Brand Selection</b>	The brand selection process for the Commission begins with a weekly business meeting to discuss new products. Buyers bring recommendations for discussion that must be approved by the Commission before they are considered final.
<b>Breach or Breach of Security</b>	Unlawful and unauthorized acquisition of unencrypted computerized data that materially compromises the security, confidentiality, or integrity of personal information maintained by a person or commercial entity.
<b>Breakage</b>	When a retail location has product that is accidentally broken by an employee it is considered to be breakage and an affidavit is filled out to attest to this occurrence.
<b>Broker</b>	In New Hampshire, all liquor is sold through a system of brokers as intermediaries between the Commission and the vendors.
<b>Buyers</b>	Buyers are Liquor Commission employees in charge of recommending the brands, and selection that New Hampshire Liquor stores carry. The Commission must give final approval before these selections are accepted.
<b>Case Label</b>	There is one label per case unless there are more than 30 cases (over half a pallet) of the same product in which case a single label is printed with the number of cases included. Case labels indicate that a case of product has been shipped or is intended to be shipped to a designated store.
<b>CCP</b>	Change Control Procedures.
<b>Certification</b>	The Vendor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
<b>Change Control</b>	Formal process for initiating changes to the proposed Solution or process once development has begun.
<b>Change Order</b>	Formal documentation prepared for a proposed change in the Specifications.
<b>Claims</b>	Claims are created at a store when hidden damage is discovered or is returned by a consumer (i.e. bad taste etc.). Unlike Affidavits, claims are not made for mishaps.
<b>Common Carrier</b>	A company that transports goods on regular routes at set rates. In New Hampshire there are three Common Carriers: UPS, FedEx Ground, and FedEx Express.
<b>Confidential Information</b>	Information required to be kept Confidential from unauthorized disclosure under the Contract.
<b>Contract</b>	This Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
<b>Contract Conclusion</b>	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
<b>Contract Documents</b>	Documents that comprise this Project and the Contract.
<b>Contract Managers</b>	The persons identified by NHSLC and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities.
<b>Contracted Vendor</b>	The Vendor whose Proposal or quote was awarded the Contract with NHSLC and who is responsible for the Services and Deliverables of the Contract.
<b>Contractor</b>	All non-State employees that have been hired to work on the Project.
<b>Conversion Test</b>	A test to ensure that a data conversion process correctly takes data from a legacy system and successfully converts it to form that can be used by the new System.
<b>Commission</b>	Also known as the New Hampshire State Liquor Commission.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Term	Definition
<b>COTS</b>	Commercial Off-The-Shelf Software.
<b>Coupon</b>	A voucher entitling the holder to a discount on a particular product.
<b>CR</b>	Change Request.
<b>CRJ</b>	Cash Received Journal.
<b>Cure Period</b>	The thirty (30) day period following written notification of a default within which a Contracted Vendor must cure the default identified.
<b>Custom Code/Software</b>	Code developed by the Vendor specifically for this Project. (e.g. for the State of New Hampshire).
<b>Cycle Count</b>	A cycle count is an inventory management procedure where a small sub-set of inventory is counted on any given day. Cycle counts contrast with traditional physical inventory in that physical inventory stops operation at a facility while all items are counted at a single point-in-time.
<b>Data</b>	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term.
<b>DBA</b>	Database Administrator.
<b>Deficiencies/Defects</b>	<p>A failure, deficiency or defect in a Deliverable resulting in the System, the Software, or another Deliverable, not conforming to its Specifications.</p> <p><b>Class A Deficiency</b> – Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service.</p> <p><b>Class B Deficiency</b> – Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service.</p> <p><b>Class C Deficiency</b> – Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.</p>
<b>Delisted</b>	To remove (a product) from the list of those sold by a retailer.
<b>Deliverable</b>	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to NHSLC or under the terms of a Contract requirement.
<b>Department</b>	An agency of the State.
<b>Department of Information Technology (DoIT)</b>	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
<b>Depletion Allowances</b>	Also called markdown money, these are funds provided by a vendor to NHSLC to cover decreased gross margin from price markdowns.
<b>Depletion Invoices</b>	Invoices sent to vendors to cover depletion allowances.
<b>Digital Signature</b>	Guarantees the unaltered state of a file.
<b>Discount</b>	A deduction from the usual price of the product.
<b>Documentation</b>	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
<b>DoIT</b>	New Hampshire Department of Information Technology.
<b>Dolphin</b>	A mobile hand-held device used in counting store operations inventory.
<b>Effective Date</b>	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract.
<b>Encryption</b>	Supports the encoding of data for security purposes.
<b>Enhancements</b>	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders.
<b>Event of Default</b>	Any one or more of the following acts or omissions of a Vendor shall constitute an event of default hereunder (“Event of Default”) <ul style="list-style-type: none"> <li>a. Failure to perform the Services satisfactorily or on schedule;</li> <li>b. Failure to submit any report required; and/or</li> <li>c. Failure to perform any other covenant, term or condition of the Contract.</li> </ul>
<b>Firm Fixed Price Contract</b>	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor’s cost experience in performing the Contract.
<b>Full Inventory count</b>	Unlike a cycle count inventory management procedure where a small sub-set of inventory is counted on any given day, a full Inventory count is a traditional physical inventory count where all items are counted at a single point in time.
<b>Fully Loaded</b>	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.
<b>GAAP</b>	Generally Accepted Accounting Principles.
<b>GHRS</b>	Government Human Resource System.
<b>Governor and Executive Council</b>	The New Hampshire Governor and Executive Council.
<b>Guaranteed Checks</b>	Guaranteed checks are bank backed checks such as cashier’s checks and money orders that have guaranteed funds.
<b>Headquarters</b>	Controls all aspects of the entire operation at NHSLC. Maintains product information, creates marketing plans and reports on activity of entire enterprise.
<b>ICE</b>	Internet Commerce Enabler; an on-line portal used both internally by employees and externally by brokers.
<b>Identification and Authentication</b>	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
<b>IMC</b>	Information Management Consulting Software.
<b>Implementation</b>	The process for making the System fully operational for processing the Data.
<b>Implementation Plan</b>	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
<b>Information Technology (IT)</b>	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
<b>In-House Credit</b>	In-house credit is a credit line for purchasing liquor that is only offered to New Hampshire state licensees based on credit worthiness.
<b>Input Validation</b>	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization.
<b>Instant Ticket</b>	A lottery ticket that is "instantly" redeemable at the place of purchase under a specified

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
	maximum amount.
<b>In-store Transfer</b>	Also known as store-to-store transfers; Stores periodically transfer stock to other store locations. This system is also utilized in rare cases when vendors send stock directly to the store without going through the warehouse.
<b>Intrusion Detection System (IDS)</b>	Supports the detection of illegal entrance into a computer system.
<b>Invoking Party</b>	In a dispute, the party believing itself aggrieved.
<b>Issue</b>	A point or matter in question or in dispute, or a point or matter that is not settled and is under discussion or over which there are opposing views or disagreements, but is currently “happening” to the Project.
<b>Key Project Staff</b>	Personnel identified by NHSLC and by the Contracted Vendor as essential to work on the Project.
<b>Law Warehouse</b>	A privately owned, non-state run warehouse in Nashua New Hampshire.
<b>Law Warehouse Inventory Management System</b>	A separate Inventory Management System used in the privately owned, non-state run warehouse in Nashua.
<b>Lawson</b>	NHSLC's current financial system, which was implemented under the NH-First Project.
<b>Licensee</b>	The State of New Hampshire; Or a person or business licensed to sell liquor in the state of New Hampshire.
<b>Licensee Application Fee</b>	Initial fee charged to licensees in order to receive their application during the process of applying for their NH liquor license.
<b>LIDS</b>	Liquor Inventory Distribution System.
<b>MAPPER</b>	Unisys Business Information Server (BIS), formerly MAPPER is rapid-application development and information access tool that has been utilized by NHSLC for the last 25 years.
<b>MTS</b>	Management Training Seminar; these are required educational sessions that all new Licensees must attend within 45 days of the issuance of their license; otherwise their license may be revoked.
<b>NH First</b>	Lawson, the State's financial software, is still referred to by "NH First" which was its original implementation project name.
<b>NHSLC</b>	New Hampshire State Liquor Commission. ( <a href="http://www.nh.gov/liquor">http://www.nh.gov/liquor</a> )
<b>Non Exclusive Contract</b>	A contract executed by NHSLC that does not restrict NHSLC from seeking alternative sources for the Deliverables or Services provided under the contract.
<b>Non-Software Deliverables</b>	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, etc.
<b>Normal Business Hours</b>	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided.
<b>Notice to Proceed (NTP)</b>	NHSLC Contract Manager’s written direction to the Vendor to begin work on the Contract on a given date and time.
<b>Off-premise</b>	A class of Licensee licensed to sell liquor by the bottle.
<b>On-premise</b>	A class of Licensee licensed to sell liquor by the drink.
<b>Open Data Formats</b>	A data format based on an underlying Open Standard.
<b>Open Source Software</b>	Software that guarantees the user unrestricted use of the Software as defined in RSA 21-R:10 and RSA 21-R:11.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
<b>Open Standards</b>	Specifications for the encoding and transfer of computer data that is defined in RSA 21-R:10 and RSA 21-R:13.
<b>Open to Buy</b>	The Open to Buy amount is the dollar amount budgeted by NHSLC for inventory purchases for a specific time period.
<b>Operational</b>	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by NHSLC in its daily operations, and NHSLC has issued an Acceptance Letter.
<b>Order of Precedence</b>	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence.
<b>PALS</b>	Personnel Attendance and Leave System.
<b>Pick Worksheet</b>	Once pickers have finished "picking" product in the warehouse they pass along their completed "pick worksheet" to dock personnel which in turn pass it to the warehouse office personnel. These worksheets are entered into the warehouse management system and this information is what generates the bill of lading report.
<b>Picker</b>	Warehouse workers that "pick" inventory and builds pallets of product that go to a specific stores for delivery to replenish their inventories.
<b>Placement Category</b>	The liquor inventory and distribution system is organized by four "placement categories": Category 1 – top 325 wines shipped to all stores and full distribution for spirits, Category 2 – top 326 to 750 wines and full distribution for spirits, Category 3 – top 751 to 1200 wines and specialty spirits, Category 4 – optional/test items for wine and test/new products for spirits.
<b>POS</b>	Point of Sale (POS) or checkout is the location where a transaction occurs. A "checkout" refers to a POS terminal or more generally to the hardware and software used for checkouts, the equivalent of an electronic cash register.
<b>POS Station</b>	The Point of Sale system which includes a bar-code reader, cash draw, receipt printer, credit card machine, screen etc. The POS stations are commonly referred to as "lanes" or "registers".
<b>Project</b>	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
<b>Project Gantt Chart</b>	A chart in which horizontal lines show the actual and projected amounts of time involved in completing a particular task.
<b>Project Management Plan</b>	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful Project.
<b>Project Management Team</b>	A team consisting of the Project Principal, Project Manager and Project Coordinator.
<b>Project Managers</b>	The persons identified who shall function as NHSLC's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and Review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP).
<b>Project Staff</b>	State personnel assigned to work with the Vendor on the Project.
<b>Project Team</b>	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are provided in accordance with the Work Plan on time, on budget and to the required Specifications and quality.
<b>Project Work Plan</b>	Written plan that addresses Project scheduling, State resource involvement, and the overall Project approach, including plans for managing communications, Project risks, and transfer of knowledge at the conclusion of the Project.
<b>Promotion</b>	A publicity campaign for a particular New Hampshire Liquor Commission product.
<b>Proposal</b>	The submission from a Vendor in response to the Request for a Proposal or statement of work.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
<b>Purchase Authorization Level</b>	This authorization level is set by the Director of Purchasing in the Concord Warehouse. This rate sets the parameters for the Inventory Management System to work within and allows for inventory processes to be automated such as invoicing and purchasing of new product.
<b>Regression Test Plan</b>	A plan integrated into the Work Plan used to ascertain whether fixes to Defects have caused errors elsewhere in the application/process.
<b>Retail Store Location</b>	New Hampshire has 77 retail store locations throughout NHSLC in which consumers over the age of 21 may purchase alcoholic beverages and lottery tickets.
<b>Review</b>	The process of Reviewing Deliverables for Acceptance.
<b>Review Period</b>	The period set for Review of a Deliverable. If none is specified then the Review Period is five (5) <b>business days</b> .
<b>RFP (Request for Proposal)</b>	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions.
<b>RID</b>	Report Identifier; the table in the MAPPER for storing all of the discounts and promotions.
<b>Risk</b>	Risks are defined as known internal and external factors not currently occurring but threatening to occur, that may cause the Project to be delayed, over-budget and/or not meet its objectives.
<b>Role/Privilege Management</b>	Supports the granting of abilities to users or groups of users of a computer, application or network
<b>Sale Projection</b>	This is otherwise known as sales forecasting; it is a process to estimate future consumption needs or future sales of products using historic data to "forecast" or "Project" trends.
<b>Sales Cards</b>	Promotional cards advertising products or promotions for use on store shelves.
<b>Schedule</b>	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
<b>Scope</b>	The sum of the products or Services to be provided by the Project.
<b>Service Level Agreement (SLA)</b>	A signed agreement between the Vendor and NHSLC specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
<b>Services</b>	The work or labor to be performed by the Vendor on the Project as described in the Contract.
<b>Shelf Labels</b>	Printed labels that display barcode and product information on the endcap of store shelves to identify products.
<b>SKU</b>	A Stock-Keeping Unit is a unique identifier for each distinct product.
<b>Software Deliverables</b>	COTS Software and Enhancements.
<b>Software License</b>	Licenses provided to NHSLC under this Contract.
<b>Solution</b>	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for NHSLC provided by the Vendor in response to this RFP.
<b>Special Orders</b>	Special orders made by customers for special products or quantities usually made by phone, and may include an extended period between order and delivery.
<b>Special Price Allowances</b>	Vendor allowances to purchase a certain amount of inventory at a reduced price
<b>Specifications</b>	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
	completely set forth herein.
<b>SSITP</b>	Statewide Strategic Information Technology Plan.
<b>State</b>	State is defined as:  State of New Hampshire State Liquor Commission 50 Storrs Street Concord, New Hampshire, 03301 Reference to the term “State” shall include applicable agencies.
<b>State Data</b>	Any information contained within State systems in electronic or paper format.
<b>State Fiscal Year (SFY)</b>	The New Hampshire State Fiscal Year extends from July 1st through June 30th of the following calendar year.
<b>State Project Leader</b>	State’s representative with regard to Project oversight
<b>State’s Confidential Records</b>	State’s information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A
<b>State’s Project Manager (PM)</b>	State’s representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
<b>Statement of Work (SOW)</b>	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of NHSLC and the Vendor. The SOW defines the results that the Vendor remains responsible and accountable for achieving.
<b>Stores 66 and 67</b>	Saleable inventory left over from any damage will be sent to either store number 66 or 67. Each store alternates receiving damaged stock each week. These stores are located on either side of Interstate 93 in Hooksett.
<b>Subcontractor</b>	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor.
<b>Sub-Pack</b>	Any quantity of liquor less than a full case. Currently Law Warehouse is the only warehouse that stocks sub-pack quantities.
<b>System</b>	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
<b>System Operation</b>	System is fully functional, all Data has been loaded into the System, is available for use by NHSLC in its daily operations.
<b>Technical Authorization</b>	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be  (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the SOW.
<b>Term</b>	Period of the Contract from the Effective Date through February 1, 2015.
<b>Test Market</b>	A demographic group used to gauge the viability of a product or service in the larger mass market prior to a wide scale roll-out. Typically this window of testing time is six months.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Term</b>	<b>Definition</b>
<b>Test Plan</b>	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
<b>The Commission</b>	The New Hampshire Liquor Commission.
<b>Transition Services</b>	Services and support provided when the Contracted Vendor is supporting System changes.
<b>Triple Constraints</b>	The most commonly known Project constraints of cost, Schedule and scope. The implication of the Triple Constraints is that when any one of the three is impacted, there is a direct impact on the remaining two.
<b>UAT</b>	User Acceptance Testing.
<b>Unit Test</b>	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
<b>User Acceptance Testing</b>	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
<b>User Management</b>	Supports the administration of computer, application and network accounts within an organization
<b>Vendor/Contractor</b>	The contracted individual, firm, or company that submits a Proposal to this RFP solicitation and may be selected by the State of New Hampshire to perform the work outlined by this RFP.
<b>Verification</b>	Supports the confirmation of authority to log into a computer system, application or network.
<b>Walk Through</b>	A step-by-step review of a Specification, usability features or design before it is handed off to the technical team for development.
<b>Warranty Period</b>	A period of coverage during which the Contracted Vendor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.
<b>Warranty Releases</b>	Code releases that are done during the Warranty Period.
<b>Warranty Services</b>	The Services to be provided by the Vendor during the Warranty Period.
<b>WIMS</b>	Warehouse Inventory Management System.
<b>Work Hours</b>	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the NHSLC Project Manager.
<b>Work Plan</b>	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
<b>Written Deliverables</b>	Non-Software written Deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

## **1 INTRODUCTION**

The State of New Hampshire, acting through the State Liquor Commission (“NHSLC” or “Commission”) is releasing this Request for Proposal (RFP) to procure a complete point of sale (POS), and inventory management system (in support of these functional areas: sales, marketing, merchandising, distribution, headquarters, store operations, financial administration, enforcement and licensing) with associated warranties, maintenance, training, hardware, support and implementation services for the State Liquor Commission.

### **1.1 Contract Award**

NHSLC plans to execute a Firm Fixed Price (FFP) Contract as a result of this RFP. The award will be based upon criteria, standards, and weighting identified in this RFP.

If a Contract is awarded, the Vendor must obtain written consent from NHSLC before any public announcement or news release is issued pertaining to any Contract award. Such permission, at a minimum, may be dependent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

Awarded vendors will need to provide an attestation that their software is PCI PA-DSS compliant by a certified payment application qualified security assessor.

#### **1.1.1 Non-Exclusive Contract**

Any resulting Contract from this RFP will be a non-exclusive Contract. NHSLC reserves the right, at its discretion, to retain other vendors to provide any of the Services identified under this procurement.

### **1.2 Contract Term**

The Vendor shall be fully prepared to commence work ten (10) days, after full execution of the Contract by the parties, and the receipt of required governmental approvals, and may include, but not limited to, Governor and Executive Council of the State of New Hampshire approval (“Effective Date”).

The Vendor’s initial term will begin on the Effective Date and extend three (3) years. The term may be extended up two (2) three (3) year terms (“Extended Term”) at the sole option of NHSLC, subject to the parties’ prior written agreement on applicable fees for each Extended Term, up to but not beyond nine (9) years after Effective Date.

The Vendor shall commence work upon issuance of a Notice to Proceed by NHSLC.

NHSLC does not require the Vendor to commence work prior to the Effective Date; however, if the Vendor commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of the Vendor. In the event that the Contract does not become effective, NHSLC shall be under no obligation to pay the Vendor for any costs incurred or Services performed; however, if the Contract becomes effective, all costs incurred prior to the Effective Date shall be paid under the terms of the Contract.

### **1.3 Overview of Project**

The New Hampshire State Liquor Commission regulates the sale of alcohol in the state of New Hampshire. New Hampshire is one of seventeen (17) control states in the nation where the government directly controls the distribution and regulation of alcoholic beverages, spirits, and wine. The NHSLC regulates all liquor and wine sold in the State, collects revenues, issues licenses, and enforces laws governing the sale and service of alcohol. The Commission is a business that employs over 300 full time employees and generated 530 million dollars in fiscal year 2010. The NHSLC is a vital source of revenue for the State.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

The new System will replace the existing Point of Sale system that is currently used in the following functional areas: sales, marketing, merchandising, distribution, headquarters, store operations, financial administration, enforcement and licensing. The New Hampshire State Liquor Commission (the Commission) has multiple computer systems currently being utilized for these functional areas. Among those systems are:

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 home grown 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)
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)

The New Hampshire State Liquor Commission system architecture is primarily comprised of systems that were highly customized in-house; the core applications are 20-25 years old. This network of systems is geographically dispersed throughout three separate Concord-based facilities. Of the 77 stores that comprise the New Hampshire State Liquor Commission there are a total of 251 retail store check-out lanes with equipment installed. On average there are three check-out lanes at each of the 77 store locations, although some stores have as few as two lanes and others have as many as 10.

NHSLC owns approximately 250 POS keyboards, touch screens, barcode scanners, credit card readers, receipt printers, and network switches.

The Vendor will be responsible for all aspects of the Project, including, but not limited to:

Replacement of the existing NHSLC systems including hardware, software, configuration, interfaces with other systems and development associated with the Implementation of NH Liquor Commission Next Generation Systems and its associated installation, training, support and maintenance of:

- Point of Sale and store operations system used for wholesale and retail sales in 77 retail stores (Required);
- Liquor inventory and distribution system (Required);
- Supporting back office systems for finance, sales, marketing and merchandising data management and reporting (Required);
- Data, reporting, capturing and manipulation (Required);

The Commission is not seeking a hosted solution and wishes to house all hardware internally. The Solution must leverage or replace all existing hardware, and replace existing software at the 77 retail store locations. The Vendor will also have to interface with one (1) vendor warehouse and the Project must be rolled-out using a phased approach. Pursuant to RSA 21-R (HB418), both proprietary and open source solutions will be considered.

Vendors that are unable to reply to the required business areas above are likely not suitable candidates for this Solution.

*Please see (Attachment I\_As-Is Business Process Narratives and System Architecture) for more Project history and environmental information.*

*Please see (Appendix A: Background Information) for more Project need information.*

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

The selected Solution will be financed over time using a finance vendor selected through a separate competitive bidding process.

**Acceptable Proposal Combinations**

Point of Sale is considered to be mandatory capabilities in the proposed Solution Below are a list of the proposal alternatives for this procurement.

1. A single Solution from a single vendor to provide mandatory capabilities.
2. A prime Vendor, with sub-contracted vendors that provide mandatory capabilities.

**1.4 Subcontractors**

The Vendor shall identify all Subcontractors proposed to be utilized on this Project are subject to the terms and conditions of this RFP, including but not limited to those described herein through Section 6: *General Contract Requirements* and Appendix H: *State of New Hampshire Terms and Conditions* of this RFP. All subcontractors proposed must be approved by the State.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. NHSLC 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.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**2 SCHEDULE OF EVENTS**

The following table provides the Schedule of Events for this RFP through Governor and Council approval and Notice to Proceed.

<b>EVENT</b>	<b>DATE</b>	<b>TIME</b>
RFP released to Vendors (on or about)	July 3, 2013	n/a
Vendor Inquiry Period begins (on or about)	July 3, 2013	n/a
Notification to NHSLC of the number of representatives attending the Optional Vendor Conference	July 30, 2013	n/a
Vendor Conference; location identified in <i>General Instructions</i> , Section 4.3	July 31, 2013	1:00 PM
Vendor Inquiry Period ends (final inquiries due)	August 6, 2013	2:30 PM
Final State responses to Vendor inquiries	September 5, 2013	n/a
Final date for Proposal submission	November 5, 2013	2:30 PM
Invitations for oral presentations	February 3, 2014	n/a
Vendor presentations/discussion sessions/interviews, if necessary	Week of March 17, 2014	n/a
Vendor Selected	May 6, 2014	n/a
Contract Negotiations Start	May, 2014	n/a

**3 SOFTWARE, REQUIREMENTS AND DELIVERABLES**

**3.1 Software**

NHSLC seeks to license Commercial-Off-the-Shelf (COTS) Software for this Contract. Each Proposal must present Software that can fully support the required functionality listed in Appendix C2: *System Requirements*.

**3.2 Requirements**

**3.2.1 Appendix B:** *Minimum standards for Proposal Consideration*, compliance with System requirements, use of proposed COTS Software, Vendor Implementation experience, and proposed Project Team.

**3.2.2 Appendix C:** *System Requirements and Deliverables*

**3.2.3 Appendix D:** *Topics for Mandatory Narrative Responses* for Software, technical, Services and Project Management topics.

**3.2.4 Appendix E:** *Standards for Describing Vendor Qualifications* including Vendor corporate qualifications, team organization and key staff, Project Manager, and other key staff candidates' qualifications.

**3.3 Deliverables**

NHSLC classifies Deliverables into three (3) categories:

1. Written Deliverables;
2. Software Deliverables; and

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

3. Non-Software Deliverables.

Pricing and scheduling information requirements are provided in Appendix F: *Pricing Worksheets*. A set of required Project Deliverables organized by category is detailed in Appendix C: *System Requirements and Deliverables*. Appendix D: *Topics for Mandatory Narrative Responses* solicits responses, which will expound on the Vendors' understanding of the Implementation process, the manner of Service delivery and experience with similar Projects related to the Software, Technical Services, and Project Management topics.

#### 4 INSTRUCTIONS

##### 4.1 Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by NHSLC Liquor Commission no later than the time and date specified in Section 2: *Schedule of Events*. Proposals must be addressed to:

**State of New Hampshire**  
Liquor Commission  
Department of Information Technology  
c/o Ronald Jones – Project Manager  
50 Storrs Street  
Concord, New Hampshire 03301

Cartons containing Proposals must be clearly marked as follows:

**STATE OF NEW HAMPSHIRE**  
**New Hampshire State Liquor Commission**  
  
**RESPONSE TO NHSLC RFP 2014-033**  
**NH Liquor Commission Next Generation Systems**

Late submissions will not be accepted and will remain unopened. Delivery of the Proposals shall be at the Vendors' expense. The time of receipt shall be considered when a Proposal has been officially documented by the State Liquor Commission, in accordance with its established policies, as having been received at the location designated above. NHSLC accepts no responsibility for mislabeled mail. Any damage that may occur due to shipping shall be the Vendor's responsibility.

Vendors are permitted to submit one (1) Proposal in response to this RFP.

All Proposals submitted in response to this RFP must consist of:

- a. Three (3) original and three (3) clearly identified copies of the Proposal, including all required attachments;
- b. Six (6) clearly marked and sealed envelopes containing the cost portion of the proposal;
- c. One (1) copy of the *Proposal Transmittal Form Letter* (described in Section 4.18.2: *Transmittal Form Letter*, herein) shall be signed by an official authorized to legally bind the Vendor and shall be marked "ORIGINAL."; and
- d. One (1) electronic copy on CD/DVD in MS WORD format.

The original and all copies shall be bound separately, delivered in sealed containers, and permanently marked as indicated above. A Vendor's disclosure or distribution of its Proposal other than to NHSLC will be grounds for disqualification.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**4.2 Proposal Inquiries**

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be emailed, citing the RFP title, RFP number, page, section, and paragraph and submitted to the following RFP State Point of Contact:

New Hampshire State Liquor Commission  
Department of Information Technology  
Ronald Jones – Project Manager  
50 Storrs Street  
Concord, New Hampshire, 03301  
Telephone: (603) 230-7081  
Email: ronald.j.jones@liquor.state.nh.us

Vendors are encouraged to submit questions via email; however, NHSLC assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible for acknowledgement of receipt. The RFP number must be referenced in the email's subject line.

Inquiries must be received by the RFP State Point of Contact (see above) no later than the conclusion of the Vendor Inquiry Period (see Section 2: *Schedule of Events*). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and will not be considered.

NHSLC intends to issue official responses to properly submitted inquiries on or before the date specified in Section 2: *Schedule of Events*; however, this date may be subject to change at NHSLC's discretion. NHSLC may consolidate and/or paraphrase questions for sufficiency and clarity. NHSLC may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon NHSLC. Official responses will be made in writing.

**4.2.1 Restriction of Contact With State 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 NHSLC regarding this RFP is forbidden unless first approved by the RFP State Point of Contact listed in Section 4.2: *Proposal Inquiries*. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any Vendor during the selection process, unless otherwise authorized by the RFP State Point of Contact.

**4.3 Vendor Conference**

An Optional Vendor Conference will be held at the following location on the date and at the time identified in Section 2: *Schedule of Events*:

**New Hampshire State Liquor Commission**  
***Division of Enforcement & Licensing***  
**57 Regional Drive**  
**Concord, New Hampshire 03301**

Vendors are requested to RSVP via email by the date identified in Section 2: *Schedule of Events*, indicating the number of individuals who will attend the Vendor Conference. Vendors are allowed to send a maximum number of two (2) representatives. A teleconference line will also be available. Dial-in information will be made available to those registering for the event.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Vendors will have an opportunity to ask questions about the RFP and NHSLC will make a reasonable attempt to answer questions it deems appropriate. Questions may include, without limitation, a request for clarification of the RFP; a request for changes to the RFP; suggestions or changes to the RFP that could improve the RFP competition or lower the offered price; and to review any applicable documentation.

Vendors are encouraged to email inquiries at least twenty-four (24) hours prior to the Vendor Conference. No responses will be given prior to the Vendor Conference. Oral answers will not be binding on NHSLC. NHSLC's final response to Vendor inquiries raised during the Vendor Inquiry Period will be posted to the NHSLC website by the date specified as the final State responses to Vendor inquiries as specified in Section 2: *Schedule of Events*. Vendors are responsible for any costs associated with attending the Vendor Conference.

**4.4 Alteration of RFP**

The original RFP document is on file with the State of New Hampshire, Department of Administrative Services. Vendors are provided an electronic version of the RFP. Any alteration to this RFP or any file associated with this RFP is prohibited. Any such changes may result in a Proposal being rejected.

**4.5 RFP Addendum**

NHSLC 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, NHSLC, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

**4.6 Non-Collusion**

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

**4.7 Validity of Proposal**

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Section 2: *Schedule of Events*, or until the Effective Date of any resulting Contract.

**4.8 Property of NHSLC**

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

**4.9 Confidentiality of a Proposal**

A Proposal must remain confidential until the Effective Date of any resulting Contract as a result of this RFP. A Vendor's disclosure or distribution of Proposals other than to NHSLC will be grounds for disqualification.

**4.10 Public Disclosure**

Subject to applicable law or regulations, the content of each Vendor's Proposal shall become public information upon the Effective Date of any resulting Contract.

**4.11 Security**

NHSLC must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State Networks, Systems and Data.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

NHSLC will evaluate the degree to which the proposed System is designed and architected to ensure the confidentiality and integrity of its valued asset, Data.

**4.12 Non-Commitment**

Notwithstanding any other provision of this RFP, this RFP does not commit NHSLC to award a Contract. NHSLC 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.

**4.13 Proposal Preparation Cost**

By submitting a Proposal, a Vendor agrees that in no event shall NHSLC 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.

**4.14 Oral Presentations/Interviews and Discussion**

NHSLC reserves the right to require Vendors to make oral presentations of their Proposals and/or to make available for oral presentations/interviews the IT consultants proposed to implement the COTS application. All costs associated with oral presentations/interviews shall be borne entirely by the Vendor. Vendors will be requested to provide demonstrations of their proposed Systems as part of their presentations.

**4.15 Required Contract Terms and Conditions**

By submitting a Proposal, the Vendor agrees that the State of New Hampshire terms and conditions, contained in Appendix H: *State of New Hampshire Terms and Conditions* and Section 6: *General Contract Requirements*, herein, shall form the basis of any Contract resulting from this RFP. In the event of any conflict between NHSLC's *Terms and Conditions* and any portion of the Vendor's Proposal, NHSLC's *Terms and Conditions* shall take precedence and supersede any and all such conflicting terms and conditions contained in the Vendor's Proposal.

**4.16 Proposal Format**

Proposals should follow the following format:

- The Proposal should be provided in a three-ring binder.
- The Proposal should be printed on white paper with dimensions of 8.5 by 11 inches with right and left margins of one (1) inch.
- The Proposal should use Times New Roman font with a size no smaller than eleven (11).
- Each page of the Proposal should include a page number and the number of total pages and identification of the Vendor in the page footer.
- Tabs should separate each section of the Proposal.

Exceptions for paper and font sizes are permissible for: graphical exhibits, which may be printed on white paper with dimensions of 11 by 17 inches; and material in appendices.

**4.17 Proposal Organization**

Proposals should adhere to the following outline and should not include items not identified in the outline. Proposals should be broken-out into a programmatic response as well as a separate cost response. Each item is described in greater detail in Section 4.18, *Proposal Content*.

- **Cover Page**
- **Transmittal Form Letter**
- **Table of Contents**

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of key Vendor staff
- **Section VII:** Cost Proposal (Delivered in marked/sealed price envelopes)
- **Section VIII:** Copy of the RFP and any signed Addendum (a) – *required in original Proposal only*
- **Section IX:** Appendix

**4.18 Proposal Content**

**4.18.1 Cover Page**

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

**STATE OF NEW HAMPSHIRE**  
**State Liquor Commission**

**RESPONSE TO NHSLC RFP 2014-033**  
**New Hampshire Liquor Commission Next Generation Systems**

The cover page should also include the Vendor's name, contact person, contact telephone number, address, city, state, zip code, fax number, and email address.

**4.18.2 Transmittal Form Letter**

The Vendor must submit signed Transmittal Form Letter with their response using the Transmittal Form Letter Template provided herewith. Any electronic alteration to this Transmittal Form Letter is prohibited. Any such changes may result in a Proposal being rejected.

*Remainder of this page intentionally left blank.*

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**  
State of New Hampshire Proposal Transmittal Form Letter

Company Name \_\_\_\_\_  
Address \_\_\_\_\_

**To:**  
New Hampshire State Liquor Commission  
Department of Information Technology  
Ronald Jones – Project Manager  
50 Storrs Street  
Concord, New Hampshire, 03301

**RE:** Proposal Invitation Name: New Hampshire Liquor Commission Next Generation Systems  
Proposal Number: 2014-033  
Proposal Due Date and Time: November 5, 2013 2:30PM

Dear Sir:

Company Name: \_\_\_\_\_ hereby offers to sell to the State of New Hampshire the Services indicated in NH State Liquor Commission RFP: 2014-033 at the price(s) quoted in Vendor Response Section VII: *Cost Proposal*, and Appendix F: *Pricing Worksheets*, in complete accordance with all conditions of this RFP and all Specifications set forth in the RFP and in the State of New Hampshire Terms and Conditions outlined in RFP Section 6: *General Contract Requirements* and Appendix H: *State of New Hampshire Terms and Conditions*.

Company Signor: \_\_\_\_\_ is authorized to legally obligate  
Company Name: \_\_\_\_\_.

We attest to the fact that:

The company has reviewed and agreed to be bound by all RFP terms and conditions including but not limited to the *State of New Hampshire Terms and Conditions* in Appendix H and *General Contract Requirements* in Section 6, which shall form the basis of any Contract resulting from this RFP; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFP Proposal.

The Proposal is effective for a period of 180 days or until the Effective Date of any resulting Contract.

The prices quoted in the Proposal were established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive price; and

The Vendor has read and included a copy of RFP 2014-033 and any subsequent signed Addendum (a).

Our official point of contact is:

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Authorized Signature Printed: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**4.18.3 Table of Contents**

The Vendor must provide a table of contents with corresponding page numbers relating to its Proposal. The table of contents must conform to the outline provided in Section 4.17: *Proposal Organization*, but should provide detail, e.g., numbering, level of detail.

**4.18.4 Section I: Executive Summary**

The executive summary, which must not exceed five (5) pages, must identify how the Vendor satisfies the minimum standards for consideration, which are described in Appendix B: *Minimum Standards for Proposal Consideration*, to this Request for Proposals. The executive summary will also provide an overview of the Vendor's proposed Solution and Services. Vendors are encouraged to highlight those factors that they believe distinguish their Proposal.

**4.18.5 Section II: Glossary of Terms and Abbreviations**

The Vendor must provide a glossary of all terms, acronyms, and abbreviations used in its Proposal.

**4.18.6 Section III: Responses to System Requirements and Deliverables**

System requirements are provided in Appendix C: *System Requirements and Deliverables*.

Using the response tables in Appendix C, the Vendor must document the ability to meet the Requirements and Deliverables of this RFP.

**4.18.7 Section IV: Narrative Responses**

Section IV solicits narrative responses describing the Software, Technical, Services and Project Management topics defined for this RFP Project. Appendix D: *Topics for Mandatory Narrative Responses* is organized into sections. Discussion of each topic must begin on a new page.

**4.18.8 Section V: Corporate Qualifications**

Section V should provide corporate qualifications of all firms proposed to participate in the Project. Specific information to be provided is described in Section E-1: *Required Information on Corporate Qualifications* of Appendix E: *Standards for Describing Vendor Qualifications*.

**4.18.9 Section VI: Qualifications of Key Vendor Staff**

This Proposal section must be used to provide required information on key Vendor staff. Specific information to be provided is described in Sections: E-2: *Team Organization and Designation of key Vendor staff*; E-3: *Candidates for Project Manager*; and E-4: *Candidates for key Vendor staff Roles*, of Appendix E: *Standards for Describing Vendor Qualifications*.

**4.18.10 Section VII: Cost Proposal**

**All pricing information must be delivered in marked and sealed envelopes.** The Cost Proposal must include the following:

- The *Activities/Deliverables/Milestones Pricing Worksheet* prepared using the format provided in Table F-1 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Proposed Position – Initial Contract Term Vendor Rates Worksheet* prepared using the format provided in Table F-2 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- A *Proposed Vendor Staff and Resource Hours Worksheet* prepared using the format provided in Table F-3 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Future Vendor Rates Worksheet* prepared using the format provided in Table F-4 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;

4.18.11 A *Software Licensing, Maintenance and Support Pricing Worksheet* prepared using the format provided in Table F-5 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided. Section VIII: Copy of the RFP and any signed Addendum (a) – *required in original Proposal only*

- c.) **Section IX: Appendix-** This section provided for extra materials as referenced in Appendix D- Topic O-Product Literature, Topic 3-Ad Hoc/Federal Reporting, Topic 6-Interface Standards, Topic 13-Testing (For UAT Plan) and Topic 19-Status Meetings and Reports.

*Remainder of this page intentionally left blank.*

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

## **5 PROPOSAL EVALUATION PROCESS**

### **5.1 Scoring Proposals**

Each Proposal will be evaluated and considered with regard to the Solution and Services proposed, qualifications of the Vendor and any Subcontractors, experience, and qualifications of proposed candidates, and cost.

NHSLC will issue an Intent to Award Notice to a Vendor based on these evaluations. Should NHSLC be unable to reach agreement with the Vendor during Contract discussions, NHSLC may then undertake Contract discussions with the second preferred Vendor and so on. Such discussions may continue at the sole option of NHSLC, until an agreement is reached, or all Proposals are rejected.

NHSLC will use a scoring scale of 100 points, which shall be applied to the Solution as a whole. Points will be distributed among four (4) factors:

- **25 points:** Proposed Software and Hardware Solution;
  - **15 points:** Vendor's Company, Technical and Service Experience;
  - **25 points:** Proposed Staffing Qualifications; and
  - **35 points:** Solution Cost (Rates and Pricing).
- 
- **100 points:** **Total Possible Score.**

### **5.2 Rights of NHSLC in Evaluating Proposals**

NHSLC reserves the right to:

- a. Consider any source of information in evaluating Proposals;
- b. Omit any planned evaluation step if, in NHSLC's view, the step is not needed;
- c. At its sole discretion, reject any and all Proposals at any time; and
- d. Open Contract discussions with the second highest scoring Vendor, if NHSLC is unable to reach an agreement on Contract terms with the highest scoring Vendor.

### **5.3 Planned Evaluations**

NHSLC plans to use the following process:

- Initial screening;
- Preliminary scoring of the Proposals and reference and background checks;
- Oral interviews and product demonstrations;
- Best and Final Offer (BAFO), if appropriate, and
- Final evaluation of Proposals.

#### **5.3.1 Initial Screening**

NHSLC will conduct an initial screening step to verify Vendor compliance with submission requirements and to confirm that the Proposal satisfies the conditions defined in Appendix B: *Minimum Standards for Proposal Consideration*. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

#### **5.3.2 Preliminary Scoring of Proposals and Reference and Background Checks**

NHSLC will establish an evaluation team to initially score Proposals, and conduct reference and background checks.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**5.3.3 Oral Interviews and Product Demonstrations**

Preliminary scores from the initial evaluation of the Proposals will be used to select Vendors to invite to oral interviews and product demonstrations.

The purpose of 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.

For each invited Vendor, the oral interview and product demonstrations will be up to eight (8) hours in length. A highly structured agenda will be used for oral interviews and product demonstrations to ensure standard coverage of each invited Vendor. Information gained from oral interviews and product demonstrations will be used to refine scores assigned from the initial review of the Proposals.

**5.3.4 Best and Final Offer**

NHSLC may, at its sole option, either accept a Vendor's initial Proposal by award of a Contract or enter into discussions with Vendors whose Proposals are deemed best qualified to be considered for an award. After discussions are concluded a Vendor may be allowed to submit a "Best and Final Offer" for consideration.

**5.3.5 Final Evaluation**

NHSLC will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals and information gathering. After making a preliminary determination of award, NHSLC reserves the right to conduct site visits to a Vendor location and/or government site(s) that utilizes the Vendor Software.

NHSLC will select a Vendor based upon the criteria and standards contained in this RFP.

**a.) Scoring of the Proposed Software and Hardware Solution (25 Points)**

The Vendor's Proposed Software and Hardware Solution will be allocated a maximum score of 25 points. These points will include, but not be limited to, the following sub-factors for the software and Hardware Solution: Overall Fit, Features, Usability etc.

**b.) Vendor's Company, Technical and Service Experience (15 Points)**

Vendor proposed Services will be allocated a maximum score of 15 points, which will include, but not be limited to, the following sub-factor narratives on: Corporate Qualifications, Technical Expertise and ability to provide Professional Services.

**c.) Proposed Staffing Qualifications (25 Points)**

Vendor qualifications (including any Subcontractors) will be allocated a maximum score of 35 points which will include, but not be limited to, the following sub-factors: organization and size of the Vendor's proposed Project Team; qualifications of the proposed Project Manager; and qualifications of proposed Key Project Staff. (See Appendix E for requirements).

**d.) Scoring the Software Solution Cost (35 Points)**

Vendor proposed Software Solution cost will be allocated a maximum score of 25 points. NHSLC will consider both Implementation and the subsequent five (5) years of license and maintenance costs, provided in Tables F-1: Activities/Deliverables/Milestones Pricing Worksheet, F-5: Software Licensing, Maintenance, and Support Pricing Worksheet and, if appropriate. Cost information required in a Proposal is intended to provide a sound basis for comparing costs.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Vendor's Cost Score = (Lowest Proposed Cost / Vendor's Proposed Cost) times NUMBER OF maximum points for Solution costs defined in Section 5.1: Scoring Proposals.

For the purpose of this formula, the lowest proposed cost is defined as the lowest cost proposed by a Vendor who fulfills the minimum qualifications.

## **6 GENERAL CONTRACT REQUIREMENTS**

### **6.1 State of NH Terms and Conditions and Contract Requirements**

The Contract requirements set forth in Section 6: *General Contract Requirements*, herein and the *State of New Hampshire Terms and Conditions* contained in Appendix H shall constitute the core for any Contract resulting from this RFP.

### **6.2 Vendor Responsibilities**

The Vendor shall be solely responsible for meeting all requirements, and terms and conditions specified in this RFP, its Proposal, and any resulting Contract, regardless of whether or not it proposes to use any Subcontractor.

The Vendor may subcontract Services subject to the provisions of the RFP, including but not limited to, the terms and conditions in Section 6: *General Contract Requirements* herein and Appendix H: *State of New Hampshire Terms and Conditions*. The Vendor must submit with its Proposal all information and documentation relating to the Subcontractor necessary to fully respond to the RFP, which must include terms and conditions consistent with this RFP. The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. NHSLC 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.

### **6.3 Project Budget/Price Limitation**

NHSLC has funds budgeted for this Project, subject to Appendix H: *State of New Hampshire Terms and Conditions*, Section 4: *Conditional Nature of Agreement* and Section 5: *Contract Price/Price Limitation/Payment*.

### **6.4 State Contracts**

State Agencies (including the Liquor Commission) shall make use of contracts which have been entered into by the Department Of Administrative Services, Division Of Plant And Property Management, for more than one agency when procuring commodities or services that are available to the agency under such contracts, unless granted a waiver from this requirement by the Commissioner of Administrative Services. The Commissioner shall grant a waiver when he or she concludes that to do would be in the best interests of the State.

### **6.5 Vendor Staff**

In the Proposal the Vendor shall assign and identify a Project Manager and key Vendor staff, in accordance with the Requirements and Deliverables of Appendix C: *System Requirements and Deliverables* and Appendix E: *Standards for Describing Vendor Qualifications*.

The Vendor's selection of a Project Manager will be subject to the prior approval of NHSLC. NHSLC's approval process may include, without limitation, at NHSLC's discretion, review of the proposed Project Manager's resume, qualifications, references and background checks, and an interview. The Vendor's Project Manager must be qualified to perform the obligations required of the position under the Contract, have full authority to make binding decisions, and shall function as the Vendor's representative for all administrative and management matters. The Project Manager must be available to promptly respond during Normal Working Hours within two (2) hours to inquiries from NHSLC, and be at the site as needed.

The Vendor shall not change Key Project Staff and Project Manager's commitments (collectively referred to as "Project Staff") unless such replacement is necessary due to sickness, death, termination of employment, or

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

unpaid leave of absence. Any such changes to the Vendor's Project Staff shall require the prior written approval of NHSLC. Replacement Project Staff shall have comparable or greater skills with regard to performance of the Project as the staff being replaced and be subject to the provisions of this RFP and any resulting Contract.

NHSLC, at its sole expense, may conduct reference and background checks on the Vendor's Project Staff. NHSLC shall maintain the confidentiality of reference and background screening results. NHSLC reserves the right to reject the Vendor's Project Staff as a result of such reference and background checks. NHSLC also reserves the right to require removal or reassignment of the Vendor's key Project Staff found unacceptable to NHSLC.

Notwithstanding anything to the contrary, NHSLC shall have the option to terminate the Contract, at its discretion, if it is dissatisfied with the Vendor's replacement Project Staff.

## **6.6 Work Plan**

Vendor shall submit a preliminary Work Plan in its Proposal. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. A final Work Plan will be due fifteen (15) business days after Contract award and may require approval by the Governor and Executive Council.

The Vendor shall update the Work Plan as necessary, but no less than weekly to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. Any updates to the Work Plan shall require the written approval of NHSLC prior to final incorporation into the Contract.

Unless otherwise agreed in writing by NHSLC, changes to the Work Plan shall not relieve the Vendor from liability to NHSLC for any damages resulting from the Vendor's failure to perform its obligations under the Contract, including without limitation, performance in accordance with the Schedule.

In the event of a delay in the Schedule, the Vendor must immediately notify NHSLC in writing. The written notification will identify the nature of the delay, i.e., specific actions or inactions of the Vendor or State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event the Vendor requires additional time to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by NHSLC, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from Vendor's failure to fulfill its obligations under the Contract. To the extent that NHSLC's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, NHSLC shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Work Plan or elements within the Work Plan.

## **6.7 Change Orders**

NHSLC may make changes or revisions at any time by written Change Order. Within five (5) business days of a Vendor's receipt of a Change Order, the Vendor shall advise NHSLC, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

A Vendor may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. NHSLC shall attempt to respond to a Vendor's requested Change Order within five (5) business days. NHSLC, which includes the requesting Agency and the Department of Information

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Technology, must approve all change orders in writing. NHSLC shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from a Vendor to NHSLC and NHSLC acceptance of a Vendor's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by NHSLC.

## **6.8 Deliverables**

The Vendor shall provide NHSLC with the Deliverables and Services in accordance with the time frames in the Work Plan. All Deliverables shall be subject to NHSLC's Acceptance as set forth in Section 6.10: *Testing and Acceptance* herein.

Upon its submission of a Deliverable, the Vendor represents that it has performed its obligations under the Contract associated with the Deliverable.

By unconditionally accepting a Deliverable, NHSLC reserves the right to reject any and all Deliverables in the event NHSLC detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

For each denial of Acceptance, the Acceptance Period may be extended, at the option of NHSLC, by the corresponding time required to correct the Deficiency, retest or Review.

### **6.8.2 Written Deliverables Review**

NHSLC will Review the Written Deliverables for an Acceptance Period of ten (10) business days after receiving written Certification from the Vendor that the Written Deliverable is final, complete, and ready for Review. NHSLC will notify the Vendor in writing of its Acceptance or Non-Acceptance of a Deliverable by the end of the ten (10) day Review Period. If any Deficiencies exist, NHSLC will notify the Vendor in writing of the Deficiency and the Vendor must correct the Deficiency within five (5) business days of receiving notice from NHSLC at no charge to NHSLC. Upon receipt of the corrected Deliverable, NHSLC will have five (5) business days to Review the corrected Written Deliverable and notify the Vendor in writing of its Acceptance or rejection thereof.

- The Vendor must provide Implementation Plans within 15 days of Contract award.
- The Vendor must provide User and Administrator Training Plans within 15 days of Contract award.

### **6.8.3 Software Deliverables Review**

Described in Section 6.10: *Testing and Acceptance*.

### **6.8.4 Non-Software Deliverables Review**

NHSLC will Review Non-Software Deliverables to determine whether any Deficiency exists and notify the Vendor in writing of its Acceptance or non-acceptance of the Non-Software Deliverable. The Vendor must correct the Deficiencies within five (5) business days, or within the period identified in the Work Plan, as applicable. Following correction of the Deficiency, NHSLC will notify the Vendor in writing of its Acceptance or rejection of the Deliverable.

- The Vendor must facilitate in an on-site Kick-off Meeting to be held within five (5) days of Contract award.
- The Vendor must attend Status Meetings to be held weekly during the set-up and deployment phase of the Project and monthly during the support and maintenance phase of the Project. The

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Vendor shall prepare the meeting agenda and shall distribute minutes of the meetings within 48 hours.

## **6.9 Licenses**

NHSLC has defined the Software license grant rights. Software License Grant

### **6.9.1.1 Proprietary Software**

The Software license shall grant NHSLC a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software and its associated Documentation, subject to the terms of the Contract.

NHSLC may allow its agents and contractors to access and use the Software, and in such event, NHSLC shall first obtain written agreement from such agents and contractors that each shall abide by the terms and conditions set forth herein.

### **6.9.1.2 Open Source Software**

Open Source Software shall conform to the definition specified in NH RSA 21-R (HB 418). Open Source Software must allow unrestricted use of the software for any purpose; unrestricted access to the respective source code; exhaustive inspection of the working mechanisms of the software; use of the internal mechanisms and arbitrary portions of the software, to adapt them to the needs of the user; freedom to make and distribute copies of the software; and modification of the software and freedom to distribute modifications of the new resulting software, under the same license as the original software.

## **6.9.1 Software and Documentation Copies**

The Vendor shall provide NHSLC with a sufficient number of hard copy versions of the Software's associated Documentation and one (1) electronic version in Microsoft WORD and Adobe PDF format. NHSLC shall have the right to copy the Software and its associated Documentation for its internal business needs. NHSLC agrees to include copyright and proprietary notices provided to NHSLC by the Vendor on such copies.

## **6.9.2 Restrictions**

Except as otherwise permitted under the Contract, NHSLC agrees not to:

- a. Remove or modify any program markings or any notice of Vendor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

## **6.9.3 Title**

The Vendor must hold the right to allow NHSLC to use the Software or hold all title, right, and interest (including all ownership and intellectual property rights) in the Software and its associated Documentation.

## **6.9.4 Third Party**

The Vendor shall identify all third party contracts to be provided under the Contract with the Vendor's Proposal. The terms in any such contracts must be consistent with this RFP and any resulting Contract, including, but not limited to Section 6: *General Contract Requirements* and Appendix H: *General Provisions Form*.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**6.10 Testing and Acceptance**

NHSLC requires that an integrated and coherent approach to complete System testing, Security Review and Testing, Deficiency correction, Acceptance, and training, and that Warranty Services be provided to ensure a successful Project.

In its Proposal, the Vendor is to include its proposed Test Plan methodology and any scheduling assumptions used regarding the client resource efforts required during testing. After Contract award, the Vendor will be required to customize its proposed Test Plan methodology to reflect the needs of the Project and include the details of its Test Plan methodology in the detailed Work Plan (the first Project Deliverable). A separate Test Plan and set of test materials will be prepared for each Software function or module.

In addition, the Vendor will provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. The Vendor will also provide training as necessary to NHSLC staff responsible for test activities.

*See: Appendix G-1 for Testing Requirements*

**6.10.1 Remedies**

If the Vendor fails to correct a Deficiency within the period of time allotted by NHSLC, the Vendor shall be deemed to have committed an Event of Default, pursuant Section 6.15, and NHSLC Shall have the right, at its option, to pursue the remedies state in this RFP, as well as to return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees, within ninety (90) days of notification to the Vendor of NHSLC's refund request

Notwithstanding any provision of the Contract, NHSLC's option to terminate the Contract and pursue the stated remedies will remain in effect until the Vendor completes the Contract to the satisfaction of NHSLC.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**e.) System Acceptance**

Upon completion of the Warranty Period, NHSLC will issue a Letter of Final System Acceptance.

**6.11 Warranty**

**6.11.1 Warranty Period**

The Warranty Period will initially commence upon NHSLC's issuance of a Letter of Acceptance for UAT and successful completion of load and stress testing and will continue for three (3) months after the final store is operating on new hardware and software.

For subsequent modules or functions, the Warranty Period will extend for three (3) months after each of the remaining major functions or a module, integrated successfully with the entire System, receives a Letter of Acceptance from NHSLC.

If within the last thirty (30) calendar days of the Warranty Period, the System Software fails to operate as specified, the Warranty Period will cease, the Vendor will correct the Deficiency, and a thirty (30) calendar day Warranty Period will begin. Any further Deficiencies with the Software must be corrected and run fault free for thirty (30) days.

**6.11.2.1 Warranties**

**6.11.2.2 System**

The Vendor shall warrant that the System must operate to conform to the Specifications, terms, and requirements of the Contract.

**6.11.2.3 Software**

The Vendor shall warrant that the Software is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications.

**6.11.2.4 Non-Infringement**

The Vendor shall warrant that it has good title to, or the right to allow NHSLC to use all Services, equipment, and Software provided under this Contract, and that such Services, equipment, and Software ("Material") do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

**6.11.2.5 Viruses; Destructive Programming**

The Vendor shall warrant that the Software will not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

**6.11.2.6 Compatibility**

The Vendor shall warrant that all System components, including any replacement or upgraded System Software components provided by the Vendor to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

**6.11.2.7 Professional Services**

The Vendor shall warrant that all Services provided under the Contract will be provided in a professional manner in accordance with industry standards and that Services will comply with performance standards.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**6.11.3 Warranty Services**

The Vendor shall agree to maintain, repair, and correct Deficiencies in the System Software, including but not limited to the individual modules or functions, during the Warranty Period at no additional cost to NHSLC, in accordance with the Specifications and terms and requirements of the Contract, including without limitation, correcting all errors, and Defects and Deficiencies; eliminating viruses or destructive programming; and replacing incorrect, Defective or Deficient Software and Documentation.

Warranty Services shall include, without limitation, the following:

- a. Maintain the System Software in accordance with the Specifications, terms, and requirements of the Contract;
- b. Repair or replace the System Software or any portion thereof so that the System operates in accordance with the Specifications, terms, and requirements of the Contract;
- c. Vendor shall have available to NHSLC on-call telephone assistance, with issue tracking available to NHSLC, fourteen (14) hours per day, between the hours of 8 a.m. and 10 p.m., and seven (7) days a week with a call-back response within fifteen (15) minutes of request, with assistance response dependent upon issue severity.
- d. On-site additional Services within four (4) business hours of a request;
- e. Maintain a record of the activities related to Warranty Repair or maintenance activities performed for NHSLC;
- f. For all Warranty Services calls, the Vendor shall ensure the following information will be collected and maintained:
  - 1) Nature of the Deficiency;
  - 2) Current status of the Deficiency;
  - 3) Action plans, dates, and times;
  - 4) Expected and actual completion time;
  - 5) Deficiency resolution information;
  - 6) Resolved by;
  - 7) Identifying number i.e. work order number;
  - 8) Issue identified by;
- g. The Vendor must work with NHSLC to identify and troubleshoot potentially large-scale Software failures or Deficiencies by collecting the following information:
  - 1) mean time between reported Deficiencies with the Software;
  - 2) diagnosis of the root cause of the problem; and
  - 3) identification of repeat calls or repeat Software problems; and
- h. All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by the Vendor no later than sixty (60) business days, unless specifically extended in writing by NHSLC, at no additional cost to NHSLC.

If in the Event of Default, the Vendor fails to correct the Deficiency within the allotted period of time (see above), NHSLC shall have the right, at its option: 1) declare the Vendor in default, terminate the Contract, in whole or in part, without penalty or liability to NHSLC; 2) return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees within ninety (90) days of notification to the Vendor of NHSLC's intent to request a refund; 3) and to pursue its remedies available at law or in equity.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Notwithstanding any provision of the Contract, pursuant to Section 6.15.1.1 and 6.15.1.2, NHSLC's option to terminate the Contract and pursue the remedies above will remain in effect until satisfactory completion of the full Warranty Period.

**6.12 Ongoing Software Maintenance and Support Levels**

The Vendor shall maintain and support the System in all material respects as described in the applicable program Documentation throughout the life of the Contract, beginning at the end of the Warranty Period.

The Vendor will not be responsible for maintenance or support for Software developed or modified by NHSLC.

**6.12.1 Maintenance Releases**

The Vendor shall make available to NHSLC the latest program updates, general maintenance releases, selected functionality releases, patches, and documentation that are generally offered to its customers, at no additional cost.

**6.12.2 Vendor Responsibility**

The Vendor shall be responsible for performing on-site or remote technical support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

- a. Class A Deficiencies** – For all Class A Deficiencies, the vendor shall have available to NHSLC on-call telephone assistance, with issue tracking available to NHSLC, fourteen (14) hours per day and seven (7) days a week with a telephone response within fifteen (15) minutes of request. If requested by NHSLC, the vendor must be on site within two (2) or four (4) hours of the initial phone call reporting the problem, depending upon the NHSLC site location.
- b. Class B & C Deficiencies** –For all Class B & C Deficiencies NHSLC will notify vendor of such Deficiencies during regular business hours and vendor shall respond back within four (4) hours of notification of planned corrective action.

The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, terms and requirements of the Contract;

The Vendor shall maintain a record of the activities related to warranty repair or maintenance activities performed for NHSLC;

**6.12.5** For all maintenance Services calls, the Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by; and

**6.12.6** The Vendor must work with NHSLC to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.

**6.12.7** If the Vendor fails to correct a Deficiency within the allotted period of time Stated above, the Vendor shall be deemed to have committed an Event of Default, pursuant 6.15.1.1, and NHSLC shall have the

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

right, at its option, to pursue the remedies in 6.15.1.2, as well as to return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees, within ninety (90) days of notification to the Vendor of NHSLC's refund request

- 6.12.8** If the Vendor fails to correct a Deficiency within the allotted period of time Stated above, the Vendor shall be deemed to have committed an Event of Default, pursuant 6.15.1.1, and NHSLC shall have the right, at its option, to pursue the remedies in 6.15.1.2.

## **6.13 Administrative Specifications**

### **6.13.1 Travel Expenses**

NHSLC will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

### **6.13.2 Shipping and Delivery Fee Exemption**

NHSLC will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

### **6.13.3 Project Workspace and Office Equipment**

NHSLC will work with the Vendor to determine the requirements for providing all necessary workspace and office equipment. If a Vendor has specific requirements, they must be included in the Vendor's Proposal.

### **6.13.4 Work Hours**

Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with NHSLC's Project Manager.

### **6.13.5 Access/Cooperation**

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon NHSLC, NHSLC will provide the Vendor with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete the contracted Services.

NHSLC will use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow the Vendor to perform its obligations under the Contract.

### **6.13.6 State-Owned Documents and Data**

The Vendor shall provide NHSLC access to all Documents, State Data, materials, reports, and other work in progress relating to the Contract ("State Owned Documents"). Upon expiration or termination of the Contract with NHSLC, Vendor shall turn over all State-owned Documents, State Data, material, reports, and work in progress relating to this Contract to NHSLC at no additional cost to NHSLC. State-Owned Documents must be provided in both printed and electronic format.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**6.13.7 Intellectual Property**

NHSLC shall hold all ownership, title, and rights in any Custom Software developed in connection with performance of obligations under the Contract, or modifications to the Software, and their associated Documentation including any and all performance enhancing operational plans and Vendors' special utilities. NHSLC shall have sole right to produce, publish, or otherwise use such Software, modifications, and Documentation developed under the Contract and to authorize others to do so.

**6.13.8 IT Required Work Procedures**

All work done must conform to standards and procedures established by the Department of Information Technology and NHSLC.

**6.13.9 Computer Use**

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of NHSLC entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Vendor understands and agrees to the following rules:

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Vendor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall Vendor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by NHSLC cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Vendor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other Agreement executed by NHSLC. Only equipment or software owned, licensed, or being evaluated by NHSLC, can be used by the Vendor. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if the Vendor is found to be in violation of any of the above-stated rules, the User may face removal from NHSLC Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.
- f. Email Use: Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal email systems" or "State-funded email systems". Vendors understand and agree that use of email shall follow State standard policy (available upon request).
- g. Internet/Intranet Use: The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

**6.13.12 Regulatory/Governmental Approvals**

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Any Contract awarded under the RFP shall be contingent upon the Vendor obtaining all necessary and applicable regulatory or other governmental approvals.

**6.13.13 Force Majeure**

Neither Vendor nor NHSLC shall be responsible for delays or failures in performance resulting from events beyond the control of such party and without fault or negligence of such party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

Except in the event of the foregoing, Force Majeure events shall not include Vendor's inability to hire or provide personnel needed for the Vendor's performance under the Contract.

**6.13.14 Confidential Information**

In performing its obligations under the Contract, the Vendor may gain access to information of NHSLC, including Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings* (see e.g. RSA Chapter 91-A: *5 Exemptions*). The Vendor shall not use NHSLC Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as is directly connected to and necessary for the Vendor's performance under the Contract.

The Vendor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information of NHSLC that becomes available to the Vendor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of NHSLC's information shall require prior written approval of NHSLC. The Vendor shall immediately notify NHSLC if any request, subpoena or other legal process is served upon the Vendor regarding NHSLC's Confidential Information, and the Vendor shall cooperate with NHSLC in any effort it undertakes to contest the request, the subpoena or other legal process, at no additional cost to NHSLC.

In the event of unauthorized use or disclosure of NHSLC's Confidential Information, the Vendor shall immediately notify NHSLC, and NHSLC shall immediately be entitled to pursue any remedy at law and in equity, including, but not limited to injunctive relief.

Insofar as the Vendor seeks to maintain the confidentiality of its confidential or proprietary information, the Vendor must clearly identify in writing the information it claims to be confidential or proprietary. The Vendor acknowledges that NHSLC is subject to the Right to Know Law, RSA Chapter 91-A. NHSLC shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State or federal laws or regulations, including but not limited to, RSA Chapter

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

91-A. In the event NHSLC receives a request for the information identified by the Vendor as confidential, NHSLC shall notify the Vendor and specify the date NHSLC will be releasing the requested information. At the request of NHSLC, the Vendor shall cooperate and assist NHSLC with the collection and review of the contractor's information, at no additional expense to NHSLC. Any effort to prohibit or enjoin the release of the information shall be the Vendor's sole responsibility and at the Vendor's sole expense. If the Vendor fails to obtain a court order enjoining the disclosure, NHSLC shall release the information on the date specified in NHSLC's notice to the Vendor without any State liability to the Vendor.

This Contract Agreement, Section 6.13.14: *Confidential Information* shall survive the termination or conclusion of a Contract.

## **6.14 Pricing**

### **6.14.1 Activities/Deliverables/Milestones Dates and Pricing**

The Vendor must include, within the fixed price for IT service activities, tasks, and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. A fixed price must be provided for each Deliverable. Pricing worksheets are provided in Appendix F: *Pricing Worksheets*.

### **6.14.2 Software Licensing, Maintenance, Enhancements, and Support Pricing**

The Vendor must provide the minimum Software support and Services through Software licensing, maintenance, Enhancements, and support as detailed in Section 6.12: *Ongoing Software Maintenance and Support Levels*.

For Software licensing, maintenance, and support costs, complete a worksheet including all costs in the table. A worksheet is provided in Appendix F: *Pricing Worksheets*, under Section F-5: *Software Licensing, Maintenance, and Support Pricing*, as Table F-5: *Software Licensing, Maintenance, and Support Pricing Worksheet*.

### **6.14.3 Invoicing**

The Vendor shall submit correct invoices to NHSLC for all amounts to be paid by NHSLC. All invoices submitted shall be subject to NHSLC's written approval, which shall not be unreasonably withheld. The Vendor shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by NHSLC and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

### **6.14.4 Overpayments to the Vendor**

The Vendor shall promptly, but no later than fifteen (15) business days, pay NHSLC the full amount of any overpayment or erroneous payment upon discovery or notice from NHSLC.

### **6.14.5 Credits**

NHSLC may apply credits due to NHSLC, arising out of this Contract, against the Vendor's invoices with appropriate information attached.

### **6.14.6 Records Retention and Access Requirements**

The Vendor shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by this reference, regarding retention and access requirements, including without

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

limitation, retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 *Contractor Records Retention*.

The Vendor and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs, invoiced in the performance of their respective obligations under the Contract. The Vendor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeals period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by NHSLC and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items will be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by NHSLC. Delivery of and access to such records shall be at no cost to NHSLC during the three (3) year period following termination of the Contract and one (1) year term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. The Vendor shall include the record retention and review requirements of this section in any of its subcontracts.

NHSLC agrees that books, records, documents, and other evidence of accounting procedures and practices related to the Vendor's cost structure and profit factors shall be excluded from NHSLC's review unless the cost or any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

#### **6.14.7 Accounting Requirements**

The Vendor shall maintain an accounting system in accordance with Generally Accepted Accounting Principles (GAAP). The costs applicable to the Contract shall be ascertainable from the accounting system and the Vendor shall maintain records pertaining to the Services and all other costs and expenditures.

### **6.15 Termination**

This section 6.15 shall survive termination or Contract conclusion.

#### **6.15.1 Termination for Default**

Any one or more of the following acts or omissions of the Vendor shall constitute an event of default hereunder ("Event of Default")

- a. Failure to perform the Services satisfactorily or on schedule;
- b. Failure to submit any report required; and/or
- c. Failure to perform any other covenant, term or condition of the Contract

**6.15.1.1** Upon the occurrence of any Event of Default, NHSLC may take any one or more, or all, of the following actions:

- a.) Unless otherwise provided in the Contract, NHSLC shall provide the Vendor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of notice, unless otherwise indicated within by NHSLC ("Cure Period"). If the Vendor fails to cure the default within the Cure Period, NHSLC may terminate the Contract effective two (2) days after giving the Vendor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- b) Give the Vendor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Vendor during the period from the date of such notice until such time as NHSLC determines that the Vendor has cured the Event of Default shall never be paid to the Vendor.
- c) Set off against any other obligations NHSLC may owe to the Vendor any damages NHSLC suffers by reason of any Event of Default;
- d) Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.
- e) Procure Services that are the subject of the Contract from another source and the Vendor shall be liable for reimbursing NHSLC for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

**6.15.1.2** In the event of default by NHSLC, the Vendor shall provide NHSLC with written notice of default, and NHSLC shall cure the default within thirty (30) days.

**6.15.1.3** Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract Conclusion.

**6.15.2 Termination for Convenience**

**6.15.2.1** NHSLC may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to the Vendor. In the event of such termination for convenience, NHSLC shall pay the Vendor the agreed upon price, if separately stated, for Deliverables for which Acceptance has been given by NHSLC. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated will be paid, in whole or in part, generally in accordance with Appendix F: *Pricing Worksheets*.

**6.15.2.2** During the thirty (30) day period, the Vendor shall wind down and cease its Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on NHSLC from such winding down and cessation of Services.

**6.15.3 Termination for Conflict of Interest**

**6.15.3.1** NHSLC may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, NHSLC shall be entitled to a pro-rated refund of any current development, support and maintenance costs. NHSLC shall pay all other contracted payments that would have become due and payable if the Vendor did not know, or reasonably did not know, of the conflict of interest.

**6.15.3.2** In the event the Contract is terminated as provided above pursuant to a violation by the Vendor, NHSLC shall be entitled to pursue the same remedies against the Vendor as it could pursue in the event of a default of the Contract by the Vendor.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**6.15.4 Termination Procedure**

**6.15.4.1** Upon termination of the Contract, NHSLC, in addition to any other rights provided in the Contract, may require the Vendor to deliver to NHSLC any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

**6.15.4.2** After receipt of a notice of termination, and except as otherwise directed by NHSLC, Vendor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of NHSLC to the extent required, which approval or ratification shall be final for the purpose of this Section;
- c. Take such action as NHSLC directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Vendor and in which State has an interest;
- d. Transfer title to NHSLC and deliver in the manner, at the times, and to the extent directed by NHSLC, any property which is required to be furnished to State and which has been accepted or requested by NHSLC; and
- e. Provide written certification to NHSLC that Vendor has surrendered to NHSLC all said property.

**6.16 Limitation of Liability**

**6.16.1 State**

Subject to applicable laws and regulations, in no event shall NHSLC be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, NHSLC's liability to the Vendor shall not exceed the total Contract price set forth in Section 1.8 of the *Contract Agreement –Part 1-General Provisions* in Appendix H.

Notwithstanding the foregoing and any provision of this Contract to the contrary, in no event does the State waive its sovereign immunity or any applicable defenses or immunities.

**6.16.2 The Vendor**

Subject to applicable laws and regulations, in no event shall the Vendor be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and the Vendor's liability to NHSLC shall not exceed two times (2X) the total Contract price set forth in the Section 1.8 of the *Contract Agreement –Part 1-General Provision* in Appendix H. Notwithstanding the foregoing, the limitation of liability shall not apply to the Vendor's indemnification obligations set forth in the *Contract Agreement Part 1- Section 13: Indemnification* and confidentiality obligations in *Contract Agreement-Part 2-Section 6.13.14: Confidential Information*, which shall be unlimited.

**6.16.3 State's Immunity**

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of NHSLC, which immunity is hereby reserved to NHSLC. This covenant shall survive termination or Contract Conclusion.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**6.16.4 Survival**

This Contract Agreement, Section 6.16 Limitation of Liability shall survive termination or Contract Conclusion.

**6.17 Change of Ownership**

In the event that the Vendor should change ownership for any reason whatsoever, NHSLC shall have the option of continuing under the Contract with the Vendor, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with the Vendor, its successors or assigns for such period of time as determined necessary by NHSLC; or immediately terminate the Contract without liability to the Vendor, its successors or assigns.

**6.18 Assignment, Delegation and Subcontracts**

The Vendor shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of NHSLC. Such consent will not be unreasonably withheld. Any attempted transfer; assignment, delegation, or other transfer made without NHSLC’s prior written consent shall be null and void and may constitute an event of default at the sole discretion of NHSLC.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether assignees, delegates, Subcontractors or other transferees (“Assigns”) are used, unless otherwise agreed to in writing by NHSLC and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date . In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract or other transfer shall neither relieve the Vendor of any of its obligations under the Contract nor shall it affect any remedies available to NHSLC against the Vendor that may arise from any event of default of the provisions of the Contract. NHSLC 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 the Contract.

**6.19 Dispute Resolution**

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the “Invoking Party”) shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party’s right to any other remedy permitted by this Agreement.

The parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table:

<b>LEVEL</b>	<b>VENDOR</b>	<b>NHSLC</b>	<b>CUMULATIVE ALLOTTED TIME</b>
Primary	TBD	Ronald Jones State Project Manager (PM)	5 Business Days
First	TBD	Craig Bulkley State Executive Team Lead	10 Business Days
Second	TBD	Joseph Mollica Chairman NHSLC	15 Business Days

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

LEVEL	VENDOR	NHSLC	CUMULATIVE ALLOTTED TIME
		State Project Sponsor	

The allotted time for the first level negotiations shall begin on the date the Invoking Party’s notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party’s notice is received by the other party.

**6.20 Venue and Jurisdiction**

Any action on the Contract may only be brought in the State of New Hampshire Merrimack County Superior Court.

**6.21 Project Holdback**

NHSLC will withhold ten percent (10%) of the agreed Deliverables pricing tendered by the Vendor in this Firm Fixed Price (FFP) engagement until successful completion of the Warranty Period as defined in Section 6.11.1: *Warranty Period*.

**6.22 Escrow of Code**

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 source and configuration code in escrow. The source code shall be released to NHSLC if one of the following events has occurred:

- a. the Vendor has made an assignment for the benefit of creditors;
- b. the Vendor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
- c. a receiver or similar officer has been appointed to take charge of all or part of the Vendor’s assets; or
- d. the Vendor or its Subcontractor terminates its maintenance and operations support Services for NHSLC for the Software or has ceased supporting and maintaining the Software for NHSLC, whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of NHSLC;
- e. Contractor defaults under the Contract; or
- g. Contractor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

**6.23 Contract Security/Performance Bond**

This section is not applicable to this RFP.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX A: BACKGROUND INFORMATION**

**A-1 New Hampshire State Liquor Commission**

The New Hampshire State Liquor Commission regulates the sale of alcohol in the State of New Hampshire. New Hampshire is one of 17 control states in the nation where the government directly controls the distribution and regulation of alcoholic beverages, spirits, and wine. The NHSLC regulates all liquor and wine sold in the State, collects revenues, issues licenses, and enforces laws governing the sale and service of alcohol. The Commission is a business that employs over 300 full time employees and generated 530 million dollars in fiscal year 2010. The NHSLC is a vital source of revenue for the State.

There are three major divisions within the Liquor Commission:

- **Division of Marketing, Merchandising and Warehousing** – The retail and wholesale part of the Commission and is responsible for the operation of all State liquor stores, merchandising, advertising, warehousing and transportation.
- **Division of Enforcement and Licensing** – Responsible for the enforcement of all liquor laws and rules as well as licensing of all private businesses that are involved with alcoholic beverages.
- **Division of Administrative Services** – Provides finance, information technology, human resources services and general administrative support service to the Commission.

The mission of the NHSLC is: For the benefit of the citizens of New Hampshire, the New Hampshire State Liquor Commission, (NHSLC) will optimize profitably by serving customers well and maintain proper controls of the sale, distribution and use of alcoholic beverages.

*See Attachment I: As-Is Business Process Narratives/System Architecture for more background information.*

**Project Overview**

**Goals and Objectives for NH State Liquor Commission The Next Generation Systems:**

The intent of this RFP is to replace the current NHSLC wholesale and retail point of sale system, and supporting back office systems with a state-of-the-art integrated retail chain enterprise solution for an operation consisting of 77 state-owned retail stores, and wholesale operations.

- State-of-the-art POS, inventory management, and back office software and systems;
- POS Software that is versatile, flexible, user friendly and has leading edge capabilities;
- Increase efficiency and effectiveness;
- Improved customer service;
- Quality, consistency and accessibility of information available to Commission managers;
- Automation for areas where there is currently inadequate, antiquated or non-user friendly automation;
- Modern, state of the art technologies, that can migrate to the technologies of tomorrow; and
- Smooth transition to new technology through effective change management.

**A-2 Department of Information Technology and Technology Status**

The Project will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT). DoIT coordinates the statewide Information Technology activities.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**A-2.1 Technical Architecture**

Components of NHSLC’s technical architecture include:

- **State Network Environment:** The State operates multiple wide-area networks using various technologies including frame relay, fiber, dedicated lines, wireless, Voice over Internet Protocol (VoIP) and VPN technologies. Networks have varying levels of integration and connectivity to the statewide core for resource sharing and centralized administration by the Department of Information Technology. Direct support is provided for twenty-one partner agencies; other State agencies support their own networks, out-source the support, or use the resources of another agency.
- **Internet Access:** All State agencies are connected to the State’s intranet which is being redesigned to function as the statewide core network in addition to facilitating access to e-mail, the Internet, and the State’s financial applications. Some agencies additionally have their own Internet service providers. PCI Compliance is also an element in this effort.

*For more architecture information please see section 3.0 of Attachment I: “As-Is Business Process Narratives and System Architecture”*

**A-2.2 Future Systems Environment**

Future design and development efforts should conform to the emerging environment as defined by current information technology initiatives, the New Hampshire Statewide Strategic Information Technology Plan, and the State’s e-Government Architecture Plan.

This environment is end user centric, utilizing the Internet and Web whenever possible, promoting electronic transactions, and centralized common services (security, e-payment, content search), where possible.

**A-3 Related Documents Required at Contract time**

- a. Certificate of Good Standing/Authority (Appendix G-2–item A) dated after April of the current year and available from the Department of State by calling (603) 271-3244 or (603) 271-3246. Forms are also available on: [www.sos.nh.gov/corporate/Forms.html](http://www.sos.nh.gov/corporate/Forms.html)
- b. Certificate of Vote (Appendix G-2-Item B)
- c. Proof of Insurance Compliance with Appendix H: *State of New Hampshire Terms and Conditions*, Section 12: *Insurance*.

**A-4 State Project Team**

State high-level staffing for the Project will include:

NH State Project Team Members	Role
Chairman Joseph Mollica	State Project Sponsor
Craig Bulkley	State Executive Team Lead
Ronald Jones	State Project Manager
Rick Racicot	State System Development Lead

**A-4.1 Project Sponsors**

The Project Sponsors, Chairman Joseph Mollica and Chief Information Officer, Peter C. Hastings, will be responsible for securing financing and resources, addressing issues brought to their attention by the NHSLC Project Manager, and assisting NHSLC Project Manager in promoting the Project throughout

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

NHSLC. The Project Sponsor or an appropriate designee will be available to resolve issues on a timely basis.

**A-4.2 State Project Manager**

The NHSLC Project Manager will be responsible for:

- Managing State resources required for the Project;
- Promoting the Project statewide;
- Approving Project strategy and approach;
- Serves as point of contact between the State and the Vendor.
- Managing significant issues and risks; and
- Managing stakeholders' concerns.

**A-4.3 State Systems Development Lead**

Will assist the NHSLC Project Manager in ensuring Project deliverables are met.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION**

A Proposal that fails to satisfy the requirements in this section may be rejected without further consideration.

**B-1 Submission requirements**

- The Proposal is date and time stamped before the deadline as defined in Section 2: *Schedule of Events*. The Vendor has sent the proper number of copies with the original version of the Proposal marked “ORIGINAL” and the copies marked “COPY” as defined in Section 4.1: *Proposal Submission, Deadline and Location Instructions*
- The original Proposal includes a signed Transmittal Letter accepting all terms and conditions of the RFP without exception
- The proposed escrow agreement shall be submitted with the Vendor’s Proposal for review by NHSLC.

**B-2 Compliance with System Requirements**

System requirements and Deliverables are listed in Appendix C: *System Requirements and Deliverables* in this RFP. The proposed Vendor’s Solution must be able to satisfy all mandatory requirements listed.

**B-3 Current Implemented Sites of Vendor proposed software/hardware**

Components that constitute the Vendor’s proposed Software suite must be fully implemented and operational in at least one (1) client comparable in size and complexity to the State of New Hampshire. All Proposed hardware must have been deployed to clients similar in size to that of NHSLC.

**B-4 Vendor Implementation Service Experience**

The Implementation Vendor must have completed the Vendor proposed Software Implementation for at least two (2) clients comparable in size and complexity to the State of New Hampshire within the last two (2) years. The specific Vendor proposed Software version and functionality must be described.

**B-5 Proposed Project Team**

Vendor key personnel for this Project are defined as one (1) Project Manager, one (1) Conversion/Database Specialist, one (1) Business Analyst, one (1) Technical Analyst, and one (1) Training Specialist. These key personnel will comprise the selected Vendor’s core team. No subsequent substitutions may be made to the key personnel designated in the Vendor’s proposal made in response to this RFP without the prior approval of the NH State Liquor Commission.

The Vendor Project Manager will have overall Project responsibility for all Vendor Project Management and development staff and their activities. The Vendor Project Manager will work closely with members of the NHSLC Project Management team.

It is essential that each of the Vendor personnel resources proposed by the Vendor possess the qualifications and experience noted below. The Project Manager in particular should have had significant responsibility for managing Projects similar in size, scope and complexity. Experience with the management, development, and support of State or Federal retail application Projects are preferred. The intention of the following table is to define the roles and responsibilities NHSLC is expecting, rather than the discreet number of individuals.

Key Personnel	Qualifications
Project Manager	-Minimum seven (7) years of Information Technology experience, including three (3) years of Project Management experience on complex retail

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Key Personnel	Qualifications
	<p>systems.</p> <ul style="list-style-type: none"> <li>-Responsibilities must have included working with business areas to define business requirements to support existing needs and future business functionality.</li> <li>- Responsibilities must have included creating detailed project documentation especially requirements documents and risk management and mitigation.</li> <li>-The Project Manager must have had significant responsibility for a project similar in size, functionality and scope.</li> </ul>
Conversion/Database Specialist	-Minimum of four (4) years experience as a Conversion/Database specialist associated with a late generation retail enterprise solution and inventory management projects.
Technical Analyst	-Minimum of four (4) years experience as a Technical Analyst associated with a late generation retail enterprise solution and inventory management projects.
Business Analyst	-Minimum of four (4) years experience as a Business Analyst associated with a late generation retail enterprise solution and inventory management projects.
Training Specialist	-Minimum of two (2) years experience as a Training Specialist associated with large scale projects.

For the purpose of evaluating compliance with this requirement, the Vendor team is permitted to propose Subcontractor staff. In addition, one (1) team member may be identified to fulfill the experience requirement in multiple areas. All Key Personal must be present for interviews at the time of oral presentations.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES**

**C-1 Scope of Work**

The State of New Hampshire, acting through the NH State Liquor Commission is releasing this Request for Proposal (RFP) to procure a complete Point of Sale (POS) system with associated warranties, maintenance, training, support, and Implementation Services for the Commission. The Vendor will be responsible for all aspects of the Project, including, but not limited to:

Replacement of the following existing NHSLC systems including hardware, software, configuration, interfaces with other systems and development associated with the implementation of NH State Liquor Commission Next Generation Systems and its associated, installation, training, support and maintenance of:

- Point of Sale and store operations system used for wholesale and retail sales in 77 retail stores (Required);
- Liquor inventory and distribution system (Required);
- Supporting back office systems for finance, sales, marketing and merchandising data management and reporting (Required);
- Data, reporting, capturing and manipulation (Required);
- Creating necessary interfaces to external systems, including:
  - The State Licensing System
  - The State Financial System
  - The Liquor Commission Online Ordering System
  - Data Repositories maintained as part of the Liquor Commission web presence

Vendors that are unable to submit a solution for the business areas designated above are not likely suitable candidates for this Solution.

**C-2 Vendor Requirements Checklist**

All Proposals must respond in detail to requirements checklist – *Appendix C2*. The requirements Appendix is broken into six (6) different business areas as well as a seventh technical area. All business areas including technical are “required” for this solution with the exception of Administrative Services (#4) as well as Enforcement and Licensing (#6) which are desired by NHSLC. Vendors that are unable to reply to the “required” business areas (1, 2, 3, 5, and 7) are likely to be unsuitable candidates for this Solution. However, those vendors who cannot reply to the “desired” functionality, but are able to reply to the required functionality should still submit their proposals and will not be scored differently from those who respond to all business areas.

#	BUSINESS AREA	Required/Desired	Requirement Count
1	Sales, Marketing, and Merchandising	Required	147
2	Headquarters	Required	33
3	Store Operations	Required	407
4	Financial Administration	Required	60
5	Technical	Required	322
	<b>Total number of Requirements</b>		<b>969</b>

- A narrative of each of these business areas can be found in Attachment I.
- A process flow for each of these business areas can be found in Appendix J.

**Vendor Instructions For Completing The Vendor Requirements Checklist (Appendix C2):**

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**Vendor Response Column:**

Place a “**Yes**” if the current release of the Software can fully support **ALL** the functionality described in the row, without special customization. A “**Yes**” can **only** be used if the delivery method is Standard (see delivery method instructions below). Otherwise, enter a “**No**”; A “**No**” can only be used with delivery method Future, Custom, or Not Available/Not Proposing.

**Delivery Method Column:**

Complete the delivery method using a Standard, Future, Custom, or Not Available/Not Proposing (as defined below) that indicates how the requirement will be delivered.

- **Standard** – Feature/Function is included in the proposed System and available in the current Software release.
- **Future** – Feature/Function will be available in a future release. (Provide anticipated delivery date, version, and service release in the comment column.)
- **Custom** – Feature/Function can be provided with custom modifications. (Respondent must provide estimated hours and average billing rate or flat cost for the Software modification in the comment area. These cost estimates should add up to the total cost for Software modifications found in the cost summary table: *Table F-5: Software Licensing, Maintenance, and Support Pricing Worksheet*.)
- **Not Available/Not Proposing** – Feature/Function has not been proposed by the Vendor. (Provide brief description of why this functionality was not proposed.)

**Comments Column:**

For all Delivery Method responses other than Standard (Future, Custom, or Not Available/Not Proposing) Vendors must provide a brief explanation. Free form text can be entered into this column.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**C-3 Deliverables**

**Table C-3 Deliverables**

All Vendors must fill-out this Deliverables table to point State reviewers to the relevant sections of their proposals where these deliverables are explained. All Written Deliverables during the course of the Project will need an expectations document that lays-out the table of contents and header sections that are to be included within the document. Expectation documents are to be submitted, Reviewed, and approved prior to the commencement of the full Deliverable.

Activity, Deliverable or Milestone	Deliverable Type	Explain how your Solution meets the requirement. Cite the page of your Proposal.	Comments
<b>Initiation Phase</b>			
Conduct Project Kickoff Meeting	Non-Software		
Work Plan	Written		
Conduct Research And Requirements Validation /Gap Analysis	Written		
Requirements Traceability Matrix	Written		
Change Management Plan and Communication Plan	Written		
Goals and Objectives Document	Written		
<b>Pre-Configuration Phase</b>			
Technical and Information Architecture Review And Future System Design Document	Written		
Conduct and Document Joint Application Development (JAD) Sessions	Non-Software		
Database Architecture and Data Dictionary	Written		
Design Documentation	Written		
Data Migration Plan	Written		
Software Configuration Plan	Written		
Deployment Plan	Written		
Conversion Plan	Written		
Security Plan (including PCI compliance)	Written		
Comprehensive Training Plan, Training Materials, and Training Curriculum	Written		
End User support plan	Written		
Develop Test Plan that includes: Unit, System Integration, Conversion/Migration, Installation,	Written		

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Activity, Deliverable or Milestone	Deliverable Type	Explain how your Solution meets the requirement. Cite the page of your Proposal.	Comments
UAT, Performance/Stress/Tuning, Regression, and Security Review			
<b>Implementation Phase</b>			
Disaster Recovery Plan	Written		
Hardware Infrastructure Plan	Written		
Vendor to conduct build of test environment documenting procedure. DoIT Operations will observe build.	Non-Software		
Vendor to provide written documentation on system build/configuration to be used by DoIT Operations to build production environment.	Written		
Vendor will assist DoIT Operations in building and configuring the production system(s).	Non-Software		
Carry-out Testing Plan for: Unit, System Integration, Conversion/Migration, Installation, UAT, Performance/Stress/Tuning, Regression, and Security Review	Non-Software		
Convert and Load Data into Production Environment	Software		
Conduct Production Readiness Assessment	Written		
End User Support Plan	Written		
Documentation of Operational Procedures	Written		
Conduct Training	Non-Software		
PA-DSS Validation and required implementation guide	Written		
PCI SAQ Documentation	Written		
Cutover to New System	Non-Software		
Issue Tracking Resolution Meeting	Non-Software		
Defect Tracking System	Software		
<b>Control Activities (All Phases)</b>			
Conduct Bi-Weekly Project Status Meetings	Non-Software		
Bi-Weekly Project Status Reports that include Risks, Issues, Change Requests, and Defect Tracking Status	Written		
Conduct Project Exit Meeting	Non-Software		

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**C-4 Required Interfaces**

**Table C-4: NH Liquor Commission Next Generation System Interfaces**

**Outbound**

Source system or agency	Target system or agency	Function	Frequency (daily, weekly, monthly, annually, etc.)
Headquarters	Warehouse	Merchandise orders	Daily
Headquarters	NH First (Lawson)	HR Information, Financial Data	Daily
Headquarters/POS	RITA	Credit Card Authorization Request	As needed
Headquarters	Online Ordering System	Product/Customer Information	Hourly
Headquarters	NABCA	Product/Sales Information	Daily

**Inbound**

Source system or agency	Target system or agency	Function	Frequency (daily, weekly, monthly, annually, etc.)
Warehouse	Headquarters	Inventory orders	Daily
Licensing (L2K)	Headquarters	Licensee information lookup	Daily
RITA	Headquarters / POS	Credit Approved/Denied	As needed

A diagram detailing the technical architecture including interfaces can be found in Section 3.0 of:

- *Attachment I: As-Is Business Process Narratives and System Architecture*

**Remainder of page intentionally left blank.**

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES**

Vendors must limit narrative responses describing the Software, technical, Services and Project Management topics defined for this Project. The following table identifies specific topics for narratives. A page limit is identified for each topic. If a response to a topic exceeds the page limit, NHSLC will limit its consideration to the prescribed page limit. Vendors are strongly encouraged to complete the requirements checklist (provided as Attachment C) before completing this narrative section in order to avoid re-work, requirements get into more specificity of NHSLC's needs.

<b>Topic #</b>	<b>Narrative Responses - Topic</b>	<b>Page Limit</b>
<b>Proposed Software Solution</b>		
0	Product Literature	1
1	Software Architecture	3
2	Software Releases	5
3	System Security	8
3A	Open Standards	2
<b>Technical, Services and Project Management Experience</b>		
4	Backup/Recovery and Archiving	2
5	Business Continuity	2
6	Environmental Setup	2
7	Knowledge Transfer	4
8	Implementation Approach	No Limit
9	Testing	6
10	Migration Strategy	3
11	Interfaces	4
12	Training Approach	4
13	Help Desk Support	3
14	Status Meetings and Reports	3
15	Risk and Issue Management	2
16	Quality Assurance Approach	4
17	Work Plan	No Limit
18	Support and Maintenance	2

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**D-1 Proposed Software Solution**

This section provides a series of topics related to the proposed Software Solution that the State of New Hampshire will consider in its selection of the Next Generation Systems.

**Topic 0 – Product Literature**

Response Page Limit: 1

Provide an appendix with sales literature describing the functionality of the proposed Software. Provide a table with references to pages in the appendix that describe functionality addressed for all appropriate topics for narrative responses.

**Topic 1 – Software Architecture**

Response Page Limit: 3

**NHSLC will evaluate the degree to which the architecture can be supported over an extended period, including the ease of support.**

Provide a description of the technical architecture of the proposed Solution. The following topics, at a minimum, should be addressed:

- Is the proposed Software based upon an n-tiered, browser-based architecture?
- Does any part of the proposed Solution require software (other than a browser) to be installed on the client workstation? If yes, describe software that must be installed and the access authorization level required to install it.
- Are the operating system and the database platforms supported configurations of the proposed System?
- Are there any components of the System that must reside on another platform?
- What application servers are used to support the proposed Solution?
- What add-on or third-party software is required to support the functionality desired by NHSLC?
- What programming languages are used for development, configuration, and customization of the proposed Solution?
- What components of the Software, such as middleware, are proprietary?
- What is the growth potential of the proposed System?
- What is the timeframe for technical obsolescence of the proposed Software? (For the purpose of this question, the version of the proposed Software would be considered obsolete when support is no longer available.)
- What type of staffing is typically required to support the proposed product for a client of the size and complexity of the State of New Hampshire? (Discuss both number of staff and skills required.)

**Topic 2 – Software Releases**

Response Page Limit: 5

**NHSLC will evaluate the degree to which the Software appears likely to evolve and the burden, if any, of keeping pace with the expected evolution.**

Discuss the following aspects of anticipated future releases of the proposed Software. Coverage should include but not be limited to the following:

- What types (maintenance, enhancement, other) of releases are planned?

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- What is the historical (past 3 years) and expected frequency of each type of new release?
- What is the version of the current release?
- How is the content of future releases determined?
- How is the content of a release communicated to the client?
- Do government clients have input through a users' group or some other mechanism?
- Are enhancements made for specific clients included in future releases?
- What specific enhancements are planned for release within the next 24 months?
- What resources, planning, and technical skills are required to install a release of each type?
- Can components of a release be applied individually or by module without adversely affecting the overall functionality of the System?
- Do configuration settings carry forward from one release to the next or must they be reinstalled?
- Do patches carry forward from one release to the next, or must they be reinstalled?
- How long is a release supported?

**Topic 3 – System Security**

Response Page limit: 8

**NHSLC will evaluate the degree to which System issues can be avoided.**

The Software System's ability to provide application and system access securely to the Commission's users. NHSLC's workers and citizens expect government services and information to be secure and available on an ongoing basis to ensure business continuity. Describe the System security design and architectural features incorporated into the proposed Software. At a minimum, discuss the following:

- The identification and authentication methods used to ensure that users and any interfacing applications are identified and that their identities are properly verified.
  - The authorization methods used to ensure that users and client applications can only access Data and services for which they have been properly authorized.
  - The immunity methods used to ensure that unauthorized malicious programs (e.g., viruses, worms and Trojan horses) do not infect the application.
  - The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.
  - The methods used to ensure that the parties to interactions with the application cannot later repudiate or rebut those interactions.
  - The intrusion detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.
  - The privacy methods used to ensure that confidential Data and sensitive communications are kept private.
  - The System maintenance methods used to ensure that unauthorized System maintenance does not unintentionally disrupt the security mechanisms of the application or supporting hardware.
- 
- The testing methods conducted to load and stress test your Software to determine its ability to withstand Denial of Service (DoS) attacks.
  - Your Software patch schedule employed to protect the Software from new security vulnerabilities as they arise.
  - The ability of your Software to be installed in a "locked-down" fashion so as to turn off unnecessary features (user accounts, operating System services, etc.) thereby reducing the Software's security vulnerabilities and attack surfaces available to System hackers and attackers.
  - The ability of your Solution to maintain its PCI compliance in the future as new guidance is issued.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

Describe the System assurance provisions incorporated into the proposed Software. At a minimum, discuss the following:

- What process or methodology is employed within the proposed Software to ensure Data integrity?
- To what degree does the approach rely on System assurance capabilities of the relational database management system (RDMS)?
- If multiple databases are employed, what extra procedures are employed to ensure synchronization among databases?
- What out-of-the-box system assurance reports are provided for online and offline processing?

**Topic 3A – Open Standards, Open Data Formats, Open Source Software**

Response Page limit: 2

The proposed Solution must comply with Open Standards and Open Data Formats as mandated by RSA 21-R (HB418 2012).

- Is the proposed application considered Open Source Software?
- Does it comply with Open Standards, including but not limited to Open Data Formats?
- Describe the degree to which the proposed Solution meets the requirements of RSA 21-R:10, 21-R:11, 21-R:13.

**D-2 Technical, Services and Project Management Experience**

This section provides a series of technical topics that the State of New Hampshire will consider in selecting the NHSLC Next Generation Systems. A maximum length of response for each topic is defined.

**Topic 4– Backup/Recovery and Achieving**

Response Page Limit: 2

**NHSLC will evaluate the degree to which proposed backup and recovery processes protect mission-critical Data, ease of use of these processes, and impact of these processes on operation of the System.**

NHSLC seeks a sound backup and recovery provision as part of the Solution. Describe the tools used for backup and recovery of applications and Data. Describe the impact of the proposed backup process on the operation of the System. Also, address the following:

- Use of and method for logging and journalizing;
- Single points of failure and recommended approaches for their elimination;
- Approach to redundancy; and
- Impact of Software license fees.

NHSLC believes that additional Software license fees solely related to redundancy for backup and recovery would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

The Vendor will be expected to provide and implement an archiving and retrieval scheme that balances response time of offline and online processing with the value of accessing historical Data. Describe the scheme (online and offline) that will be implemented and discuss why the balance is optimal. Also, describe the proposed approach for the permanent retention of Data selected by NHSLC in an

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

offline format. Provide a methodology and appropriate tools for the retrieval of the offline formatted Data.

**Topic 5 –Business Continuity**

Response Page Limit: 2

**NHSLC will evaluate the degree to which the plan proposed assures business continuity, mitigates risk to NHSLC, and its potential for Implementation (cost effective and easy to implement).**

- NHSLC wishes to consider provision(s) for assurance of business continuity as an optional component of the Solution. A current risk for business continuity involves loss of the Data Center. NHSLC will decide whether to exercise this option based, in part, on cost.
- Vendors are asked to provide an option for NHSLC to continue operation at a different site in the event that the Data Center is unavailable. Discuss necessary planning for the proposed remote site and transition to the site if the Data Center is incapacitated.
- NHSLC believes that additional Software license fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

**Topic 6 – Environment Setup**

Response Page Limit : 2

**NHSLC will evaluate whether proposed environments are sufficient to satisfy Project needs, including phased Implementation.**

- Describe the different software and hardware environments required for the concurrent development, testing, and production of the proposed Solution. Discuss how the proposed environments support the Implementation of the proposed Software System, including all necessary training.
- NHSLC believes that additional Software license fees solely related to establishing environments for normal activities would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.
- Ability of the proposed client Software to execute on industry accepted platforms (e.g. Microsoft Windows, Linux, Unix, Red Hat, etc), please provide a list of the industry accepted platforms that your proposed Software is compatible with.

**Topic 7 –Knowledge Transfer**

Response Page Limit: 4

**NHSLC will evaluate whether the technical knowledge transfer in described the Proposal will prepare State staff to accept full responsibility for maintaining the Vendor proposed System at the conclusion of Implementation.**

- The transfer of technical knowledge is important for operations, configuration/development, workflow, business setup, maintenance, and management. Address training curriculum, training priorities and prerequisites, specific commercial and custom courses, and one-on-one learning opportunities for State staff.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

- Identify whether recommended training will be provided on site. Use specific examples from past system implementations to explain how its approach to technical training and knowledge transfer would allow NHSLC to operate independently when the Implementation ends.

**Topic 8 – Implementation Approach**

Response Page Limit: No Limit

**NHSLC will evaluate the quality of analysis, reasonableness, and flexibility evident in the proposed Implementation approach.**

- NHSLC would like to implement all modules of the selected Software as quickly as feasible at the lowest possible price. NHSLC recognizes, however, that it might have difficulty coping with a “big bang” Implementation strategy. Consequently, NHSLC seeks suggestions on an implementation approach.
- Provide one or more feasible Implementation plans. For each plan provided:
  - a. Identify timeframes for major milestones, including timing for discontinuing legacy Systems;
  - b. Discuss cost implications of the plan, including implications on maintenance fees; and
  - c. Address the level of risk associated with the plan.

To assist NHSLC in evaluation of the Implementation Plan or plans discussed, include:

- a. A listing of modules that constitute the proposed Software;
- b. Identification of modules that should be considered “core;”
- c. Identification of modules that are neither required nor proposed to satisfy State requirements; and
- d. A general description of functionality contained in each module.

Identify the Implementation Plan used as a basis for the cost Proposal.

**Topic 9 – Testing**

Response Page Limit: 6 – with Appendix Required

**NHSLC will evaluate the quality of support the Vendor will supply to assist State testing staff and the effectiveness of the proposed Defect tracking and resolution process. The ability of NHSLC Project leadership to participate in analysis, classification, and establishment of priorities for suspected Defects will also be evaluated.**

State staff will conduct Acceptance Testing, but support from the selected Vendor is required; refer to Appendix G-1: Testing and Acceptance. To define the type of support that will be provided, address the following questions:

- Describe your testing methodology and include a proposed test plan.
- Will configured Software be delivered in functional components for State Acceptance Testing?
- How much time should NHSLC allow to complete User Acceptance Testing of a component?
- What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State? Will these tools be available to NHSLC for use in Acceptance Testing?
- What support will be provided to prepare State staff during Acceptance Testing? How will on-site support for NHSLC testing team be provided?

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- How will members of the testing team be prepared to test the configured Software?
- What Documentation of configured Software will be available to the testing team?
- Based on experience in similar Projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other Projects to support this response.)
- How much time is available for comprehensive testing and correction of Defects prior to Implementation? Based on metrics from similar Projects, is it sufficient? (Provide information from other projects to support this response.)
- If frequency exceeds the expected level, what corrective actions will be instituted?
- How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?
- How quickly will Software Defects be corrected?
- What specific software tools will be used to isolate performance problems?
- What tools will be used to document and track status of suspected Defects?
- Will these tools be available to NHSLC after the Project is completed?
- What role will NHSLC play in classification and prioritization of Defects?
- Will System performance be measured and documented using NHSLC's infrastructure and data? If yes, how?

Provide a sample User Acceptance Test Plan from a completed project as an appendix.

**Topic 10 – Migration Strategy**

Response Page Limit: 3

**NHSLC will evaluate the degree to which the Vendor will ensure that data conversion is effective and burdens State staff to the minimum extent possible.**

- Provide recommendations for assessing Data quality and conducting Data cleansing prior to conversion, and discuss use of automated tools in conversion.
- Also, address procedures for populating the initial production database and data transfer procedures. Distinguish between State and Vendor roles. Discuss approach for dealing with incomplete records. References to approaches employed successfully in other Projects should be provided where appropriate.

**Topic 11 – Interfaces**

Response Page Limit : 4

**NHSLC will evaluate the quality, ease of programming, and the nature of the proposed assistance in developing required interfaces.**

- Current interfaces to NH State Liquor Commission systems are listed in Section A-3 of Appendix A: *Current Interfaces*. Some of these interfaces may no longer be needed when the NH Next Generation Systems is implemented but others will be required.
- Constructing interfaces will require cooperative efforts involving State and Vendor staff. Submit a proposed architectural drawing of the interfaces and discuss the proposed approach for their development. Be sure to distinguish between State and Vendor responsibilities.
- Please describe the system's capability to communicate with the credit card authorization middleware of NHSLC. (Provide a list of compatible credit card authorization middleware).

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- If the Software Solution already includes its own interfaces with credit card acquirers, please provide a list of those that are certified and how redundant processing is provided.
- What types of interfaces are possible with the proposed System (e.g., online, batch, etc.)?
- What Data is available to other systems? What Data may be imported/updated from other systems?
- What tools are provided with the System for the development of interfaces?
- What programming languages and/or query languages are required for development of interfaces?
- What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed Software?
- The system must be capable of batch processing for non-mission critical processes. Please describe what batch processing means for your Software and which processes are likely to use this method.
- Are there any constraints upon the timing of batch interfaces?
- Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix.
- What standard interface formats are used with the proposed Software? What degree of flexibility is available?

**Topic 12 –Training Approach**

Response Page Limit: 4

**NHSLC will evaluate whether the training approach is likely to prepare users adequately to use the new System from the day of deployment, including maximum knowledge transfer to allow NHSLC to conduct its own training in the future.**

- NHSLC understands the importance of training for a successful Solution Implementation. NHSLC seeks a detailed discussion of training alternatives in addition to a recommended training approach.
- Describe the process for an assessment of needs; identifying casual, power, and specialty users; developing a curriculum for each audience; and conducting, evaluating, and refining training courses.
- Questions to address include, but are not limited to, the following:
  - What type of training (instructor led vs. computer based) will be used for each purpose and why?
  - What methods will be employed to evaluate training activities?
  - How will training be coordinated with other user support activities?
  - Will manuals be adequate to enable trained users to research answers to their own questions?
  - If the perception is that they are not adequate, can those manuals be quickly revised?
  - How will NHSLC be prepared to conduct ongoing training after Implementation is completed?
  - Are training manuals on-line and maintained as part of a maintenance agreement?

**Topic 13 – Help Desk Support**

Response Page Limit: 3

**The State help desk will take on help desk responsibility after the first three (3) months of operation (Operations starts after the last store implementation is completed). The State will act as the first line of defense (Tier 1 support). NHSLC will evaluate the degree to which the Vendor will absorb demand for help desk support upon Implementation of the new System and prepare State helpdesk staff to assume full responsibility for providing help desk support when demand stabilizes.**

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- Demands on NHSLC help desk are likely to evolve significantly with Implementation of the proposed Software Solution. For example, a demand for support is likely to peak shortly after Implementation. NHSLC seeks support for peak demand and to assist in evolution of its existing capacity.
- Describe support for the help desk function incorporated into the Proposal. Include discussion of the following:
  - Coordination of help desk with change management and training activities;
  - Recommended help desk software tools;
  - Training to be provided to the help desk agents;
  - Suggested escalation procedures;
  - Interim staffing for peak help desk demand periods and transition to a permanent arrangement;
  - Development of a help desk knowledge base; and
  - Metrics based on help desk inquiries.

**Topic 14 – Status Meetings and Reports**

Response Page Limit: 4 – Appendix Required

**NHSLC will evaluate the degree to which Project reporting will serve the needs of State Project leaders.**

- NHSLC believes that effective communication and reporting are essential to Project success. At a minimum, NHSLC expects the following:
  - Introductory Meeting: Participants will include Vendor key Project staff and State Project leaders from both the NH State Liquor Commission and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.
  - Kickoff Meeting: Participants will include NHSLC and Vendor Project Teams and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.
  - Status Meetings: Participants will include, at a minimum, Vendor Project Manager and NHSLC Project Manager. These meetings, which will be conducted at least weekly, will address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from the Vendor will serve as the basis for discussion. There will be no weekly status meeting during the last week of the month. However, in lieu of this meeting there will be monthly status meetings held at month end.
  - The Work Plan: must be reviewed at each Status Meeting and updated, at minimum, on a weekly basis, in accordance with the Contract.
  - Special Meetings: Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
  - Exit Meeting: Participants will include Project leaders from the Vendor and NHSLC. Discussion will focus on lessons learned from the Project and on follow up options that NHSLC may wish to consider.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

NHSLC expects the Vendor to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be a Vendor responsibility.

Vendor shall submit status reports in accordance with the Schedule and terms of the Contract. All status reports shall be prepared in formats approved by NHSLC. The Vendor's Project Manager shall assist NHSLC's Project Manager, or itself produce reports related to Project Management as reasonably requested by NHSLC, all at no additional cost to NHSLC. Vendor shall produce Project status reports, which shall contain, at a minimum, the following:

- a. Project status as it relates to Work Plan
- b. Deliverables status
- c. Accomplishments during weeks being reported
- d. Planned activities for the upcoming two (2) week period
- e. Future activities
- f. Issues and concerns requiring resolution
- g. Report and remedies in case of falling behind Schedule

Describe the process that will be employed. Be sure to cover the following:

- Timing, duration, recommended participants and agenda for the kickoff meeting;
- Frequency and standard agenda items for status meetings;
- Availability for special meetings; and
- Agenda for the exit meeting.

As an appendix, provide an example of status reports prepared for another project. Names of the project and of any individuals involved may be removed.

As reasonably requested by NHSLC, Vendor shall provide NHSLC with information or reports regarding the project. Vendor shall prepare special reports and presentations relating to Project Management, and shall assist NHSLC in preparing reports and presentations, as reasonably requested by NHSLC, all at no additional cost to NHSLC.

#### **Topic 15 – Risk and Issue Management**

Response Page Limit: 2

**NHSLC will evaluate the extent to which the proposed approach will contribute to the timely identification and effective action on issues and risks. NHSLC will also evaluate whether the approach recognizes and addresses appropriate State involvement in risk and issue management.**

- Provide proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities. NHSLC seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure NHSLC can adequately monitor the progress of the Project. Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a Contract between NHSLC and the Vendor.

#### **Topic 16 – Quality Assurance Approach**

Response Page Limit: 4

**NHSLC will evaluate the degree to which proposed procedures will ensure that Deliverables require limited modification when submitted for approval.**

- NHSLC has identified three categories of Deliverables:

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

- Written Deliverables, such as a training plan;
  - Software Deliverables, such a configured software module; and
  - Non-Software Deliverables, such as conduct of a training course.
- Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration. Discussion should include but not be limited to:
    - Provision for State input to the general content of a Written Deliverable prior to production;
    - The standard for Vendor internal Review of a Written Deliverable prior to formal submission; and
    - Testing of Software Deliverables prior to submission for Acceptance Testing.
    - Propose measurable criteria for State final Acceptance of the System. Discuss how the proposed criteria serve the interest of NHSLC.

**Topic 17 - Work Plan**

Response Page Limit: No Limit

**NHSLC will evaluate whether the Vendor’s preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment Schedule. The Work Plan shall also address resource allocations (both State and Vendor team members). This narrative should reflect current Project management “best practices” and be consistent with narratives on other topics. The software to be used to support the ongoing management of the Project should also be described in the Work Plan.**

- NHSLC sees a Work Plan as essential to reaching a comprehensive agreement with a Vendor. Consequently, NHSLC will seek to refine the proposed Work Plan prior to Contract approval with the selected Vendor and to incorporate the refined Work Plan by reference into a Contract.
- Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones, Deliverables, and payment Schedule. Define both proposed Written and Software Deliverables. Include sufficient detail that NHSLC will be able to identify departures from the Plan in sufficient time to seek corrective action. In particular, provide information about staffing.
- Describe all Deliverables to be produced in the Project. Ensure that all Deliverables and milestones are identified in the Work Plan. Identify and discuss the following:
  - All assumptions upon which the Work Plan is based;
  - Descriptions of recommended roles by activity and time required for both State and Vendor members of the Project Team;
  - Assignments of members of the Vendor’s team identified by role to specific tasks; and
  - Critical success factors for the Project.
- Discuss how this Work Plan will be used and State access to plan details including resource allocation. Also, discuss frequency for updating the plan, at a minimum once every week and for every status meeting. Explain how NHSLC will know whether the Project is on Schedule and within budget.

**Topic 18 – Support and Maintenance**

Response Page Limit: 2

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**NHSLC will evaluate whether the Vendor's proposed support and maintenance plan includes a description of the types and frequency of support, detailed maintenance tasks – including scheduled maintenance and upgrades, and any other dependencies for on-going support and maintenance of the system. This narrative should reflect current “best practices” for these tasks.**

- Describe how general support and maintenance skills are transferred to State technical support personnel for knowledge sharing.
- Describe how support and maintenance issues are tracked detailing methodology and if any additional software is required.
- Describe process for maintenance of the general knowledge base.
- Describe any particular procedures required to handle escalation and emergency calls.
- Detail the plan for preventive maintenance and for upgrade installations.
- Detail the types and frequency of support tasks required.
- Describe how the system hardware proposed is current and not at end of life.
- If the State continued to pay annual maintenance, but did not want to implement the latest maintenance releases, then how long would the vendor support the older version and how does this impact support? Would the answer to this question be impacted if it was a major (version 6 to 7) or minor (version 6.01 to 6.02) release to the software?

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS**

Vendor qualifications are important factors in selecting the NHSLC Next Generation System Software, accompanying Implementation and follow on support Services. To facilitate evaluation of Vendor qualifications, NHSLC seeks information about:

- (1) Corporate qualifications of each Vendor proposed to participate in the Project;
- (2) Proposed team organization and designation of key staff;
- (3) Individual qualifications of candidates for the role of Project Manager and;
- (4) Individual qualifications of candidates for other key staff roles.

This appendix identifies specific information that must be submitted.

**E-1 Required Information on Corporate Qualifications**

Information is required on all Vendors who will participate in the Project. Vendors submitting a Proposal must identify any Subcontractor(s) to be used.

**E-1.1 Vendor and Subcontractors**

The Vendor submitting a Proposal to this Project must provide the following information:

**E-1.1.1 Corporate Overview (2 page limit)**

Identify the proposed role of the firm on the Project. Describe the major business areas of the firm. Provide a high-level description of the firm's organization and staff size. Discuss the firm's commitment to the public sector, experience with this type of project implementation and experience in New Hampshire.

**E-1.1.2 Financial Strength**

Provide at least three (3) years of audited financial statements. Financial information will not be shared and is protected under FOIA.

**E-1.1.3 Litigation**

Identify and describe any claims made by clients during the last ten (10) years. Discuss merits, current status and, if available, outcome of each matter.

**E-1.1.4 Prior Project Descriptions (3 limited to 3 pages each)**

Provide descriptions of no more than three (3) similar Projects completed in the last seven (7) years. Each project description should include:

- (1) An overview of the project covering type of client, objective, project scope, role of the firm and outcome;
- (2) Project measures including proposed cost, actual project cost, proposed Project schedule and actual project schedule;
- (3) Names and contact information (name, title, address and current telephone number) for one or two references from the client; and
- (4) Names and project roles of individuals on the proposed team for the New Hampshire project that participated in the project described.

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

**E-1.1.5 Subcontractor Information**

Vendors must provide information on any Subcontractors proposed to work on this Project. Required information shall include but not be limited to:

- (1) Identification of the proposed Subcontractor and a description of the major business areas of the firm and their proposed role on the Project.
- (2) A high-level description of the Subcontractor's organization and staff size.
- (3) Discussion of the Subcontractor's experience with this type of project;
- (4) Resumes of key personnel proposed to work on the project; and
- (5) Two references from companies or organizations where they performed similar services (if requested by NHSLC).

**E-2 Team Organization and Designation of key Vendor staff**

Provide resumes of key personnel proposed to work on the Project and an organizational chart depicting the Vendor Project Team. This chart should identify key staff required from the Vendor, any Subcontractors, and NHSLC.

Define the responsibilities and length of assignment for each of the roles depicted in the organizational chart. Identify the positions that should be designated key staff. Ensure that designation of key Vendor staff includes subject matter experts in the following areas:

- Project Management
- Performing Business Analysis
- Performing Technical Analysis
- Retail Industry Systems
- Point of Sale Systems
- Data Conversion
- Testing
- Large Scale Implementations

A single team member may be identified to fulfill the experience requirement in multiple areas.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**E-2.1 State Staff Resource Worksheet**

Append a completed State Staff Resource Worksheet. The required format follows. *(Reminder: all pricing information must be marked as such and placed in sealed envelopes.)*

**Table E-2: Proposed State Staff Resource Hours Worksheet**

State Role	Initiation	Configuration	Implementation	Project Close Out	Total
Project Manager					
Position 1					
Position 2					
Position 3					
Position 4					
Position 5					
<b>State Total</b>					

**E-3 Candidates for Project Manager**

Although NHSLC recognizes that staff availability is somewhat uncertain, qualifications of the Project Manager are particularly critical. Therefore, NHSLC requires that the Project Manager be identified with some degree of certainty.

NHSLC requires that the Project Manager be assigned full time, on site for the duration of the Project. For the Project Manager candidate, provide a resume not to exceed five (5) pages in length addressing the following:

- The candidate’s educational background;
- An overview of the candidate’s work history;
- The candidate’s project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can attest to the candidate’s performance on past projects.

**E-4 Candidates for key Vendor staff Roles**

Provide a resume not to exceed one (1) page for each key Vendor staff position on the Project Team. Each resume should address the following:

- The individual’s educational background;
- An overview of the individual’s work history;
- The individual’s project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the individual’s performance on past projects.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX F: PRICING WORKSHEETS**

A Vendor’s Cost Proposal must be based on the worksheets formatted as described in this appendix.

**F-1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List**

The Vendor must include, within the Firm Fixed Price Proposal for IT Service activities, tasks and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. The following format must be used to provide this information.

**Table F-1: Activities/Deliverables/Milestones Pricing Worksheet**

Activity, Deliverable or Milestone	Deliverable Type	Proposed Finish Date	Pricing/Payment
<b>Initiation Phase</b>			
Conduct Project Kickoff Meeting	Non-Software		
Work Plan	Written		
Conduct Research And Requirements Validation	Written		
Requirements Traceability Matrix	Written		
Change Management Plan and Communication Plan	Written		
Goals and Objectives Document	Written		
<b>Pre-Configuration Phase</b>			
Technical and Information Architecture Review And Future System Design Document	Written		
Conduct and Document Joint Application Development (JAD) Sessions	Non-Software		
Database Architecture and Data Dictionary	Written		
Design Documentation	Written		
Data Migration Plan	Written		
Software Configuration Plan	Written		
Deployment Plan	Written		
Conversion Plan	Written		
Security Plan (including PCI compliance)	Written		
Comprehensive Training Plan, Training Materials, and Training Curriculum	Written		
End User support plan	Written		
Develop Test Plan that includes: Unit, System Integration, Conversion/Migration, Installation, UAT, Performance/Stress/Tuning, Regression, and Security Review	Written		

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Activity, Deliverable or Milestone	Deliverable Type	Proposed Finish Date	Pricing/Payment
<b>Implementation Phase</b>			
Assist DoIT Ops to configure and implement the NH Next Generation System	Software		
Carry-out Testing Plan for: Unit, System Integration, Conversion/Migration, Installation, UAT, Performance/Stress/Tuning, Regression, and Security Review	Non-Software		
Convert and Load Data into Production Environment	Software		
Conduct Production Readiness Assessment	Non-Software		
End User Support Plan	Written		
Documentation of Operational Procedures	Written		
Conduct Training	Non-Software		
PCI SAQ Documentation	Written		
Cutover to New System	Non-Software		
Issue Tracking Resolution Meeting	Non-Software		
Defect Tracking System	Software		
<b>Control Activities (All Phases)</b>			
Conduct Bi-Weekly Project Status Meetings	Non-Software		
Bi-Weekly Project Status Reports that include Risks, Issues, Change Requests, and Defect Tracking Status	Written		
Conduct Project Exit Meeting	Non-Software		

**State Liquor Commission  
 NH Liquor Commission Next Generation Systems  
 NHSLC-RFP 2014-033**

**F-2 Proposed Position – Initial Contract Term Vendor Rates Worksheet**

Using the format provided in the following table, list titles of proposed positions on the Project Team to be filled by Vendor staff. Include hours and rates for all staff on the Vendor Project Team through February 1, 2015.

**Table F-2: Proposed Position – Vendor System Implementation Rates Worksheet**

<b>Position Title</b>	<b>Hours</b>	<b>Hourly Rate</b>	<b>Percentage of time On-Site</b>	<b>Subtotal (Hours X Rate)</b>
<b>Project Manager</b>				
<b>Conversion/Database Specialist</b>				
<b>Training Specialist</b>				
<b>Other staff as recommended by the vendor:</b>				
<b>Position #1</b>				
<b>Position #2</b>				
<b>Position #3</b>				

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**F-3 Proposed Vendor Staff and Resource Hours Worksheet**

Use the Proposed Vendor Staff Position and Resource Hours Worksheet to indicate the individuals that will be assigned to the Project. Names must be provided for individuals designated for key roles, but titles are sufficient for others. Information is required by phase.

**Table F-3: Proposed Vendor Staff and Resource Hours Worksheet for System Implementation**

Title	Name	Initiation	Configuration	Implementation	Project Close-Out	TOTAL
<b>Project Manager</b>						
<b>Conversion/Database Specialist</b>						
<b>Training Specialist</b>						
<b>Other staff as recommended by the vendor:</b>						
<b>Position #1</b>						
<b>Position #2</b>						
<b>Position #3</b>						
<b>TOTALS</b>						

**F-4 Future Vendor Rates Worksheet**

NHSLC may request additional Services from the selected Vendor and requires rates in the event that additional Service is required. The following format must be used to provide this information. "SFY" refers to State Fiscal Year. The New Hampshire State Fiscal Year runs from July 1 through June 30 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Vendor Rates Worksheet.

**Table F-4: Future Vendor Rates Worksheet**

Position Title	SFY 2014	SFY 2015	SFY 2016	SFY 2017
<b>Project Manager</b>				
<b>Conversion/Database Specialist</b>				
<b>Training Specialist</b>				
<b>Other staff as recommended by the vendor:</b>				
<b>Position #1</b>				
<b>Position #2</b>				
<b>Position #3</b>				
<b>TOTALS</b>				

**State Liquor Commission  
 NH Liquor Commission Next Generation Systems  
 NHSLC-RFP 2014-033**

**F-5 Software Licensing, Maintenance, and Support Pricing Worksheet**

**Table F-5: Software Licensing, Maintenance, and Support Pricing Worksheet**

		Maintenance Support (including upgrades)				
Software	Licensing Costs	FY2014	FY2015	FY2016	FY2017	FY2018

## **APPENDIX G-1 TESTING REQUIREMENTS**

All testing and acceptance addressed herein shall apply to testing the System. This shall include planning, test scenario development, Data, and System preparation for testing, and execution of unit testing, System integration testing, conversion/migration testing, installation testing, performance, and stress testing, Security review and testing, and support of NHSLC during user Acceptance Testing (UAT).

### **G-1.1 Test Planning and Preparation**

The overall Test Plan will guide all testing. The Vendor provided, State approved, Test Plan will include, at a minimum, identification, preparation, and Documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

It is crucial that client training and testing activities not be abbreviated in order to meet Project Implementation Schedules. Therefore, NHSLC requires that the testing activities be represented both in terms of effort and duration. Vendors must disclose in their Proposals the scheduling assumptions used in regard to the client resource efforts during testing.

State testing will commence upon the Vendor Project Manager's certification, in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff.

NHSLC will commence its testing within five (5) business days of receiving Certification from the Vendor that NHSLC's personnel have been trained and the System is installed, configured, complete, and ready for State testing. The testing will be conducted by NHSLC in an environment independent from the Vendor's development environment. The Vendor must assist NHSLC with testing in accordance with the Test Plan and the Work Plan, utilizing test and live Data to validate reports, and conduct stress and performance testing, at no additional cost.

### **G-1.2 Testing**

Testing begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by NHSLC. Vendor must demonstrate that their testing methodology can be integrated with NHSLC standard methodology.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Testing Type	Testing Description
<b>Unit Testing</b>	<p>Application components are tested on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit Testing is performed in either the development environment or a testing environment.</p> <p>The goal is to find errors in the smallest unit of the Software. If successful, subsequent integration testing should only reveal errors related to the integration between application components.</p>
<b>System Integration Testing</b>	<p>a.) Validates the integration between the individual unit application components and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The Systems Integration Test is performed in a test environment.</p> <p>b.) Emphasizes end-to-end business processes, and the flow of information across applications. It includes all key business processes and interfaces' being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.</p> <p>c.) Conduct System Integration Testing, utilizing scripts developed, as identified in the Test Plan, to validate the functionality of the System and its interfaces. Use System Integration Testing to validate modifications, fixes and other System interactions with the Vendor supplied Software Solution.</p>
<b>Conversion /Migration Validation Testing</b>	<p>The Conversion/Migration Validation Testing should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications, the testing verifies that the resulting converted legacy data performs correctly.</p>
<b>Installation Testing</b>	<p>Application components are installed in the System test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production System.</p>
<b>User Acceptance Testing (UAT)</b>	<p>The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.</p> <p>a.) The Vendor's Project Manager must certify in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.</p> <p>b.) NHSLC will be presented with a State approved Test Plan, test scenarios, test cases, test scripts, test data, and expected results, as well as written Certification of the Vendor's having completed the prerequisite tests, prior to NHSLC staff involvement in any testing activities</p> <p>c.) UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.</p> <p>d.) Upon successful conclusion of UAT and successful System deployment, NHSLC will issue a letter of UAT Acceptance and the respective Warranty Period shall commence as described in Section 6.11.1: <i>Warranty Period</i>.</p>
<b>Performance Tuning and Stress Testing</b>	<p>The Vendor shall develop and document hardware and Software configuration and tuning of the NHSLC Next Generation Systems infrastructure as well as assist and direct NHSLC's System Administrators and Database Administrators in configuring and tuning the infrastructure to support</p>

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Testing Type</b>	<b>Testing Description</b>
	<p>the Software throughout the Project.</p> <p><b>Performance Tuning and Stress Testing</b></p> <p><b><u>Scope</u></b></p> <p>The scope of performance testing shall measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum System performance is achieved.</p> <p>The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object and/or System performance increases as changes are made.</p> <p>Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in the identifying performance gaps to improve the most critical parts of the applications.</p> <p>Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.</p> <p>The Vendor must lead this effort. Responsibilities include identifying appropriate tunable parameters and their default and recommended settings, developing scripts which accurately reflect business load and coordinating reporting of results.</p> <p><b><u>Test types</u></b></p> <p>Performance testing shall use two different types of tests to determine the stability of the application. They are baseline tests and load tests</p> <p><b><u>Baseline Tests:</u></b> Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually, each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline which is used in future testing and tuning efforts. Any changes introduced into the environment after performance testing has started can compromise the accuracy of the results and will force a decision to be made whether baseline results need to be recreated.</p> <p><b><u>Load Tests:</u></b> Load testing will determine if the behavior of the System can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the application environment under different load conditions based on work load distribution. System response time and utilization is measured and recorded.</p> <p><b><u>Tuning:</u></b> Tuning will occur during both the development of the application and load testing.</p>

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Testing Type	Testing Description
	<p>Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.</p> <p>For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing effort. This should include a list of the variables, their definitions, the default settings; range of acceptable settings and the settings as testing begins. This will permit the team to identify the areas of most potential gain and a starting point. Tuning is a process which is repeated until the team feels that the System is running at or near optimum performance.</p> <p><b><u>Implementing Performance and Stress Test</u></b></p> <p>Performance and Stress test Tools used by the State of New Hampshire are Tivoli ITM and ITCAM and CA Spectrum. Vendor may use any open source product with the approval of State Team. Consideration must be given to licensing with respect to continued use for regression testing if tools, other than those which we are licensed for, are being recommended for this part of the Project.</p> <p><b><u>Scheduling Performance and Stress Testing</u></b></p> <p>Vendor shall perform test planning. The steps for planning include identification of application functionality as well as what percentage of normal daily use is represented by each function. This information will become the foundation for scripting so that tests closely represent what loads in production will look like.</p> <p>Vendor shall provide definition and expectations from testing. This definition should include who is in charge of testing and coordinating results, anticipated run times, logs required for tracking, their locations and which technician is responsible to track and provide them following each test to the team.</p> <p>Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the System performing in production.</p> <p>Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two of them have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets (with the exception of restores after each test) can be done to the test environment once tuning has begun so as to not damage the comparison to baseline results. The Systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when System and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure so as to eliminate the public network from our environment.</p> <p>Posttest reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.</p> <p>If Defects are identified in the application during testing they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a change to the application is required new baselines will be established (and possibly the execution</p>

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Testing Type</b>	<b>Testing Description</b>
	<p>of prior tests to validate changes with the new application) before testing can continue.</p> <p>When performing capacity testing against a GUI, the focus will be on the ability of the interface to respond to user input.</p> <p>During stress/load testing, the tester will attempt to stress or load an aspect of the System to the point of failure. The goal being to determine weak points in the System architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.</p> <p>During performance testing the tester will design test case scenarios to determine if the System meets the stated performance criteria (i.e. A Login request shall be responded to in 1 second or less under a typical daily load of 1000 requests per minute.). In both cases the tester will determine the capacity of the System under a known set of conditions.</p>
<b>Regression Testing</b>	<p>As a result, of the user testing activities, problems will be identified that require correction. NHSLC will notify the Vendor of the nature of the testing failure in writing. The Vendor will be required to perform additional testing activities in response to State and/or user problems identified from the testing results.</p> <p>Regression testing means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements.</p> <p>a.) For each minor failure of an Acceptance Test, the Acceptance Period shall be extended by corresponding time defined in the Test Plan.</p> <p>b.) The Vendor shall notify NHSLC no later than five (5) business days from the Vendor's receipt of written notice of the test failure when the Vendor expects the corrections to be completed and ready for retesting by NHSLC. The Vendor will have up to five (5) business days to make corrections to the problem unless specifically extended in writing by NHSLC.</p> <p>c.) When a programming change is made in response to a problem identified during user testing, a regression Test Plan should be developed by the Vendor based on the understanding of the program and the change being made to the program. The Test Plan has two objectives:</p> <ol style="list-style-type: none"> <li>1. validate that the change/update has been properly incorporated into the program; and</li> <li>2. validate that there has been no unintended change to the other portions of the program.</li> </ol> <p>d.) The Vendor will be expected to:</p> <ol style="list-style-type: none"> <li>1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly;</li> <li>2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and</li> <li>3. Manage the entire cyclic process.</li> </ol> <p>e.) The Vendor will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to NHSLC prior to passing the modified Software application to the users for retesting.</p> <p>In designing and conducting such regression testing, the Vendor will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, the Vendor will be expected to design</p>

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

Testing Type	Testing Description																						
	<p>and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.</p> <p>In their Proposals, Vendors must acknowledge their responsibilities for regression testing as described this section.</p>																						
<b>Security Review and Testing</b>	<p>Information Technology security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.</p> <ul style="list-style-type: none"> <li>• <b>The vendor is required to provide application penetration testing as defined in PCI DSS Requirement 11.3.1 for each retail site as part of the installation process.</b></li> <li>• <b>The vendor is required to propose a validated payment application in accordance with the requirements set forth by the PCI Security Standards Council (PCI SSC) Payment Application Data Security Standard (PA DSS).</b></li> </ul> <p>All components of the Software shall be reviewed and tested to ensure they protect NHSLC's hardware and software and its related Data assets.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Service Component</th> <th style="text-align: center;">Defines the set of capabilities that:</th> </tr> </thead> <tbody> <tr> <td>Identification and Authentication</td> <td>Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users</td> </tr> <tr> <td>Access Control</td> <td>Supports the management of permissions for logging onto a computer or network</td> </tr> <tr> <td>Encryption</td> <td>Supports the encoding of data for security purposes</td> </tr> <tr> <td>Intrusion Detection</td> <td>Supports the detection of illegal entrance into a computer system</td> </tr> <tr> <td>Verification</td> <td>Supports the confirmation of authority to enter a computer system, application or network</td> </tr> <tr> <td>Digital Signature</td> <td>Guarantees the unaltered state of a file</td> </tr> <tr> <td>User Management</td> <td>Supports the administration of computer, application and network accounts within an organization.</td> </tr> <tr> <td>Role/Privilege Management</td> <td>Supports the granting of abilities to users or groups of users of a computer, application or network</td> </tr> <tr> <td>Audit Trail Capture and Analysis</td> <td>Supports the identification and monitoring of activities within an application or system</td> </tr> <tr> <td>Input Validation</td> <td>Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.</td> </tr> </tbody> </table> <p>In their proposal, the Vendors must acknowledge their responsibilities for security testing. Tests shall focus on the technical, administrative, and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures may include Penetration Tests (Pen Test) or code analysis and review.</p>	Service Component	Defines the set of capabilities that:	Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users	Access Control	Supports the management of permissions for logging onto a computer or network	Encryption	Supports the encoding of data for security purposes	Intrusion Detection	Supports the detection of illegal entrance into a computer system	Verification	Supports the confirmation of authority to enter a computer system, application or network	Digital Signature	Guarantees the unaltered state of a file	User Management	Supports the administration of computer, application and network accounts within an organization.	Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network	Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system	Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.
Service Component	Defines the set of capabilities that:																						
Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users																						
Access Control	Supports the management of permissions for logging onto a computer or network																						
Encryption	Supports the encoding of data for security purposes																						
Intrusion Detection	Supports the detection of illegal entrance into a computer system																						
Verification	Supports the confirmation of authority to enter a computer system, application or network																						
Digital Signature	Guarantees the unaltered state of a file																						
User Management	Supports the administration of computer, application and network accounts within an organization.																						
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network																						
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system																						
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.																						

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

<b>Testing Type</b>	<b>Testing Description</b>
	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance. All Software and hardware shall be free of malicious code (malware).

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX G-2: CERTIFICATES**

**(VENDORS NEED TO SUBMIT WHEN AWARDED A CONTRACT)**

**A. Certificate of Good Standing**

As a condition of Contract award, the Vendor, if required by law, must furnish a Certificate of Authority/Good Standing dated after February 1, 2012 or as requested, from the Office of the Secretary of State of New Hampshire. If your company is not registered, an application form may be obtained from:

Secretary of State  
State House Annex  
25 Capitol Street  
Concord, New Hampshire 03301  
Phone: 603-271-3244

If your company is registered, a certification thereof may be obtained from the Secretary of State.

**Note:** Sovereign states or their agencies may be required to submit suitable substitute documentation concerning their existence and authority to enter into a Contract

**B. Certificate of Authority/Vote**

The Certificate of Authority/Vote authorizes, by position, a representative(s) of your corporation to enter into an agreement or amendment with the State of New Hampshire. This ensures that the person signing the agreement is authorized as of the date he or she is signing it to enter into agreements for that organization with the State of New Hampshire

The officer's signature must be either notarized or include a corporate seal that confirms the title of the person authorized to sign the agreement. The date the Board officer signs must be on or after the date the amendment is signed. The date the notary signs, must match the date the Board officer signs.

You may use your own format for the Certificate of Authority/Vote as long as it contains the necessary language to authorize the agreement signatory to enter into agreements and amendments with the State of New Hampshire as of the date they sign.

*(See: Certification of Authority/Vote Checklist on next page)*

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**CERTIFICATE OF AUTHORITY/VOTE CHECKLIST**

**SOURCE OF AUTHORITY**

Authority must come from the **governing body**, either:

- (1) a **majority voted** at a meeting, or
- (2) the body provided **unanimous consent in writing**, or
- (3) the organization's **policy or governing document** (bylaws, partnership agreement, LLC operating agreement) authorizes the person to sign

**SOURCE OF AUTHORITY WAS IN EFFECT ON DAY AGREEMENT OR AMENDMENT WAS SIGNED**

Certificate must show that the person signing the Contract **had authority when they signed the Agreement or Amendment**, either:

- (1) Authority was **granted the same day** as the day the Agreement or Amendment was signed,  
or
- (2) Authority was **granted after** the day the agreement or amendment was signed and the governing body ratifies and accepts the earlier execution, or
- (3) Authority was **granted prior** to the day the agreement or amendment was signed and it has not been amended or repealed as of the day the contract was signed.

**APPROPRIATE PERSON SIGNED THE CERTIFICATE**

The person signing the certificate may be the same person signing the Agreement or Amendment only if the certificate states that the person is the **sole director** (for corps) or **sole member** (for LLCs).

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**APPENDIX G-3: TERMS AND CONDITIONS**

**(VENDORS NEED TO SUBMIT WHEN AWARDED A CONTRACT)**

Subject: \_\_\_\_\_

**Agreement**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name and Title of Contractor Signatory	
<p>1.13 Acknowledgement: State of _____, County of _____</p> <p>On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.</p>			
1.13.1 Signature of Notary Public or Justice of the Peace			
[Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature		1.15 Name and Title of State Agency Signatory	

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

1.16	Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i>	
	By: _____	Director, On: _____
1.17	Approval by the Attorney General (Form, Substance and Execution)	
	By: _____	On: _____
1.18	Approval by the Governor and Executive Council	
	By: _____	On: _____

**2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 (“State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference (“Services”).

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

**3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement (“Effective Date”).**

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.** Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 (“Equal Employment Opportunity”), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State’s representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer’s decision shall be final for the State.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

**9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.**

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**10. TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

**13. INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or

**State Liquor Commission**  
**NH Liquor Commission Next Generation Systems**  
**NHSLC-RFP 2014-033**

any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**17. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**18. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.** This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**ATTACHMENT I: AS-IS BUSINESS PROCESS NARRATIVES/SYSTEM ARCHITECTURE**

Please see separate Word document.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**ATTACHMENT J: AS-IS BUSINESS PROCESS WORKFLOWS**

Please see separate Word document.

**State Liquor Commission  
NH Liquor Commission Next Generation Systems  
NHSLC-RFP 2014-033**

**ATTACHMENT K: HARDWARE INVENTORY**

Please see separate MS excel file.

## NHSLC RFP 2014-033 Requirements

### Vendor Instructions

**Vendor Response Column:**

Place a **“Yes”** if the current release of the software can fully support **ALL** the functionality described in the row, without special customization. A **“Yes”** can **only** be used if the delivery method is Standard (see delivery method instructions below). Otherwise, enter a **“No”**; A **“No”** can only be used with delivery method Future, Custom, or Not Available/Not Proposing (see delivery method instructions below). If modifications are needed to meet requirements, those modifications must be included in the cost.

**Delivery Method Column:**

Complete the delivery method using a Standard, Future, Custom, or Not Available/Not Proposing (as defined below) that indicates how the requirement will be delivered.

**Standard** - Feature/Function is included in the proposed system and available in the current software release.

**Future** - Feature/Function will be available in a future release. (Provide anticipated delivery date, version, and service release in the comment area.)

**Custom** - Feature/Function can be provided with custom modifications. (Respondent must provide estimated hours and average billing rate or flat cost for the software modification in the comment area. These cost estimates should add up to the total cost for software modifications found in the cost summary table of the RFP).

**Not Available/Not Proposing** - Feature/Function has not been proposed by the Vendor. (Provide brief description of why this functionality was not proposed.)

**Comments Column:**

For all Delivery Method responses other than standard (Future, Custom, or Not Available/Not Proposing) vendors must provide a brief explanation. Free form text can be entered into this column.

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

Sales, Marketing, Merchandising (S)					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<b>S1 Advertising &amp; Marketing</b>					
S1.1	The system should be able to derive a forecast from actual data and determine trends.	Mandatory			
S1.2	The system should be able to forecast taking into consideration sliding holidays for NHSLC.	Mandatory			
S1.3	The system should be able to forecast to achieve inventory turn and cash flow objectives for NHSLC.	Mandatory			
S1.4	The system should contain a sales forecasting module that can be used by the central office to project sales forecasts based on historic trends, expected weather, expected promotions, etc.	Mandatory			
S1.5	The system should contain a sales forecasting module that can be used by each store to project sales forecasts for that store based on historic trends, expected weather, expected promotions, etc.	Mandatory			
S1.6	The system must have the ability to create "Floor Planners "and measure how successful each floor plan is at selling product.	Mandatory			
S1.7	The system allows for fixture layouts, so internal layout maps of each store can be pulled up from within the system.	Mandatory			
S1.8	The system allows for scheduling and planning of tasting and special events. Inventory needs, scheduling, store locations, etc.	Optional			
S1.9	The system provides the ability to keep a calendar of all planned special events, which can be viewed by each store location.	Optional			
S1.10	The system provides web based access to the calendar of planned special events.	Optional			
S1.11	The system provides an ad-hoc capability to extract data to create custom labels using customer data.	Mandatory			
S1.12	The system provides an ad-hoc capability to extract data to create custom labels using broker and licensee information.	Mandatory			
S1.13	The system provides an ad-hoc capability to extract data to create custom labels using all product information.	Mandatory			
S1.14	The system provides the ability to have a mobile store that we can input specific data for a specific event (ex. All wine codes being tasted and for sale at a wine tasting event) to allow customers to pay for items on the spot via cash or credit.	Mandatory			
S1.15	The system provides the ability to have mobile ordering that we can input specific data for a specific event (ex. All wine codes being tasted and for sale at a wine tasting event) to allow customers to pay for items on the spot via cash or credit, but not receive the product.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S1.16	The system provides the ability to monitor social media activities and inquiry.	Optional			
S1.17	The system provides the ability to track the successfulness of individual promotions to include both Sales & Gross Profit.	Mandatory			
S1.18	The system provides configurable dashboard level reporting to monitor the results of advertising promotions.	Mandatory			
S1.19	The system provides the ability to track measurable detailed data (e.g. data specific to a store and the impact the promotion made to include # products sold, total sales, codes sold, any coupons/special discounts, etc).	Mandatory			
S1.20	The system needs to identify product with poor sales and slow movers.	Mandatory			
S1.21	The system provides the ability to assist with re-pricing products with poor sales.	Optional			
S1.22	The system allows for the scheduling, progress tracking and results review of specialized training (e.g wine knowledge, merchandising techniques, etc).	Optional			
S1.23	The system should provide the ability to recommend extending items to a new store location by saying "this store is like store number XXXX." Items and factors should allow for edits and approval.	Mandatory			
S1.24	Reports from the system should contain selection criteria to limit views to subsets of data, or expand them to broader sets of data.	Mandatory			
S1.25	Reports from the system should contain sort criteria to permit the re-arranging of data as desired.	Mandatory			
S1.26	The system should provide multiple levels of drill down categories per item, for instance: display code, promotion code, country of origin, region, season, size code, etc.	Mandatory			
S1.27	The system must allow headquarters to change store hours and the physical address of their store location.	Mandatory			
S1.28	The system automatically updates the nh.gov website when store hours or address information is entered.	Optional			
S1.29	The system must have the ability to generate mailing lists from frequent buyer data.	Optional			
S1.30	The system must have the ability to assign and scan codes on customer cards created from mailing lists.	Optional			
<b>S2 Product Selection</b>					
S2.1	Ability to easily review a category and/or price point to determine if additional product is needed at this time.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S2.2	The system needs to be able to perform a standard markup calculation to determine retail price from which at least seven different wholesale prices (retail on-premise, retail off-premise, retail agency, warehouse on-premise, warehouse off-premise, warehouse agency, and warehouse retail) are derived by a percent discount off the retail price.	Mandatory			
S2.3	The system allows the assignment of absolute (minimum inventory level before ordering) levels centrally for all retail stores.	Mandatory			
S2.4	The system allows the absolute levels to be changed at the store level.	Mandatory			
S2.5	The system allows for the absolute level to be locked (unable to be changed by the store) at headquarters by product code, by store.	Optional			
S2.6	The system allows for setting the status of products to "De-listed with inventory".	Mandatory			
S2.7	The system allows for a workflow process to allow brokers to notify NHSLC that certain products will be discontinued.	Optional			
S2.8	The system allows for setting the status of products to "De-listed without inventory".	Mandatory			
S2.9	If product is de-listed with inventory, the system needs to notify NHSLC that these products are eligible for mark downs.	Mandatory			
S2.10	The system needs to allow for 'Managers Specials', where headquarters marketing department may want to change the price of product at a specific store.	Mandatory			
S2.11	System must Interface to Licensing information from the NHSLC Division of Enforcement & Licensing, which drives the contact information for the brokers/vendors and on/off premise licensees within the system.	Mandatory			
S2.12	The system allows for category placement of the wine products by the following four categories: Category 1 - top 325 wines, Category 2 - 326 to 750 wines, Category 3 - 751 to 1200 wines, Category 4 - All other wines.	Mandatory			
S2.13	The system allows for category placement of the liquor products by the following four categories: Category 1 - Full Distribution, Category 2 - Full Distribution, Category 3 - Specialty Liquors, Category 4 - Test Liquors.	Mandatory			
S2.14	The system allows for the creation of new product categories for the placements of the liquor and wine products..	Mandatory			
S2.15	The system provides the ability to take excel based worksheets used to manage the assignment of wine and spirit categories to automatically update the product categories.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S2.16	System should allow brokers to submit all offers and check that data inputted by the broker is a correct match to the data in the system. Offer should trigger appropriate historical information on product and inventory for NHLC to consider when viewing the offer.	Mandatory			
S2.17	The system should track the progress of new products within a workflow that is established by the Commission.	Mandatory			
S2.18	The system should track profit and sales by product type; gins, vodkas, cabernet's, etc., as well as by product.	Mandatory			
S2.19	The system must allow for the discontinuation of products.	Mandatory			
S2.20	The system should track all new products for a user definable period of time for purposes of a test market period.	Mandatory			
S2.21	The system should track and report profit/sales results for all new products in "Test".	Mandatory			
S2.22	The system should allow the ability to add and track a product status without being limited to the current product statuses (active, de-listed, and warehouse) already in the system.	Mandatory			
S2.23	The system should be able to determine productivity measures, for example: sales per square foot, sales per employee, inventory turn, days' sales in inventory, advertising expense as a percentage of sales, markdown expense as a percentage of sales, inventory shrink, utility expenses as a percentage of sales, and total expenses as a percentage of sales.	Mandatory			
<b>S3 Discounts &amp; Promotions/Coupons &amp; Gift Certificates</b>					
S3.1	The system provides the ability to determine the gross profit of product based upon active discounts and promotions in the system, and coupons tendered at the time of sale.	Mandatory			
S3.2	The system has the ability to capture cost on each item by store at the time of purchase from the warehouse.	Mandatory			
S3.3	The system has the ability to track special price allowances for new product purchases maintaining unique pricing for special purchases.	Mandatory			
S3.4	System has the ability to redesignate discounted price after cases are purchased at a higher price.	Mandatory			
S3.5	The system provides the ability to bar code coupons and verify authenticity through a bar code reader at the register.	Mandatory			
S3.6	The system provides the ability to incorporate the vendor redemption amount of coupons into gross profit calculations.	Optional			
S3.7	The system provides the ability to create and manage coupons for dissemination on the web-site, email, via social media sites like Facebook and Twitter and should include electronic presentation such as on smart phones and tablets.	Optional			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S3.8	The system provides the ability to have a start and end date for promotional sale periods.	Mandatory			
S3.9	The system allows for unlimited discounts at one time.	Mandatory			
S3.10	The system allows for unlimited promotions at one time.	Mandatory			
S3.11	The system allows for unlimited coupons at one time.	Mandatory			
S3.12	The system allows for unlimited stored value cards at one time.	Mandatory			
S3.13	The system supports and stores multi-format printed materials with different character limitations to allow for the different sales materials to be printed with the most appropriate name abbreviations.	Mandatory			
S3.14	The system can create sales cards to be printed at the store level.	Mandatory			
S3.15	The system will allow coupons to be linked to SKUs so that the billing brokers for their coupons can be automatically compiled at the end of the promotional period by the system.	Mandatory			
S3.16	The system calculates a monthly invoice to brokers that includes their share of coupons, depletion allowances, and adjustments.	Mandatory			
S3.17	The system allows for setting a date range for active discount, and the system will automatically switch between discount price and standard price.	Mandatory			
S3.18	The system allows for setting a date range for active promotions, and the system will automatically switch between promotions price and standard price.	Mandatory			
S3.19	The system allows for setting a date range for active coupons.	Mandatory			
S3.20	The system allows for setting an active date range for a range of stored value cards used for promotional purposes.	Mandatory			
S3.21	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, date range, etc.	Mandatory			
S3.22	The system must permit the management of prices by any combination of vendor, unit size, store and price type.	Mandatory			
S3.23	The system must have the ability to create and support unique pricing scenarios. Examples included, but not limited to, are 3 for \$30.99 Buy 1 Get 2nd one 1/2 off; Buy 2 get \$X.00 off; Buy 1 get \$X.00 off 2nd of same product/another product same size (ex. 1.75mL sale)	Mandatory			
S3.24	The system must have the ability to attain discounts by fixed dollar amount off total purchases: Example - \$2.00 off any purchase.	Mandatory			
S3.25	The system must have the ability to attain discounts by fixed dollar amount of total purchases with floor limit: Example - \$5.00 of any purchase over \$20.00.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S3.26	The system must have the ability to attain discounts by total transaction percentage discount: Example - 10% off entire sale.	Mandatory			
S3.27	The system must have the ability to attain discounts by item discounting: Example - 10% off a specific item.	Mandatory			
S3.28	The system must have the ability to attain discounts by item combination discounting: Example - Buy items 1234 and 7826 and get \$1.00 off.	Mandatory			
S3.29	The system must have the ability to attain discounts by class, subclass, or group pricing: Example - any 3 Kentucky Bourbons for \$5.00 off.	Mandatory			
S3.30	The system must have the ability to attain discounts by cumulative Discounts: Example - Buy 12 bottles, get 10% off; Buy 24, get 20% off; Buy 36, get 30% off etc.	Mandatory			
S3.31	The system must have the ability to attain discounts by triggered promotions: Example - Buy 1, get second bottle at 50% off.	Mandatory			
S3.32	The system must have the ability to attain discounts by minimum quantity purchase discount: Example - Buy 12 or more bottles of a specified class, subclass, or group and get 10% off.	Mandatory			
S3.33	The system should have the ability to have store specific pricing.	Mandatory			
S3.34	The system must contain price level templates to be used for different types of pricing, such as suggested retail, list price, etc.	Mandatory			
S3.35	The pricing rules must track multiple retail price fields, including retail, suggested and sale, within a date range.	Mandatory			
S3.36	The system should be able to suggest prices for items based upon a cost-plus algorithm that includes several layers of pricing components and displays gross profit percentage at each price point.	Mandatory			
S3.37	The system must have the ability to forecast sales cannibalization due to changes in price of competing goods.	Optional			
S3.38	The system should keep pricing history of product SKU's for a system defined period of time.	Mandatory			
S3.39	The system should be capable of providing an average price for products sold for a user defined period of time.	Mandatory			
S3.40	The system should have the ability to manage promotional and clearance items and their impact on all processes in the enterprise.	Mandatory			
S3.41	The system allows for tracking and grouping coupons for "In State" and "out of State" reporting purposes.	Mandatory			
S3.42	The system must be able to assist in identifying products that are candidates for mark-down or clearance and provide suggested sales price points showing Gross Profit % at each price point.	Mandatory			
<b>S3.a</b>	<b>Email alerts/campaigns/sales</b>				
S3.a1	The system allows for collecting email addresses at the register.	Optional			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S3.a2	The system allows for mass emailing to all emails collected at the register.	Optional			
S3.a3	The system provides the ability to email a designated distribution list identified in an excel spreadsheet.	Optional			
S3.a4	The system provides the ability to track the history associated with individuals emailed for a specific designated distribution list.	Optional			
S3.a5	The system allows for mass emailing of current discounts.	Optional			
S3.a6	The system allows for mass emailing of current promotions.	Optional			
S3.a7	The system allows for mass emailing of current coupons.	Optional			
S3.a8	The system allows for mass emailing of future discounts.	Optional			
S3.a9	The system allows for mass emailing of future promotions.	Optional			
S3.a10	The system allows for mass emailing of future coupons.	Optional			
<b>S4 Purchasing</b>					
S4.1	The system allows for web based access so that brokers/vendors can access inventory levels and sales using appropriate security.	Mandatory			
S4.2	The system allows for projections/forecasting to be done so the brokers/vendors can accurately provide inventory.	Mandatory			
S4.3	The system allows for each store to edit their purchasing schedule on the fly for one-time occurrences.	Mandatory			
S4.4	The system must have the ability to recognize receipt of product at stores as fulfillment of purchase orders – triggering the subsequent accounts payable liability.	Mandatory			
S4.5	The system must have blanket purchase order capability, where multiple items are procured over a period of time on one open purchase order.	Mandatory			
S4.6	The system must allow for partial receipt of product against blanket purchase orders without impacting the receipt of other goods on that purchase order.	Mandatory			
S4.7	Purchase order information must be available at time of receipt and should assist in automating the receiving process.	Mandatory			
S4.8	Vendors should have the ability to view the status of their blanket purchase orders.	Mandatory			
S4.9	Alerts when pricing changes indicate a profitable price point based on sales and trends. (Ex. Supplier discounts a price to assist with depleting their inventory)	Mandatory			
S4.10	The system needs to support one-time buy or special buys.	Mandatory			
S4.11	The system should suggest minimum and maximum stock levels for a location based upon sales and the delivery schedule to level inventory.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S4.12	The system must automatically suggest changes to absolute levels for review by the headquarters by store location based on sales history.	Optional			
S4.13	The replenishment forecast should analyze historical information in order to accurately predict future requirements.	Mandatory			
S4.14	The system should include pricing rules capable of handling a variety of pricing levels.	Mandatory			
S4.15	The system allows for 'Open to Buy' planning based on category or price point history at headquarters for all stores.	Mandatory			
S4.16	The system has the ability to add comments/notes associated to changes being made to a product.	Mandatory			
S4.17	The system has the ability to allow the pricing to be changed during the process of creating the Purchase Order.	Mandatory			
S4.18	The system allows for special instructions to be added to the Purchase Order.	Mandatory			
S4.19	The system has to ability to accept special purchaseing offers. (e.g. such as but not limited to buy 100 of X and get 10 of Y free).	Mandatory			
<b>S4.a</b>	<b>Special Orders</b>				
S4.a1	The system must have the ability to process special orders.	Mandatory			
S4.a2	The system must have the ability to process special orders from the register or the back office. (e.g. restricted wines, warehouse only wines, etc.)	Mandatory			
S4.a3	The system must support deposit or prepayment for special, advance, or pre-release orders.	Mandatory			
S4.a4	The system must have a special request form that contains the ordering store.	Mandatory			
S4.a5	The system must have a special request form that contains the customer identification (name, phone number address).	Mandatory			
S4.a6	The system must have a special request form that contains the item number(s).	Mandatory			
S4.a7	The system must have a special request form that contains the requested quantities.	Mandatory			
S4.a8	The system must have a special request form that contains the payment applied to order.	Mandatory			
S4.a9	The system must have the ability for the cashier to key in special order number from special request form to match to order at pickup time.	Mandatory			
S4.a10	The system must have a scanable barcode on special request form to match to existing request.	Mandatory			
S4.a11	The system must have the ability for special orders to be placed on NHSLC website.	Mandatory			

NHSLC 2014-033 Sales, Marketing, and Merchandising Requirements

S4.a12	The system must have the ability for special orders to be placed via smart phone applications.	Mandatory			
S5	<b>Electronic Access</b>				
S5.1	The system be accessible by mobile device (smart phones apps, tablets, etc.)	Optional			
S5.2	The system has the ability to provide product and price information.	Mandatory			
S5.3	The systems has the ability to provice product location and availability.	Mandatory			
S5.4	The system must have the ability for the customer to select the store for pickup.	Mandatory			
S5.5	The system must have the ability for customers to place orders to purchase out of store inventory.	Optional			
S5.6	The system has the ability for customers to select a category and price range and to render a list of items which they can then select from to add to their shopping cart.	Optional			
S5.7	The system has the ability for the customer to drill down on pertinent criteria to assist with shopping for wine/spirits. (Ex. Region, white/red, organic, flavored vodka, etc.)	Optional			
S5.8	The system provides order history that is accessible to customers (e.g. retail purchase history).	Optional			
S5.9	The system provides a portal for customers to view their license information that is on file with the State.	Optional			
S5.10	The system has the ability to provide information via FaceBook.	Optional			
S5.11	The system has the ability to push offers via Tweeter.	Optional			

NHSLC RFP 2014-033 Warehouse, Distribution, and HQ Requirements

Distribution, Warehouse, Headquarters (D)					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<b>D1 Shipping</b>					
D1.1	The system allows for automatic ordering for the stores to replenish any products depleted below absolute levels.	Mandatory			
D1.2	The system allows for establishing automatic order and delivery schedules by store location (e.g. some stores are daily, some are weekly, some are semi-weekly, etc.)	Mandatory			
D1.3	The system will show stock transfers of inventory between locations as in transit and the receiving location will receipt against open transfers.	Mandatory			
D1.4	Any items that are out of stock at the warehouse should be noted on the suggested store order.	Mandatory			
D1.5	The system must allow for the ability to: add to, delete from, or otherwise amend the store order prior to approval.	Mandatory			
D1.6	Inventory levels needs to be visible at the store and across the organization.	Mandatory			
D1.7	The system must have the ability to add specialty products (e.g. wine racks, bottle openers, cork screws, etc.) to the store order when merchandise arrives at the warehouse.	Optional			
D1.8	The replenishment forecast should analyze historical information in order to accurately predict future requirements.	Mandatory			
D1.9	Based on previous sales, the system should recommend minimum order.	Optional			
D1.10	The system allows for setting a purchasing schedule for each individual store based on the product delivery schedule.	Mandatory			
<b>D2 Receiving</b>					
D2.1	The system allows for an online portal for bailment brokers/vendors to assess inventory levels.	Mandatory			
D2.2	The system can schedule shipments to be received from Vendors.	Optional			
D2.3	The system must issue receipts for product being received and electronically send them to the broker/vendor.	Mandatory			
D2.4	The system must have the ability to automatically generate suggested purchase orders for State owned stock items based on the sales forecast (including promotions, clearance and seasonal activity) as compared to the current supply chain volume.	Mandatory			
D2.5	Cost information must be captured at the time the purchase order is prepared.	Mandatory			
D2.6	Purchase order information must be available at time of receipt and should assist in automating the receiving process.	Mandatory			

NHSLC RFP 2014-033 Warehouse, Distribution, and HQ Requirements

D2.7	The system should identify warehouse receipt overages or shortages and notify appropriate broker electronically.	Optional			
D2.8	A variance report showing overages and shortages must be generated at time of receipt to be given to the driver.	Mandatory			
D2.9	The system must be able to track store operating supplies (e.g. paper, pens, staplers, etc.) stored at the warehouse and shipped to the retail stores.	Mandatory			
<b>D3 Claims</b>					
D3.1	The system must have the ability to automatically transfer damaged sub-case quantities to State designated liquor stores (currently store 66 and 67) along with the stores next normal shipment upon notification from the warehouse.	Mandatory			
<b>D4 Inventory Management</b>					
D4.1	The system must have the ability to track case and sub case inventory levels at the warehouse.	Mandatory			
<b>D4.a Inventory Counts</b>					
D4.a1	The system must have the ability to perform detailed inventory counts.	Mandatory			
D4.a2	The system must have ability to perform 2 full inventory counts and notate discrepancies between counts.	Mandatory			
D4.a3	The system must have a discrepancy report to notate the difference between counted inventory items and inventory in the system.	Mandatory			
D4.a4	The system must have a "watch dog" report that displays items with a discrepancy of a defined quantity in order to proactively identify miss-keyed counts (100 instead of 10).	Mandatory			
D4.a5	The system must allow for a reconciliation of 2 inventory counts prior to the final reconciliation between the counts and the current system inventory numbers.	Mandatory			
D4.a6	The system must have the ability to enter count adjustments with quantities from the 2 inventory count process when it is manually determined that the inventory count in the system is inaccurate.	Mandatory			
D4.a7	The system must have the ability to print count sheets in order of location.	Mandatory			
D4.a8	The system must have the ability to perform weekly cycle counts.	Mandatory			
D4.a9	The system must have the ability to automatically add overages and shortages to weekly cycle counts.	Mandatory			
D4.a10	The system must have the ability to print weekly count sheets based on items marked for recount.	Optional			
<b>D4.b Private Warehouse Inventory</b>					
D4.b1	The system must have the ability to track inventory levels of State owned stock at the private warehouse.	Mandatory			

NHSLC RFP 2014-033 Warehouse, Distribution, and HQ Requirements

D4.b2	The system must have the ability for automatic electronic communication of inventory levels from the private warehouse management system.	Mandatory			
-------	---	-----------	--	--	--

NHSLC RFP 2014-033 Store Operations Requirements

Store Operations (O)					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<b>O1 Back Office Function</b>					
O1.1	The system must be able to generate periodic backups, archives automatically for each store location.	Mandatory			
O1.2	The system must be able to generate periodic backups and archives manually for each store location.	Mandatory			
O1.3	The system must initiate or schedule required transmissions to headquarters from each store location.	Mandatory			
O1.4	The system must be able to balance (For example cashiers) throughout the day, at each store location.	Mandatory			
O1.5	The system must be able to perform a cashier setup.	Mandatory			
O1.6	The system must be able to assign beginning cash drawer balances that default to a standard value, and can be modified by store managers.	Mandatory			
O1.8	The system must allow store back office and headquarters systems to monitor individual register activities in real time.	Mandatory			
O1.9	The system must have the ability for individual store managers to design planograms for shelving arrangements.	Optional			
O1.10	The system must be able to print shelf labels sale cards and item tickets for individual items.	Mandatory			
O1.11	The system must be able to print shelf labels sale cards and item tickets for a group of items by price change.	Mandatory			
O1.12	The system must be able to print shelf labels sale cards and item tickets for a group of items by class.	Mandatory			
O1.13	The system must be able to print shelf labels sale cards and item tickets for a group of items by list created with electronic device.	Optional			
O1.14	The system must have the ability to print sale cards, shelf labels, and item tickets on instore inventory only.	Mandatory			
O1.15	The system must have the ability to print sale cards, shelf labels, and item tickets by invoice recieved.	Mandatory			
O1.16	The system must be able to print orders from the back office.	Mandatory			
O1.17	The system must be able to print picking sheets from the back office regardless of where the order is initiated.	Mandatory			
O1.18	The system must be able to print bar codes labels bottle for products lacking bar codes.	Mandatory			
<b>O1.a</b>	<b>Reporting</b>				
O1.a1	The system must be able to produce periodic reports on demand.	Mandatory			
O1.a2	The system must be able to produce reports at scheduled times automatically.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O1.a3	The system must have a detailed journal report that can show all receipts in previous history.	Mandatory			
O1.a4	The system must be able to report cash drawer balances using the beginning in-drawer cash amount as a base level, as cash is received.	Mandatory			
O1.a5	The system must be able to access and maintain current drawer balances at any time for a store location.	Mandatory			
O1.a6	The system must allow for real time access from any location to any store location's cash drawer with appropriate permissions.	Mandatory			
O1.a7	The system must be able to reconcile drawer balances with actual tender on-hand at the end of specific period at any time (shift, day, etc).	Mandatory			
O1.a8	The system must have an exceptions report that displays all price changes on a per store basis.	Mandatory			
O1.a9	The system must have an exceptions report that displays all price overrides on a per store basis.	Mandatory			
O1.a10	The system must have an exceptions report that displays all order cancels on a per store basis.	Mandatory			
O1.a11	The system must have an exceptions report that displays all coupons redeemed on a per store basis.	Mandatory			
O1.a12	The system must have an exceptions report that displays all voids on a per store basis.	Mandatory			
O1.a13	The system must have an exceptions report that displays all items not on file on a per store basis.	Mandatory			
O1.a14	The system must have an exceptions report that displays all prices not on file on a per store basis.	Mandatory			
O1.a15	The system must have an exceptions report that displays all rain checks issued/redeemed on a per store basis.	Optional			
<b>O1.b</b>	<b>Daily Store Financial Report</b>				
O1.b1	The system must be able to produce a daily store financial report that contains store number.	Mandatory			
O1.b2	The daily store financial report must contain the store address.	Mandatory			
O1.b3	The daily store financial report must contain the business date.	Mandatory			
O1.b4	The daily store financial report must contain the report date and time.	Mandatory			
O1.b5	The daily store financial report must contain the user name of the person who ran the report.	Mandatory			
O1.b6	The daily store financial report must contain liquor sales by customer type by tender type.	Mandatory			
O1.b7	The daily store financial report must contain liquor sales by customer type in bottles.	Mandatory			
O1.b8	The daily store financial report must contain liquor sales by customer type in number of customers.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O1.b9	The daily store financial report must contain licensee charges by licensee type.	Mandatory			
O1.b10	The daily store financial report must contain discounts in dollars.	Mandatory			
O1.b11	The daily store financial report must contain revenue in dollars by retail sales.	Mandatory			
O1.b12	The daily store financial report must contain revenue in dollars by licensee payments by licensee type.	Mandatory			
O1.b13	The daily store financial report must contain revenue in dollars by gift certificate sales.	Mandatory			
O1.b14	The daily store financial report must contain revenue in dollars for lottery ticket sales.	Mandatory			
O1.b15	The lottery tickets reconciliation section of the daily store financial report must include the opening inventory balance for instant tickets by game.	Mandatory			
O1.b16	The lottery tickets reconciliation section of the daily store financial report must include tickets received (for both "instant" and "online games".)	Mandatory			
O1.b17	The lottery tickets reconciliation section of the daily store financial report must include ticket sales (for both "instant" and "online games".	Mandatory			
O1.b18	The lottery tickets reconciliation section of the daily store financial report must include winning lottery ticket returns to the Lottery Commission.	Mandatory			
O1.b19	The lottery tickets reconciliation section of the daily store financial report must include the closing balance of instant tickets by game.	Mandatory			
O1.b20	The daily store financial report must contain a cash reconciliation in U.S. funds.	Mandatory			
O1.b21	The cash reconciliation section of the daily store financial report must include the opening balance.	Mandatory			
O1.b22	The cash reconciliation section of the daily store financial report must include cash bank deposits.	Mandatory			
O1.b23	The cash reconciliation section of the daily store financial report must include check bank deposits.	Mandatory			
O1.b24	The cash reconciliation section of the daily store financial report must include domestic travelers' checks.	Mandatory			
O1.b25	The cash reconciliation section of the daily store financial report must include foreign travelers' checks.	Optional			
O1.b26	The daily store financial report must contain the change fund balance.	Mandatory			
O1.b27	The daily store financial report must contain the amount of overages and shortages by cashier and tender type.	Mandatory			
O1.b28	The overages and shortages by cashier and tender type section of the daily store financial report must contain cashier names.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O1.b29	The overages and shortages by cashier and tender type section of the daily store financial report must contain cashiers' identifiers.	Mandatory			
O1.b30	The overages and shortages by cashier and tender type section of the daily store financial report must contain comments on each overage and shortage.	Mandatory			
O1.b31	The daily store financial report must contain comments on entire store daily balance.	Mandatory			
O1.b32	The daily store financial report must contain the total store quantity of returns for the day.	Mandatory			
O1.b33	The daily store financial report must contain the total store dollar value of returns for the day.	Mandatory			
O1.b34	The daily store financial report must contain the total store quantity of returns for the day by cashier.	Mandatory			
O1.b35	The daily store financial report must contain the total store dollar value of returns for the day by cashier.	Mandatory			
<b>O1.c</b>	<b>Frequent Buyer Program</b>				
O1.c1	The system must have the ability to access licensee or customer profile from register at any store location.	Mandatory			
<b>O1.d</b>	<b>Staff Scheduling at Store Locations</b>				
O1.d1	The system must be able to forecast weekly sales and customer count by store.	Mandatory			
O1.d2	The system must be able to forecast daily sales and customer count by store.	Optional			
O1.d3	The system must be able to forecast hourly sales and customer count by store.	Optional			
O1.d4	The system must be able to adjust forecasted daily or weekly sales by store.	Optional			
O1.d5	The system must be able to adjust forecasted daily or weekly sales by department.	Optional			
O1.d6	The system must be able to manually adjust employee schedule.	Mandatory			
O1.d7	The system must be able to calculate labor hours required based on sales forecast for each store location.	Optional			
O1.d8	The system must be able to calculate labor hours required, based on sales forecast, summarized for each region.	Optional			
O1.d9	The system must be able to calculate labor dollars spent or remaining in budget based on the employees' hours and salaries for each store location.	Mandatory			
O1.d10	The system must be able to calculate labor dollars spent or remaining in budget based on the employees' hours and salaries, summarized for each region.	Mandatory			
O1.d11	The system must have the ability to maintain transactions hour history for each store location.	Optional			

NHSLC RFP 2014-033 Store Operations Requirements

O1.d12	The system must have the ability to maintain transactions per hour history, summarized for each region.	Optional			
O1.d13	The system must have the ability to schedule cashiers based on forecasts for each store location.	Optional			
O1.d14	The system must have the ability to schedule laborers based on variables pertinent to their job (For example: unloading, stocking, etc) for each store location.	Optional			
O1.d15	The system must be able to print labor schedule for each store, summarized for each region.	Optional			
O1.d16	The system must be able to print labor schedule for each store location.	Mandatory			
O1.d17	The system must be able to copy any prior week's shifts and schedules to produce new schedules for each store location.	Mandatory			
O1.d18	The system must be able to automatically schedule employees taking into consideration individual availability and conflicts for each store location.	Optional			
O1.d19	The system must produce a graphical view of the schedule, that allows schedules to be set using a point and click, drag and drop technology for each store location.	Optional			
O1.d20	The system must have detailed labor schedule report for each store location and summarized for each region.	Optional			
O1.d21	The system must allow store employees to ask for time off through a web-based interface. (Example: sick days, bereavement, holiday etc.)	Mandatory			
O1.d22	The system must trigger an email informing the employee and supervisor of requested days off.	Mandatory			
O1.d23	The system must trigger an email informing the employee when the requested days off have been approved or denied.	Mandatory			
O1.d24	The system must allow employees to clock in at each register and the back office.	Mandatory			
O1.d25	The system must allow store management to adjust employees clock in/out times.	Mandatory			
O1.d26	The system must provide an on demand report for a user defined time period of employee clock in/out times.	Mandatory			
O1.d27	The system must provide an on demand report for a user defined time period of a specific employees clock in/out times.	Mandatory			
O1.d28	The system must be able to interface with the State's Lawson time tracking system.	Mandatory			
<b>O2 Cashiering</b>					
O2.1	An audible beep must alert the cashier when incorrect entry is made. (e.g. any scanner error, any keyboard error etc)	Mandatory			
O2.2	Two different audible beep must be provided when product is scanned successfully, versus unsuccessfully.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.3	The system must have context sensitive help available for all functions and processes.	Mandatory			
O2.4	The system must be capable of editing context sensitive help available for all functions and processes.	Optional			
O2.5	The system must have a touch screen interface.	Mandatory			
O2.6	The system must have a touch screen interface that is customizable by each store location.	Optional			
O2.7	The system must have the ability to utilize keyboard shortcuts for all cashier functions.	Mandatory			
O2.8	The system must have the ability to utilize a repeat key to duplicate the last line function entered each time the key is pressed.	Mandatory			
O2.9	The system must have the ability to utilize a "quantity" key to ring in multiple units and determine the total price for quantity entered - Example: 6 bottles @ 5.99 = \$35.94.	Mandatory			
O2.10	The system must be able to scan all currently accepted forms of barcodes.	Mandatory			
O2.11	The system must have the ability to search for items by SKU when a scan is not found or readable.	Mandatory			
O2.12	The system must have the ability to search for items by description when a scan is not found or readable.	Mandatory			
O2.13	The system must have the ability for the cashier to look up the description on all items.	Mandatory			
O2.14	The system must have the ability for the cashier to look up the size on all items.	Mandatory			
O2.15	The system must have the ability for the cashier to look up the brand on all items.	Mandatory			
O2.16	The system must have the ability for the cashier to look up the category on all items.	Mandatory			
O2.17	The system must have the ability for the cashier to look up the scanable code on all items.	Mandatory			
O2.18	The system must have the ability for the cashier to look up all price levels on all items. (e.g. on premise, off premise, retail etc.)	Mandatory			
O2.19	The system must have the ability for the cashier to look up the vendor on all items.	Mandatory			
O2.20	The system must have the ability for the cashier to look up the inventory quantity on all items.	Mandatory			
O2.21	The system must provide the ability for the cashier to look up existing/valid and pervious/planned promotions for all items.	Mandatory			
O2.22	The system must have the ability to allow the cashier to override prices at the register, adding reason to price override, and still be permitted to scan item.	Mandatory			
O2.23	The system must have the ability to display sub-totals at all times during the sale.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.24	The system must have the ability to allow cashiers to easily reprint any receipt from the last 30 days.	Mandatory			
O2.25	The system must have the ability to limit purchased items by customer type. (e.g. Off-premise licensees may buy wine only.)	Mandatory			
O2.26	The system must have the ability to limit purchased quantities by specific product at the store level.	Mandatory			
O2.27	The system must have the ability to define the limit purchase quantities by specific product at the store level.	Mandatory			
O2.28	The system must have the ability to have managerial override on the limit purchase quantities by specific product.	Mandatory			
O2.29	The system must be able to void current or previous line item with a single keystroke.	Mandatory			
O2.30	The system must have the ability to void an item by highlighting it on the display.	Mandatory			
O2.31	The system must have the ability to void a group or range of items.	Mandatory			
O2.32	The system must have the ability to void an item using a line number on display.	Mandatory			
O2.33	The system must have the ability to auto-void suspended transactions held at the end of the day.	Mandatory			
O2.34	The system must have the ability for the cashier to cancel an entire sale with appropriate management authorization.	Mandatory			
<b>O2.a</b>	<b>Sales clerk register sign-on/off</b>				
O2.a1	The system must require the cashier to be "signed on" to perform any functions with the cash register.	Mandatory			
O2.a2	The system must have the ability for each user sign-on to have its own configurable security restrictions.	Mandatory			
O2.a3	The system must have the ability for the cashier to have a start of shift sign-on which initiates the beginning balance of the cash drawer.	Mandatory			
O2.a4	The system must have the ability to restrict access to cash drawer to cashier signed in at each register.	Mandatory			
O2.a5	The system must require cashier password after definable period of inactivity, define at the store level.	Mandatory			
O2.a6	The system must have the ability for a manager with permission to close out an active cash drawer on behalf of a cashier.	Mandatory			
O2.a7	The system must require that when a cashier has opened the register, all subsequent sales transactions must show cashier number without re-keying the cashier number.	Mandatory			
O2.a8	The system must have the ability to require a temporary sign-off, which allows the cashier to close down the register for a period of time but not close out the cash drawer.	Mandatory			
O2.a9	The system must have the ability when a cashier temporarily signs off to disallow access to the register by all other cashiers.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.a10	The system must have the ability to require a cashier to sign off system and close out cashier drawer, at end of shift.	Mandatory			
O2.a11	The system must have a "blind drop" cashier function on a per store basis.	Mandatory			
O2.a12	The system must have the ability to allow a cashier to return for a second shift within the same day permitting proper cash out at the end of the second shift.	Mandatory			
<b>O2.b</b>	<b>Cash Drawer Usage</b>				
O2.b1	The system must have the ability to prevent the cash drawer from opening on non-cash transactions (e.g. Credit card transactions).	Mandatory			
O2.b2	The system must have the ability to require the cash drawer remain closed between sales (drawer compulsion).	Mandatory			
O2.b3	The system must have the ability to require the cash drawer only be opened by "amount tendered", "total", or "no sale" functions.	Mandatory			
O2.b4	The system must have the ability to require the register not operate with the drawer open.	Mandatory			
O2.b5	The system must have the ability to set a maximum cash drawer warning limit definable by store.	Mandatory			
O2.b6	The system must have the ability upon reaching the maximum cash drawer warning limit, to display a subtle visible indicator notifying cashier and/or management (customer(s) will be left unaware of such notification).	Mandatory			
O2.b7	The system must have the ability to set a maximum cash drawer lockup limit, definable by store.	Mandatory			
O2.b8	The system must have the ability to upon reaching the maximum cash drawer lockup limit, to display a subtle visible indicator notifying the cashier and/or management that no more transactions can be processed until cash is removed (customer(s) will be left unaware of such notification).	Mandatory			
<b>O2.c</b>	<b>Training Mode</b>				
O2.c1	The system must have a training mode which can be easily accessed with correct permissions.	Mandatory			
O2.c2	The system must have the ability for the training mode to run concurrently without affecting regular processing.	Mandatory			
O2.c3	The system must have the ability to keep all receipts produced during training sessions, clearly identified and distinctive from regular transactions.	Mandatory			
O2.c4	The system must keep all training transactions from being passed from the store to headquarters.	Mandatory			
O2.c5	The system must have the ability to prohibit the drawer from opening during training session.	Mandatory			
<b>O2.d</b>	<b>Licensee Handling</b>				

NHSLC RFP 2014-033 Store Operations Requirements

O2.d1	The system must support the ability to look up license number on licensees.	Mandatory			
O2.d2	The system must support the ability to look up check cashing authorization (yes/no) on licensees.	Mandatory			
O2.d3	The system must support the ability to look up amount of check cashing authorization on licensees.	Mandatory			
O2.d4	The system must support the ability to look up house credit (yes/no) on licensees.	Mandatory			
O2.d5	The system must support the ability to look up at which store, house credit is available on licensees.	Mandatory			
O2.d6	The system must support the ability to look up outstanding invoice balances for licensees.	Mandatory			
O2.d7	The system must support the ability to reprint invoices for licensees.	Mandatory			
O2.d8	The system must support the ability to look up account types on licensees. (e.g. on premise, off premise etc.)	Mandatory			
O2.d9	The system must support the ability to look up all license information on licensees.	Mandatory			
O2.d10	The system must have the ability to track licensee invoices sequentially by date.	Optional			
<b>O2.e</b>	<b>Lottery Tickets</b>				
O2.e1	The system must have the ability to distinguish "Online" and "Instant" Lottery tickets sales from other product sales.	Mandatory			
O2.e2	The system must be able to sell "instant" lottery tickets in multiple denominations.	Mandatory			
O2.e3	The system must be able to track "instant" lottery ticket inventory in each store location by game	Mandatory			
O2.e4	The system must allow cashiers to count and claim "instant" lottery tickets at the start and end of their shift.	Mandatory			
O2.e5	The system must allow redemption of all lottery tickets through use of barcode scanner.	Mandatory			
<b>O2.f</b>	<b>Cashier Reporting</b>				
O2.f1	The system must allow cashiers to run an open order report.	Mandatory			
O2.f2	The system must allow cashiers to run a cashier summary report.	Mandatory			
O2.f3	The system must have the ability in "blind drop" stores to require the cash summary report not be available until drawer count is complete.	Mandatory			
<b>O2.g</b>	<b>Void, Corrections, Refunds or Exchanges</b>				
O2.g1	The system must have the ability for refunds or exchanges to be supported at any NHSLC location regardless of the original selling store.	Mandatory			
O2.g2	The system must have the ability to prompt cashiers for preset reason code on return transactions.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.g3	The system must have the ability to prompt cashiers for customer information on return transactions.	Mandatory			
O2.g4	The system must have the ability to produce a refund or exchange slip with pertinent information with a space for customer's, cashier and manager's signature.	Mandatory			
O2.g5	The system must have the ability to issue store credit on returned items.	Mandatory			
O2.g6	The system must be able to combine returned items with a sales function (exchange), with the result being either the customer tendering money to the cashier or cashier refunding money to the customer.	Mandatory			
O2.g7	The system must have the ability to issue a store credit if amount due back to customer is over a definable limit.	Mandatory			
O2.g8	The system must have the ability to override price if different from price at time of sale or if customer cannot produce receipt.	Mandatory			
O2.g9	The system must issue a house credit to licensees returning items purchased by check in less than a definable number of days. This definable number of days may be overridden by a manager.	Mandatory			
<b>O2.h</b>	<b>Tendering</b>				
O2.h1	The system must support cash tender.	Mandatory			
O2.h2	The system must have the ability to trigger opening of cash drawer at the completion of appropriate sale.	Mandatory			
O2.h3	The system must have the ability to require the cashier enter the amount tendered.	Mandatory			
O2.h4	The system must have the ability to process AMEX, MasterCard, Visa and Discover.	Mandatory			
O2.h5	The system must have the ability to add additional credit cards types by system entry.	Mandatory			
O2.h6	The system must have the ability to accept credit card number from swipe reader or key entry.	Mandatory			
O2.h7	The system must allow PIN entry for debit cards.	Mandatory			
O2.h8	The system must have the ability to record if the card was keyed or swiped in each transaction.	Mandatory			
O2.h9	The system must have the ability to require the cashier to finalize or reject sale by a final keystroke if credit card is swiped by customer.	Mandatory			
O2.h10	The system must have the ability to communicate to customer reason for card rejection on the pin pad.	Mandatory			
O2.h11	The system must have the ability to allow the customer to work ahead on the pin pad.	Mandatory			
O2.h12	The system must have electronic signature capture function capable of storing signature to reprint receipt at a future date if necessary in format acceptable to merchant processing rules.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.h13	The system must have the ability to accept foreign currency (Canadian).	Mandatory			
O2.h14	The system must have the ability to enter and update foreign exchange rates manually at store level.	Mandatory			
O2.h15	The system must have the ability to calculate change in U.S. currency when tendering foreign currency.	Mandatory			
O2.h16	The system must have the ability to redeem in-house credit for licensees.	Mandatory			
O2.h17	The system must have the ability to refund in-house credit to licensees for returns.	Mandatory			
O2.h18	The system must have the ability to sell gift cards at one location and redeem gift cards at another location.	Mandatory			
O2.h19	The system must have the ability to issue gift cards as credit for returns.	Mandatory			
O2.h20	The system must have the ability to communicate debit transactions with a debit authorization service.	Mandatory			
O2.h21	The system must allow the customer to scan their own card and enter pin number for debit cards.	Mandatory			
O2.h22	The system must have the ability to accept winning lottery tickets as a viable tender.	Mandatory			
O2.h23	The system must have the ability to solicit and capture the value of redeemed ticket on the transaction.	Mandatory			
O2.h24	The system must be able to accept and account for traveler's checks.	Mandatory			
O2.h25	The system must have a table of valid traveler's checks denominations.	Mandatory			
O2.h26	The system must be able to enter in, swipe or barcode driver's license number for identification.	Optional			
O2.h27	The system must have the ability to accept guaranteed checks.	Mandatory			
O2.h28	The system must have the ability to accept checks only by authorized licensees.	Mandatory			
O2.h29	The system must allow licensees to tender business checks up to an approved limit.	Mandatory			
O2.h30	The system must have the ability to use all tenders in conjunction with each other. (e.g. On a \$40 sale, a customer may wish to use a \$5 coupon, a \$10 gift card, pay \$10 in cash and charge the remaining \$15 on a credit card.)	Mandatory			
O2.h31	The system must allow for multiple entries of the same tender type. (e.g. A customer may wish to charge part of a sale on one credit card and the remaining balance on a different credit card.)	Mandatory			
O2.h32	The system must have the ability to restrict tender by customer type.	Optional			
O2.h33	The system must have the ability to restrict tender by product class (e.g. Lottery tickets must be paid for in cash).	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.h34	The system must provide a running balance of remaining amount due as cashier enters each type of tender and amount.	Mandatory			
O2.h35	The system must be able to set cash as the default tender.	Mandatory			
<b>O2.i</b>	<b>Floor and Ceiling Limits</b>				
O2.i1	The system must have the ability to set and control floor amount for tender types determined at headquarters.	Optional			
O2.i2	The system must have the ability to notify cashier by an audible and /or visual warning if sale exceeds floor/ceiling limit.	Mandatory			
O2.i3	The system must have the ability to restrict sales when the floor/ceiling limit is passed until an alternate form of payment is tendered.	Mandatory			
O2.i4	The system must have the ability to restrict sales when the floor/ceiling limit is passed until a manager overrides limit.	Mandatory			
O2.i5	Maintenance period of five (5) years which will commence after the completion of all warranty periods defined in section 6.11.3 in the body of the RFP.	Mandatory			
O2.i6	The system must permit cash back on returns for amounts up to a limit definable by management for debit cards.	Mandatory			
O2.i7	The system must permit cash back for amounts up to a limit definable by management for guaranteed checks (e.g. cashier or bank checks).	Mandatory			
<b>O2.j</b>	<b>Discounts, Coupons &amp; Promotions</b>				
O2.j1	The system must have the ability to accept coupons adjusting sale by dollar or percentage off amount.	Mandatory			
O2.j2	The system must have the ability to accept store coupons by scanning bar code.	Mandatory			
O2.j3	The system must have the ability to accept manufacturer coupons by scanning bar code.	Optional			
O2.j4	The system must have the ability to support and limit double and triple coupons.	Optional			
O2.j5	The system must have the ability to prohibit coupon from exceeding the cost of the goods.	Mandatory			
O2.j6	The system must have the ability to tie store coupon to a specific sale or event when appropriate.	Mandatory			
O2.j7	The system must have the ability to restrict a store coupon by start and end date.	Mandatory			
O2.j8	The system must have a method to validate that product associated with the coupon is actually part of the sale in the required size and quantities.	Mandatory			
O2.j9	The system must have the ability to attain discounts by frequent buyers discount program. Discounts of special price given upon meeting specified criteria such as consumer Loyalty Cards.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.j10	The system must have the ability to issue discounts and change prices by line item or entire invoice.	Mandatory			
O2.j11	The system must have the ability to issue discounts and change prices by a certain percent or dollar amount.	Mandatory			
O2.j12	The system must have the ability to issue discounts by redemption items (coupons, rebates, etc.) for tracking promotions.	Mandatory			
O2.j13	The system must have the ability to override automated discount (with appropriate user rights).	Mandatory			
O2.j14	The system must have the ability to maintain discount history with effective dates.	Mandatory			
O2.j15	The system must have the ability to display discounts on invoice.	Mandatory			
<b>O2.k</b>	<b>Accounting of Discounts &amp; Coupons</b>				
O2.k1	The system must have the ability to track discounts and promotions to specific products.	Mandatory			
O2.k2	The system must have the ability to define maximum discount allowances by dollar amount.	Mandatory			
O2.k3	The system must have the ability to define maximum discount allowances by percent.	Mandatory			
O2.k4	The system must have the ability to allocate the discount to specific merchandise, when the entire sale is discounted.	Mandatory			
O2.k5	The system must have the ability to allow multiple discount types and coupons within the same sale.	Mandatory			
O2.k6	The system must have the ability to restrict the number of promotions an item is allowed to participate in.	Mandatory			
O2.k7	The system must have the ability for a consumer to sign up to receive a text discount sent to their mobile device which can be scanned at any store.	Mandatory			
<b>O2.l</b>	<b>Licensee Orders</b>				
O2.l1	The system must have the ability to process licensee orders at the register as well as the back office in the store.	Mandatory			
O2.l2	The system must have the ability for licensee orders to be sent to store from Headquarters.	Optional			
O2.l3	The system must have the ability for licensee orders to be recallable and printable through keying order number or license number.	Mandatory			
O2.l4	The system must have the ability to obtain licensee or order information by swiping a licensee identification card.	Optional			
O2.l5	The system must have the ability for licensee sale transactions to be retained and distinguishable from regular sales for accounting purposes.	Mandatory			
O2.l6	The system must have the ability to issue in house Licensee credit.	Mandatory			
O2.l7	The system must have the ability to verify licensee number for in house licensee credit.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.i8	The system must have the ability to verify licensee credit limit for in house licensee credit.	Mandatory			
O2.i9	The system must have the ability to verify licensee status for in house licensee credit.	Mandatory			
O2.i10	The system must have the ability for licensee purchases to be charged against in-house credit.	Mandatory			
<b>O2.n</b>	<b>Receipt Printing</b>				
O2.n1	The system must have the ability for a receipt to be printed at the end of transactions.	Mandatory			
O2.n2	The system must have the ability for multiples of the same item to be on a single line of the receipt.	Mandatory			
O2.n3	The system must have the ability for errors to be corrected on screen, producing a clean receipt.	Mandatory			
O2.n4	The system must have the ability for the information appearing on the receipt to be maintained through programmable functions.	Optional			
O2.n5	The system must be capable of printing an extra receipt which is marked "DUPLICATE".	Mandatory			
O2.n6	The system must have the ability for the receipt to clearly present the NHSLC name and Logo.	Mandatory			
O2.n7	The system must have the ability for the receipt to have at least 40 characters per line.	Mandatory			
O2.n8	The system must have the ability for the receipt to display the date of transaction.	Mandatory			
O2.n9	The system must have the ability for the receipt to display the store number.	Mandatory			
O2.n10	The system must have the ability for the receipt to display the transaction number.	Mandatory			
O2.n11	The system must have the ability for the receipt to display the register number.	Mandatory			
O2.n12	The system must have the ability for the receipt to display the SKU, description and price of items sold.	Mandatory			
O2.n13	The system must have the ability for the receipt to identify promotions.	Mandatory			
O2.n14	The system must have the ability for the receipt to identify sales.	Mandatory			
O2.n15	The system must have the ability for the receipt to identify discounts.	Mandatory			
O2.n16	The system must have the ability for the receipt to display a message identifying amount saved.	Mandatory			
O2.n17	The system must have the ability for the receipt to display a cashier identifier.	Mandatory			
O2.n18	The system must have the ability to generate store specific messages on the receipt.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.n19	The system must have the ability for the receipt to print a barcode that can be scanned to recall the original transaction.	Mandatory			
O2.n20	The system must have the ability for the receipt to print a barcode that can be scanned to reprint the original transaction.	Mandatory			
O2.n21	The system must have the ability for the receipt to print a barcode that can be scanned to modify the original transaction.	Optional			
O2.n22	The system must have the ability for the receipt to print a barcode that can be scanned to take a return on the original transaction.	Mandatory			
O2.n23	The system must have the ability to print register generated coupons triggered by product sale.	Optional			
O2.n24	The system must have the ability to print register generated rain checks.	Optional			
O2.n25	The system must have the ability to print the receipt on both sides				
<b>O2.o</b>	<b>Terminal Display</b>				
O2.o1	The system must have the ability to display at all times contents in a manner which are read by cashier and customer up to a distance of six feet, even in bright daylight conditions.	Mandatory			
O2.o2	The system must have the ability to display at all times system status (e.g. online, offline, idle).	Mandatory			
O2.o3	The system must have the ability to display at all times the date and time.	Mandatory			
O2.o4	The system must have the ability to display at all times the register number.	Mandatory			
O2.o5	The system must have the ability to display during transactions scrolling receipt of purchases, coupons and discounts.	Mandatory			
O2.o6	The system must have the ability to display the legal drinking age cut-off date (currently 21 years ago but must be definable) throughout sale.	Mandatory			
O2.o7	The system must have the ability to display the cashier identifier throughout sale.	Mandatory			
O2.o8	The system must have the ability to display the description of items throughout sale.	Mandatory			
O2.o9	The system must have the ability to display the quantity of items throughout sale.	Mandatory			
O2.o10	The system must have the ability to display any applied promotions throughout sale.	Mandatory			
O2.o11	The system must have the ability to distinguish (e.g. highlight, enlarge, box, etc.) current items being processed throughout sale.	Mandatory			
O2.o12	The system must have the ability to display the types and amount of each tender applied.	Mandatory			
O2.o13	The system must have the ability to display the grand total due throughout sale.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O2.o14	The system must have the ability to display change due back to the customer.	Mandatory			
O2.o15	The system must have the ability to display savings due to coupons, sales, etc.	Mandatory			
O2.o16	The system must have the ability to display a prominent training mode identifier immediately recognized by employees.	Mandatory			
O2.O17	The customer terminal displays the transaction as it is being rung.	Optional			
<b>O2.p</b>	<b>Managerial register functions</b>				
O2.p1	The system must have the ability to require manager overrides for store price changes.	Mandatory			
O2.p2	The system must have the ability to require manager overrides for returns.	Mandatory			
O2.p3	The system must have the ability to require manager overrides to tender over/under floor/ceiling limits.	Mandatory			
O2.p4	The system must have the ability to require manager overrides to perform voids.	Mandatory			
O2.p5	The system must have the ability to require manager overrides to cancel the entire sale.	Mandatory			
O2.p6	The system must have the ability to require manager overrides to perform licensee credit limit overrides.	Mandatory			
<b>O3 Opening/Closing</b>					
<b>O3.a</b>	<b>Store Opening</b>				
O3.a1	The system must have the ability to store opening cash balances.	Mandatory			
<b>O3.b</b>	<b>Store Closing</b>				
O3.b1	The system must require the store to reconcile cash balances as part of the closing procedures.	Mandatory			
O3.b2	The system must generate end of day reports during closing procedures.	Mandatory			
O3.b3	The system must have the ability to manually initiate the end of day procedure.	Mandatory			
O3.b4	The system must have the ability to automatically initiate the end of day procedure.	Optional			
O3.b5	The system must have the ability for Headquarters to initiate the end of day procedure.	Mandatory			
<b>O4 Stocking &amp; Inventory</b>					
<b>O4.a</b>	<b>Inventory</b>				
O4.a1	The system must have the ability to maintain all product item information available at store level in the event of communication failure between store and Headquarters.	Mandatory			
O4.a2	The system must have the ability to maintain multiple bar codes for a single product.	Mandatory			
O4.a3	The system must be able to delete an item code at the store level.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O4.a4	The system must have the ability to display item availability/stock level at all store locations.	Mandatory			
O4.a5	The system must have the ability to display availability/stock level at both warehouses.	Mandatory			
O4.a6	The system must show negative inventory reports on a real-time, previous day, weekly, monthly, quarterly and annual basis.	Mandatory			
<b>O4.b</b>	<b>Inventory Counts</b>				
O4.b1	The system must have the ability to interface to electronic devices containing physical and cycle counts.	Mandatory			
O4.b2	The mobile computer at each store location must be able to scan bottles and cases to record physical inventory	Mandatory			
O4.b3	The system must allow inventory to be taken at will on verify specific items.	Mandatory			
O4.b4	The system must have ability to perform 2 full counts and notate discrepancies between counts.	Mandatory			
O4.b5	The system must have a discrepancy report to notate the difference between counted items and inventory in the system.	Mandatory			
O4.b6	The system must have a "watch dog" report that displays items with discrepancies over some defined number in order to notate miss-keyed counts. (e.g. someone keyed 100 when they meant to key 10)	Mandatory			
O4.b7	The system must have the ability to perform weekly cycle counts.	Mandatory			
O4.b8	The system must have the ability for Headquarters staff to mark items for weekly cycle counts.	Mandatory			
O4.b9	The system must have the ability to automatically add overages and shortages to weekly cycle counts.	Mandatory			
O4.b10	The system must have the ability to print weekly count sheets based on items marked for recount.	Mandatory			
<b>O4.c</b>	<b>Inventory Transfers</b>				
O4.c1	The system must have the ability to initiate inventory transfers.	Mandatory			
O4.c2	The system must track transfers even when physical inventory is taking place.	Mandatory			
O4.c3	The mobile computer at each store location must be able to scan bottles and cases to record shipments.	Mandatory			
O4.c4	The system must generate 3 copies of the transfer invoice. (e.g. one each for shipping store, receiving store and shipper)	Mandatory			
O4.c5	The system must generate 2 copies of the store transfer receipt at the receiving location when received.	Mandatory			
O4.c6	The system must have the ability for the receiving location to receive transfers without re-entering inventory quantities..	Mandatory			
O4.c7	When receiving transfers receiving store must be able to notate discrepancies.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O4.c8	The mobile computer at each store location must be able to scan bottles and cases to record receiving.	Mandatory			
<b>O4.d</b>	<b>Load Receiving (from warehouse)</b>				
O4.d1	The system must allow store employees to receive inventory without needing to re-enter the items with the use of a electronic device.	Optional			
O4.d2	The system must allow store employees to receive inventory without needing to re-enter the items by retrieving the order and verifying amounts before processing.	Mandatory			
O4.d3	The mobile computer at each store location must be able to scan bottles and cases to record receiving.	Mandatory			
O4.d4	The system must have the ability to process claims for discrepancies (e.g. shortages, customer returns, breakages etc) to be noted and sent to Headquarters.	Mandatory			
O4.d5	The system must have the ability to produce an affidavit transaction upon the return of an unsalable item.	Optional			
<b>O4.e</b>	<b>Ordering</b>				
O4.e1	The system must have the ability to automatically order items from the warehouse based on absolute levels unique to each store. (minimum inventory level reached before ordering)	Mandatory			
O4.e2	The system must automatically suggest changes to absolute levels for review by the store manager based on sales history and price point history.	Mandatory			
O4.e3	The schedule of the automatic orders made from the warehouse must be configurable per store (e.g. daily, weekly, bi-weekly etc.)	Mandatory			
O4.e4	The system must have the ability to order non-bailment supply items from the warehouse (Example: toilet paper, toner, paper towels etc.).	Mandatory			
O4.e5	The system must have the ability to allow store managers to adjust inventory order levels by manually changing absolute levels.	Mandatory			
O4.e6	The system must have the ability to allow store managers to adjust inventory order levels by globally changing absolute levels for an individual store, filtering the brand.	Optional			
O4.e7	The system must have the ability to allow store managers to adjust inventory order levels by globally changing absolute levels for an individual store, filtering the vendor.	Optional			
O4.e8	The system must have the ability to allow store managers to adjust inventory order levels by globally changing absolute levels for an individual store, filtering the category. (e.g. whiskey, vodka, rum etc.)	Mandatory			
O4.e9	The system must have the ability to allow store managers to adjust inventory order levels by adding on a one time increase for special events, special orders and promos.	Mandatory			
O4.e10	The system must have the ability for managers to add on a one time increase without affecting the amount of regularly ordered items.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O4.e11	The mobile computer at each store location must be able to scan bottles and cases to create warehouse orders.	Mandatory			
<b>O5 Pricing</b>					
O5.1	The system must have the ability by default to have the entire item price database maintained in each register to permit uninterrupted processing in the event of being cut off from the network.	Mandatory			
O5.2	The system must have the ability to override prices at the register.	Mandatory			
O5.3	The system must have the ability to capture details of price overrides.	Mandatory			
O5.4	The system must have the ability for NHSLC to provide price changes well in advance of actual effective dates.	Mandatory			
O5.5	The system must have the ability to allow the store manager to make price changes to individual items which will last for the remainder of the effective day and no further.	Mandatory			
O5.6	The system must have the ability to differentiate sale or discounted prices from regular prices.	Mandatory			
O5.7	The system must have the ability to lookup sale price effective dates by name, SKU and scan code at the register for all items on the item file.	Optional			
<b>O5.a Pricing Structures</b>					
O5.a1	The system must allow multi-level pricing at register for a minimum of ten types of customers. (e.g. on premise, off premise, retail etc.)	Mandatory			
O5.a2	The system must have the ability automatically change price levels for on-premise licensees.	Mandatory			
O5.a3	The system must have the ability automatically change price levels for off-premise licensees.	Mandatory			
O5.a4	The system must have the ability automatically change price levels for agency licensees.	Mandatory			
O5.a5	Barcode scanners utilized at registers must be able to scan barcodes on receipts and other documents for recall, return, or update purposes.	Mandatory			
O5.a6	Barcode scanners utilized at registers must be able to scan coupons for redemption.	Mandatory			
O5.a7	The mobile computer at each store location must have the ability to allow the operator to review entries made.	Mandatory			
<b>O6 Audit Functions for Store Locations</b>					
O6.1	The system must have the ability to track number of items per hour by cashier.	Mandatory			
O6.2	The system must have the ability to track number of customers per hour by cashier.	Mandatory			
O6.3	The system must have the ability to track dollars over or short by cashier.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O6.4	The system must have the ability to track the total dollar amount of voids in a store location over a specified date range.	Mandatory			
O6.5	The system must have the ability to track the number of bottles impacted with voids in a store location over a specified date range.	Mandatory			
O6.6	The system must have the ability to track the total dollar amount of cash refunds in a store location over a specified date range.	Mandatory			
O6.7	The system must have the ability to track the number of bottles impacted with cash refunds in a store location over a specified date range.	Mandatory			
O6.8	The system must have the ability to track the total dollar amount of store credits in a store location over a specified date range.	Mandatory			
O6.9	The system must have the ability to track the number of bottles impacted with store credits in a store location over a specified date range.	Mandatory			
O6.10	The system must have the ability to track the total dollar amount of exchanges in a store location over a specified date range.	Mandatory			
O6.11	The system must have the ability to track the number of bottles impacted with exchanges in a store location over a specified date range.	Mandatory			
O6.12	The system must have the ability to track the total dollar amount of no-sales in a store location over a specified date range.	Mandatory			
O6.13	The system must have the ability to track the number of bottles impacted with no-sales in a store location over a specified date range.	Mandatory			
O6.14	The system must have the ability to track the average sales per cashier.	Mandatory			
O6.15	The system must have the ability to track the average sales per shift.	Mandatory			
O6.16	The system must have the ability to track the number of price overrides/ by register, by cashier, by store, by region, etc.	Mandatory			
O6.17	The system must have the ability to view sales data graphically in user definable increments.	Mandatory			
O6.18	The system must be able to track when a sale is initiated but for one reason or another is not complete. (a refused sale)	Mandatory			
O6.19	The system must be able to track total refused sales by dollar amount.	Mandatory			
O6.20	The system must be able to track total refused sales by customer count.	Mandatory			
O6.21	The system must have the ability to maintain and transmit User ID for each transaction.	Mandatory			
O6.22	The system must have the ability to maintain and transmit register number for each transaction.	Mandatory			
O6.23	The system must have the ability to maintain and transmit store number for each transaction.	Mandatory			

NHSLC RFP 2014-033 Store Operations Requirements

O6.24	The system must have the ability to maintain and transmit transaction date for each transaction.	Mandatory			
O6.25	The system must have the ability to maintain and transmit unique transaction number for each transaction.	Mandatory			
O6.26	The system must have the ability to maintain and transmit transaction time for each transaction.	Mandatory			
O6.27	The system must have the ability to maintain and transmit NHSLC SKU for each transaction.	Mandatory			
O6.28	The system must have the ability to maintain and transmit PLU code for each transaction.	Mandatory			
O6.29	The system must have the ability to maintain and transmit brand override indicator for each transaction.	Mandatory			
O6.30	The system must have the ability to maintain and transmit quantity purchased for each transaction.	Mandatory			
O6.31	The system must have the ability to maintain and transmit price of bottles sold for each transaction.	Mandatory			
O6.32	The system must have the ability to maintain and transmit price override indicator for each transaction.	Mandatory			
O6.33	The system must have the ability to maintain and transmit PLU price for each transaction.	Mandatory			
O6.34	The system must have the ability to maintain and transmit promotion code for each transaction.	Mandatory			
O6.35	The system must have the ability to maintain and transmit promotion code discounts for each transaction.	Mandatory			
O6.36	The system must have the ability to maintain and transmit customer returns for each transaction.	Mandatory			
O6.37	The system must have the ability to maintain and transmit customer code (e.g. phone number) for each transaction.	Mandatory			
O6.38	The system must have the ability to maintain and transmit gift cards redeemed for each transaction.	Mandatory			
O6.39	The system must have the ability to maintain and transmit coupons redeemed for each transaction.	Mandatory			
O6.40	The system must have the ability to maintain and transmit store credits redeemed for each transaction.	Mandatory			
O6.41	The system must have the ability to maintain and transmit tender type for each transaction.	Mandatory			
O6.42	The system must have the ability to maintain and transmit tender amount for each transaction.	Mandatory			
O6.43	The system must have the ability to maintain and transmit void for each transaction.	Mandatory			
O6.44	The system must have the ability to maintain and taxation for each transaction.	Mandatory			

NHSLC RFP 2014-033 Financial Administration Requirements

Financial Administration (F)					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<b>F1 Financial Reporting</b>					
F1.1	The system must forecast liquor sales based on a number of conditions including but not limited to: weather, time of year, history, and economic indicators such as unemployment data.	Mandatory			
F1.2	The system must have the ability to run financial reports utilizing a date and time range specified by the user for financial purposes including but not limited to: gross margin, ROI, inventory turns, GMROI, contribution margin, taxes collected, total revenue, total expenses, costs of goods sold, percent of supply chain product at retail location, percent of supply chain product at other statuses, gallonage/volume handled, bottles handled, labor costs, freight costs, DDC handling costs, revenue per square foot of retail space, same store sales.	Mandatory			
F1.3	The system must be able to retain at least 6 years worth of financial activity.	Mandatory			
F1.4	The system must have the ability to modify the number of years of financial activity that is stored.	Mandatory			
F1.5	The system must provide the ability to archive historic transaction data.	Mandatory			
F1.6	The system must be able to report transactions by license type (retail, on-premise, off-premise, cash, credit, terms, etc.) location, and store-cluster.	Mandatory			
F1.7	The system must be able to compare sales from prior years by store against current.	Mandatory			
F1.8	The system must be able to make financial reports of gift cards, including data on the number of cards issued, dollar amount issued, average dollar amount of cards issued, number of cards redeemed, dollar amount redeemed and the average dollar value of the card redeemed over a user-specified period of time.	Mandatory			
F1.9	The system must create gross wine and gross spirit profit reports by price-point, month and year to date.	Mandatory			
F1.10	The system must report daily, weekly, monthly, quarterly, annually, and multi-annually sales reports that include, at a minimum: sales goals, actual sales, variance between actual and goal, number of cases sold, customer count, retail sales, on-premise sales, off-premise sales, gross profit percentage of retail sales, discounts, Sunday sales, net sales, cost of good sold, and a store productivity analysis.	Mandatory			

NHSLC RFP 2014-033 Financial Administration Requirements

F1.11	The system should provide reporting based on current industry standard techniques for "Business Intelligence".	Optional			
F1.12	The system must provide central access to data for financial reporting purposes even if the data resides in external systems (including, but not limited to, the State's financial system NH FIRST, the State's human resource system GHRS, the point-of-sale system, the Law warehouse inventory management system, MAPPER, etc.)	Mandatory			
F1.13	The system must provide the ability for data warehousing.	Mandatory			
F1.14	The system must provide the ability to set user defined watch thresholds so that when the threshold is exceeded the system notifies the specified individual(s) via email or system based notification.	Mandatory			
F1.15	The system must provide the ability "ad-hoc" reports assuming the user has appropriate permissions to the data.	Mandatory			
F1.16	The system must support the ability for managerial dashboard reporting that is configurable by user.	Mandatory			
F1.17	The system must provide the ability to configure default views for the dashboard by user role (for example, Commissioners have a dashboard that looks different than store managers, which in turn looks different from audit's dashboard, and so on.)	Mandatory			
F1.18	The system must provide the ability to access and view different dashboard views by role, assuming the appropriate security/permission.	Mandatory			
F1.19	The system must provide the ability to configure default dashboards for an unlimited number of user roles.	Mandatory			
F1.20	The system must provide the ability to modify the default view of a dashboard for a user with appropriate permissions.	Mandatory			
F1.21	The system should provide the ability to save user defined dashboards that can be shared with other users.	Optional			
F1.22	The system must provide the ability to generate a month-to-date, year-to-date income statement for each store and for the commission.	Mandatory			
F1.23	The system must provide store-specific financial reports including gross sales and receipts.	Mandatory			
<b>F2 Audit/Internal Audit</b>					
F2.1	The system must be capable of posting real-time transactions with a time-stamped audit trail.	Mandatory			
F2.2	The system must prevent manual deletion or modification of audit trail history without appropriate audit controls.	Mandatory			
F2.3	The system must be able to report and view audit transactions in real-time.	Mandatory			
F2.4	The system must be able to report daily, weekly, monthly, quarterly and annually on item or merchandise returns, affidavits, receiving and inventory.	Mandatory			

NHSLC RFP 2014-033 Financial Administration Requirements

F2.5	The system must provide the ability to report store transaction activity in an effort to proactively identify potential theft such as improper voids, improper product returns, etc.	Mandatory			
F2.6	The system should provide the ability to customize and/or create user defined "alerts" that help to proactively identify potential theft and automatically notify recipient(s).	Optional			
F2.7	The system must be able to display a scan (pdf) of an affidavit of loss.	Optional			
F2.8	The system must generate void, affidavit, and refund transaction reports that display activity for all current employees, all current stores and for user defined time periods, current day, previous days, weekly, monthly, quarterly and annual time periods.	Mandatory			
F2.9	The system must create an audit log of sales that are abnormal (for example, the sale of a product that currently has no inventory or negative inventory).	Mandatory			
F2.10	The system must create affidavit reports that show, at a minimum, number of claims, number of bottles, and affidavit value by employee.	Mandatory			
F2.11	The system must provide the ability to authenticate the identity of licensee employees to charge/utilize house credit.	Mandatory			
F2.12	The system should provide the ability for external auditors to view transaction history based on approved data/reports that they have been approved to view.	Optional			
F2.13	The system must have the ability to identify and report suspicious behavior and trends (excessive voids, returns, bottles broken in the warehouse, bottles lost in the warehouse, etc).	Mandatory			
F2.14	The system must have the ability to differentiate between back office and register functions and transactions.	Mandatory			
F2.15	The system must have the ability to monitor register transactions in real time supporting random audits from Headquarters and back office.	Mandatory			
F2.16	The system has the ability to identify authorized licensee employees who come in to pickup orders, by the use of a licensee purchasing card that stores can scan at the registers.	Mandatory			
<b>F3 Transaction Processing</b>					
F3.1	The system must provide the ability to interface with the Commission's banks.	Mandatory			
F3.2	The system must provide the ability to post cash receipts to NH FIRST.	Mandatory			

NHSLC RFP 2014-033 Financial Administration Requirements

F3.3	The system must provide the ability to track and store licensee/shipment invoices and upload them to the State's financial system (NH FIRST).	Mandatory			
<b>F4.a</b>	<b>Payment File</b>				
F4.a1	The system must provide the ability to extract A/R information from the State's Financial System (NH FIRST) for purchase capabilities.	Mandatory			
F4.a2	The system should be able to match Liquor Purchase Orders to vendor invoices.	Optional			
F4.a3	The system must be able to track product "depletion invoices" (a.k.a. "mark-down money").	Mandatory			
F4.a4	The system must be able to create an invoice to the broker based upon depletion invoices at the end of the promotional period.	Mandatory			
F4.a5	The system should provide the ability for the broker to access a web-based system to see the depletion activity for current promotions.	Optional			
F4.a6	The system must have the ability to track inventory purchased through special "buy-ins" (i.e. if x number of cases of a product are ordered, the cost per case is reduced).	Mandatory			
F4.a7	The system should integrate with Lawson (NH FIRST), the State's financial system in real-time for each transaction.	Optional			
F4.a8	The system must provide batch process functionality of AR/AP/Purchases for integration with Lawson (NH First).	Mandatory			
F4.a9	The system must be able to generate a blanket purchase order.	Mandatory			
F4.a10	The system must be able to itemize total transactions for payment types (tender) including but not limited to Master Card, debit, Visa, cash, house credit, gift card, for user defined period of time.	Mandatory			
F4.a11	The system must have the ability to communicate credit memos on returns to headquarters for integration with ERP system.	Mandatory			
F4.a12	The system must have the ability to issue credit memos at headquarters.	Mandatory			
F4.a13	The system must have the ability to track redeemed credit memos and dollar amounts with control numbers.	Mandatory			
F4.a14	The system must have the ability to immediately issue credit memo redemptions to Headquarters to validate.	Mandatory			
F4.a15	The system must have the ability to receive authorization from Headquarters to setup and increase in-house licensee credit.	Mandatory			
<b>F5</b>	<b>Claims</b>				
F5.1	The system must have the ability for claims from the warehouse and affidavits from the store to be automatically billed to the appropriate party (carrier, State, or Product Vendor).	Mandatory			
F5.2	The system must have the ability for claims and affidavits to be combined into a single invoice.	Mandatory			
F5.3	The system must have the ability to generate claim/affidavit invoices once per month for necessary invoiced parties.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

Technical (T)					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
<b>T1 Environment</b>					
T1.1	The vendor has proposed a development, test, and production environment that are all separate from one another.	Mandatory			
T1.2	The vendor has proposed the use of source code control software that protects versioning and code development and has defined the system to be used.	Mandatory			
T1.3	The database must be constructed utilizing a relational database architecture.	Mandatory			
T1.4	Ability to access data using open standards access drivers (please specify supported versions in the comments field).	Optional			
T1.5	The system software adheres to open standards and is not proprietary.	Optional			
T1.6	The database platform adheres to open standards.	Mandatory			
T1.7	Ability to utilize stored procedures or code to select, insert, update or delete data.	Mandatory			
T1.8	Ability to utilize triggers or similar technology to automatically generate alerts to notify pre-defined system users of potential integrity problems.	Mandatory			
T1.9	Ability to select a printer destination for any output.	Mandatory			
T1.10	Detailed error logging will be provided for all Hardware, Application software and System Software.	Mandatory			
T1.11	The system must support multi-level authorization and system administrative functions.	Mandatory			
T1.12	The solution proposed by the vendor must include components that are interoperable with each other.	Mandatory			
T1.13	The vendor must have binaries for upgrades and patches available online for IT staff to download.	Optional			
T1.14	The solution proposed by the vendor must utilize existing network infrastructure in place at NHSLC as specified in the attachment I "Business Process Narratives and System Architecture".	Mandatory			
T1.15	The system provides the ability to create user defined fields.	Mandatory			
T1.16	The system allows for ad-hoc reporting and standard reporting to access and filter user designated fields including user defined fields .	Mandatory			
T1.17	The system allows for saving of ad-hoc and customizable reports, so that these reports can be re-used in a standard way by other users.	Mandatory			
<b>T2 Hardware Specifications</b>					

NHSLC RFP 2014-033 Technical Requirements

T2.1	The system must use hardware system components that are non-proprietary.	Optional			
T2.2	The vendor will provide the warranty information on all proposed hardware.	Mandatory			
T2.3	The vendor will provide all manufacturer documents and literature for all components provided as part of the solution.	Mandatory			
T2.4	Mean-Time-Between-Failures figures must be provided for all hardware components included in the system.	Optional			
T2.5	All Hardware components must operate on 115v + 10% 50/60 cycle single phase circuits.	Optional			
T2.6	All Hardware components must operate on standard 3 wire plug.	Optional			
T2.7	All Hardware components must meet or exceed UL and FCC class A safety standards.	Mandatory			
T2.8	The system must offer protection against electrical transients and spikes for all equipment.	Mandatory			
T2.9	The system must offer protection against static discharges for all equipment.	Mandatory			
T2.10	All Hardware components must withstand operating temperatures ranging from 32 to 103 degrees Fahrenheit.	Mandatory			
T2.11	All Hardware components must withstand relative humidity range from 20 to 95 percent.	Mandatory			
T2.12	The system must offer EMI/RFI noise protection up to 75 decibels for all equipment.	Optional			
<b>T2.a</b>	<b>General Store Hardware Requirements</b>				
T2.a1	Identical store hardware must be deployed within all NHLC stores.	Mandatory			
T2.a2	All store hardware components must be interchangeable from one store location to another and adaptable to any NHSLC store layout.	Mandatory			
T2.a3	All store hardware components must operate in such a way that malfunctions do not disrupt communications with any other equipment on the store network.	Mandatory			
T2.a4	All store hardware components must operate in such a way that malfunctions do not disrupt normal store operations.	Mandatory			
T2.a5	All proposed store hardware must be able to cope with harsh conditions such as heavy usage, dust, temperature, and vibration.	Mandatory			
<b>T2.b</b>	<b>General HQ Hardware Requirements</b>				
T2.b1	All proposed hardware shall have a minimum hardware life expectancy of 5 years from the date of original operation.	Mandatory			
T2.b2	Proposed HQ System Servers will be rack able and stackable.	Mandatory			
T2.b3	Proposed HQ System Servers will have redundant power supplies.	Mandatory			
T2.b4	Proposed HQ System Servers will have dual Gigabit NIC cards.	Mandatory			
T2.b5	Proposed HQ System Servers must have mirrored OS drives.	Mandatory			
T2.b6	All HQ System Servers will utilize a single KVM.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T2.b7	All HQ Servers must be capable of providing at least 3 second query responses to 250 concurrent users.	Mandatory			
T2.b8	ALL HQ Hardware must provide sufficient redundancy to survive hardware failures without impacting NHLC normal operations.	Mandatory			
T2.b9	The HQ hardware solution must include a SAN with no more than 50% consumption by the proposed vendor solution.	Mandatory			
T2.b10	The HQ hardware solution must include a backup & restore system able to write to removable media.	Mandatory			
T2.b11	The HQ hardware solution must include a Disk-to-Disk backup system.	Mandatory			
T2.b12	All backup and recovery software required for HQ must be supplied with the backup and recovery hardware.	Mandatory			
T2.b13	A high capacity system printer must be provided as part of the HQ System.	Mandatory			
T2.b14	High capacity system printer must be capable of printing up to 132 characters width non proportional 10 pt font.	Mandatory			
T2.b15	High capacity system printer must be capable of printing on various form types and types of documents.	Mandatory			
<b>T2.c</b>	<b>CPUs for Registers and Store offices</b>				
T2.c1	All registers and store office CPU's must have green (energy saver) features.	Optional			
T2.c2	The system must provide the ability to centrally maintain a common time and date for equipment accessing the system.	Optional			
T2.c3	All registers and store office CPU's must have enough ports to cover all hardware peripherals for any location.	Mandatory			
T2.c4	All registers and store office CPU's must have a keyboard.	Mandatory			
T2.c5	All registers and store office CPU's must have a minimum 32 Mb video card.	Optional			
T2.c6	All registers and store office CPU's must support a Gigabit Ethernet card.	Optional			
T2.c7	All store office CPU's must include a 21-inch or more viewable screen.	Optional			
T2.c8	All register CPU's must include a 17-inch or more viewable touch screen.	Mandatory			
T2.c9	All proposed hardware shall have a minimum hardware life expectancy of 5 years from the date of original operation.	Mandatory			
T2.c10	All equipment must have protected on/off switches or buttons that cannot be accidentally activated/de-activated.	Optional			
T2.c11	All equipment must be operable without a dedicated power source. (Dedicated power cannot be provided in all locations).	Mandatory			
T2.c12	All equipment must operate from a single AC Duplex outlet with isolated ground.	Optional			
<b>T2.d</b>	<b>Power Requirements</b>				

NHSLC RFP 2014-033 Technical Requirements

T2.d1	The system must provide four (4) UPS units at HQ of the proper size to be compatible with existing Racks/Servers/SAN/Routers and Switches. (These currently operate on 220 volt cords with 3-prongs).	Mandatory			
T2.d2	All UPS units have the ability to be remotely monitored from HQs by way of electronic email notifications.	Mandatory			
T2.d3	The system must have UPS that provides power for a minimum of 15 minutes after power failure for the back office computer and a minimum of 1 register per location.	Mandatory			
T2.d4	If used, the registers UPS must recharge within 4 hours after normal power has been restored.	Optional			
T2.d5	The registers UPS must have a visible indicator when in use, low, or non-functional.	Optional			
T2.d6	Store equipment UPS (uninterrupted power supply) provides for an orderly shut down in case of power failure.	Mandatory			
T2.d7	The system must have UPS that provides power for a minimum of 15 minutes after power failure for the HQ Server systems and SAN.	Mandatory			
T2.d8	If used, the HQ UPS must recharge within 4 hours after normal power has been restored.	Optional			
T2.d9	The registers UPS must have a visible indicator when in use, low, or non-functional.	Optional			
T2.d10	Store equipment UPS (uninterrupted power supply) provides for an orderly shut down in case of power failure.	Mandatory			
<b>T2.d</b>	<b>Register Hardware</b>				
T2.d1	The system must have registers that support all peripheral devices without use of extra external interface boxes.	Mandatory			
T2.d2	The system must have registers that operate in "stand-alone" mode if the office or communication line is not working without excessive reduction in performance and functionality.	Mandatory			
T2.d3	The system must have full Query keyboards utilized at the registers.	Mandatory			
T2.d4	Keyboards utilized at registers must have full numeric keypad (0-9).	Mandatory			
T2.d5	Keyboards utilized at registers must have additional programmable function keys suitable to register application.	Optional			
T2.d6	If a pointing device is required at registers, it must be integrated into the register keyboard.	Mandatory			
T2.d7	The programmable function keys on register keyboard must have a minimum of 20 keys.	Optional			
T2.d8	The programmable function keys on register keyboard must be capable of 40 functions.	Optional			
T2.d9	The programmable function keys on register keyboard must have high usage keys such as void, repeat, total, suspend, resume etc.	Mandatory			
T2.d10	The programmable function keys on register keyboard must be offset by color or other visually identifiable means.	Optional			

NHSLC RFP 2014-033 Technical Requirements

T2.d11	The programmable function keys on register keyboard must have caps that allow legends to be changed to match the functions defined by the application.	Optional			
T2.d12	The programmable function keys on register keyboard must have configurable key sizes (single, dual or quad size).	Optional			
T2.d13	Keyboards utilized at registers must have keys that allow the operator to sense contact.	Optional			
T2.d14	The system must allow for check (MICR) reader support and ability to key ABA number and checking account number to permit check validation with check authorization service.	Optional			
<b>T2.e</b>	<b>Cash Drawer</b>				
T2.e1	Cash Drawers utilized at registers must have a single cash drawer.	Mandatory			
T2.e2	Cash Drawers utilized at registers must have an automatic open mechanism.	Mandatory			
T2.e3	Cash Drawers utilized at registers must have media slots for checks and credit card slips so that non-cash transaction do not require opening the drawer.	Mandatory			
T2.e4	Cash Drawers utilized at registers must have a key lock.	Mandatory			
T2.e5	Cash Drawers utilized at registers must require manager intervention to open the drawer manually.	Mandatory			
T2.e6	Cash Drawers utilized at registers must have a cash tray that is removable.	Mandatory			
T2.e7	Cash Drawers utilized at registers must have a cash tray with a lockable cover.	Mandatory			
T2.e8	Cash Drawers utilized at registers must have a cash tray with six coin and six paper currency compartments with a minimum of two inch compartment depth.	Optional			
T2.e9	Cash Drawers utilized at registers must have a cash tray with paper currency compartments with spring-loaded hold down retainers.	Mandatory			
T2.e10	Cash Drawers utilized at registers must be uncloseable where the cash tray is not present.	Optional			
<b>T2.f</b>	<b>Printers</b>				
T2.f1	Printers utilized at registers must have drop and load paper changing capability.	Mandatory			
T2.f2	Printers utilized at registers must have a visual warning signal for any error condition (e.g. end of roll, paper jam, etc.).	Mandatory			
T2.f3	Printers utilized at registers must have a audible warning signal for any error condition (e.g. end of roll, paper jam, etc.).	Optional			
T2.f4	The register system must have an interlock function to prevent register operation if there is a printer error.	Optional			
T2.f5	Receipt printers utilized at registers must have the ability to print graphics, such as the Commission's logo, on receipts.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T2.f6	Receipt printers utilized at registers must have the ability to print graphics, such as the Commission's logo, on documents.	Mandatory			
T2.f7	Receipt printers utilized at registers must be thermal printers.	Optional			
T2.f8	Receipt printers utilized at registers must have a minimum of 40 characters per line.	Mandatory			
T2.f9	Receipt printers utilized at registers must present a receipt to the cashier that is pre-cut for ease of removal.	Mandatory			
T2.f10	Receipt printers utilized at registers must support configurable multiple font types. (e.g. Large, bold, italic, etc)	Mandatory			
T2.f11	Receipt printers utilized at registers must have the ability to print scannable barcode on receipts for retrieval.	Optional			
T2.f12	All in store printers and HQ Capacity printer will be capable of reprint functions.	Optional			
<b>T2.g</b>	<b>Scanners</b>				
T2.g1	Barcode scanners utilized at registers can scan the bar code in any direction	Mandatory			
T2.g2	Barcode scanners utilized at registers will either be handheld or presentation scanners.	Mandatory			
T2.g3	Barcode scanners utilized at registers must have the ability to scan codes from numerous surface types (e.g. bottles, cans, documents, loyalty cards etc)	Mandatory			
T2.g4	Barcode scanners must read bar codes that are printed with various ink colors on various background colors.	Mandatory			
T2.g5	Barcode scanners utilized at registers must have all standard code formats.	Mandatory			
T2.g6	Barcode scanners utilized at registers must indicate on/off status.	Mandatory			
T2.g7	Bar code scanners will have built in power saver mode with ready on feature.	Mandatory			
T2.g8	Barcode scanners utilized at registers must provide audible feedback on successful decode.	Mandatory			
T2.g9	Barcode scanners utilized at registers must have a published non-detectable error rate of no more than one in one million scans for UPC version A labels.	Optional			
T2.g10	Barcode scanners utilized at registers must have a published non-detectable error rate of no more than one in one ten thousand scans for UPC version E Labels.	Optional			
T2.g11	If an on-counter barcode scanner is utilized at registers, the scanner must be able to be used as a hand held unit for case scanning.	Mandatory			
T2.g12	Barcode scanners utilized at registers must have a depth of field of 2 to 10 inches.	Mandatory			
T2.g13	Features and functions of the barcode scanner must be programmable utilizing program specific bar codes.	Mandatory			
<b>T2.h</b>	<b>Pin-pad</b>				

NHSLC RFP 2014-033 Technical Requirements

T2.h1	Each register system must have a pin-pad for reading mag stripe on cards (e.g. credit, debit and gift card transactions, loyalty card, etc) and all devices must be PCI Compliant.	Mandatory			
T2.h2	Pin-pad utilized at registers must be secured to the stand with a tamper resistant locking mechanism.	Mandatory			
T2.h3	Pin-pad utilized at registers must be capable of reading and interpreting all available data tracks on cards.	Mandatory			
T2.h4	Pin-pad utilized at registers must have an instructional display capable of multi-lingual instruction.	Optional			
T2.h5	Pin-pad utilized at registers must include a signature capture device.	Mandatory			
T2.h6	Pin-pad needs to be remotely configurable and upgradeable.	Mandatory			
T2.h7	Pin-pad display utilized at registers is a touch screen.	Mandatory			
T2.h8	The system must allow for card swipe reader support for use in case of a pin pad failure.	Optional			
T2.h9	Pin-pad display utilized at registers, if an attached device is used for input, must be capable of functioning if attached device is inoperable.	Mandatory			
<b>T2.i</b>	<b>Store Back office</b>				
T2.i1	Store back office systems must include a high volume multi-function laser printer (must specify speed and type).	Mandatory			
T2.i2	Store back office systems must include a high volume color printer capable of printing shelf cards, labels, documents, etc.	Optional			
T2.i3	Store back office systems must include the ability to scan, copy, and fax.	Mandatory			
T2.i4	Store back office printers must be capable of printing heavy stock.	Mandatory			
T2.i5	Store back office systems must include an optical mouse.	Mandatory			
<b>T2.j</b>	<b>In Store Mobile Computers</b>				
T2.j1	Each store location must include an average of three mobile computers.	Mandatory			
T2.j2	The mobile computer at each store location must recognize and be capable of scanning industry standard bar codes as defined by the UCC.	Mandatory			
T2.j3	The mobile computer at each store location must be capable of being programmed to accept newly defined bar code types by means of scanning a set of control commands.	Mandatory			
T2.j4	The mobile computer at each store location must indicate on/off status.	Mandatory			
T2.j5	The mobile computer at each store location must provide audio/visual feedback for successful decode or accept.	Mandatory			
T2.j6	The mobile computer at each store location must have rechargeable batteries.	Optional			

NHSLC RFP 2014-033 Technical Requirements

T2.j7	The mobile computer at each store location must have a minimum power-on time of 10 hours per battery..	Optional			
T2.j8	The mobile computer at each store location must have user replaceable batteries.	Mandatory			
T2.j9	The mobile computer at each store location must have an alpha-numeric keypad.	Mandatory			
T2.j10	The mobile computer at each store location must have a minimum 4 line data display.	Mandatory			
T2.j11	The mobile computer at each store location must have a minimum 30 character data display line.	Mandatory			
T2.j12	The mobile computer at each store location should be capable of supporting an optional printer.	Optional			
T2.j13	The mobile computer at each store location must display a visual representation of keystrokes.	Mandatory			
T2.j14	The mobile computers must be capable of taking pictures.	Mandatory			
T2.j15	The system must be capable of storing, utilizing, emailing, pictures and other data collected via mobile computers.	Mandatory			
T2.j16	Mobile computers use system software that adheres to open standards and is not proprietary.	Mandatory			
T2.j17	The programming language of the hand-held device applications is an industry standard.	Mandatory			
T2.j18	The mobile computers must have at least 2 Gbs of memory.	Mandatory			
T2.j19	The hand-held device must have an audible and visual low battery indicator.	Mandatory			
T2.j20	The mobile computer must be capable of utilizing wireless technology.	Optional			
T2.j21	The mobile computer must be capable of batch transfer of data to the in store system.	Mandatory			
T2.j22	The mobile computer must be capable of being reimaged at any NHLC location by minimal to-medium skilled NHSLC employees.	Mandatory			
<b>T2.k</b>	<b>EFT Requirements</b>				
T2.k1	The system is capable of routing EFT traffic to multiple service providers by tender type.	Mandatory			
T2.k2	For redundancy purposes the system must have at least 2 transport mechanisms for authorizing credit card transactions (e.g. IP (primary), Dialup (backup))	Mandatory			
T2.k3	For redundancy purposes the POS software must support offline credit card authorizations.	Mandatory			
T2.k4	The system must have a credit card authorization response time which is no greater than 5 seconds. Backup connectivity for authorization such as dial backup should take no longer than 20 seconds.	Mandatory			

T3 System Audit Functions (HQ & STORES)

NHSLC RFP 2014-033 Technical Requirements

T3.1	Detailed electronic error logging will be provided for all Hardware, Application software and System Software.	Mandatory			
T3.2	The system must archive all errors.	Mandatory			
T3.3	The system must assign multi level criticality levels for all errors within the system.	Mandatory			
T3.4	All errors logged must include a reference to specific diagnostic and problem resolution documentation.	Mandatory			
T3.5	A run time log must be included with the system. Run time log to include operator, time, date, process executed, files modified, record key of data changed, before and after image of data changed.	Mandatory			
T3.6	System must log all user access information (sign-on, sign off, source IP) to include date and time references.	Mandatory			
T3.7	The system must have the ability to monitor and analyze network traffic on any LAN connected to the WAN.	Optional			
<b>T4 System Security</b>					
T4.1	The system must allow appropriate personnel to add new users.	Mandatory			
T4.2	The system must allow appropriate personnel to determine the security level of new users when they are added to the system.	Mandatory			
T4.3	The system must have multi-level password protection (including user ID).	Mandatory			
T4.4	System password configurations must be parameter driven.	Mandatory			
T4.5	System passwords must be minimum of 10 characters.	Mandatory			
T4.6	System password must include at least 1 special character (*,!\$, etc)	Mandatory			
T4.7	System password must include at least 1 number.	Mandatory			
T4.8	System password must contain at least 1 capital letter.	Mandatory			
T4.9	System password may not contain be reused for eight (8) cycles of password changes.	Mandatory			
T4.10	System passwords are required to change every ninety (90) days.	Mandatory			
T4.11	The system must be able to restrict access by register, store office, server or desktop.	Mandatory			
T4.12	The system must be able to restrict access by range of dates.	Mandatory			
T4.13	The system must be able to restrict access by day of the week.	Optional			
T4.14	The system must be able to restrict access by hours of the day.	Optional			
T4.15	The system must be able to restrict access by User ID.	Mandatory			
T4.16	The system must have an administrative level User ID control.	Mandatory			
T4.17	The system must have a module level User ID control.	Optional			
T4.18	The system must have a menu level User ID control.	Optional			
T4.19	The system must have a screen level User ID control.	Optional			
T4.20	The system must have a field level User ID control.	Optional			
T4.21	The system must have role based access control.	Optional			

NHSLC RFP 2014-033 Technical Requirements

T4.22	The system allows reports to be accessed only by those with appropriate permissions.	Mandatory			
T4.23	The system allows reports to only show data that a user has permission to see.	Mandatory			
<b>T4.a</b>	<b>PCI</b>				
T4.a1	The Vendor must use an approved PCI PIN Entry Device (PED) ( <a href="https://www.pcisecuritystandards.org/pin/">https://www.pcisecuritystandards.org/pin/</a> ).	Mandatory			
T4.a2	The system must be Payment Application Data Security Standard (PA-DSS) certified.	Mandatory			
T4.a3	The Vendor must propose a fully compliant solution that meets the current, at time of deployment, Credit Card Industry (PCI) Data Security Card Standard (DSS) ( <a href="https://www.pcisecuritystandards.org/tech/download_the_pci_dss.htm">https://www.pcisecuritystandards.org/tech/download_the_pci_dss.htm</a> ) <u>for the processing of all credit card payments.</u>	Mandatory			
T4.a4	The vendor must use an independent and mutually agreed-upon PCI QSA (Qualified Security Assessor) that certifies that the solution in all its parts, including system integration into existing NHSLC infrastructure, is PCI DSS compliant.	Mandatory			
T4.a5	Upon System acceptance the vendor supplied QSA is required to accurately complete a PCI DSS Self-Assessment Questionnaire D (SAQ D) in order to properly document System compliance to the PCI DSS.	Mandatory			
T4.a6	The system is required to pass all aspects of the PCI DSS Self-Assessment Questionnaire (SAQ).	Mandatory			
T4.a7	Any system modifications/updates/patches/etc must be certified Payment Application Data Security Standard (PA-DSS) compliant.	Mandatory			
<b>T5 Interfaces</b>					
T5.1	The system must support real-time synchronization with the Licensing and Enforcement L2K System.	Optional			
T5.2	The system must be able to import data from the Licensing and Enforcement L2K System.	Mandatory			
T5.3	The system must be able to interface with third party warehouse inventory management system.	Optional			
T5.4	The system must be able to import data from a third party warehouse inventory management system.	Mandatory			
T5.5	The system must be able to export data to a third party warehouse inventory management system.	Mandatory			
T5.6	The system must be able to interface with business partners and state agencies.	Optional			
T5.7	The system must be able to import data provided by business partners and state agencies.	Mandatory			
T5.8	The system must be able to export data to business partners and state agencies.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T5.9	The system must interface with the Division of Enforcement's IMC system.	Optional			
T5.10	The system must be able to import data from the Division of Enforcement's IMC system.	Mandatory			
T5.11	The system must be able to export data to the Division of Enforcement's IMC system.	Mandatory			
T5.12	The system must be able to interface with NH FIRST (Lawson). The interfaces consist of a number of comma seperated files which are transered by FTP to a server under the control of Administrative Services.	Mandatory			
T5.13	The system must be able to interface with Government Human Resources Systems.	Optional			
T5.14	The system must be able to import data from Government Human Resources Systems.	Mandatory			
T5.15	The system must be able to export data to Government Human Resources Systems.	Mandatory			
T5.16	The system must be able to interface with Verifone's PAYware Transact Enterprise Payment Software	Optional			
T5.17	The system must be able to import data from Verifone's PAYware Transact Enterprise Payment Software	Mandatory			
T5.18	The system must be able to export data to Verifone's PAYware Transact Enterprise Payment Software	Mandatory			
T5.19	The system must be able to export data to the Online Ordering System.	Mandatory			
T5.20	The system must be able to export data to NABCA.	Mandatory			
T5.21	All interfaces will use Open Data Formats	Mandatory			
<b>T6 Maintenance</b>					
T6.1	The system must be supported by one maintenance contract for all equipment, software and services.	Mandatory			
T6.2	Maintenance period of five (5) years which will commence after the completion of all warranty periods defined in section 6.11.3 in the body of the RFP.	Mandatory			
T6.3	The system must be supported by one toll-free phone number for all equipment, software and services.	Mandatory			
T6.4	During the maintenance contract, the vendor must maintain all software and equipment to original or enhanced performance specifications.	Mandatory			
T6.5	The vendor will provide a central help desk accessible by phone for consultation to answer questions regarding the system.	Mandatory			
T6.6	The vendor will provide a central toll free phone accessible help desk for purposes of supporting systems.	Mandatory			
T6.7	The vendor must maintain the System in accordance with the manufacturer/publisher Specifications and in accordance with SLA defined below for Class A, B and C deficiencies.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T6.8	The vendor must repair or replace the System or any portion thereof so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	Mandatory			
T6.9	For all Class A Deficiencies, the vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, fourteen (14) hours per day and seven (7) days a week with a telephone response within fifteen (15) minutes of request. If requested by the State, the vendor must be on site within two (2) or four (4) hours of the initial phone call reporting the problem, depending upon the NHLC site location.	Mandatory			
T6.10	For all Class B & C Deficiencies the State will notify vendor of such Deficiencies during regular business hours and vendor shall respond back within four (4) hours of notification of planned corrective action.	Mandatory			
T6.11	Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, fourteen (14) hours per day, between the hours of 8 a.m. and 10 p.m., and seven (7) days a week with a call-back response within fifteen (15) minutes of request, with assistance response dependent upon issue severity.	Mandatory			
T6.12	State requires On-site Services within two (2) or four (4) hours of a request; depending upon the service location.	Mandatory			
T6.13	State requires Repair or replacement of the System and maintenance of the System in accordance with the Specifications, terms and requirements of the Contract.	Mandatory			
T6.14	Vendor will maintain a record of the activities related to maintenance activities performed for the State; For all maintenance Services calls, vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information.	Mandatory			
T6.15	Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the System; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat System problems.	Mandatory			
T6.16	Vendor must ensure Qualified Resources are available during the Project.	Mandatory			
T6.17	Vendor must ensure backup resources are available to cover unexpected unavailability of Project Key Staff.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T6.18	Vendor must ensure each technician providing Warranty or Support services has Equipment available at all times for swap out of faulty equipment.	Mandatory			
T6.19	Vendor is responsible for recommending, testing and implementing next generation replacement products as required to be used as replacement or additional purchases if products purchased at the commencement of this contract become end of life while this contract is in effect.	Mandatory			
T6.20	Vendor is responsible for meeting SLA requirements at all times.	Mandatory			
T6.21	Vendor is required to provide monthly reporting to show levels of available spare equipment stock.	Mandatory			
T6.22	Vendor is responsible for all OS updates and patches for all CPUs.	Mandatory			
<b>T6.a</b>	<b>Hardware Support &amp; maintenance</b>				
T6.a1	The vendor must provide on-site support to all NHSLC sites without exception.	Mandatory			
T6.a2	The vendor will provide the on-site warranty services for the length of the manufacturer warranty.	Mandatory			
T6.a3	The vendor's support technicians must have parts on hand at all times to fix hardware problems.	Mandatory			
T6.a4	The vendor's maintenance contract must include service, travel and parts for all maintenance contract work.	Mandatory			
T6.a5	The vendor must provide details on the preventative maintenance program for each piece of equipment.	Mandatory			
T6.a6	The vendor must clearly delineate between vendor and customer responsibilities.	Mandatory			
T6.a7	The vendor must clearly define items not covered under the service contract.	Mandatory			
<b>T6.b</b>	<b>Software Maintenance &amp; Support</b>				
T6.b1	The vendor must support all software included in the proposed solution.	Mandatory			
T6.b2	The vendor must provide well documented, thoroughly tested software.	Mandatory			
T6.b3	The vendor must provide support for all software & database components of the solution.	Mandatory			
T6.b4	Vendor must provide on going database analyst support for the length of the project and support contract.	Optional			
T6.b5	The vendor must install upgrades in a timely manner.	Mandatory			
T6.b6	The vendor must install upgrades in a fashion that is transparent to ongoing operation.	Mandatory			
T6.b7	The vendor must supply all software upgrades for testing and approval prior to installation.	Mandatory			
<b>T7 Training</b>					

NHSLC RFP 2014-033 Technical Requirements

T7.1	Vendor to propose a training plan for store personnel, managers, warehouse personnel and Headquarters (tech and user) personnel.	Mandatory			
T7.2	The vendor must provide training to store personnel, managers, warehouse personnel and Headquarters personnel.	Mandatory			
T7.3	All vendor travel expenses and lodging are to be covered by the contract and provided by the vendor.	Mandatory			
T7.4	Vendor will create training documents and utilize these documents to perform on site training at NHLC sites.	Mandatory			
T7.5	The vendor must provide initial and enhanced training for Commission employees.	Mandatory			
T7.6	The vendor must provide a schedule for training Commission employees.	Mandatory			
T7.7	The vendor must provide details of courses including available dates, locations and duration.	Mandatory			
T7.8	The vendor must provide electronic and paper copies of training documentation and technical training manuals.	Mandatory			
T7.9	The vendor must provide descriptions of various training materials available (for example: Interactive video training, and computer based training).	Mandatory			
T7.10	The vendor must provide sufficient training materials for all students.	Mandatory			
T7.11	The vendor must provide recurring on site training for each store location.	Mandatory			
T7.12	The vendor must provide recurring in-house training as system upgrades are introduced.	Mandatory			
T7.13	The vendor must provide recurring in-house training as future training needs warrant.	Mandatory			
T7.14	The vendor must provide technical training to Information Technology staff.	Mandatory			
T7.15	Vendor must provide training on the use of SAN(s).	Mandatory			
T7.16	Vendor must provide training on backup software, tape unit and disk-to-disk hardware.	Mandatory			
<b>T8 Implementation</b>					
T8.1	The Vendor must have implemented a similar system environment for at least two (2) clients comparable in size and complexity to the State of New Hampshire within the last two (2) years. The specific Vendor proposed hardware brands, software versions, and functionality must be described.	Mandatory			
T8.2	The vendor must provide site preparation and installation work that is accomplished with minimal interruption to sites day to day operations.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T8.3	The Vendor will be responsible to visit each NHSLC location to determine the site readiness of each location. Specific readiness criteria will include appropriate space, power, UPS capacity, and other considerations required to ensure a successful installation and operating environment for the Hardware. The Vendor will also review quantity and locations of existing equipment. The Vendor shall deliver a written report indicating the site readiness status of each location and a map of the anticipated Hardware placement.	Mandatory			
T8.4	The Hardware supplied is to be powered up and burned-in at vendor facility prior to install in order to avoid Hardware infant mortality.	Mandatory			
T8.5	Vendor to supply system implementation plan that must include detailed planning for criticality of NHLC system, staggered Retail store roll out and Pilot and Beta store installs.	Mandatory			
T8.6	The Vendor is to remove existing Hardware, degauss or securely wipe the harddrives, install all new Hardware and place decommissioned equipment in a state designated area at all locations.	Mandatory			
T8.7	During the Pilot and Beta phases of the implementation, the State anticipates that all processing will occur in parallel on both the existing and newly installed systems.	Mandatory			
<b>T8.a</b>	<b>Data Conversion &amp; System Migration</b>				
T8.a1	Vendor will convert and migrate all database data from the existing database to the new database.	Mandatory			
T8.a2	The vendor will migrate all user data from the current SAN to the new SAN.	Mandatory			
T8.a3	The solution will provide user data access and control functions for all non-database user data.	Mandatory			
T8.a4	The Vendor will ensure that all data, both database and user, which is created, updated or modified by users on the current system is migrated to the new system until the old system is decommissioned.	Mandatory			
T8.a5	The Vendor will assist the State in creating needed interfaces for testing, user acceptance testing, roll-out, implementation phases.	Mandatory			
T8.a6	The Vendor will assist the State in it's efforts to validate the results of the parallel processing performed during the pilot and beta phases of the implementation plan on a daily basis.	Mandatory			
T8.a7	Vendor will have an on-site person present during times and days as mutually agreed to by the State and Vendor.	Mandatory			
T8.a8	The solution will include the latest DoIT certified release of Microsoft Exchange.	Mandatory			
T8.a9	The vendor will migrate all user mailboxes and data from the current Exchange server to the exchange server provided as part of the solution.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T8.a10	The vendor will ensure that all necessary client access licenses have been purchased for any installed Microsoft products procured as part of the solution.	Mandatory			
T8.a11	The proposed solution will include a domain controller and backup domain controller.	Mandatory			
T8.a12	The vendor will migrate all needed user accounts and associated data from the current controllers to the replacement system.	Mandatory			
<b>T8.b</b>	<b>Retail Site Rollout Plan</b>				
T8.b1	The Vendor will work with NHSLC to identify a store roll out plan.	Mandatory			
T8.b2	The State envisions a phased roll-out approach.	Mandatory			
T8.b3	Phase 1 - Pilot Site implementation (1 Retail Location).	Mandatory			
T8.b4	Phase 2 - Beta Site implementation (4 Retail Locations).	Mandatory			
T8.b5	Phase 3 - Scheduled implementation (roll-out plan of 4 stores each Monday through Wednesday).	Mandatory			
T8.b6	The retail site Implementation Schedule, days of the week, start times, number of locations per day, which locations on which dates will be refined and defined by the State to provide for inclusion in the Project Work Plan.	Mandatory			
T8.b7	For purposes of the Proposal, the Work Plan submitted should assume a 2 week pilot retail site, 1 week beta test with 4 stores implemented on a Monday Morning, remaining roll-out plan of 4 stores each Monday through Wednesday.	Mandatory			
T8.b8	Vendor will be required to provide "Day 1" onsite support post-cutover for each store to ensure successful transition.	Mandatory			
T8.b9	Vendor will be required to provide administrative knowledge transfer to DoIT and NHSLC staff.	Mandatory			
T8.b10	Vendor will be required to provide System Documentation to NHSLC and DoIT staff.	Mandatory			
T8.b11	Vendor will be required to provide backup of Equipment configurations for all sites.	Mandatory			
T8.b12	Vendor is required to provide complete inventory report for each site.	Mandatory			
T8.b13	Vendor will affix NHSLC asset tags to all installed Hardware.	Mandatory			
T8.b14	Vendor is required to provide complete list of part numbers and serial numbers for all received Hardware. Completed list will be subject to audit and approval by NHSLC internal auditors.	Mandatory			
T8.b15	Training must be provided on the operation of the new Hardware. User and administrative training is required.	Mandatory			
T8.b16	The vendor must modify existing counters to accommodate all new system components.	Mandatory			
<b>T8.c</b>	<b>HQ Sites Rollout Plan</b>				
T8.c1	The Vendor will work with NHSLC to identify HQ roll out plan.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T8.c2	Server equipment will be installed by the vendor into racks in the server closet at the 50 Storrs Street site.	Mandatory			
T8.c3	The Vendor connect and configure all installed components so that they function on the NHSLC LAN.	Mandatory			
T8.c4	The Vendor connect and configure all installed desktops so that they function on the NHSLC LAN.	Mandatory			
T8.c5	HQ server equipment must be installed and configured at least 2 weeks prior to store the store pilot phase.	Mandatory			
T8.c6	Pilot and Beta store information will be processed in parallel on both the newly installed system and the existing system to ensure that the results obtained from both systems is identical	Mandatory			
T8.c7	Concurrently with Phase 3 of the store roll-out plan the Vendor will decommission the existing system as specified elsewhere in this document.	Mandatory			
T8.c8	The Vendor will install and certify as functional the system printer provided as part of the solution.	Mandatory			
T8.c9	Vendor will be responsible for ensuring that all client programs needed to interface with the newly installed and existing systems are installed and functional on all desktop systems prior to any installation.	Mandatory			
T8.c10	The Vendor will install a copy of Microsoft office compatible with the Exchange server that is part of the solution on all desktops.	Mandatory			
T8.c11	A pilot phase for HQ desktops will run concurrently with the store pilot and Beta periods. The state will identify 10 users from selected departments to evaluate the effectiveness of the systems.	Mandatory			
T8.c12	The HQ desktop Implementation Schedule, days of the week, start times, number of desktops per day, which locations on which dates will be refined and defined by the State to provide for inclusion in the Project Work Plan.	Mandatory			
<b>T8.d</b>	<b>Financing</b>				
T8.d1	The selected Vendor will be responsible for providing a Finance Agreement acceptable to the State that is to include all Hardware, software, installation, warranty, and maintenance and support Services amortized over 5 years.	Mandatory			
<b>T8.e</b>	<b>Hardware Procurement</b>				
T8.e1	The Vendor must provide the state with all Hardware required in the solution, complete with all manufacturers product warranties and Documentation.	Mandatory			
T8.e2	All Hardware provided must be new from the manufacturer and be eligible for registration with the manufacturer.	Mandatory			
T8.e3	The Vendor must receive and warehouse Hardware for pre-install staging and asset tagging. All received Hardware is property of the State.	Mandatory			

NHSLC RFP 2014-033 Technical Requirements

T8.e4	The Vendor must register all appropriate Hardware with the Manufacturer and provide documentation confirming that the Hardware has been accepted by the manufacturer.	Mandatory			
-------	---	-----------	--	--	--

# The State of New Hampshire Liquor Commission

Department of Information Technology



**NHSLC Next Generation Systems Project**

## As-Is Business Process Narratives and System Architecture Overview

The State of New Hampshire  
Liquor Commission  
Department of Information Technology  
27 Hazen Drive  
Concord, NH 03301



# Next Generation Systems Project Initiation & RFP Creation Business and Technical Requirements

## Table of Contents

<b>1.0</b>	<b>Project Overview .....</b>	<b>2</b>
1.1	Report Format .....	2
1.2	Project Overview .....	2
<b>2.0</b>	<b>Business Processes.....</b>	<b>4</b>
2.1	<b>Sales, Marketing, Merchandising Business Processes.....</b>	<b>4</b>
2.1.1	Advertising & Marketing .....	4
2.1.2	Brand Selection.....	5
2.1.3	Discounts, Promotions, Coupons and Gift Certificates.....	5
2.1.4	Purchasing .....	6
2.2	<b>Distribution, Warehousing, Headquarters Business Processes .....</b>	<b>7</b>
2.2.1	Shipping .....	7
2.2.2	Receiving .....	8
2.2.3	Claims .....	8
2.2.4	Inventory Management .....	9
2.2.5	Bailment System Charges .....	10
2.3	<b>Store Operations Business Processes.....</b>	<b>11</b>
2.3.1	Back Office Function.....	11
2.3.2	Cashiering.....	12
2.3.3	Opening/Closing.....	12
2.3.4	Stocking & Inventory .....	12
2.4	<b>Administrative Services Business Processes .....</b>	<b>14</b>
2.4.1	Building Maintenance and Design .....	14
2.5	<b>Financial Administration .....</b>	<b>15</b>
2.5.1	Audit/Internal Audit.....	15
2.5.2	Leave Requests .....	15
2.5.3	Time and Attendance.....	16
2.5.4	Inventory Control.....	16
2.5.5	Transaction Processing .....	17
2.6	<b>Enforcement &amp; Licensing Business Processes .....</b>	<b>19</b>
2.6.1	Investigations .....	19
2.6.2	Licensing .....	20
2.6.3	Direct Shipping.....	20
2.6.4	Training & Education.....	21
<b>3.0</b>	<b>System Architecture.....</b>	<b>22</b>
3.1	<b>Overview .....</b>	<b>22</b>
3.1.1	POS Hardware Inventory .....	25
3.1.2	Enterprise Hardware Inventory .....	26



## 1.0 Project Overview

This section of the report describes the report format and the background of the project.

### 1.1 Report Format

This report is comprised of three major sections, described below:

1. **Project Overview.** This section of the report describes the background of the project, and the report format.
2. **Business Processes.** This section of the report provides a written high-level description of the business processes utilized by the New Hampshire State Liquor Commission.
3. **System Architecture.** This section of the report describes the current architecture associated with the Commissions' systems. A diagram that illustrates the environment and accompanying text that describes the configuration has been provided in this section.

### 1.2 Project Overview

The new system will replace the existing point of sale and warehousing system that are currently used in the following functional areas: sales, marketing, merchandising, distribution, warehousing, headquarters, store operations, administrative services, financial administration, enforcement and licensing. The New Hampshire State Liquor Commission (the Commission) has multiple computer systems currently being utilized for these functional areas. Among those systems are:

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 home grown 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)
3. License 2000 (L2K)
4. Law Warehouse system, the inventory system at the privately owned Nashua-based warehouse
5. Information Management Consulting (IMC) for the Commission's Division of Enforcement
6. Government Human Resources System (GHRS) which processes the Commission's Human Resource functions
7. The State's financial system (Lawson software)



The New Hampshire State Liquor Commission system architecture is primarily comprised of systems that were highly customized in-house; the core applications are 20-25 years old. This network of systems is geographically dispersed throughout three separate Concord-based facilities (50 Storrs Street, 27 Hazen Drive, and the Division of Enforcement's offices at 57 Regional Drive). There are also 77 retail store locations throughout the State of New Hampshire that are connected to both the Storrs Street and Hazen Drive facilities' networks. The vast majority of system activity takes place at the NHSLC headquarters at the 50 Storrs Street facility, as this location houses NHSLC's core system – MAPPER. MAPPER, now known as Unisys Business Information Server (BIS), is a rapid application development and information access tool and database.

The needs of these systems are related, and in the future the functionality provided by these systems will need, at a minimum, to be integrated with one another. This report documents a conceptual understanding of the major business processes that support the Commission's liquor/wine inventory, warehouse and distribution systems. By documenting the business "as-is" processes and the environment within which the business is conducted, a baseline or framework has been created that will be used by the Commission to assist in the development of requirements for the next generation system(s) project. (See also *Attachment J: As-Is Business Process Workflows*)



## 2.0 Business Processes

This section of the report provides a written description of the business processes utilized by the six (6) business areas at NHSLC: Sales, Marketing, Merchandising; Distribution, Warehousing, Headquarters; Store Operations; Administrative Services; Financial Administration; and Enforcement/Licensing.

### 2.1 Sales, Marketing, Merchandising Business Processes

The retail and wholesale business part of the Commission is responsible for sales, marketing, and merchandising. Brand selection and purchasing are part of this core area of the business, as is management of discounts, promotions and coupons.

List of Sales, Marketing, Merchandising Business Processes	
Process Number	Process Name
1.1	Advertising & Marketing
1.2	Brand Selection
1.3	Discounts, Promotions, Coupons, and Gift Certificates/Cards
1.4	Purchasing

**Table 1.1:** List of Sales, Marketing, Merchandising Business Processes

#### 2.1.1 Advertising & Marketing

The advertising process for the Commission begins with a weekly business meeting to discuss advertising opportunities. The previous month's sales are reviewed and the advertising team proposes new sales promotions to the Commission. If the proposal is not approved, then the process is complete. If the advertising need is approved, the advertising team then determines which advertising agency to utilize for this advertisement.

Once the advertising agency is selected, the advertising team determines if the cost for this particular advertisement will be over \$500. If it is over the \$500 threshold, a division directors' signature is required to move forward with the advertisement. Once the approval is complete, the advertising team creates a media plan. The team reviews and provides feedback on the marketing plan, which is passed along to the advertising agency for updates as necessary.

The revised and approved media plan is then emailed to the 77 retail stores prior to execution. As part of the approved advertising initiative, the [retail website](#) is updated with the appropriate advertising information to help disseminate the information regarding the advertisement. The Commission also uses social media to relay these approved advertisements through Facebook and Twitter.

As part of the advertising initiative, the advertising team participates in weekly status meetings with the advertising agencies that are utilized to monitor the progress of the advertisement(s). The advertising team also meets with the store operations director weekly or as needed to review the status of current advertising initiatives, and discuss future advertising opportunities.



## 2.1.2 Brand Selection

The brand selection process for the Commission begins with a weekly business meeting to discuss new products. The wine and spirits buyers bring recommendations to the meeting where a review of the proposed products is conducted. If approved by the business meeting, the product is presented to the Commission for approval. If the product is not approved by the Commission, the process is complete.

If the product is approved by the Commission, the product is entered into the Liquor Inventory and Distribution System (LIDS) with a standard price, then it is assigned a markup based on three core areas; retail, on-premise, and off-premise. The buyers enter the absolute levels for all stores for the product into LIDS, and then the buyers update the LIDS category placement for each new product. The categories consist of the following for wines and spirits;

- Category 1 – Top 325 wines shipped to all stores and full distribution for spirits;
- Category 2 – Top 326 to 750 wines and full distribution for spirits;
- Category 3 – Top 751 to 1200 wines and specialty spirits; and
- Category 4 – Optional/test items for wine and test/new products for spirits.

The new products are monitored by running profitability reports from the Liquor Inventory and Distribution System. If the new products meet the profitability levels they continue to be carried by the Commission. The products are monitored on a weekly and monthly basis. If they do not meet the profit levels designated by the Commission, then the products are discontinued and marked down to remove inventory.

## 2.1.3 Discounts, Promotions, Coupons and Gift Certificates

The discounts, promotions, coupons, and gift certificates process for the Commission begins with a weekly business meeting to discuss opportunities. The results of the previous month's discounts, promotions, & coupons are reviewed. The team also considers new discounts, promotions, coupons, & gift certificates. The team then proposes discounts, promotions, or coupons to the Commission. If they are not approved, the process is complete. If the discounts, promotions, or coupons are approved, the team then determines how many SKUs will be part of the recommended discount, promotion, or coupon.

If there are greater than 8 SKUs, then an interface to the liquor inventory and distribution system must be set up for the discount, promotion, coupon, or gift certificate to be run (the current point of sale system can only handle doing so for eight (8) SKUs or less). The setup in the current MAPPER system consists of creating a RID, which is the table in the system storing all of the discounts and promotions. Coupons are stored in their own RID in the MAPPER system separate from the discounts and promotions RID. Once the discount, promotion, or coupon is set up in the system, normal processing occurs.

Reporting is then generated for coupons based on their usage by in-state customers and out of state customers. Invoices are generated for the vendors associated with coupons. If the discount, promotion, or coupon is still active, normal processing continues utilizing the reduced pricing. Once the discount, promotion, or coupon is no longer valid the POS system utilizes the standard pricing.



## 2.1.4 Purchasing

The Commission's purchasing process has two core areas: the warehouse and individual stores. The Commission has two warehouses. One is the Law Warehouse, a privately, non-state run operation in Nashua. The other is the Concord Warehouse, a state-run warehouse in Concord. Both warehouses are similar in that they operate on the "bailment" system and the brokers are responsible for maintaining 30 days of inventory at each warehouse. The Concord, NH bailment warehouse is state-run and has a different process than the non-state run Law warehouse in Nashua, NH.

In New Hampshire, all liquor is sold through a system of brokers. Brokers are the vendors' (i.e., liquor manufacturers') local representatives. This factors into purchasing of liquor because the brokers are responsible for maintaining inventory for at least 30 days in the warehouse, so keeping the brokers aware of current inventory levels as well as projections for the next month are vital to maintaining appropriate inventory levels.

The Concord warehouse director of purchasing runs projection reports from the Liquor Inventory and Distribution System and fills them in for the next month. The projection reports are then faxed to the vendors to help them maintain 30 days of inventory at the warehouse. Both warehouses' inventories are loaded to an online portal so that brokers can monitor inventory levels to make sure they maintain the required 30 days of inventory. In addition to the online portal monitored by brokers, maintenance of the 30 day inventory requirement is further supported by direct communication with the vendors, who receive faxes of the projection reports run in LIDS by the warehouse director.

The store's purchasing process is set by the Liquor Inventory and Distribution System. The stores have an absolute threshold for the approved categories for the products, and the store manager has the ability to modify the absolute threshold based on individual store needs. The Liquor Inventory and Distribution System orders nightly based on a schedule set for each store. During the 'end of day' process, the warehouse has the items added to their inventory pick sheet based on the stores weekly schedule, and the items are picked and sent to the store via the shipment process (*see section 2.2.1 - Shipping*).



## 2.2 Distribution, Warehousing, Headquarters Business Processes

This business area is responsible for warehousing wine and spirits for the Commission and distribution of the products to the retail stores. The current systems in place at the Concord warehouse are in-house developed systems that have been tailored over the years to meet the needs of the Commission. The Law warehouse is not State-run, and the warehouse management systems in place there are not described in detail in this report.

List of Distribution, Warehousing, Headquarters Business Processes	
Process Number	Process Name
2.1	Shipping
2.2	Receiving
2.3	Claims
2.4	Inventory Management
2.5	Bailment System Charges

**Table 1.2:** Distribution, Warehousing, Headquarters Business Processes

### 2.2.1 Shipping

The shipping process at the Concord, NH warehouse begins with the director of purchasing setting the purchase authorization levels for the warehouse within the existing warehouse management system. Absolute levels are set up for individual store locations based on estimated sales when new products are entered into the system. The system automatically orders product for the stores to replenish any products depleted below the absolute levels. These store absolutes are then available for adjustment by store managers at the 77 retail locations as they see fit to their stores' needs.

Each store has its own automatic order day(s) set up within the existing liquor inventory and distribution system, which also assigns the invoice number. If there is not appropriate purchase authorization, the invoice is then adjusted automatically by the warehouse management system and re-ordered at a later time. If there is appropriate purchase authorization, then the warehouse management system checks to make sure the inventory is available. If there is a shortage of inventory the invoice is adjusted automatically by the warehouse management system and re-ordered at a later time. If there is enough inventory on hand, the warehouse management system then adds the invoice to the shipper file and labels are printed for the pickers for the work that needs to take place that day. There is one label per case unless there are more than 30 cases (over half a pallet) of the same product in which case a single label is printed with the number of cases included.

Pickers are given their labels to begin their work for the day. Work consists of building a load and creating a pallet to go to a specific store. Once a pallet is picked and ready to go, it is wrapped and loaded in a designated trailer at the dock of the warehouse. The dock personnel fill in a pick worksheet, which is then sent to the warehouse office personnel to enter into the warehouse management system. The warehouse office personnel use this pick worksheet and mark the items as shipped in the warehouse management system. The warehouse office generates the bill of lading report. The trucker then signs the bill of lading for each store he will



deliver product to. The trucker receives a copy of the signed bill of lading as well as a copy of the packing list for each store.

At the end of the day, the warehouse office personnel run an 'end of day' process in the warehouse management software to update all the purchasing files in the system for what was shipped for the day, and this process updates the inventory levels for the warehouse in the Liquor Inventory Distribution System.

### **2.2.2 Receiving**

The receiving process at the Concord, NH bailment warehouse begins with the director of purchasing sending a fax to all suppliers projecting the need for product over the next 30 days. The form that is utilized for the fax is generated from within the Liquor Inventory and Distribution System. If the receiving is taking place at the Law warehouse in Nashua, NH the brokers access the LIDS via the Internet Commerce Enabler (ICE) to determine current inventory.

Brokers send orders to the suppliers and the suppliers create shipments based on order quantities. The suppliers arrange for truckers to ship to the warehouse, and the trucker schedules a delivery appointment with the warehouse. The trucker then sends an advanced shipping notification to the warehouse so that the warehouse can prepare to receive the product. The warehouse issues a receipt for the product utilizing the warehouse management system. When the truck arrives at the warehouse the receipt is available in paper form to compare to the advanced shipping notification and the packing list. A physical count of the product quantities is done to compare to the advanced shipping notification. If there are any discrepancies, like overages, shortages, damage, or mislabeling, the warehouse documents the discrepancies. A receiving report is completed and the advanced shipping notification and packing list are attached and sent to the warehouse office personnel.

The warehouse office personnel record the inventory into the warehouse management system using the completed receiving report they get from the warehouse. At the end of the day, the warehouse office personnel run an 'end of day' process in the warehouse management system to create an original receipt. The receipt is checked for errors. If there are errors, the corrections are made and the warehouse manager signs the receipt. A copy of the signed receipt is mailed to the vendor, and a copy is filed at the warehouse.

### **2.2.3 Claims**

When product arrives at the Concord warehouse damaged or is damaged onsite, a form is manually prepared and entered into the warehouse management system, thereby creating a claim. If the product arrives damaged, a manual form is first filled out documenting the damage which is signed by the driver before leaving the building. If the bottles are wet, it typically indicates damage in transit. If the bottles are dry, this typically indicates that the damage occurred prior to transit. In either case the damaged inventory will be billed to the vendor, and transferred to the state's stock.

If the damage occurs at the warehouse because of poorly packaged product, the vendor is also billed. If the damage occurs at the warehouse because of human error, then a damage form is filled out but no bill is issued. The saleable inventory left over from any damage will be sent to either store number 66, 67, or 69. Each store alternates receiving damaged stock each week.



During the end of day process, a three part hardcopy of the affidavit is generated. One copy stays at the warehouse and two copies go to finance. Once a month all claims from the warehouse and affidavits from the stores are processed and invoiced to vendors.

Vendor overages received are entered into inventory and not sent back to the vendor. If a shortage occurs the trucker is required to sign a form noting this discrepancy. If an overage or shortage occurs while receiving a load, a notation is made on the line item in the system. This will be mailed to the vendor in order to facilitate proper accounting of vendor's inventory in the bailment warehouse.

#### **2.2.4 Inventory Management**

The inventory management process at the Concord bailment warehouse has three components: full inventory counts, weekly cycle counts, and daily reports of Law warehouse sub-pack levels on inventory originating at the Concord warehouse.

Full inventory counts occur twice per year at the Concord warehouse and once per year at the Law bailment warehouse which is neither owned nor run by the state. In January, as time permits, an inventory count is performed at the Concord warehouse. The January inventory count is timed to coincide with the quarterly inventory counts that occur at each store location.

A fiscal year-end count is performed simultaneously in March in both warehouses and at all store locations. In the Concord location, the inventory is counted until there are two matching counts per SKU. This final count is then transferred to a master count sheet. The numbers from the master count sheet are then entered into the warehouse management system (MAPPER) and a discrepancy report is generated. This often causes further recounts of items on the discrepancy report until the final inventory is correct. Any overages become state stock when a process is run to override the warehouse management systems' inventory with the counted inventory.

Cycle counts are caused by overages or shortages in the system or any item whose inventory levels are called into question during the week. These items are counted every Tuesday. Discrepancies are then tracked in the warehouse management system.

The Concord warehouse currently only stocks case quantities, and the Law warehouse stores both case and sub-case quantities. Case quantities for individual brands are stored at one location or the other but not both. Sub-case quantities for brands that are stored in Cases at the Concord warehouse are stored at the Law warehouse under the State's account. The Concord warehouse manages inventory levels on sub-case quantities using absolute levels of brands stored in this state account. The Concord warehouse tracks quantities of sub-cases at the Law warehouse based on absolute levels, replenishing back to the set absolute levels when items are depleted. Law charges the state bailment transportation charges to pick up cases sent to the Law warehouse from Concord. This process is in place due to limitations of the existing warehouse management system at the Concord warehouse, and a requirement of the replacement system has been created to be able to allow for sub-case quantities.



### **2.2.5 Bailment System Charges**

The bailment system charges process at the Concord warehouse begins with a transaction file within the warehouse management system. The warehouse management system uses this transaction file to determine the bailment charges automatically by transaction code, account, quantity, and charge. A rate schedule is utilized within the system by contract. Some examples of bailment charges include the following: handling for in-bound items, storage, labeling, relabeling, and inventory counting.

The 'End of Month' process in the warehouse management system is utilized to generate these bailment charges and create invoices. Invoices are sent by accounts payable with all pertinent backup, transactions, and month ending inventory to suppliers electronically, either through the warehouse management systems' online portal or via email.



## 2.3 Store Operations Business Processes

The Commission's store operations include seventy seven (77) locations across the state. For the purpose of this document, store operations will cover anything that occurs directly at the store locations. This includes point of sale functionality for cashiers and management at the point of sale terminals, as well as management level functions including inventory in the back office.

List of Store Operations Business Processes	
Process Number	Process Name
3.1	Back Office Function
3.2	Cashiering
3.3	Opening/Closing
3.4	Stocking/Inventory

**Table 1.3:** Store Operations Business Processes

### 2.3.1 Back Office Function

The back offices of individual store locations allow performance of a wide variety of functions to help facilitate the store operations. Many of these functions are typical for individual stores in a chain environment, such as:

- Reporting
- Inventory Tracking
- Adjusting Absolute Levels of Store Inventory (for fluctuations in sales as well as make one time add on changes for special events or requests)
- Monitoring POS Stations
- Accounting for Employee Time and Attendance
- Adding New Employees and Security Levels
- Printing Sale Cards
- Updating Store Hours and Locations
- Planogram Mapping
- Settling Cashier Drawers

Other functions are very specific to the Commission's operations. Unique back office functions include:

- A detailed internet system for requesting time off (bereavement, sick days, and holidays etc.) which alerts the manager for approval by email and subsequently alerts the employee of responses;
- Phone/fax/email orders from licensees which are put on hold and retrieved by the cashier when the licensee arrives; and
- Supply ordering (toilet paper, toner etc.) from the warehouse. This is unique because liquor is ordered automatically based on absolute levels and scheduled for delivery on



unique days of the week per store. Supplies are ordered manually as needed and sent on a different schedule (once a month) instead of daily or weekly like liquor orders.

### **2.3.2 Cashiering**

The majority of activities that support the cashiering process at individual store locations are commonly found in retail point of sale systems. The current system is touch screen driven and includes bar-coded and non bar-coded items. In addition to typical liquor store items, stores also carry and redeem lottery tickets. Stores sell two types of lottery tickets; instant tickets and tickets for “on-line games” (drawing based) which require the state to be registered in a third-party terminal within the store.

Stores currently accept 12 different types of tender including credit/debit, checks, in house charges, traveler’s checks, Canadian currency (bills only), gift cards, cash, lottery, and lottery payouts. Terminals allow cashiers to check inventory levels in the store, at other stores, and in the warehouse. Cashiers may also check branding information and price history. As a theft deterrent, each store has unique cash pickup levels that warn and then lock up the terminal if cash is not removed from the drawer.

Off-premise licensees (grocery stores and convenience stores) that have a valid license to sell liquor in the State of New Hampshire can purchase liquor from State liquor stores at a discount. When licensees purchase product at the store, cashiers have the ability to review information on the licensee, including type of license, check cashing authorization, in house account status, and outstanding invoice balances. Cashiers can also print past invoices.

### **2.3.3 Opening/Closing**

When an individual store opens, the manager verifies the base-line cash amount in the safe and enters this amount in the POS system. Managers manually count store lottery tickets because the retail store’s POS system doesn’t keep lottery inventory numbers past the current day. Managers then setup cashiers in the system and enter payroll hours for the previous day.

At the end of the day, managers count down the safe and deposit money that is over the base line amount, and register the deposit amount in the system. Managers pull up the store report, which is left on the screen overnight because the end of day function will not send all the required data if this step is omitted.

### **2.3.4 Stocking & Inventory**

In order to properly manage inventory at the store level, stores use their current system to receive inventory, monitor inventory levels, transfer inventory, order inventory and file affidavits for inventory exceptions. Inventory arrives both from the bailment warehouse for liquor and from outside vendors for other related, non-alcoholic accessories.

All liquor orders are automatically sent to the store based on absolute levels. When product is depleted, replacements are sent from the warehouse to replace it. The schedule for ordering this from the warehouse is different for each store based on volume. Managers can make changes to these absolute levels per store or make one time add-ons for ordering product for a special order or upcoming known increase in volume. Managers can raise all levels across the



board with a percentage increase when necessary. An invoice is received when product arrives at the store, and out-of-stock items are noted at the bottom of the invoice.

Sub-case quantity orders (bottle-by-bottle) are ordered from the Law warehouse automatically due to limitations in the Concord warehouse management system not being capable of handling sub-case quantities (as previously discussed in Section 2.2.4). All case quantities are ordered from either the Law or Concord warehouses. Approximately twenty-five percent of brands are stored at the Concord warehouse and the remaining cases are stored at Law.

Stores periodically transfer stock to other store locations. This system is also utilized in rare cases when vendors send stock directly to the store without going through the warehouse. When store to store transfers are initiated in the current system three invoices are generated, one for the shipping store, one for the receiving store, and one for the trucker. When the receiving store receives the inventory, a transfer receipt is generated. Store transfers are put on hold during quarterly inventory counts.

Each store takes a full inventory on a quarterly basis utilizing handheld mobile devices. The entire inventory is counted twice for accuracy. After inventory is counted, a watchdog report is generated which shows any discrepancies over 100 bottles to find any mistyped quantities. After corrections, the inventory is updated with current count levels.

Store managers use affidavits to track damaged and/or mislabeled product and customer returns. When damage occurs, managers track whether the damage happened in transport, or prior to delivery. Transport between the warehouse and the stores are handled by a third-party who is billed if product is damaged in transport. The vendor is billed if damage occurs prior to transport. Shortages on invoices are added to the weekly cycle inventory count for tracking purposes. Overages are returned to the warehouse and noted on the receiving report.



## 2.4 Administrative Services Business Processes

The NHSLC Administrative Services Division is responsible for human resources, information technology and building/plant maintenance services for the Commission. Administrative Services acts as a liaison for the Commission to the Governor and Executive Council, the state legislature and other state agencies.

List of Administrative Services Business Processes	
Process Number	Process Name
4.1	Building Maintenance and Design

**Table 1.4:** Administrative Services Business Processes

### 2.4.1 Building Maintenance and Design

Building maintenance is the process for fixing problems in the Commission's buildings. NHSLC has two full-time staff and several part-time staff who support building maintenance on behalf of the Commission.

Responding to requests for maintenance begins with the receipt of a request for maintenance. Requests are submitted via Microsoft Outlook (email), using Outlook based forms, or via the telephone. Once the request is received, Maintenance staff determines if the request is an emergency. If it is, the job is immediately assigned to maintenance staff. If not, it is prioritized and organized by location (region of the state) first and then assigned to Maintenance staff. The process ends when Maintenance staff fixes the problem, the order is closed, and reports are filed. If the job is not done correctly, staff is sent to fix the problem.

Building redesign is a primary function of Administrative Services. From time to time, the Liquor Commissioners will determine that a renovation is needed. A Commission design team creates an initial floor plan and the maintenance engineer creates the final floor plan. These plans must be approved by the Commissioners. If the Commissioners don't approve the plan, it goes back for redesign by an engineer. If they do approve it, the building is assigned staff and supplies are ordered. The process ends when renovation is complete.



## 2.5 Financial Administration

The Division of Financial Administration manages the financial affairs and duties of the Commission. This involves: the preparation of financial reports, statements and analyses; safeguarding assets; performance of audits; and interpretation of policy and procedure to maintain consistency in general accounting principles. The Financial Administration team also processes and initiates accounts receivables, accounts payable, as well as contractual-, payroll-, and grant-related transactions.

List of Financial Administration Business Processes	
Process Number	Process Name
5.1	Audit/Internal Audit
5.2	Leave Requests
5.3	Time & Attendance
5.4	Inventory Control
5.5	Transaction Processing

**Table 1.5:** Financial Administration Business Processes

### 2.5.1 Audit/Internal Audit

Audit and Internal Audit staff are responsible for detecting fraud in the day-to-day transactions of the Commission. Specifically, Audit staff review cycle counts, bottle loss, voids, and refunds for fraudulent activity. The process of checking for fraudulent activity begins when MAPPER reports of transactions for a specific time period are reviewed. Reports are viewed and analyzed for inconsistencies or other indication of fraudulent activity and look specifically for a significant amount of activity in one store or by one employee. If there is evidence of fraudulent activity, staff will investigate. If necessary, staff will then visit a store to physically count the product and will look at daily transactions to validate them. Enforcement may be called upon to investigate if necessary.

### 2.5.2 Leave Requests

Store, warehouse, enforcement and central office employees follow a standard procedure in requesting time off. An employee uses the Internet Commerce Enabler (ICE) to make the request. An email is sent to the manager or supervisor that there is a request for time off. This message is also displayed when the manager/supervisor logs into MAPPER and they are given the option to approve or disapprove the leave. The manager/supervisor can review leave balances and leave history prior to approving.

If manager/supervisor elects to approve the leave, they click “yes” in MAPPER and then the Personnel Attendance and Leave system (PALS) is brought up. Leave is approved in PALS. The employee is notified by email that leave is approved if they work in a non-store location. Leave balances are updated on the day of leave.

If leave is not acted upon, “no” is clicked and the message asking for leave approval is deferred until the next time the user logs into MAPPER. Leave data is uploaded to the Government Human Resources System (GHRIS) when payroll is transmitted at the end of the pay period.



### 2.5.3 Time and Attendance

Employee tracking is the process of making store schedules for store employees and paying all employees for time worked. There are two separate processes – one for store employees and one for non-store employees. In the store, the manager creates the schedule and posts it for a bi-weekly period. The manager enters hours worked for previous day in the Personnel Attendance and Leave System for part-time employees, and adjusts hours for full time employees with leave or a day off (full time employees have 8 regular hours pre-loaded in the system, or the system reflects pre-approved leave for the day). At the end of the pay period, signature sheets are printed, and employees provide a signature certifying time worked. For non-store employees, an automated system loads 7.5 or 8 hour days, depending on the employee, and manually adjusts work hours with approved leave to achieve full days' hours.

For the check-paying portion of this process, the Payroll Office reviews all hours at end of each week for accuracy. Payroll posts and transmits to GHRIS at the end of a two-week pay period. Payroll uses reports generated to compare GHRIS to PALS and make adjustments in GHRIS transactions.

Checks are then created. Payroll reviews all check data with PALS report generated from transmit. If a check has an error it is cancelled and replaced. Payroll receives check batches and inserts in mailing envelopes and sends to store locations via USPS. GHRIS produces certification reports with totals. Office of Payroll will reconcile PALS and GHRIS using reports from PALS and GHRIS. Payroll will make adjustments indicating that an employee regularly assigned to a specific store or territory worked in a different store or territory.

### 2.5.4 Inventory Control

This process is the financial component of maintaining inventories in the stores and warehouses of the Commission. It begins with a run of reports showing the following:

- Negative inventory
- Lottery inventory
- Affidavits (reports of broken or missing inventory)
- Receiving (comes from stores – not run in MAPPER)
- Quarterly inventory

All of these reports are run daily except for Quarterly inventory. A description of each process follows:

For Negative Inventory, staff research any adjustments made on each code and product received and sold. Staff will analyze current and history reports for each store and each product. Staff then manually adjusts counts to correct inventory.

For Lottery Inventory, staff is required to reconcile sweeps inventory in stores on a daily basis. Reports are compared to ensure that what was activated by sweeps was put into MAPPER. The process ends when supervisors send counts to inventory control and adjustments are made manually. Adjustments are made to inventory twice a year.



Affidavits are statements made by employees of lost, damaged, broken or missing inventory. Affidavit reports are generated on a daily basis. The affidavits are sent to Inventory Control, checked for pricing, quantity and reason for breakage or missing inventory.

Receiving is the process of reviewing individual store reports of overages and shortages. Stores send reports of inventory received. Staff checks for indicators of too much product received or missing product. Staff then follows up with the store to make sure any overage is returned to the warehouse and that the warehouse has received it.

Quarterly Inventory is the process of each store conducting inventory every three months (the warehouse does this inventory annually). The stores inventory their product and send the inventory report to Inventory Control. Inventory Control makes an automatic adjustment to all stores to reflect the accurate inventory.

## 2.5.5 Transaction Processing

Transaction Processing is the recording of financial transactions of the Commission, specifically where the Commission sells product in retail stores and their warehouses. Transactions are recorded in MAPPER and some ancillary systems such as ICE, ACR and Law Warehouse system. Transaction Processing encompasses the sale of a product, the recording of the transaction in the POS system and subsequently recording the transaction in the State's financial system. Transaction Processing is comprised of three sub-categories: General Ledger, Accounts Payable, and Accounts Receivable.

- **General Ledger:** The process starts when a financial transaction takes place, such as the sale of a product in a store. A general ledger file is created on a nightly basis and the file is uploaded to NH First via an FTP connection. Finance staff compares the file that is uploaded to SA040 and SA010 gross profit reports to ensure accuracy.
- **Accounts Receivable:** Financial transaction takes place (product purchased). Export file is created for NH First via FTP. Export file from NH First to MAPPER/LAW/ACR.
- **Accounts Payable:** There are two distinct processes:

**Blanket Purchase Order:** Blanket Purchase Orders (BPOs) are unique in that they are used to pay for products that were purchased over the preceding month. BPOs are created at the start of the month and as items are purchased from vendor stock they accrue on the BPO until month end. The product is ordered and shipped from the warehouse. At the end of the month the suppliers/brokers will invoice the Commission and the invoice should match the quantity of product specified on the BPO; Payment for the product is updated in NH FIRST.



**Depletion Invoice:** Suppliers will offer the Commission a depletion allowance (mark-down money) to compensate for lowering price on a product to below what the Commission would otherwise offer. The Commission uploads the vendor cost file (Electronic Product Specification System, or EPSS) to MAPPER and depletions are tracked in MAPPER as product is sold. Accounts Payable creates depletion invoices based on what product was sold. The invoices are uploaded to NH FIRST via an FTP connection. Payment (depletion allowance) from the vendor is received and processed.



## 2.6 Enforcement & Licensing Business Processes

The Division of Enforcement and Licensing includes four unique departments: Investigations/Special Investigations, Licensing, Direct Shipping that includes audit/compliance functions, and Training/Education. Like all Liquor divisions, Enforcement and Licensing leverages the use of the MAPPER system, but in addition Enforcement and Licensing most frequently use both Information Management Consulting (IMC) and License 2000 (L2K), which are more specific to their needs.

List of Enforcement & Licensing Business Processes	
Process Number	Process Name
6.1	Investigations/Special Investigations
6.2	Licensing
6.3	Direct Shipping
6.4	Training & Education

**Table 1.6:** Enforcement & Licensing Business Processes

### 2.6.1 Investigations

The Investigations and Special Investigations teams reside within the New Hampshire State Liquor Commission's Division of Enforcement and Licensing. From a system or business process perspective, both Investigations and Special Investigations are alike. They are, however, unlike many other state government agencies in that Enforcement and Licensing has the ability to investigate crimes relative to their line of business. Their scope of work is, "To investigate all criminal and administrative matters which are contained in laws relative to the manufacture, sale and consumption of alcoholic beverages and other criminal laws as necessary." All Liquor Investigators are certified with the New Hampshire Police Standards and Training Council and all new Investigators must complete Enforcement and Licensing's Field Training Officer (F.T.O.) program.

Investigations and Special Investigations are initiated when a infraction has occurred. Infractions are reported by various communication channels and may be received in several ways. As examples, a violation could be reported by an anonymous tip, notification from the local police department, or a call from a Commission employee. Once the violation has been received at the Enforcement and Licensing division, it is entered into the IMC system and is assigned to an Investigator. Investigators, once assigned, review the written report in IMC and then begin their investigation. During the investigation, IMC is updated with supplemental narratives within the Offense Report.

Once the Investigator believes the investigation is complete and the report is ready they mark the report complete in IMC and notify a supervisor to begin their review of the report. The supervisor may disagree and remove the reports prior completed status and send the report back to the original Investigator for review and/or further investigation. However, if the supervisor deems the report complete they will forward the report to the Custodian of Records in the Enforcement and Licensing Division who will in turn pass the report to an internal legal assistant for their review. The legal assistant is in charge of determining violations and penalty amounts. The legal assistant may deem the report incomplete and send it back to the



Investigator for additional investigation. Once the legal assistant is confident that the report is accurate, it is finalized and filed.

## 2.6.2 Licensing

The Commission issues all licenses to sell liquor at both off and on-premise venues. New Hampshire licensees can renew their liquor licenses online or by mail. If they are renewing their license on the NH.gov website, they are required to enter either their license number or registration number in order to gain access to the L2K system via the web. If, during their renewal process a licensee tries to change information other than the questions asked, they will be asked to call the helpdesk. Otherwise, their credit card is charged and they receive a printable confirmation. A L2K batch process job runs nightly and sends these payments to what is referred to as the “lock-box” that must be manually adjusted on a daily basis in order to release and renew these licenses and post the payments. Licensees are later mailed their renewals through print manager in L2K.

If a licensee is applying for a license for the first time they can request an application either online or in person through the Licensing Helpdesk. In order for the licensee to apply for a license, the application must be mailed in with the proper fee (either \$100.00 or \$25.00) according to the application type. Retail Tobacco licenses do not have an application fee. Once the application and payment are received, the application is processed in L2K to create a new license. An inspection of the potential licensee’s premise must be done before the licensee can call to schedule their final appointment at headquarters with a licensing specialist to review all documents for the license. If all documents are complete the license is approved, then either a temporary license is issued or they are processed in the L2K system at that time and the licensee receives their license that day. Temporary licenses are typically only issued if the accounting transaction software has been closed for the day (at 2:00 pm). These are not officially processed until the next business day in L2K. If paperwork is incomplete, the licensee will have to obtain the paperwork and schedule another appointment at headquarters with a licensing specialist for review and processing of the license.

## 2.6.3 Direct Shipping

New Hampshire allows for the direct shipping of beer, liquor and wine to consumers throughout the State with the exception of the cities of Ellsworth, Monroe, Millsfield and Sharon. There are 1,100 authorized direct shippers in the United States. A direct shipper may ship directly to New Hampshire consumers in packages clearly marked “Alcoholic Beverages, adult signature (over 21 years of age) required.” All direct shippers are required to use one of the three common carriers (UPS, FedEx Ground or FedEx Express) for their delivery.

All shipments from direct shippers into the state are required to obtain an adult signature and must pay an 8 percent fee, (by check) on the retail price to the Commission for each sale. Each of the direct shippers and the common carriers must file a monthly report for each period during which shipments were made. The direct shippers pay on a monthly basis along with providing their monthly report and supporting documentation.

The monthly reports initiate Enforcement and Licensing’s auditing processes. The monthly reports are manually (using MS Access, Word, or Excel) compared against the information provided by the common carriers for discrepancies. If there are any discrepancies an email is sent to the direct shipper and/or common carrier requesting an explanation for the



discrepancies. If these discrepancies remain unresolved then the Auditing Examiner manually fills out a Letter of Violation and an Administrative Notice of Agency Action (AN), and a case file is created and a copy is mailed by certified mail to the violator. Direct shipping holds the case until the delivery of the certified letter has been validated at which point they turn the case over to Legal. If a direct shipper fails to pay their violation, the Commission may revoke their permit to sell alcohol as an authorized New Hampshire Direct Shipper.

#### **2.6.4 Training & Education**

Enforcement and licensing offers free training and education to two primary groups. All new liquor licensees are required to attend a Management Training Seminar (MTS) that educates participants on how to properly draft and implement alcohol management policies. Additionally, there are optional training sessions available for both licensees and their employees that provide education on topics such as checking IDs, criminal and civil liabilities, and server intervention. These optional courses come in a variety of offerings such as Total Education in Alcohol Management (T.E.A.M), Cops in Shops, Ready or Not, and Grocery Education Training Seminar (G.E.T.S).

During the liquor license application process, licensees are made aware of the training requirement and the dates and locations of upcoming training seminars. Upon issuance of their liquor license, applicants must attend an MTS within 45 days by either registering on-line or by calling the Enforcement Training Unit. Either of these methods direct data enters this information in the NH MAPPER system. Enforcement and Licensing also uses MAPPER to update the upcoming training schedule via their website on a monthly basis.

If the licensee attends and completes an MTS within the required 45-day period, the Enforcement and Licensing Training Unit issues a hardcopy certificate of completion to the attendees at the end of class. At the end of each MTS, the trainer hand delivers the hardcopy sign-in sheets to the Training Unit and these entries are entered into the Enforcement and Licensing's L2K system; the L2K system then updates the MAPPER database.

The MAPPER database flags all those licensees that only have 20 days remaining to fulfill their MTS requirement and auto-creates a system notification for the Training Unit personnel. Training Unit personnel then use Microsoft Word's mail-merge function to create and mail hardcopy certified letters to all outstanding licensees. If licensees still have not completed training within the allotted 45 day period, MAPPER will also auto-generate a system notification. At 45 days licensees will again receive a hard-copy certified letter from the training unit, but this time the letter is not a warning, but rather a suspension letter. Concurrent to this 45-day suspension letter the Legal Assistant issues a hearing letter requiring the licensee to appear before the Commission.



## 3.0 System Architecture

This section of the report describes the current architecture associated with the NHSLC's systems. A diagram that illustrates the environment and accompanying text that describes the configuration has been provided in this section. Additionally, a list of existing automated interfaces has been included in this section of the report.

### 3.1 Overview

The New Hampshire State Liquor Commission system architecture is primarily comprised of systems that were highly customized in-house; the core applications are 20-25 years old. This network of systems is geographically dispersed throughout three separate Concord-based facilities (50 Storrs Street, 27 Hazen Drive, and the Division of Enforcement's offices at 57 Regional Drive). There are also 77 retail store locations throughout the State of New Hampshire that are connected to both the Storrs Street and Hazen Drive facilities' networks. Lastly, NHSLC also interfaces with the Nashua-based Law system which is a separate inventory management system used in the privately owned, non-state run warehouse in Nashua. In order to maintain data integrity and open lines of communication, Law and NHSLC have agreed to a synchronization schedule (Every half hour/hour on a 24/7 basis).

The vast majority of system activity takes place at the NHSLC headquarters at the 50 Storrs Street facility, as this location houses NHSLC's core system – MAPPER. MAPPER, now known as Unisys Business Information Server (BIS), is a rapid application development and information access tool and database. NHSLC has developed the following four main applications or sub-applications in MAPPER to suit their needs over the past 25 years:

- **LIDS:** Liquor Inventory and Distribution system. A comprehensive application that tracks and records the life cycle of all Commission products from Purchasing through to Reporting. This system includes the following sub-applications: Brand/Price Maintenance, Purchasing, Ordering/Invoicing, Inventory Management, Inquiry, Register Transaction Processing, Store Information Management, and Management Reporting. This application is 25 years old.
- **WIMS:** Warehouse Inventory Management System. This bailment system records the receiving and shipments of inventory. It fulfills orders, sends orders to the warehouses, tracks vendor's stock and NHSLC stock. This application is 20 years old.
- **WITS/CORE:** Warehouse Information Transfer System. A warehouse data exchange system used to move data between LIDS and the two warehouses' management systems (Law and WIMS). This system is 25 years old. CORE: Comprehensive Order Entry System. This system communicates, by way of export files, between the LID system and Law and WIMS. WITS/CORE resides on a single server, although they are viewed as two separate systems. CORE was built after and upon WITS, although both are actively used. This application is 12 years old.
- **PALS:** Personnel Attendance and Leave System. This system keeps track of all the Commission employee data. It tracks and records hours worked, benefit hours accrued as well as handling employee additions, updates and deletes. It allows for the



maintenance of various rate and benefit tables as well. It generates quarter-leave statements, calculates earnings, and interfaces with the Government Human Resource System (GHR). This application is 6 years old.

Also housed within MAPPER is a Web Automatic Generator (WAG) which is a web content management system comprised of several sub-applications that are used by NHSLC employees in updating/posting of web pages based upon NHSLC data for store location and price lists. WAG is a pseudo What-You-See-Is-What-You-Get (WYSIWYG) web tool that is nine years old. 50 Storrs Street also houses the Credit Card Authorization terminal as well as the primary Payware Transaction server that acquires authorizations from the electronic payment media (i.e credit cards, debit cards etc.) and performs electronic settlements. A redundant Payware Transaction server is also located at the 27 Hazen Drive facility.

The 27 Hazen Drive location, in addition to housing the back-up to the transaction server, also houses some other critical system architecture components. The De-militarized Zone (DMZ) is housed here as well as the State's web server "Webster." Other than the fore-mentioned systems, there are four critical systems housed at Hazen Drive:

- **GHR:** Government Human Resource System. This is the state-wide human resource system that interfaces with NHSLCs' PALS system. GHR is the official system that stores "employee records." Since GHR is only updated by PALS every pay period (two weeks), NHSLC uses PALS as the interim database-of-record until these systems are synchronized. GHR maintains a more comprehensive file, while PAL contains only a sub-set of this information. To this end, there is some data that must be edited directly in GHR and cannot be edited in PALS and then passed along to GHR.
- **NHFIRST:** Lawson, the State's Financial Software, is still referred to by "NH First" which was its original implementation project name.
- **ICE:** Internet Commerce Enabler. An on-line portal used both internally by employees and externally by brokers to access MAPPER. Brokers access the warehouse management system via ICE to determine their current inventories. Employees use it for items such as the online submission and review of their leave requests.
- **L2K:** License2000. This system tracks all license applications issued by NHSLC. Each person, corporation, or business that does business with NHSLC whether it be the sale, manufacturing, importing, or transportation of alcohol must be issued a license by NHSLC. This application tracks these licenses and records their payments. This system is 6 years old.

Besides the Storrs and Hazen Drive facilities, the Division of Enforcement & Licensing maintains their own stand-alone database called Information Management Consulting software (IMC). IMC is used as police management software with functions such as arrest tracking and fleet tracking. However, the software is primarily used by Investigations/Special Investigations as a workflow tool to assign an Investigator to a specific case.

Lastly, there are 77 retail store locations that maintain their own backoffice servers as well as owning frontend POS hardware. This POS software is referred to as ACR or ACR-5000 (ACR



Systems Inc.). All 77 stores link to the back-up Payware server at Hazen Drive as well as the primary Payware server located at Storrs Street.

Diagram 1.1, depicts a conceptual view of the NHSLC enterprise architecture, which includes a functional based view of MAPPER and its sub-applications. A single virtualized server runs MAPPER which known as the Unisys Business Information Server (BIS). Core applications such as, LIDS, WIMS, WITS/CORE, and PALS all run within BIS (10.1.E8).

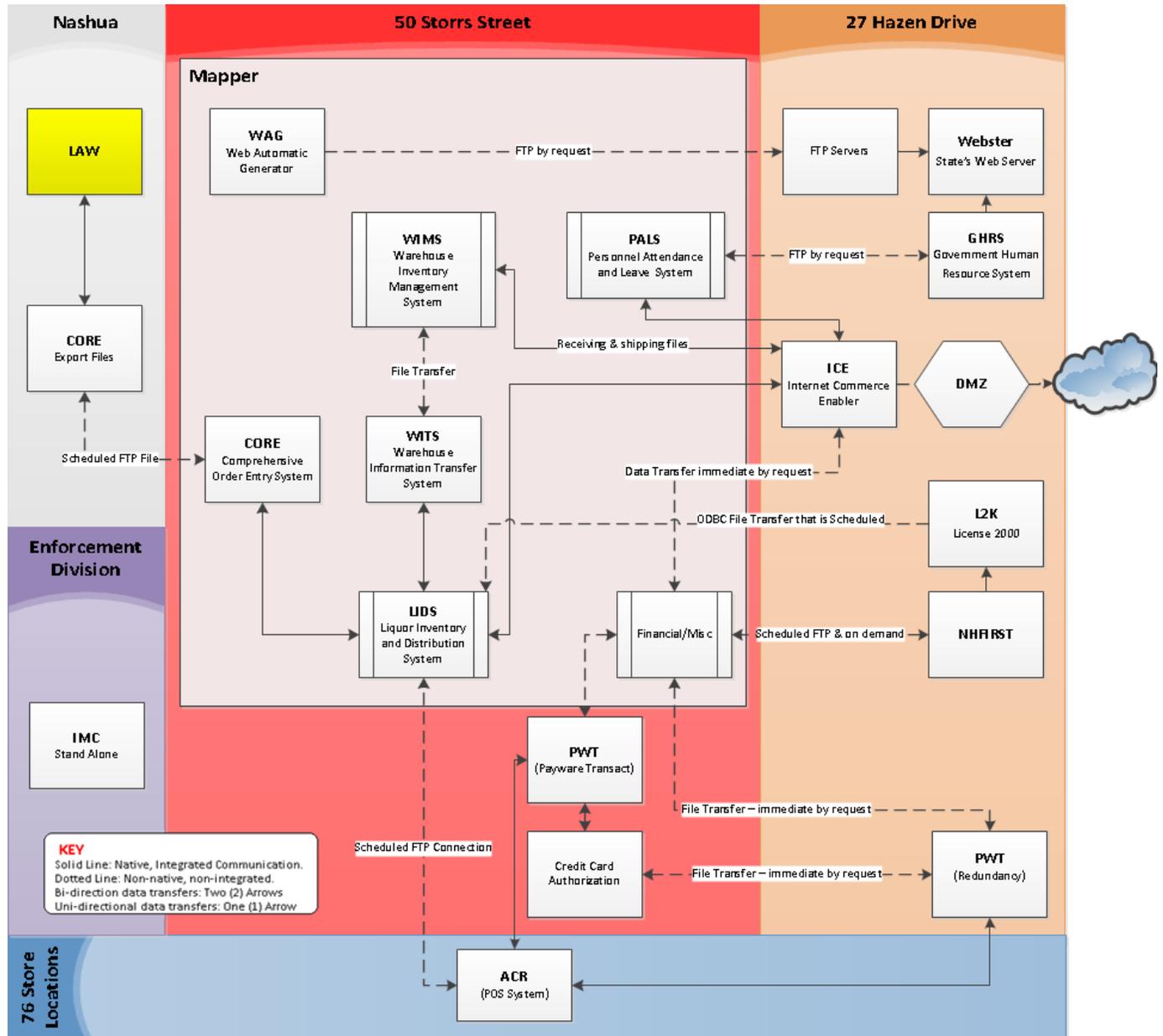
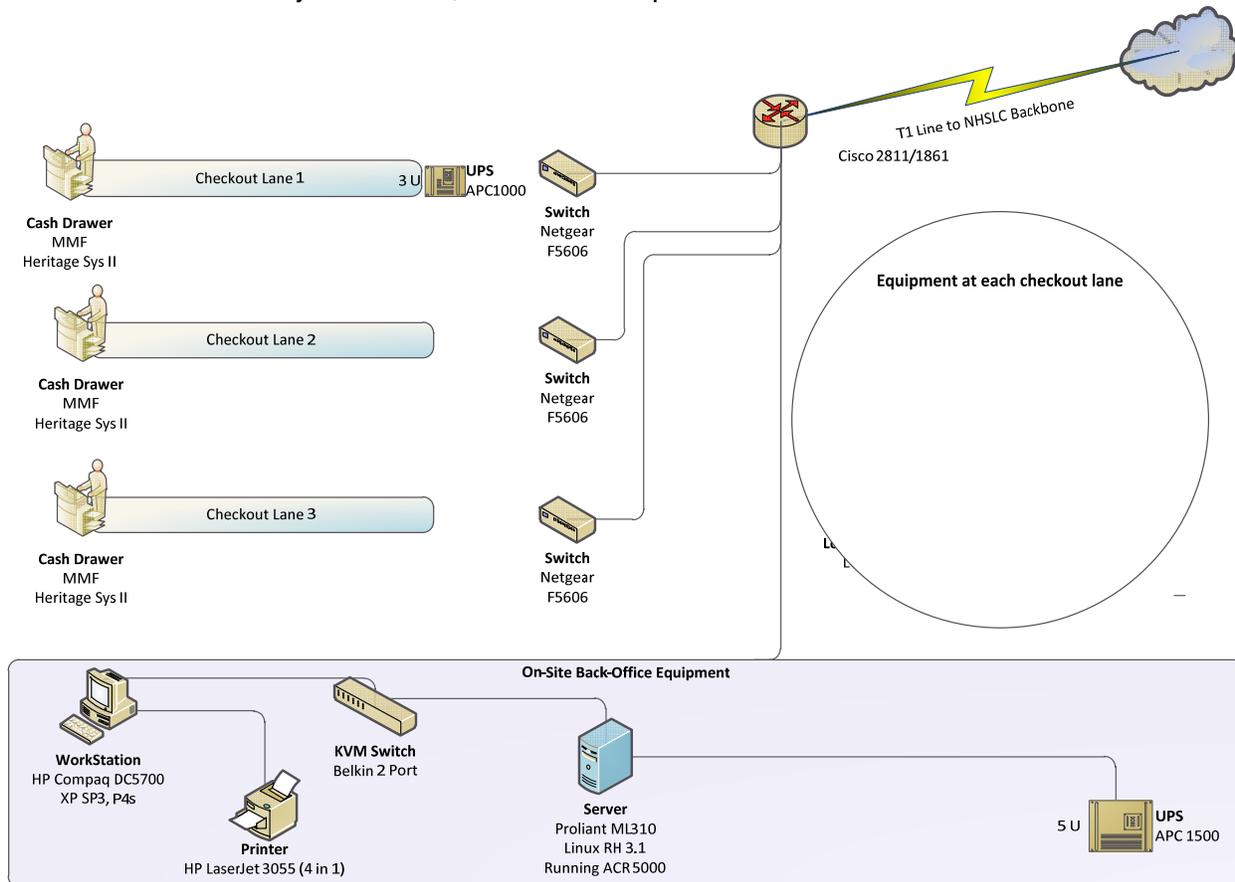


Diagram 1.1: NHSLC's Current System Architecture



### 3.1.1 POS Hardware Inventory

Of the 77 stores that comprise the New Hampshire State Liquor Commission there are a total of 251 retail store check-out lanes with equipment installed. On average there are three check-out lanes at each of the 77 store locations, although some stores have as few as two lanes and others have as many as 10. In total there are 133 single or standard lanes, 50 tandem lanes that include two side-by-side lanes, and 10 “U-shaped” lanes.



**Diagram 1.2:** NHSLC's POS Retail Hardware Environment

NHSLC owns approximately 250 POS keyboards, touch screens, barcode scanners, credit card readers, receipt printers, and network switches. Both the frontend and back office POS equipment are relatively new as all of these hardware components were purchased on or after April of 2009. Each retail store location has one check-out lane designated to be used in the event of a power outage that is connected to an APC-1000 UPS.

NHSLC has successfully upgraded all retail store locations to T1 line connections as of 2011. Each store location currently includes the following Backoffice POS hardware set-up: Hewlett-Packard server, Hewlett-Packard workstation, and printer as well as a KVM switch and UPS. These Hewlett-Packard servers are each running Linux RedHat 3.1 and house the ACR-5000 POS software. (See also Attachment K: Hardware Inventory)



### 3.1.2 Enterprise Hardware Inventory

The Liquor Commission currently operates seven (7) Dell PowerEdge 2950 servers to run their enterprise. These servers are operating within virtualized environments on Windows 2003 SP2, with Xeon E5320 processors running at 1.86 GHz. Each system includes memory allotments that range from two (2) to four (4) gigabytes. NHSLC has maintained its hardware consistency; All servers were purchased together in December 2007.

(See also Attachment K: Hardware Inventory)

(See next page (p.26) for the NHSLC Enterprise Hardware/Telecommunications Backbone Diagram)

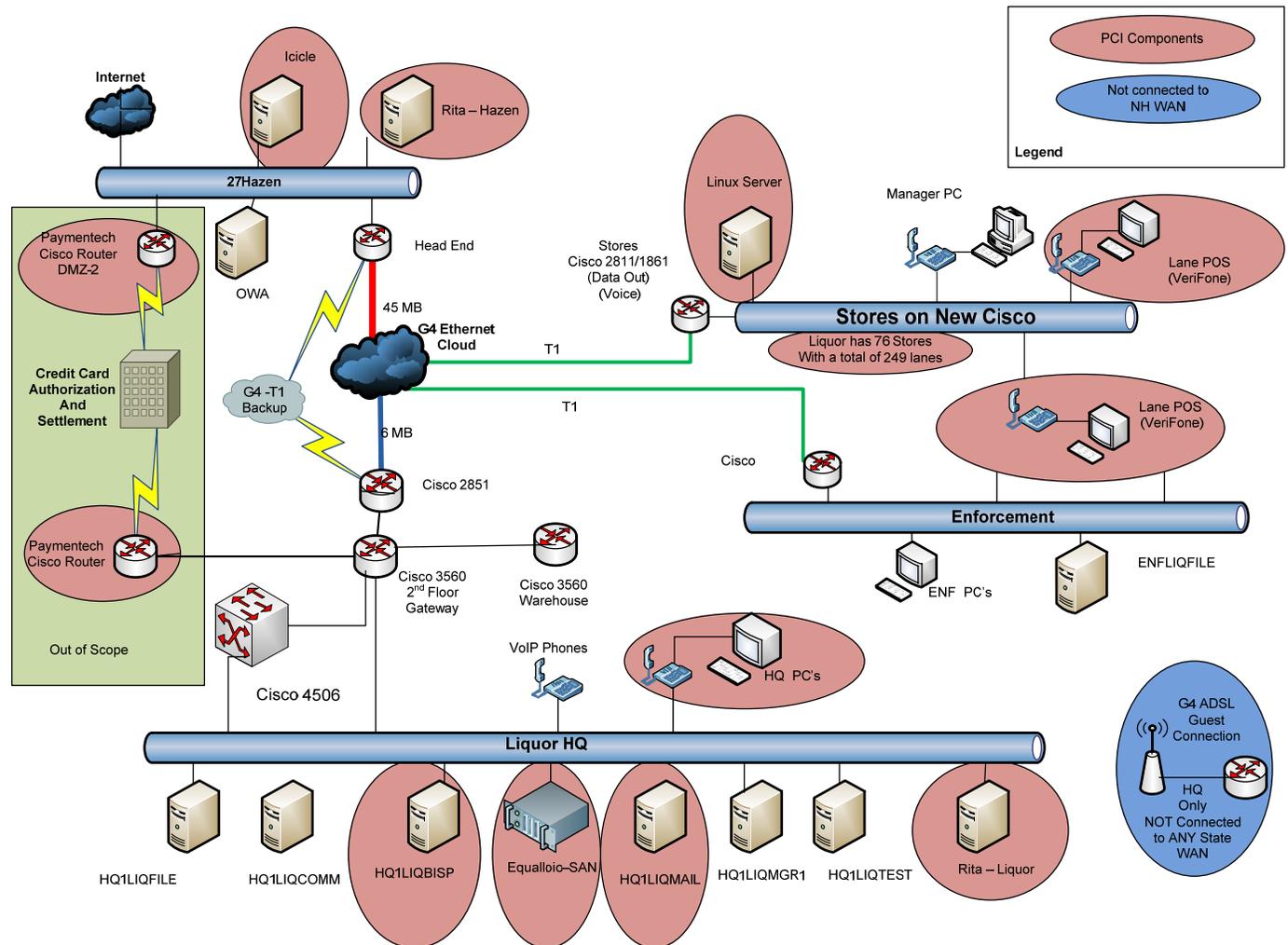
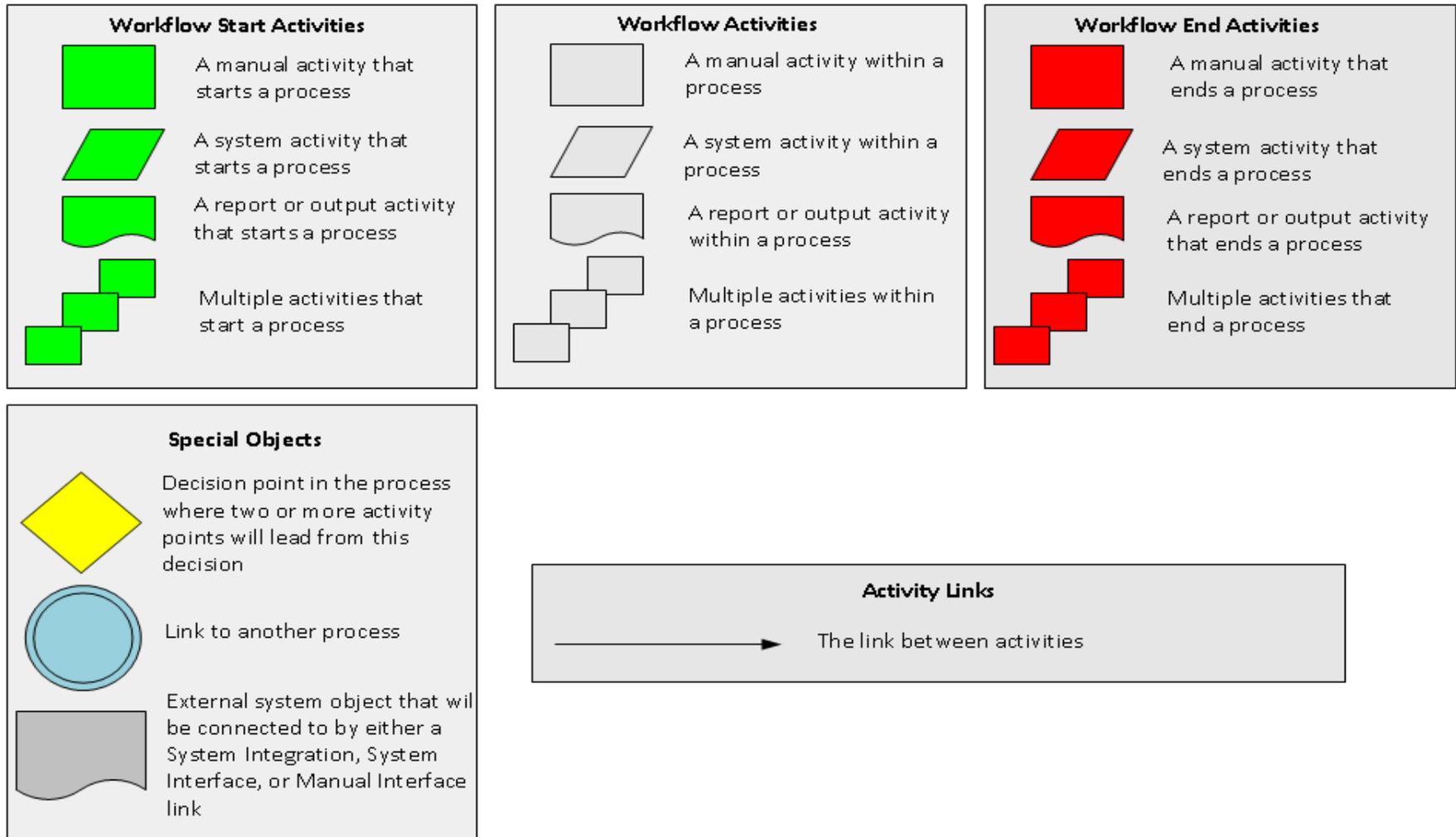


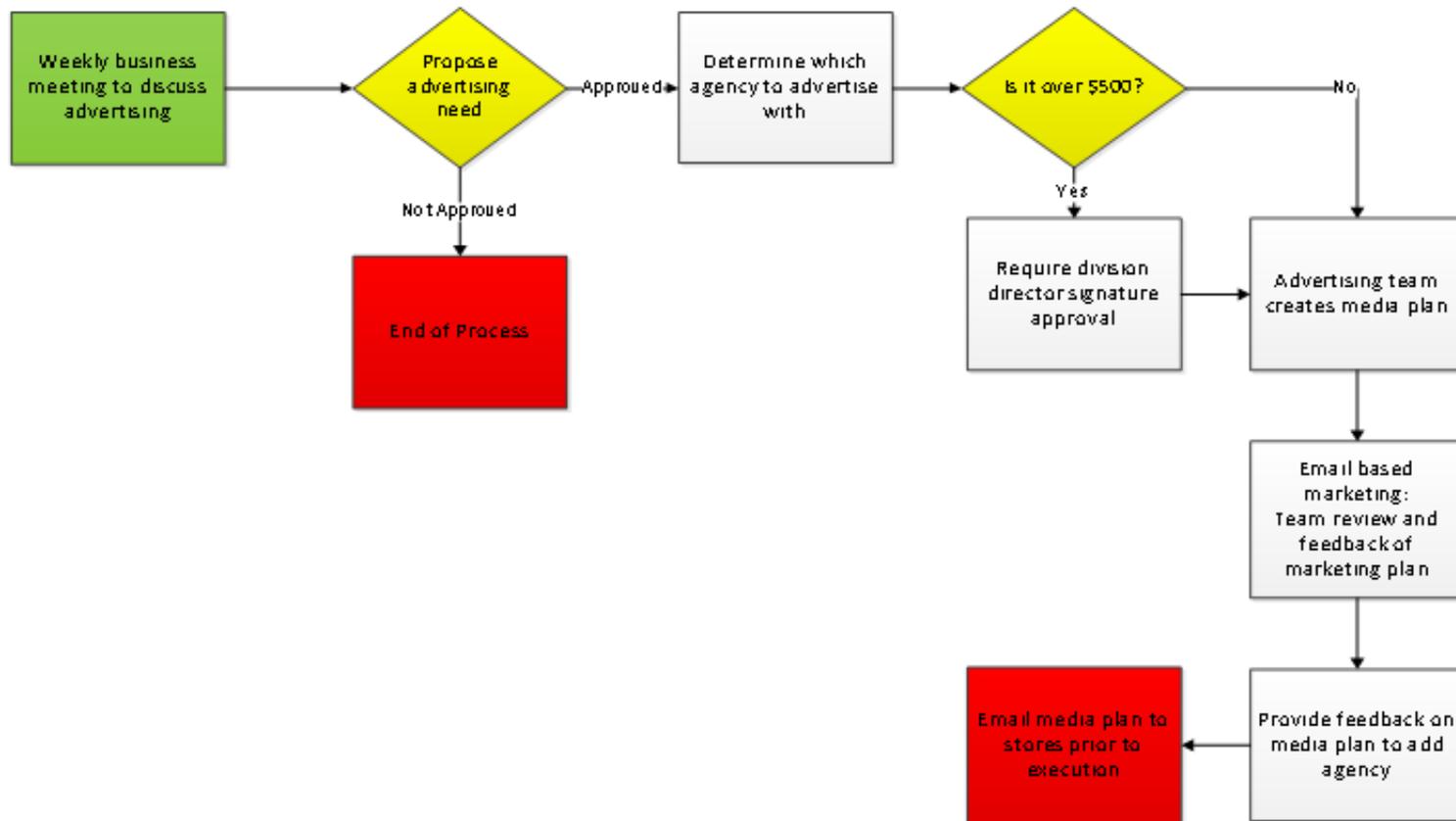
Diagram 1.3: NHSLC's Telecommunications Backbone

## Business Process Workflow Shape Key



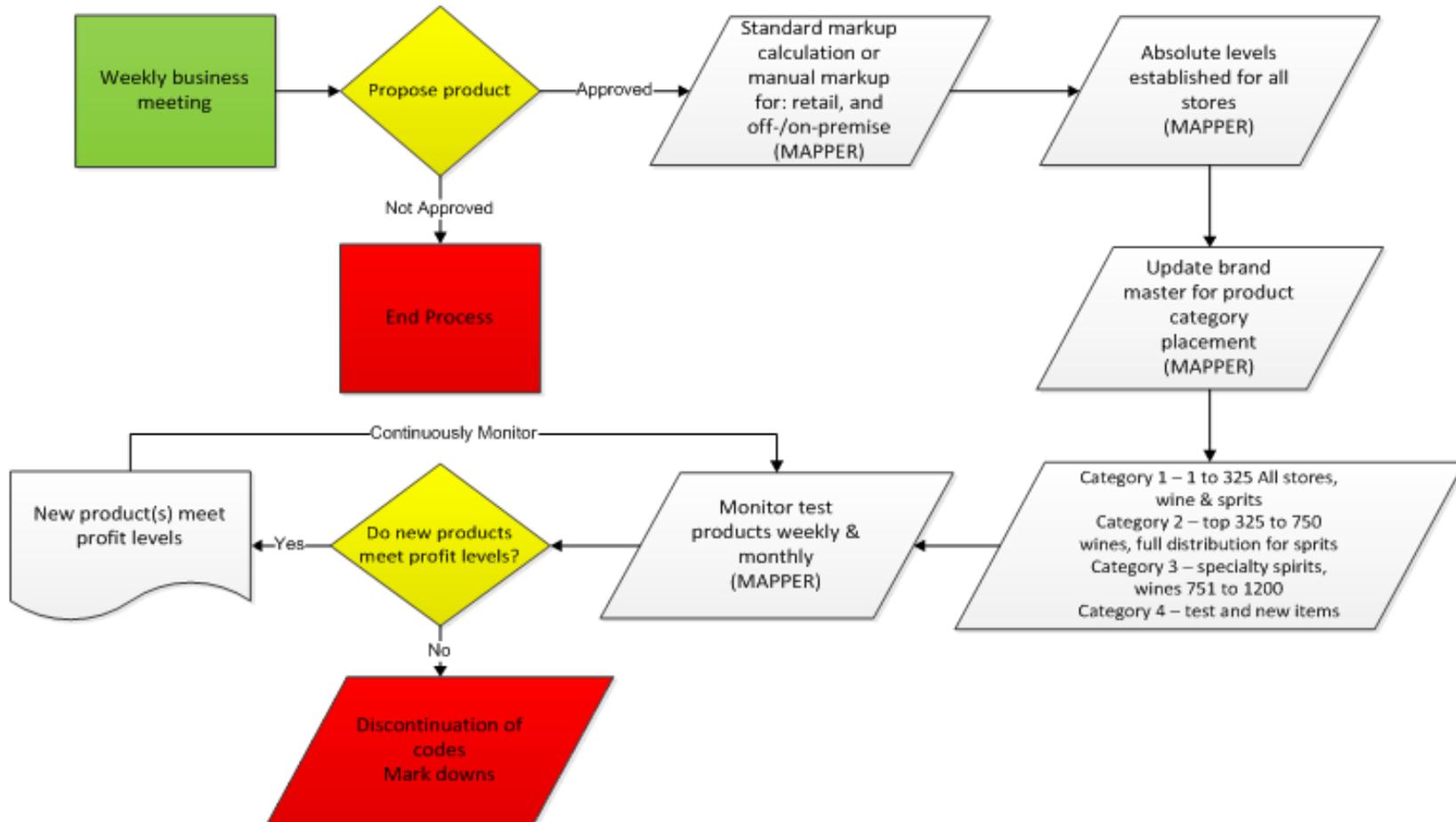
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>		
<b>Functional Area:</b>	Sales, Marketing, Merchandising	<b>Process Name:</b> <b>Sub-Process Name:</b> Advertising and Marketing	



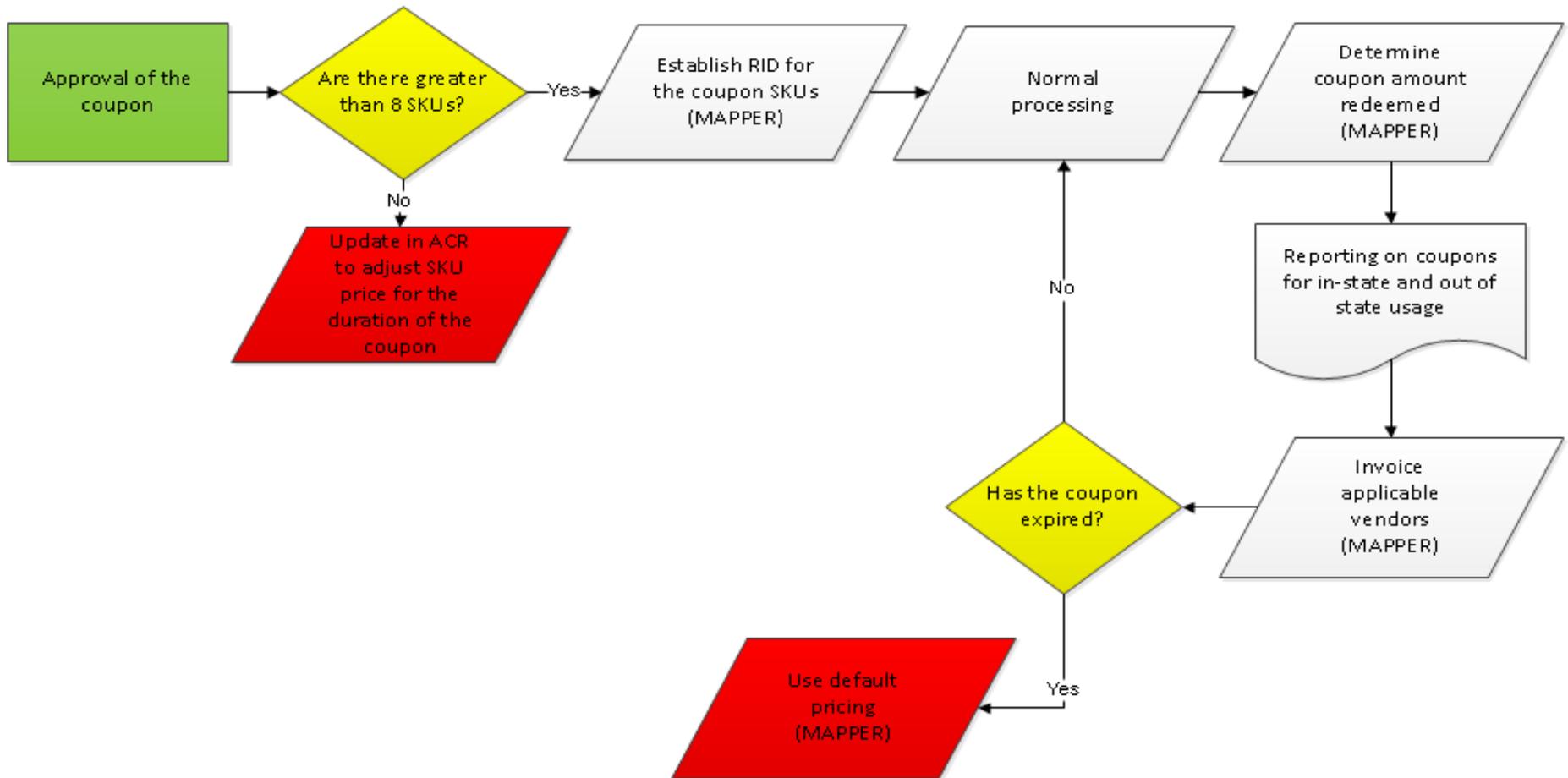
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Sales, Marketing, Merchandising	<b>Process Name:</b>	Brand Selection	



Attachment J – As-Is Business Process Workflows

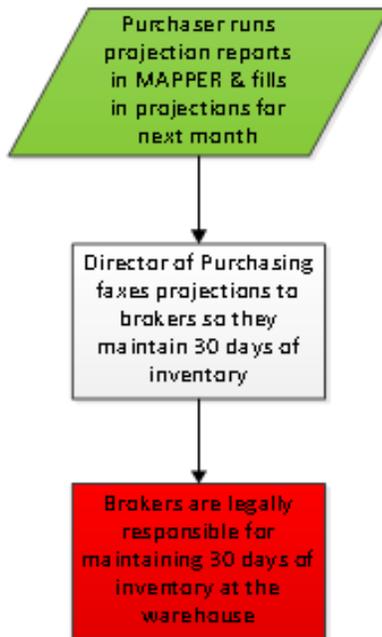
<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Sales, Marketing, Merchandising	<b>Process Name:</b> <b>Sub-Process Name:</b>	Discounts, Promotions, Coupons and Gift Certificates	



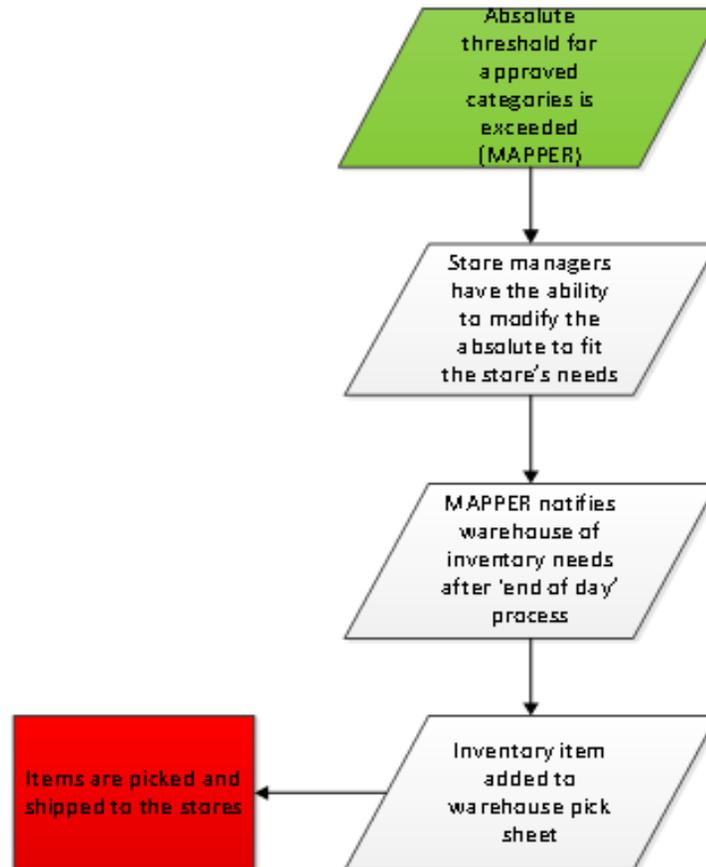
Attachment J – As-Is Business Process Workflows

Project:	<b>New Hampshire State Liquor Commission</b>			
Functional Area:	Sales, Marketing, Merchandising	Process Name: Sub-Process Name:	Purchasing	

Warehouse – Concord Only

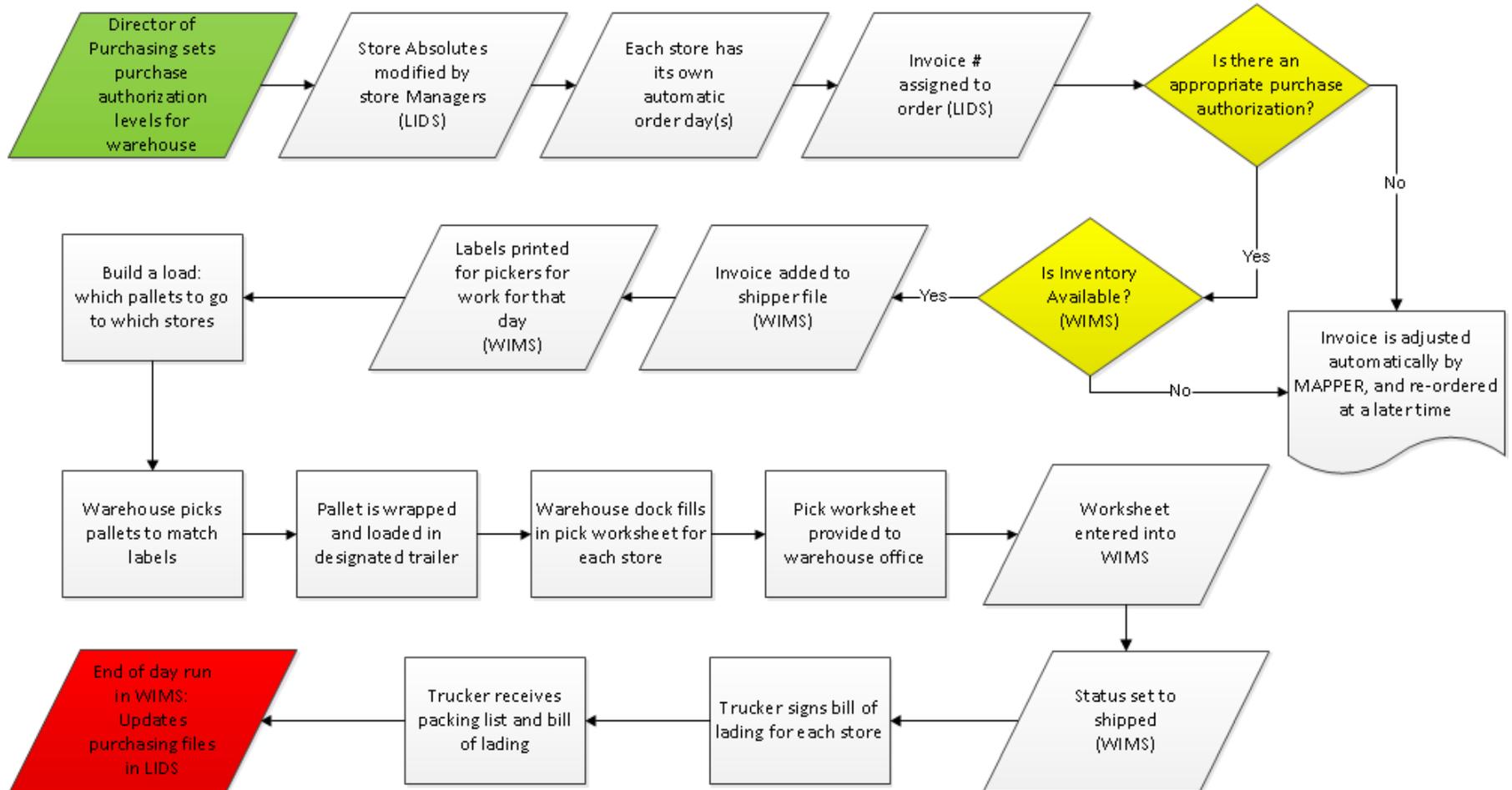


Stores



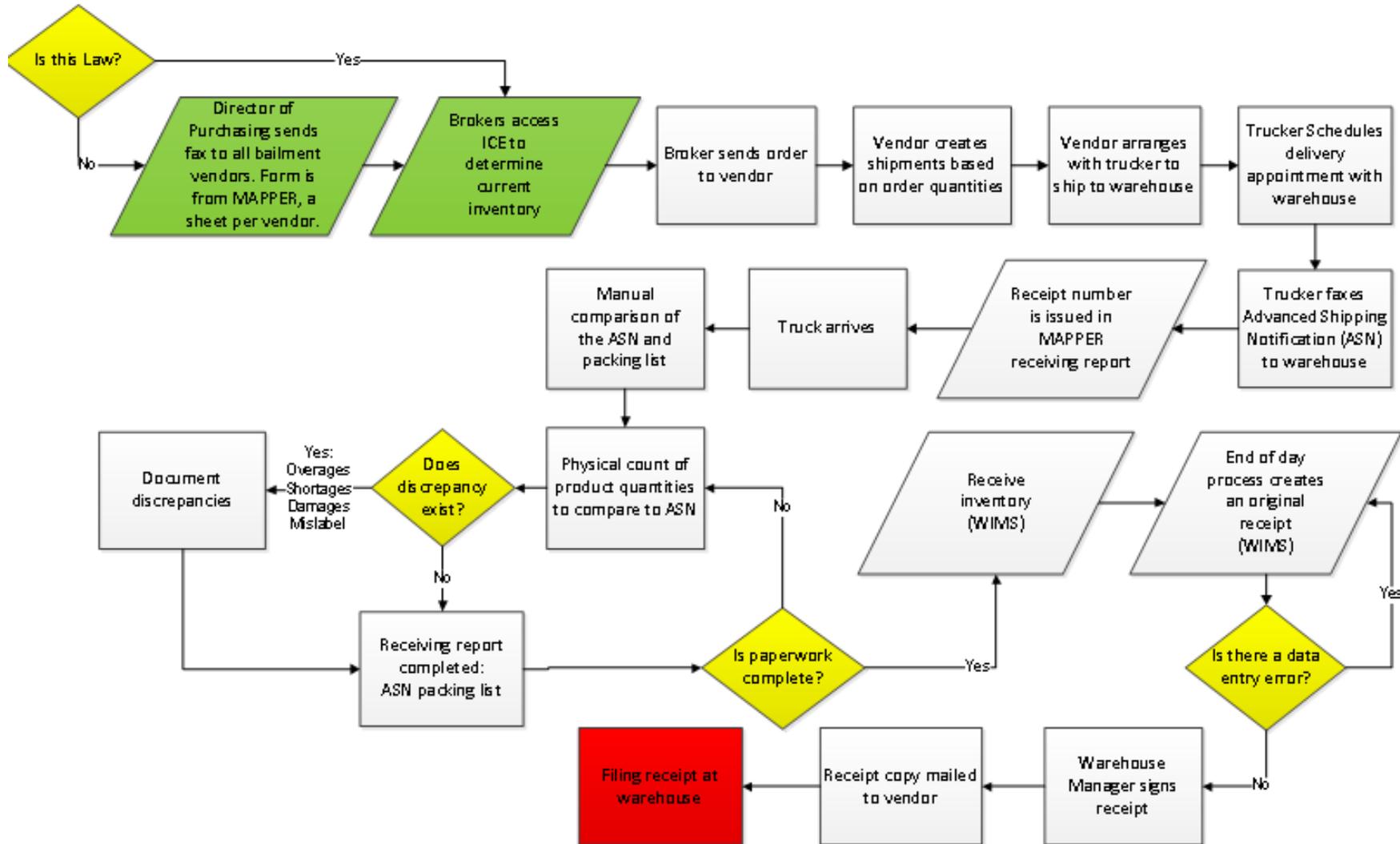
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Distribution, Warehousing, Headquarters	<b>Process Name:</b>	Shipping	



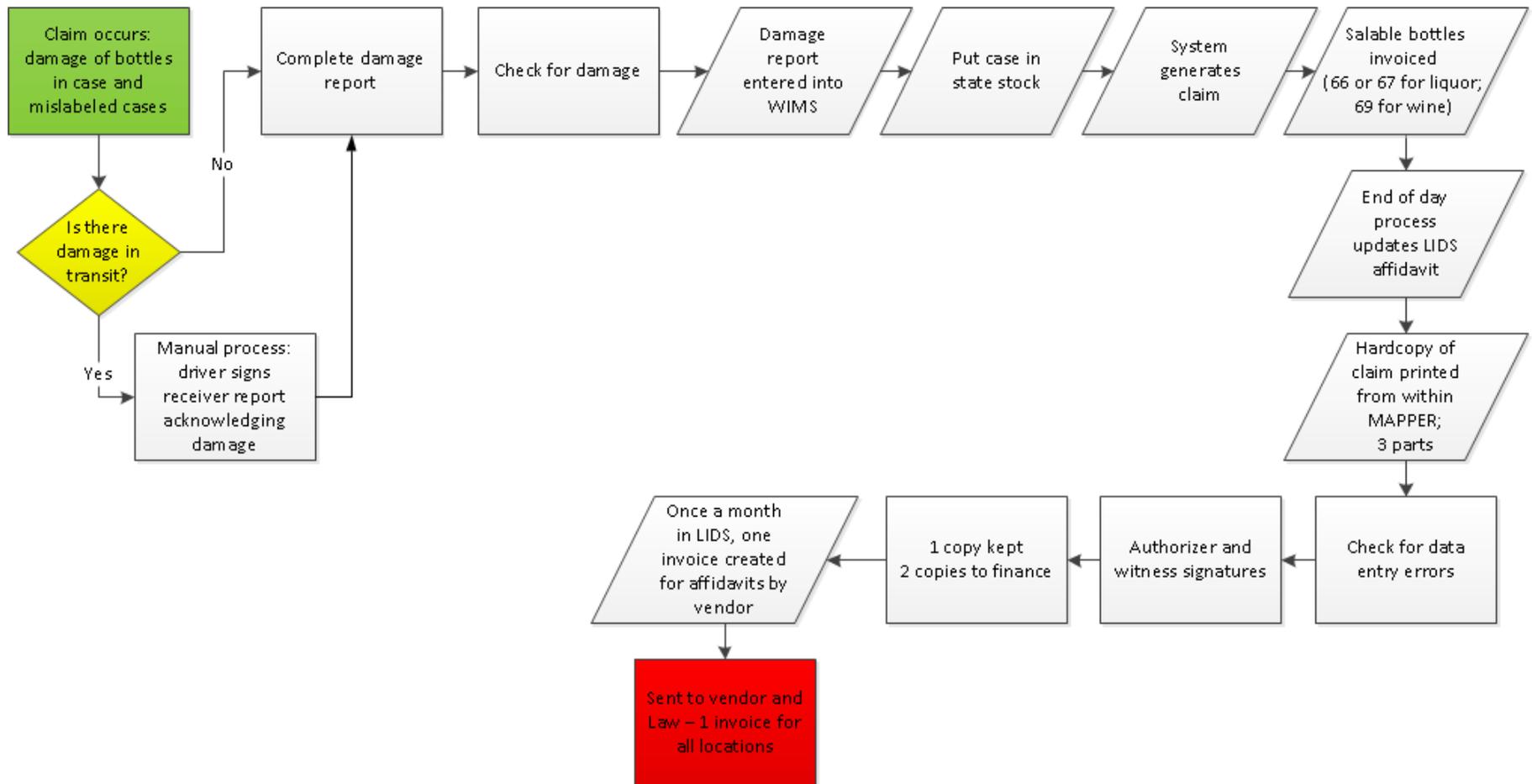
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Distribution, Warehousing, Headquarters	<b>Process Name:</b>	Receiving	



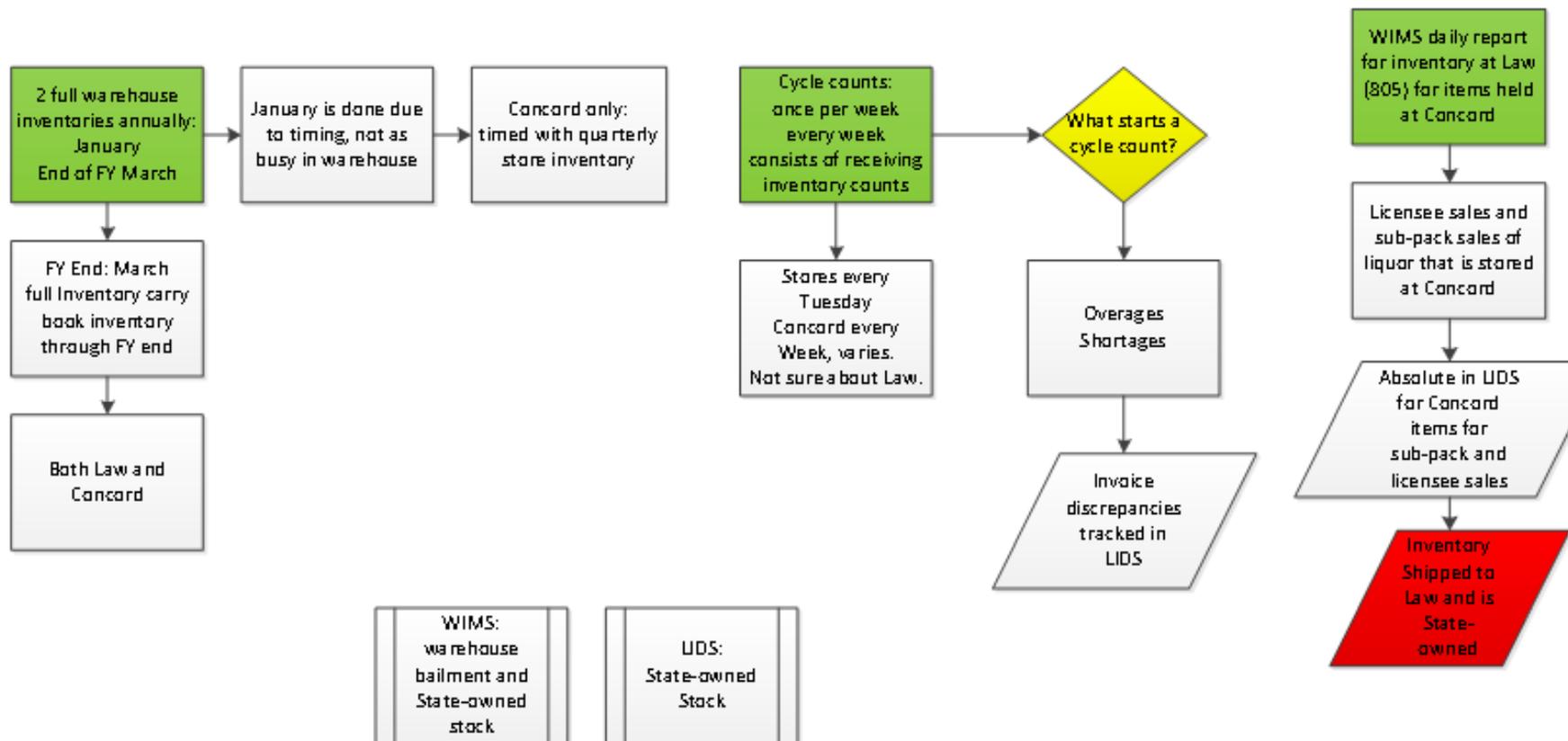
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>		
<b>Functional Area:</b>	Distribution, Warehousing, Headquarters	<b>Process Name:</b> <b>Sub-Process Name:</b>	



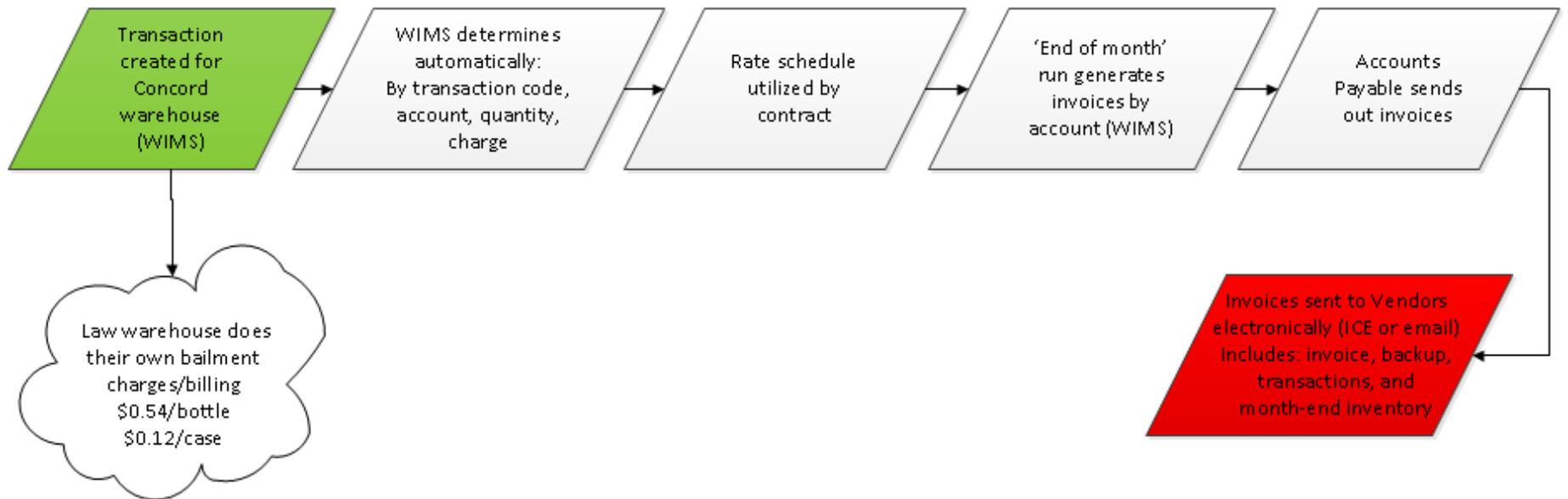
Attachment J – As-Is Business Process Workflows

Project:	<b>New Hampshire State Liquor Commission</b>			
Functional Area:	Distribution, Warehousing, Headquarters	Process Name: Sub-Process Name:	Inventory Management	



Attachment J – As-Is Business Process Workflows

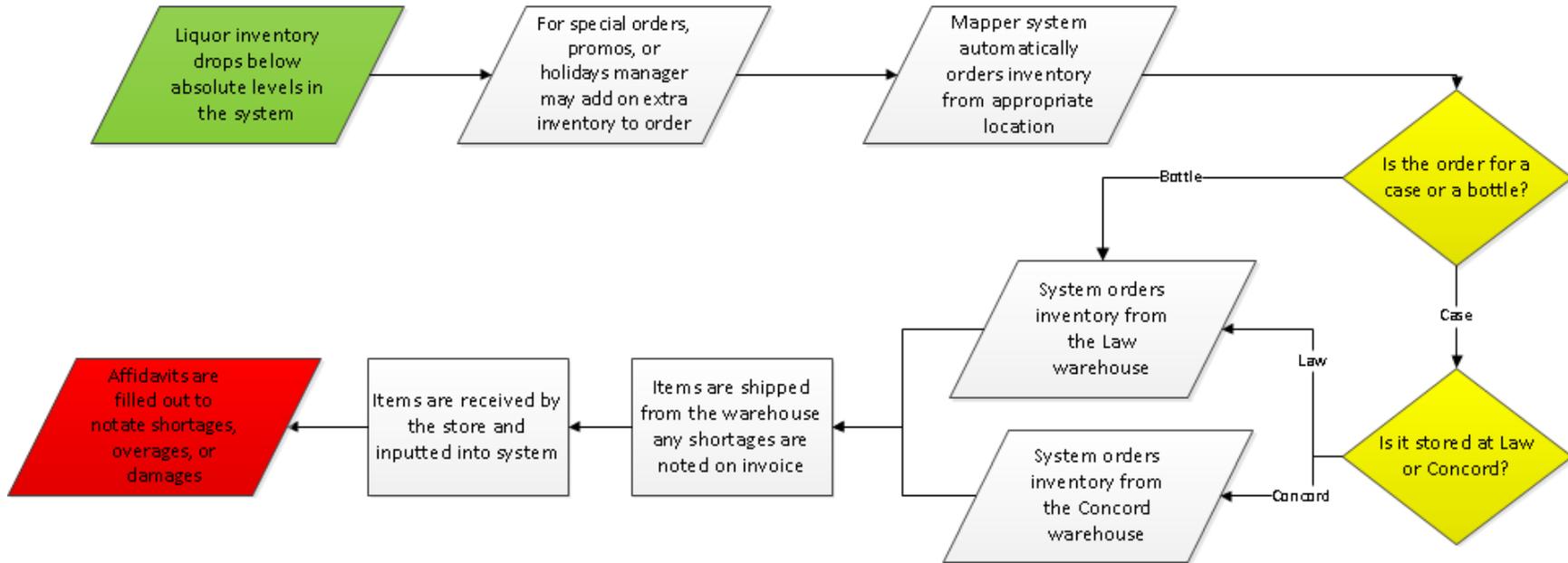
Project:	<b>New Hampshire State Liquor Commission</b>			
Functional Area:	Distribution, Warehousing, Headquarters	Process Name: Sub-Process Name:	Bailment Charges	



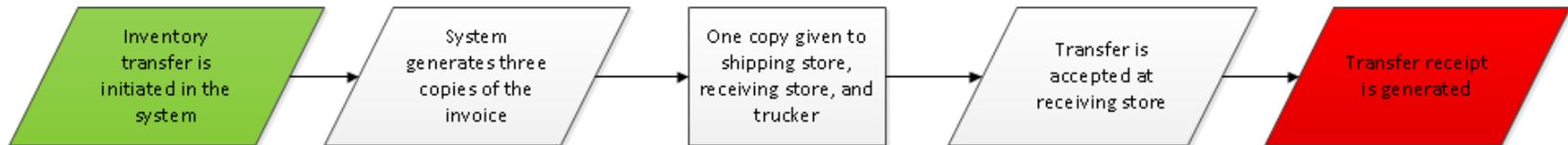
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Store Operations	<b>Process Name:</b> <b>Sub-Process Name:</b>	Stocking and Inventory	

**Inventory Ordering and Receiving**

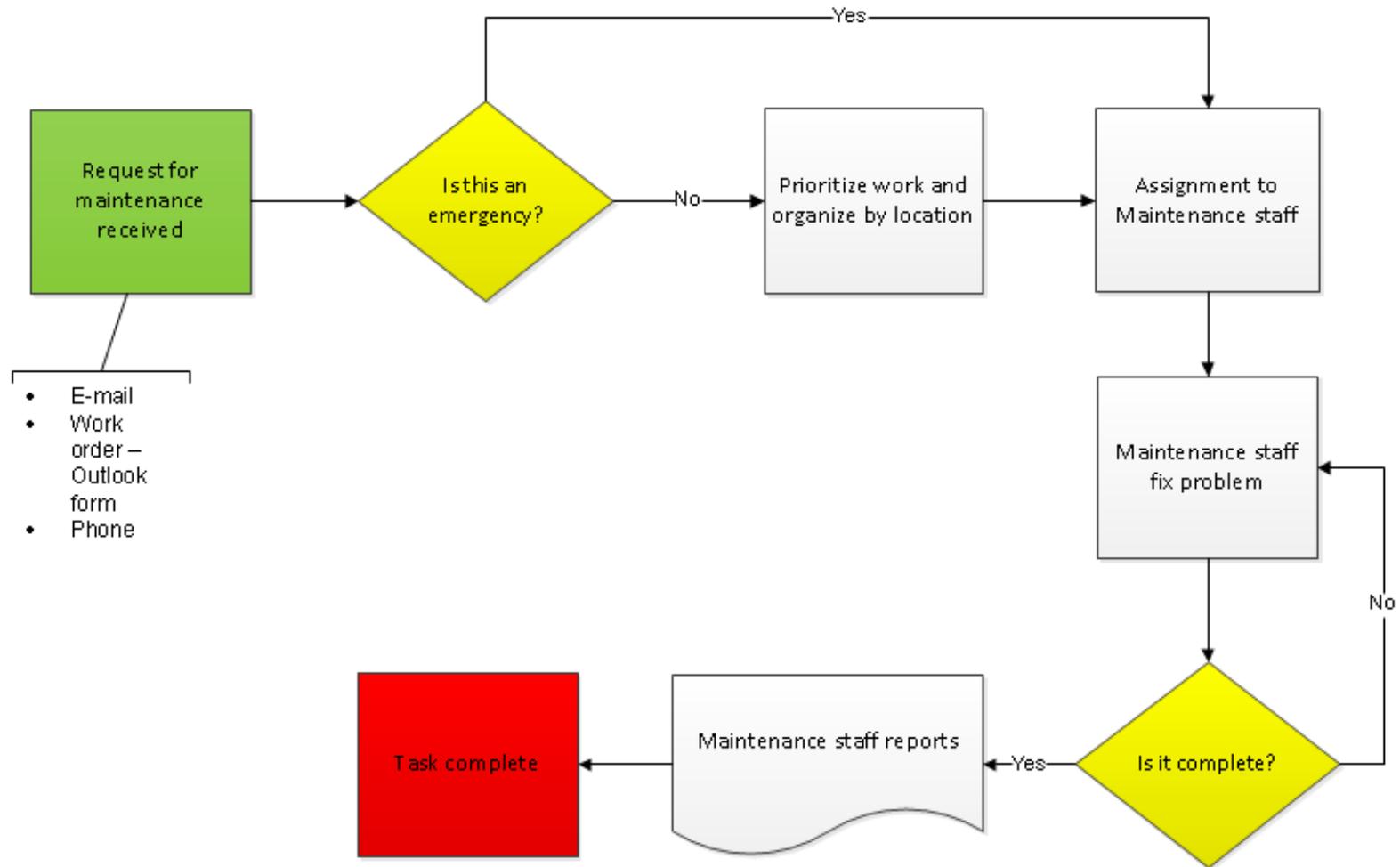


**Inventory Transfers**



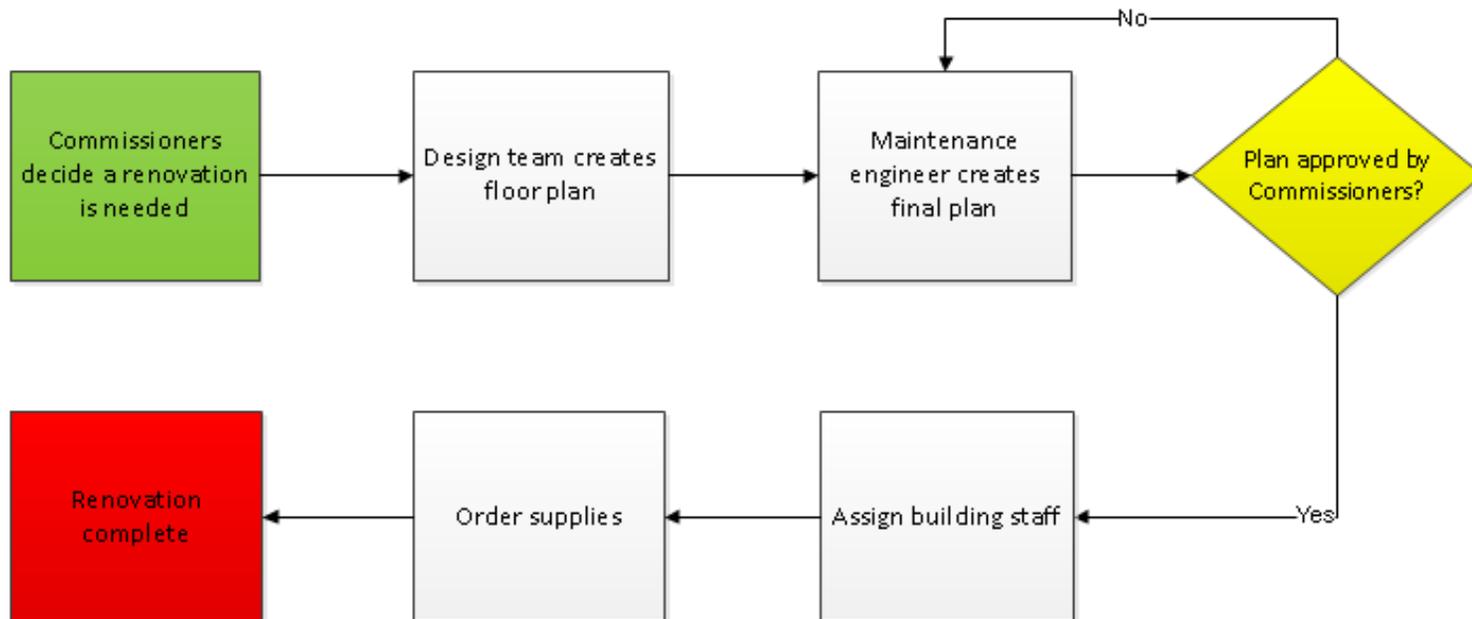
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Administrative Services	<b>Process Name:</b> <b>Sub-Process Name:</b>	Building Maintenance	



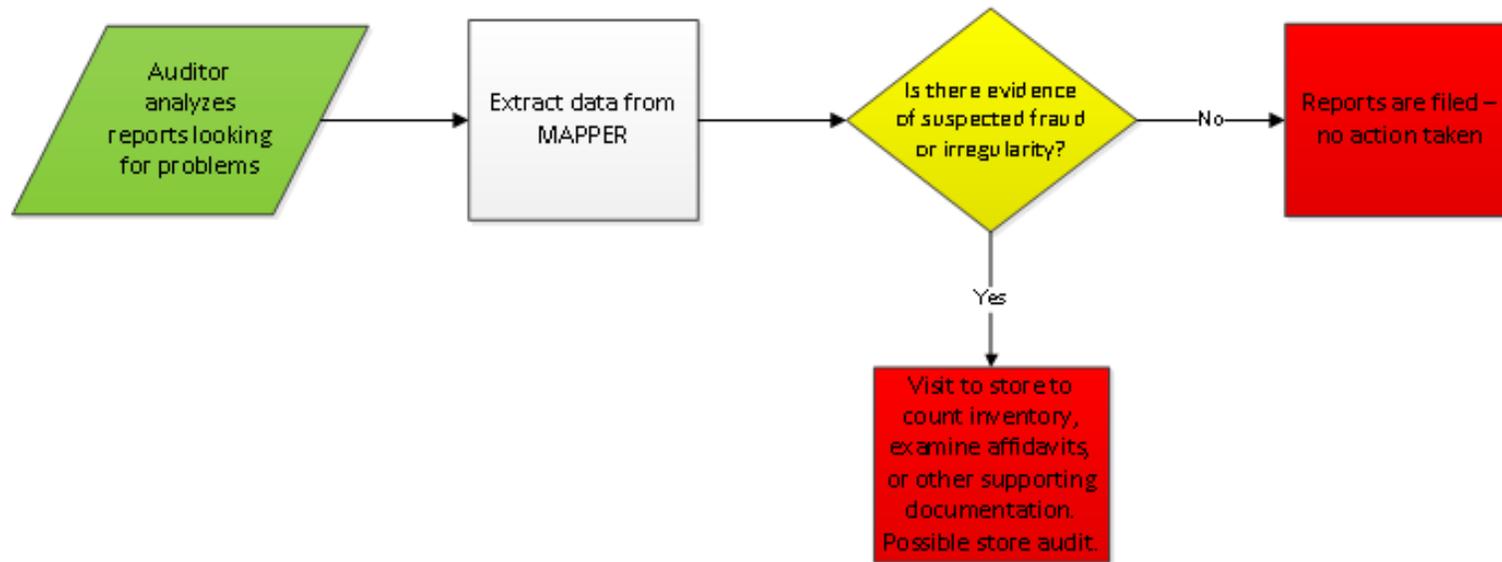
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Administrative Services	<b>Process Name:</b> <b>Sub-Process Name:</b>	Building Design	



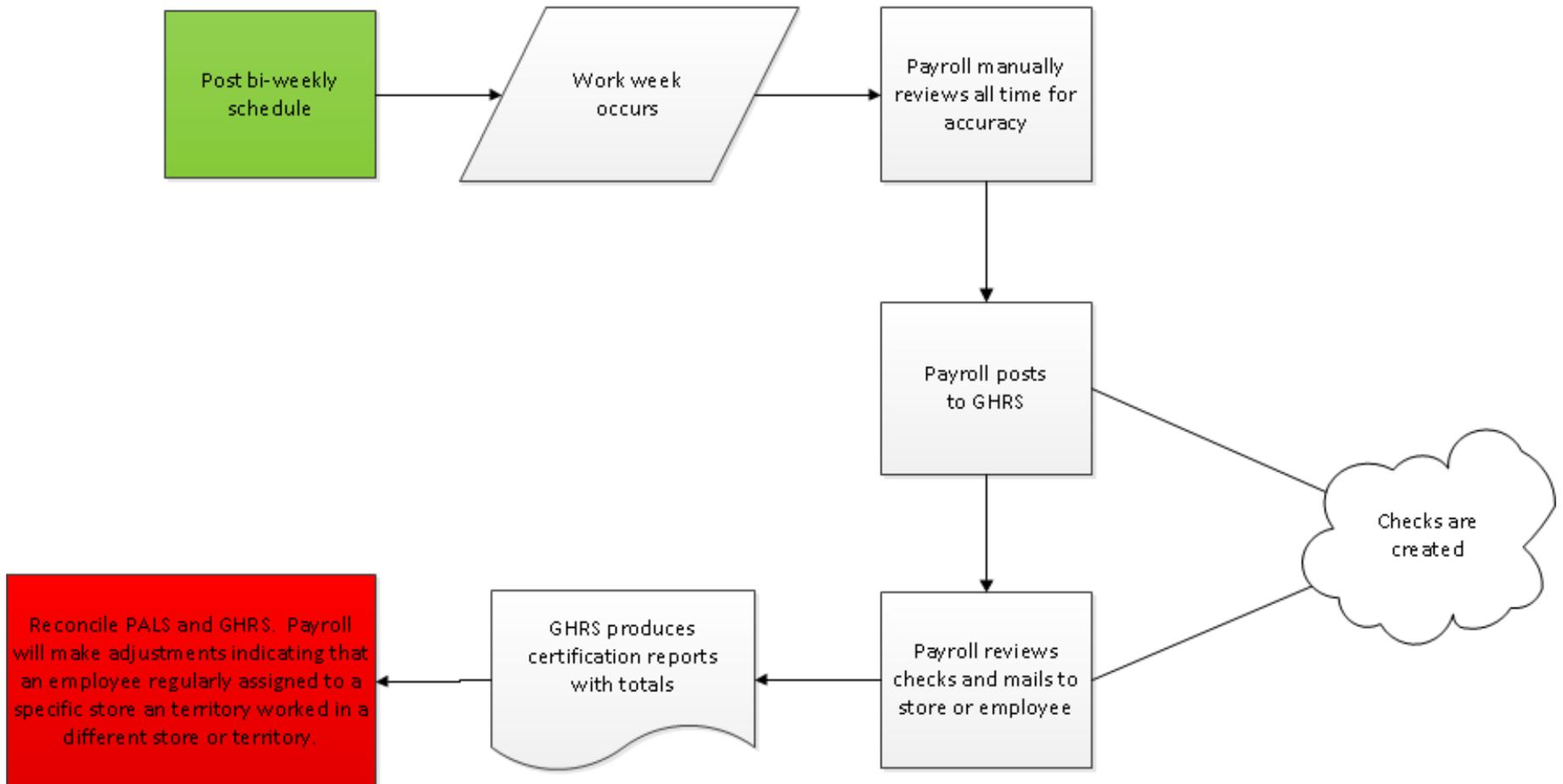
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Audit/Internal Audit	



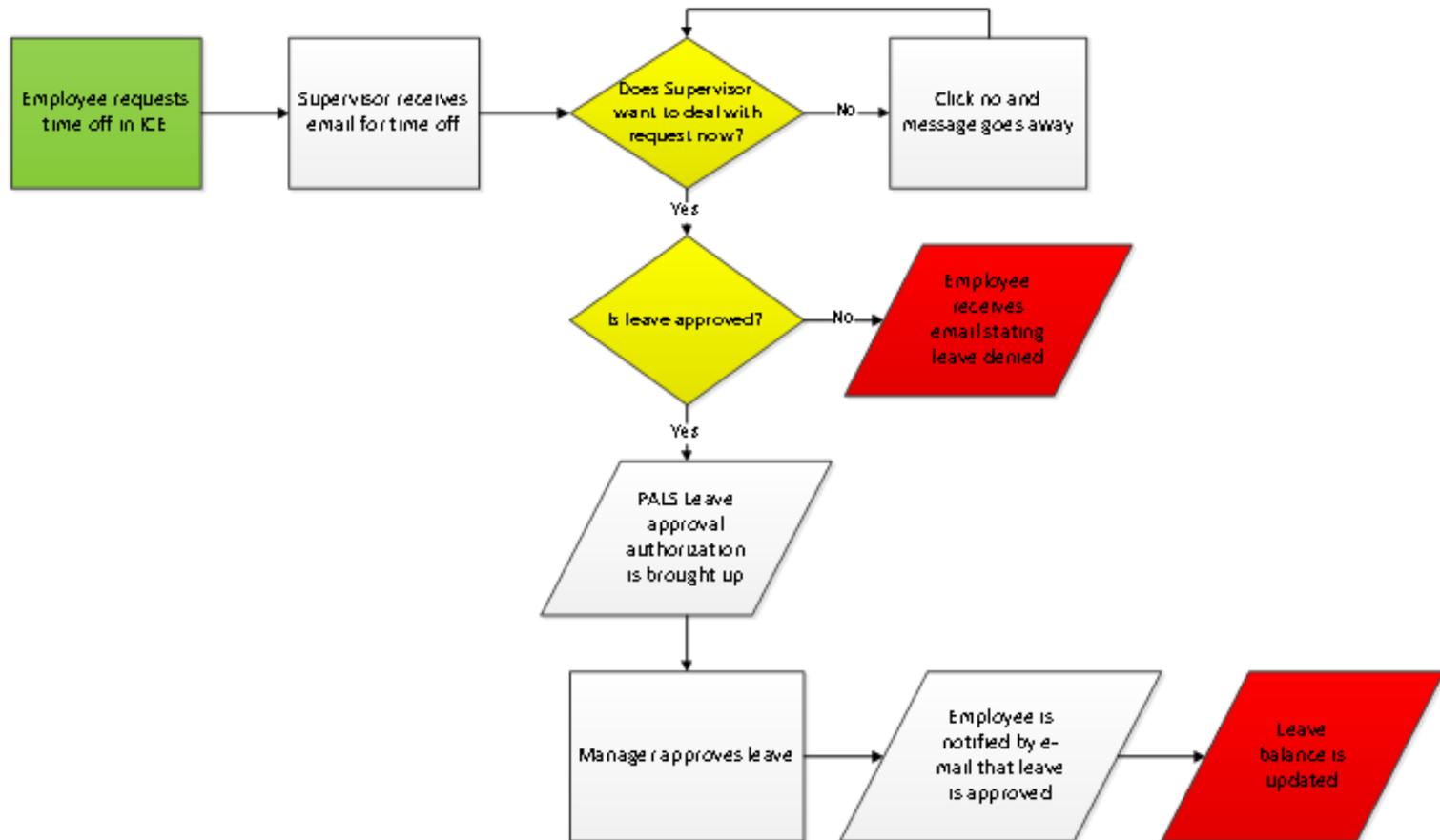
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Leave Requests	



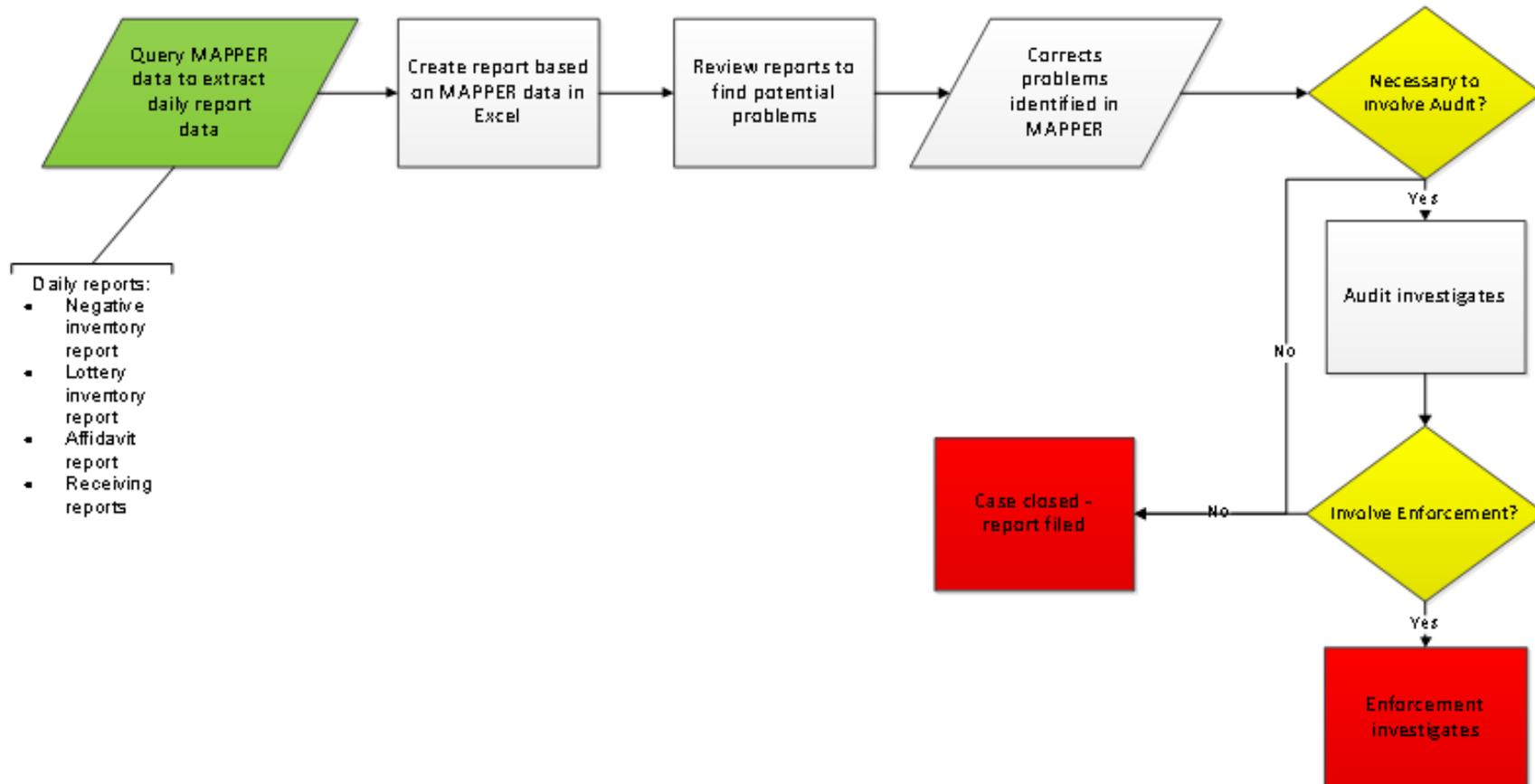
Attachment J – As-Is Business Process Workflows

Project:	<b>New Hampshire State Liquor Commission</b>			
Functional Area:	Financial Admin	Process Name: Sub-Process Name:	Time and Attendance	



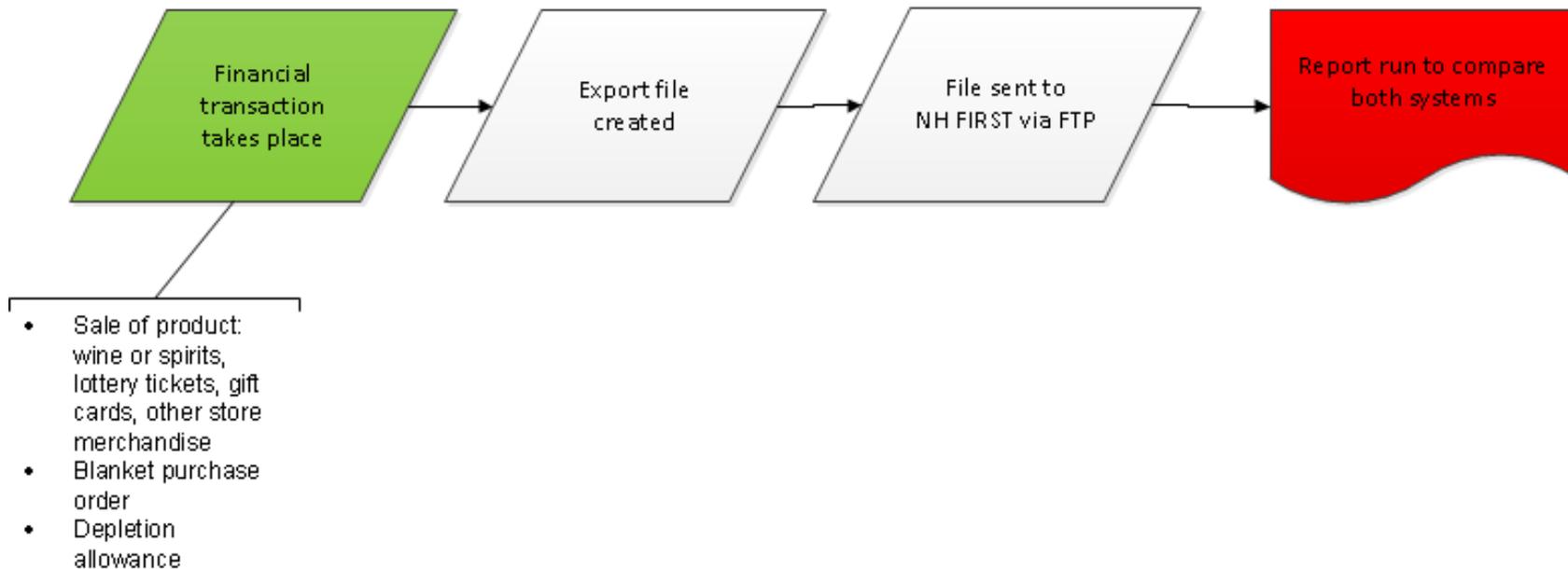
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Inventory Control	



Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Transaction Processing – General Ledger	



Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Transaction Processing – Accounts Receivable	



Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Financial Admin	<b>Process Name:</b> <b>Sub-Process Name:</b>	Transaction Processing – Accounts Payable	

**Blanket Purchase Order (BPO)**

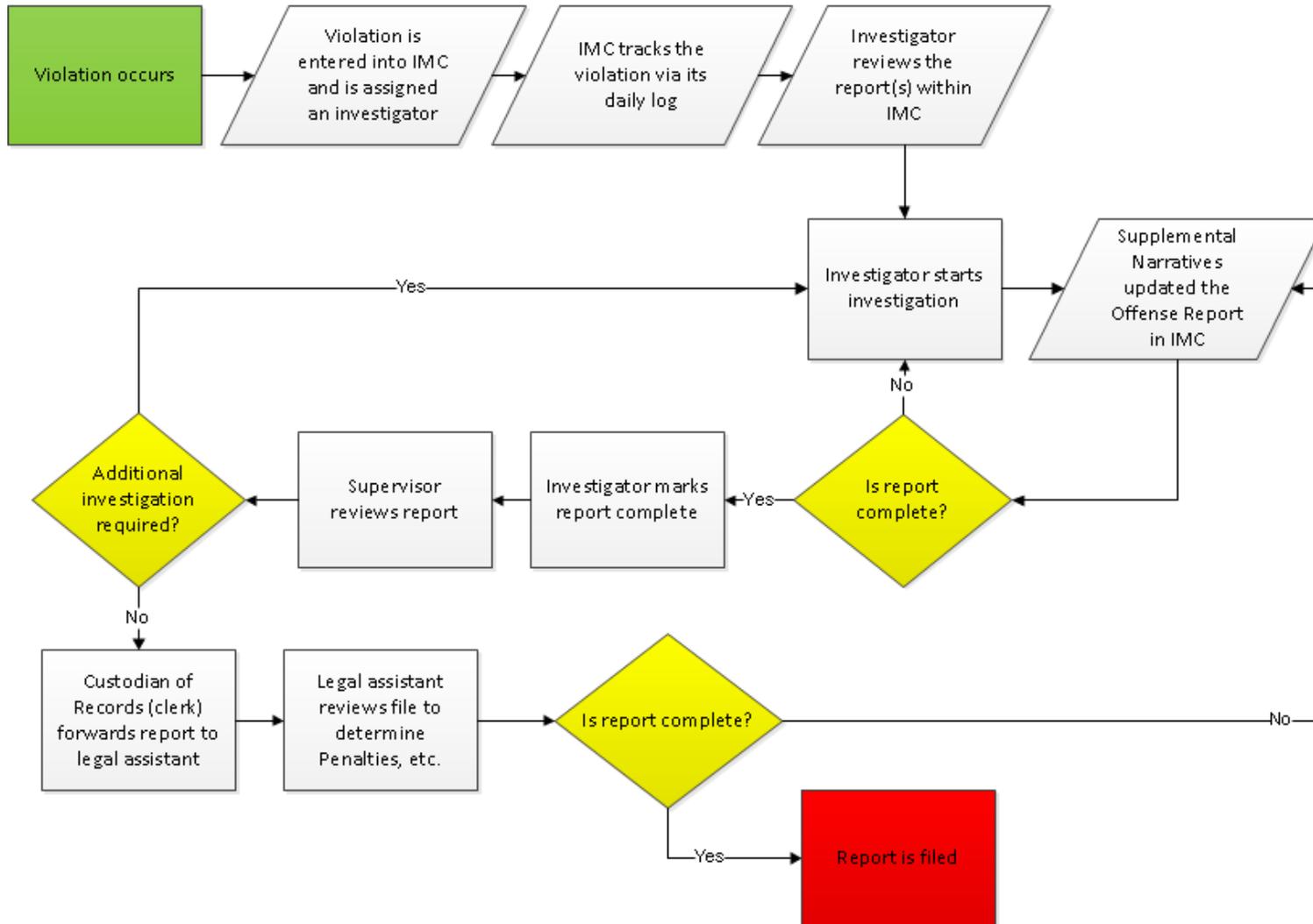


**Depletion Invoice**



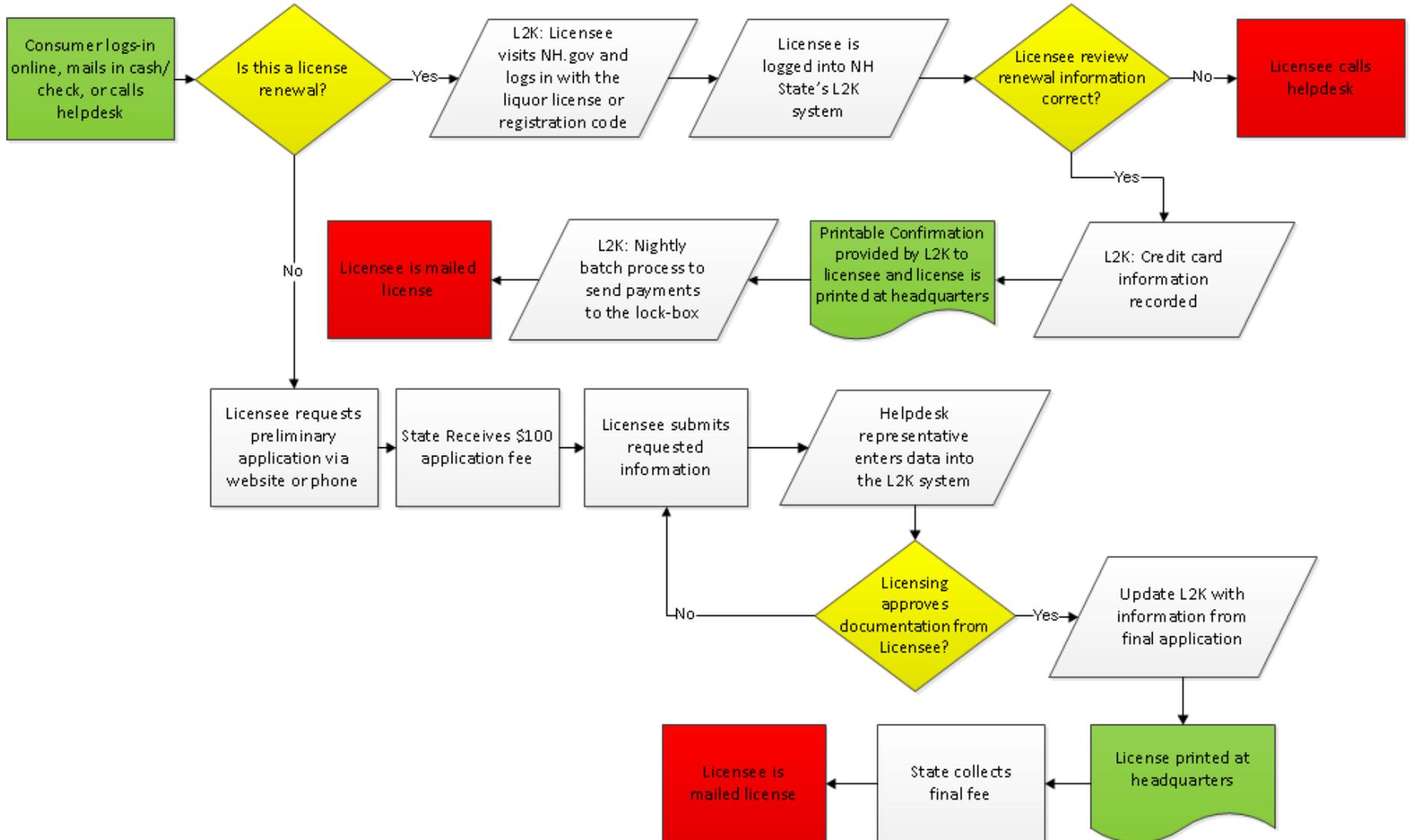
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Enforcement	<b>Process Name:</b> <b>Sub-Process Name:</b>	Investigations and Special Investigations	



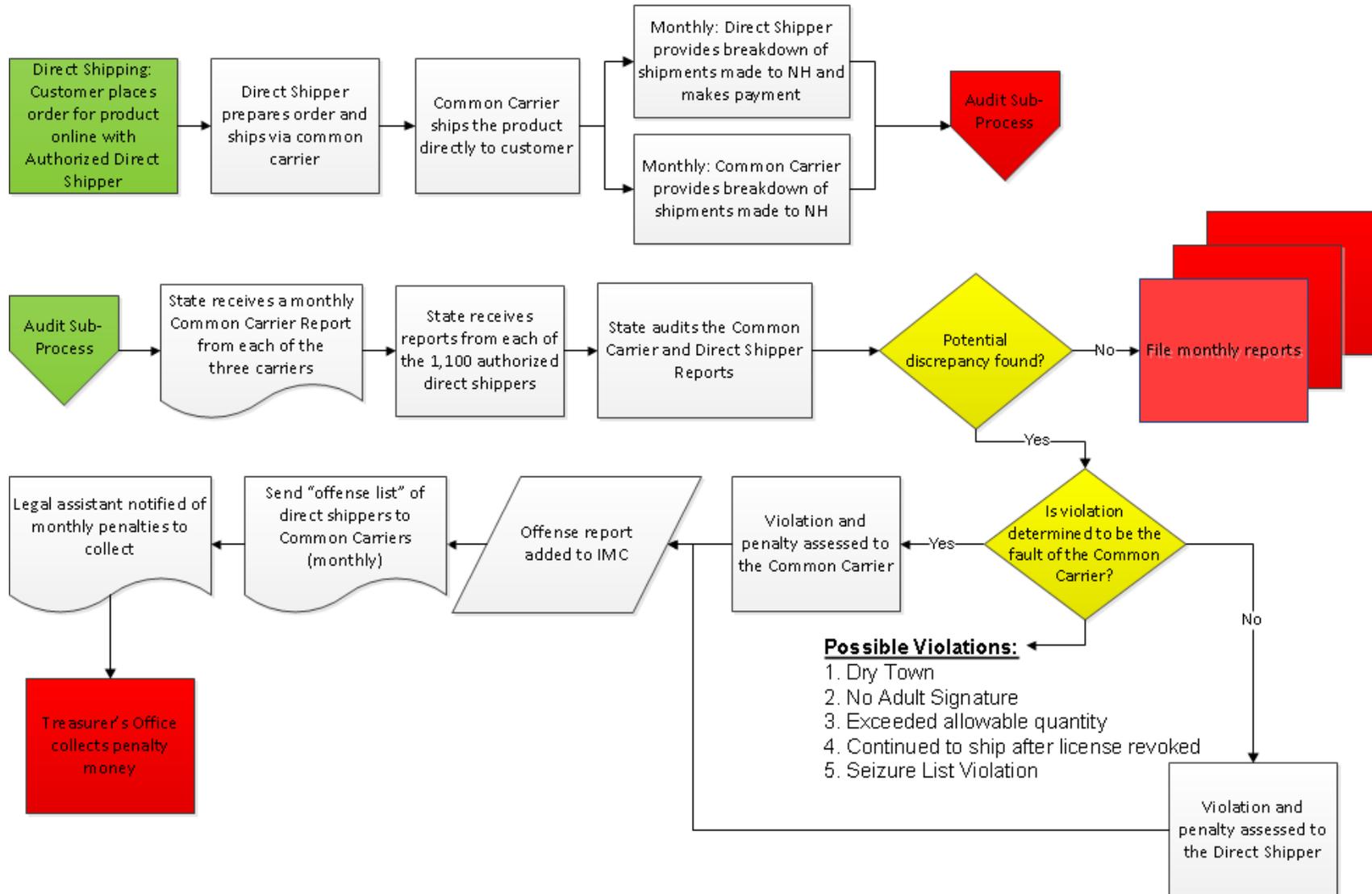
Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Enforcement	<b>Process Name:</b> <b>Sub-Process Name:</b>	Licensing	



Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>		
<b>Functional Area:</b>	Enforcement and Licensing	<b>Process Name:</b> Direct Shipping (Audit and Compliance) <b>Sub-Process Name:</b>	



Attachment J – As-Is Business Process Workflows

<b>Project:</b>	<b>New Hampshire State Liquor Commission</b>			
<b>Functional Area:</b>	Enforcement	<b>Process Name:</b> <b>Sub-Process Name:</b>	Training & Education	



Attachment K - Hardware Inventory

NHS LC Current Server Hardware							
Approx. Date Purchased	Description	Make	Model	Operating System w/Version	Applications Running on Server	Processor	Memory
Dec-07	HQ1LIQMGR1	Dell	PowerEdge 2950	Windows 2003 SP2	NetBackup/DH CP	Xeon E5320 @1.86 GHz	2 Gb
Dec-07	HQ1LIQMail	Dell	PowerEdge 2950	Windows 2003 SP2	Exchange 2003	Xeon E5320 @1.86 GHz	4 Gb
Dec-07	HQ1LIQBISP	Dell	PowerEdge 2950	Windows 2003 SP2	BIS 10.1.E8	Xeon E5320 @1.86 GHz	4 Gb
Dec-07	HQ1LIQCOMM	Dell	PowerEdge 2950	Windows 2003 SP2	RAS/DNS	Xeon E5320 @1.86 GHz	2 Gb
Dec-07	HQ1LIQFILE	Dell	PowerEdge 2950	Windows 2003 SP2	File & Print/DNS	Xeon E5320 @1.86 GHz	2 Gb
Dec-07	HQ1LIQTEST	Dell	PowerEdge 2950	Windows 2003 SP2	Test Server	Xeon E5320 @1.86 GHz	2 Gb
Dec-07	ENFLIQFILE	Dell	PowerEdge 2950	Windows 2003 SP2	IMC/File & Print/DNS/DH CP	Xeon E5320 @1.86 GHz	2 Gb
Dec-07	Tape Backup	Overland	NEO 2000				
Dec-07	Disk to Disk	Overland	REO 4000				
Dec-07	KVM	Dell					
Dec-07	SAN	Dell	Equallogic 3900				
Dec-07	Workstations	Dell	Optiplex 745	Windows Vista SP 2	Office 2003	Intel 1.60 GHz	2 Gb
Dec-07	UPS	APC	Smart Ups 3000				
Dec-07	UPS	APC	Smart Ups 3000				
Dec-07	UPS	APC	Smart Ups 3000				
Dec-07	UPS	APC	Smart Ups 3000				

Attachment K - Hardware Inventory

NHSLC Current Retail Point-of-Sale Hardware Inventory				
Approx. Date Purchased	Description	Make	Model	Quantity
Apr-09	CPU/Workstatio	HP	DC7700 Ultra-Slim	238
Dec-10	CPU/Workstatio	Logic Control	LC8600	8
Apr-09	Keyboard	Cherry Compact 104 w/ Touchpad		246
Apr-09	Touch Screen	GVision 15"	P15BX-AB-459G	246
Apr-09	Cash Drawer	MMF	Heritage Sys II	
Apr-09	Platform	MMF		
Apr-09	Scanner	Datalogic	Catcher D531	246
Dec-10	Scanner	Motorola	S2208-SR20007R-U	8
Apr-09	Card Reader	Verafone	MX870	246
Apr-09	Receipt Printer	Epsom	Tm-T811V	246
Apr-09	Switch	Netgear	F5605	246
Apr-09	JPS (Line 1 Only)	APC	1000	76

Attachment K - Hardware Inventory

NHSLC Current Retail Point-of-Sale (Backoffice) Hardware Inventory							
Approx. Date Purchased	Description	Make	Model	Operating System w/Version	Applications Running on Server	Processor	Memory
Apr-09	Server	HP	Proliant ML310	Linux RH 3.1	ACR 5000	Xeon Intel 1.86 GHz	1 GB
Apr-09	Workstation	HP	Compaq DC5700	Windows XP SP3	MS Office	Pentium 4	504 MB
Apr-09	KVM Switch	Belkin	2 Port KVM				
Apr-09	Printer	HP	LaseJet 3055 (4 in 1)				
Apr-09	UPS	APC	1500				

Attachment K - Hardware Inventory

Store Number	Store Location	Lanes with Equipment Installed	Check-Out Lanes		
			Single	Tandem	"U" Shaped
1	Concord	4		2	
2	W Chesterfield	2			1
3	Airport	2			1
4	Hooksett	3	3		
5	Berlin	2	2		
6	Portsmouth	4	3		
7	Littleton	3	3		
8	Claremont	2	2		
9	Dover	3	3		
10	Manchester	3	1	1	
11	Lebanon	4		2	
12	Ctr Harbour	3	1		1
13	Somersworth	2	2		
14	Rochester	3	3		
15	Keene	4	4		
16	Woodsville	2	2		
17	Franklin	2	2		
18	Colebrook	2	2		
19	Plymouth	2	2		
20	Derry	4		2	
21	Peterborough	4		2	
22	Brookline	3	1	1	
23	Conway	5	3	1	
24	Newport	2	2		
25	Stratham	3	3		
26	Groveton	2	2		
27	Nashua	3	3		
28	Seabrook Beach	2	2		
29	Whitefield	2	2		
30	Milford	2	2		
31	Manchester	3	3		
32	Nashua	4		2	
33	Manchester	4		2	
34	Salem	6	4	1	
35	Hillsboro	3		1	
36	Jaffery	2	2		

Attachment K - Hardware Inventory

Store Number	Store Location	Lanes with Equipment Installed	Check-Out Lanes		
			Single	Tandem	"U" Shaped
37	Lancaster	2			1
38	Portsmouth	6	4	1	
39	Wolfeboro	3	1	1	
40	Walpole	2	2		
41	Seabrook	4	4		
42	Meredith	4		2	
43	Farmington	2	2		
44	Bristol	2			1
45	Pittsfield	2			1
46	Ashland	2			1
47	Lincoln	2	2		
48	Hinsdale	3	3		
49	Plaistow	5		3	
50	Nashua	5	5		
51	Pelham	2	2		
52	Gorham	3	3		
53	Hudson	3	3		
54	Glen	3	3		
55	Bedford	4	4		
56	Gilford	3		2	
57	Ossipee	2	2		
58	Goffstown	3	3		
59	Merrimack	4		2	
60	West Lebanon	6		3	
62	Raymond	2	2		
63	Winchester	2			1
64	New London	3	3		
65	Campton	2			1
66	Hooksett	6		3	
67	Hooksett	6		3	
68	No. Hampton	3	3		
69	Nashua	8		4	
70	Swanzey	2			1
71	Lee	3	3		
72	Concord	3	3		
73	So. Hampton	7	1	3	
74	Londonderry	3	3		

Attachment K - Hardware Inventory

Store Number	Store Location	Lanes with Equipment Installed	Check-Out Lanes		
			Single	Tandem	"U" Shaped
75	Belmont	3	3		
76	No. Hampton	10		6	
77	Ringe	3	3		
78	Hampstead	2	2		
			<b>Single Lanes</b>	<b>Tandem Lanes</b>	<b>"U" Shaped Lanes</b>
<b># Lanes in Stores</b>		251	133	50	10