



**REQUEST FOR PROPOSALS**

**No. 2020-05-PINPADS**

**December 4, 2020**

**Issued by:**



**New Hampshire  
Liquor Commission  
50 Storrs Street  
Concord, NH 03301**

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**TABLE 1: SCHEDULE**

The following table sets forth the Schedule for this Request for Proposal (“RFP”). The Schedule is subject to change at the sole discretion of the New Hampshire Liquor Commission (“NHLC”). Any changes will be posted on the NHLC official website, [https://www.nh.gov/liquor/public\\_notices.shtml](https://www.nh.gov/liquor/public_notices.shtml) Proposers are responsible for checking the website for any schedule changes.

<b><u>Events</u></b>	<b><u>Responsibility</u></b>	<b><u>Date</u></b>
Request for Proposals Issued	NHLC	December 4, 2020
Deadline to Submit Inquiries By Electronic mail to NHLC Issuing Officer	Potential Respondents	December 11, 2020, 2:00 P.M.
Anticipated Response Date to Inquiries	NHLC	December 16, 2020
Deadline for Submission of Sealed Proposals: NH Liquor Commission ATTN: Janet Donnelly, RFP 2020-05-PINPADS 50 Storrs Street Concord, NH 03301	Proposers	Friday, January 8, 2021 by 2:00 p.m.

## **PART I - GENERAL INFORMATION FOR PROPOSERS**

### **1. PURPOSE**

The NHLC seeks to contract for the lease and the deployment and delivery of approximately 300 VeriFone MX925 pin pads, or a comparable alternative pin pad model, as well as a point-to-point encryption payment solution that integrates with Microsoft Dynamics 365, JP Morgan Chase, GiveX, and New West Technologies CPAY. The pin pads will be used for credit/debit/gift card sales at the NHLC's 77 retail outlet stores. This RFP describes the project and the NHLC's requirements.

### **2. ISSUING OFFICER**

The Issuing Officer responsible for managing this RFP and the sole point of contact is:

Ms. Janet Donnelly, Paralegal  
NH Liquor Commission,  
50 Storrs Street  
Concord, NH, 03301  
(email: [janet.donnelly@liquor.nh.gov](mailto:janet.donnelly@liquor.nh.gov))

All inquiries regarding this RFP must be submitted electronically to the Issuing Officer.

### **3. SCOPE**

This RFP contains instructions governing the required content of proposals, terms governing this procurement process, a description of the services sought by the NHLC, requirements that a proposer must satisfy to be eligible for consideration, evaluation criteria, standard contract terms and conditions, and other requirements that must be satisfied in each proposal.

### **4. PROJECT DELIVERABLES:**

Deliverables for this engagement consist of the following:

1. The Contractor shall:
  - Supply for lease approximately 300 new VeriFone MX925 model pin pads, or a comparable alternative pin pad model, for use in the NHLC's 77 Liquor and Wine Outlet stores. Each pin pad shall be pre-injected with all necessary software. Although this RFP identifies the need for 300 pin pads and uses this number as the basis for cost scoring in this RFP, the actual amount of pin pads contacted for may be greater than or less than 300;
  - Deploy the delivery and installation of the pin pads at the NHLC's 77 retail outlet locations;
  - Pin pads shall support signature capture, line item display, and splash display;
  - Payment Solution provided by contractor must:

- a. Allow configurable features (enable/disable), including Store and Forward (SAF) and split payment/partial authorization capabilities;
  - b. support a direct integration with GiveX as the gift card processor;
  - c. be certified to integrate with JP Morgan Chase as the credit card processor;
  - d. support an integration with Microsoft's Dynamics 365 Commerce;
  - e. support an integration with New West Technologies CPAY;
  - f. support NCF-based payments, including but not limited to, digital wallet payments like Apple Pay, Samsung Pay, etc.;
  - g. Must be a Point-to-Point Encryption (P2PE) solution - Preferably a P2PE validated solution.
- Accommodate a change in the State of New Hampshire's acquiring bank, if such change should occur;
  - Implement its proposed solution using best practices and industry standards;
  - Ensure that all work is performed by skilled professionals and executed in a workmanlike manner in accordance with best standards and practices;
  - Actively engage in project management with reporting to a range of stakeholders;
  - Provide all necessary upgrades and support;
  - Repair or replace software, and provide maintenance of the software in accordance with the specifications, terms and requirements of the contract;
  - Continue to provide the service for the pin pads or replace the pin pads with a new product if the terminal has reached its end of life within the service term.
  - Maintain a record of the activities related to maintenance activities performed for the State including replacement of defective units, software upgrades;
  - Work with the State to identify and troubleshoot potentially large-scale System failures or deficiencies with the provider network and all other supports and services provided by Contractor;
  - Perform the work in such a manner as to minimize inconvenience to building occupants. Contractor shall determine the NHLC's normal working conditions and activities in progress and conduct the work in the least disruptive manner.
  - Bear all losses resulting to it or to the NHLC due to any inadequacy in the quality of work performed or due to any error on the part of Contractor in its estimation or expectation of project requirements.
2. Contractor shall not subcontract any portion of the contract without prior written approval from the NHLC. In the event that the NHLC approves the use of subcontractors, Contractor is responsible for the actions of the subcontractor and is not relieved of its obligation to meet all the requirements of this agreement.

3. The State may require Contractor to provide security clearance and/or background checks for Contractor representatives or approved subcontractors that may complete work or be present during the completion of work in any NHLC facility.
4. The NHLC shall require correction of defective work or damages to any part of the building or its appurtenances when caused by Contractor's employees, approved subcontractors, equipment or supplies. Contractor shall correct all defective work and repair damages incurred. Upon failure of Contractor to proceed promptly with the necessary corrections, the NHLC may withhold any amount necessary to correct all defective work or repair damages from payments to Contractor.
5. Contractor's staff shall consist only of qualified persons who are familiar with the products and equipment they use. The Contracting Officer may require Contractor to dismiss such employees is deemed incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security.
6. Contractor or its personnel shall not represent themselves as employees or agents of the State. While on the State property, employees shall be subject to control of the State, but under no circumstances shall such persons be deemed to be employees or agents of the State. Contractor's personnel shall be allowed only in areas where work is being performed. The use of State telephones by the Contractor or their personnel is prohibited.



## **PART II - RFP TERMS AND INSTRUCTIONS**

### **1. TYPE OF CONTRACT**

Any contract resulting from this RFP shall be structured as a not-to-exceed contract.

### **2. RFP INQUIRIES AND RESPONSES**

All inquiries concerning this RFP, including requests for clarifications, requests for changes to the RFP, and questions and requests for changes regarding New Hampshire Form P-37, which is attached to this RFP as Appendix A, shall be submitted via email to Janet.Donnelly@liquor.nh.gov, who shall be the Issuing Officer and single point of contact for this RFP. Proposers shall not contact the Issuing Officer by phone with any inquiries. Proposers shall not contact the issuing officer after the close of the proposal inquiry period. **All inquiries must be received by the RFP Issuing Officer by email no later than 2:00 p.m. on Friday, December 11, 2020.** Inquiries received after the Proposer Inquiry Period shall not be considered properly submitted and may not be answered.

The NHLC intends to issue responses to properly-submitted inquiries on or before the date specified in the Schedule; however, this date is subject to change at the NHLC's discretion. The NHLC may consolidate or paraphrase questions for efficiency and clarity. The NHLC may amend this RFP on its own initiative or in response to issues raised by inquiries. Oral statements, representations, clarifications, or modifications shall not be binding upon the NHLC. The NHLC will post responses at: [https://www.nh.gov/liquor/public\\_notices.shtml](https://www.nh.gov/liquor/public_notices.shtml). Proposers are responsible for viewing the most updated information before submitting a proposal.

### **3. AMENDMENT TO THE RFP**

The NHLC may amend this RFP at any time at its sole discretion. The NHLC will post any amendments on its website located at [https://www.nh.gov/liquor/public\\_notices.shtml](https://www.nh.gov/liquor/public_notices.shtml). The NHLC may extend deadlines and/or invite submission of additional information from proposers. Proposers are responsible for checking the website periodically for any new information or amendments to the RFP. The NHLC shall not be bound by any verbal information, and any written information that is not contained within the RFP or formally issued as an amendment by the Issuing Officer.

### **4. PROPOSAL FORMAT**

Proposers must submit a complete response to this RFP using the format specified in Part III. An official authorized to bind the proposer to its proposal must sign the proposal. Proof of signatory authorization must be included with the proposal submission.

### **5. PROPOSALS AND AWARDS**

The NHLC intends to award a contract to one proposer as a result of this RFP. Notwithstanding the foregoing or any provision of this RFP to the contrary, the NHLC reserves the right, at any time and in its sole discretion, to reject any or all proposals, wholly or in part, and/or to award multiple contracts to one or more proposers, wholly or in part. A contractor will not retain any exclusive rights to provide the services and supplies described in this RFP process during the term of a contract or any extension

thereto. The NHLC may, at its sole discretion, obtain services and related materials from other contractors.

## 6. **PROPOSAL SUBMISSION**

1. **Proposal Submission Deadline:** Proposals must be submitted in hard copy and clearly marked “New Hampshire Liquor Commission, Response to RFP 2020-05-PINPADS.” Proposals must be received no later than the deadline in Table 1: *Schedule*. Any proposer that elects to mail its proposal must allow sufficient mail delivery time. The NHLC accepts no responsibility for mislabeled, damaged or delayed mail. Proposals will not be accepted via electronic mail or facsimile transmission. The receipt of a proposal by the State’s mail system does not qualify as receipt by the Issuing Office.
  - i. If due to inclement weather, natural disaster or any other cause, the location to which proposals are to be returned is closed on the submission deadline in Table 1: *Schedule*, the deadline for submission shall be automatically extended until the next NHLC business day on which the Issuing Office is open, unless the respondents are otherwise notified by the Issuing Officer. The time for submission of proposals shall remain the same. Proposals not submitted by the deadline in Table 1: *Schedule* or as otherwise extended pursuant to this RFP will be rejected.
2. **Proposal Receipt:** A proposal is considered received on the date and time of the NHLC’s receipt as officially documented by the NHLC.
3. **Proposal Information:**
  - i. The NHLC will accept proposals until the deadline date in Table 1: *Schedule*. Proposal packages must be delivered to the address below and identified on the outside of the envelope as:

Proposals:           New Hampshire Liquor Commission  
                          ATTN: “Janet Donnelly, RFP 2020-05-PINPADS”  
                          50 Storrs Street  
                          Concord, NH 03301

From:                Company/Proposer Name  
                          Address of Proposer  
                          Phone No. Of Proposer  
                          Fax No. of Proposer  
                          Email Address of Proposer

All Proposal packets submitted in response to this RFP must consist of:

1. One (1) original (clearly identified as such) and three (3) clearly identified copies of the “Technical Proposal,” including all required attachments; and
  2. One (1) original Cost Proposal in a separate and sealed envelope labeled “**COST PROPOSAL.**”
- ii. Proposers are advised to carefully read and complete all information requested in this RFP. If the Proposer’s response does not comply with the conditions for submittal to this RFP, **it may be considered unacceptable by the NHLC and may be rejected without further consideration.**

- iii. The contents of the successful proposal will become contractual obligations, except to the extent the contents are changed through best and final offers or contract negotiations. The finalized and approved contract language shall prevail over the proposal in the event of any inconsistency or ambiguity.
- iv. In submitting the proposal, the Proposer agrees that the proposal will remain valid for one hundred eighty (180) calendar days after the deadline for the submission of proposals and may be extended beyond that by mutual agreement.

**7. PLANNED EVALUATIONS**

The NHLC will use the following process:

- Initial screening to ensure that the Proposals are in compliance with submission requirements;
- Evaluation of Technical Proposals and scoring;
- Review of Cost Proposals and final scoring;
- Best and Final Offer (BAFO), if deemed beneficial; and
- Select the highest scoring Proposer and begin contract negotiation.

**8. INITIAL SCREENING**

The NHLC will conduct an initial screening step to verify Proposer compliance with the submission requirements set forth in this RFP. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

**9. TECHNICAL SCORING OF PROPOSALS**

The NHLC will select an evaluation team to score Technical Proposals (non-cost related criteria).

**10. COST PROPOSAL REVIEW**

The evaluation team will unseal and review Cost Proposals after scoring Technical Proposals. Each Cost Proposal will be scored independently according to the following formula:

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

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

**11. BEST AND FINAL OFFER**

Upon completion of the scoring process, the NHLC may, at its sole discretion, invite the highest scoring Proposers to submit a “Best and Final Offer” (BAFO) for the NHLC’s consideration. The NHLC reserves the right to select the Proposer based solely on the initial proposals and is under no obligation to solicit a BAFO from any Proposers. Proposers are encouraged to provide their most competitive prices in their initial proposals in the event the NHLC does not request a BAFO.

If the NHLC invites a Proposer to submit a BAFO, the NHLC will provide a submission deadline. The NHLC may communicate in writing to any Proposer selected to participate in the BAFO any price or cost targets that the NHLC is seeking for the BAFO. All restrictions on contact with NHLC employees shall remain in effect for the BAFO period.

Each invited Proposer may only make one BAFO. The BAFO may not alter the substance of the Proposer's technical proposal. The BAFO may only amend the Proposer's initial Cost Proposal.

To the extent the NHLC solicits and receives a BAFO pursuant to this section, the NHLC will re-score the BAFO participants' Cost Proposal. The NHLC will not select a Proposer based on the lowest priced BAFO proposal. A final selection, if any, shall be based on the combined score of the technical proposal and BAFO Cost Proposal. Only those Proposers who were invited to submit a BAFO will be considered for the award.

## **12. FINAL SELECTION**

The NHLC will conduct a final selection based on its evaluation of the initial proposals or, if requested, as a result of the Best and Final Offer, and begin contract negotiations with the selected Proposer.

If the NHLC determines to make an award, the NHLC will issue an "intent to negotiate" notice to a Proposer based on these evaluations. Should the NHLC be unable to reach agreement with the selected Proposer during Contract discussions, the NHLC may then undertake Contract discussions with the second preferred Proposer and so on, or the NHLC may reject all proposals, cancel this RFP, or solicit new proposals under a new acquisition process.

## **13. RIGHTS OF THE NHLC IN ACCEPTING AND EVALUATING PROPOSALS**

The NHLC reserves the right to:

- a. Make independent investigations in evaluating Proposals and consider any source of information, including but not limited to State employees, previous customer experiences, internet research, and rating agencies;
- b. Request additional information to clarify elements of a Proposal;
- c. Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the State;
- d. Omit any planned evaluation step if, in the NHLC's view, the step is not needed;
- e. At its sole discretion, reject any and all Proposals at any time;
- f. Cancel this RFP;
- g. Initiate a new procurement process for the same services; and/or
- h. Open contract discussions with the second highest scoring Proposer and so on, if the NHLC is unable to reach an agreement on Contract terms with the higher scoring Proposer(s).

## **14. NON-COLLUSION**

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

**15. PROPERTY OF THE NHLC**

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

**16. CONFIDENTIALITY OF A PROPOSAL**

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

**17. PUBLIC DISCLOSURE**

In order to protect the integrity of the bidding process, notwithstanding RSA 91-A:4, no information shall be available to the public, or to the members of the general court or its staff concerning specific responses to requests for bids (RFBs), requests for proposals (RFPs), requests for applications (RFAs), or similar requests for submission for the purpose of procuring goods or services or awarding contracts from the time the request is made public until the closing date for responses. On the closing date for responses, the NHLC will post the number of responses received with no further information on the NHLC website. At least 5 business days prior to submitting the proposed contract to the department of administrative services, the NHLC will post the rank or score for each responding vendor on its website. RSA 21-G:37.

The content of each Proposal shall become public information upon the award of any resulting Contract. *Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A.* However, business financial information and proprietary information such as trade secrets, business and financial models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to this request for proposal should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and must mark/stamp each page of the materials that you claim must be exempt from disclosure as "CONFIDENTIAL." A designation by the Proposer of information it believes exempt does not have the effect of making such information exempt. The NHLC will determine the information it believes is properly exempted from disclosure. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Proposer pricing will be subject to disclosure upon approval of the contract. The NHLC will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential.

If a request is made to the NHLC to view portions of a Proposal that the Proposer has properly and clearly marked confidential, the NHLC will notify the Proposer of the request and of the date the NHLC plans to release the records. By submitting a Proposal, Proposers agree that unless the Proposer obtains a court order, at its sole expense, enjoining the release of the requested information, the NHLC may release the requested information on the date specified in the NHLC's notice without any liability to the Proposers.

**18. NON-COMMITMENT**

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

**19. PROPOSAL PREPARATION COST**

By submitting a Proposal, a Proposer agrees that in no event shall the NHLC be either responsible for or held liable for any costs incurred by a Proposer in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

**20. ETHICAL REQUIREMENTS**

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

**21. CHALLENGES ON FORM OR PROCESS OF THE RFP**

A proposer questioning an agency's identification of the selected vendor may request that the agency review its selection process. Such request shall be made in writing and be received by the agency within 5 business days after the rank or score is posted on the agency website. The request shall specify all points on which the proposer believes the agency erred in its process and shall contain such argument in support of its position as the proposer seeks to present. In response, the issuing agency shall review the process it followed for evaluating responses and, within 5 business days of receiving the request for review, issue a written response either affirming its initial selection of a vendor or canceling the RFP. In its request for review, a proposer shall not submit, and an agency shall not accept nor consider, any substantive information that was not included by the proposer in its original proposal. No hearing shall be held in conjunction with a review. The outcome shall not be subject to appeal.

The Proposer acknowledges that by submitting a proposal, the Proposer has waived any challenges to the NHLC's authority to conduct this procurement and to the form and process of this RFP.

22. **RESTRICTION OF CONTACT WITH NHLC EMPLOYEES**

From the date of release of this RFP until an award is made and announced regarding the selection of a Proposer, *all communication regarding this RFP with NHLC employees or other vendors under contract with the NHLC is forbidden.* NHLC employees have been directed not to hold conferences or engage in discussions concerning this RFP with any potential contractor during the selection process. Proposers may be disqualified for violating this restriction on communications.

23. **OBJECTIONS & ADDITIONS TO STANDARD CONTRACT TERMS & CONDITIONS AND/OR AGREEMENT STANDARDS**

The NHLC will require the successful Proposer to execute a Not-to-Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire, which is attached as Appendix A. The use of the phrase “not-to-exceed” in this context means that the Proposer will agree to a not-to-exceed cap on the total value of the Contract, referred to as a “price limitation.” The price limitation is the maximum amount payable to the selected contractor over the life of the contract.

To the extent that a Proposer believes that exceptions to Standard Terms and Conditions (P-37) will be necessary for the Proposer to enter into the Agreement, **the Proposer should note those issues during the Proposer Inquiry Period.** The NHLC will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the NHLC accepts a Proposer’s exception the NHLC will, at the conclusion of the inquiry period, provide notice to all potential Proposers of the exceptions that it has accepted and indicate that the exception is available to all potential Proposers. **Any exceptions to the standard form contract that are not raised during the Proposer Inquiry Period are waived.** In no event is a Proposer to submit its own standard contract terms and conditions as a replacement for the State’s terms in response to this solicitation.

### PART III - INFORMATION REQUIRED FROM PROPOSERS

Proposals must be submitted in the following format, including heading descriptions:

1. **TECHNICAL PROPOSAL:**

A. **Proposed Plan of Work**

Provide the details of your deployment strategy. Specifically, please describe how you intend to deliver, install, and operationalize approximately 300 pin pads at each of the NHLC's retail locations without disruption to the NHLC's business operations. A list of the NHLC's retail store locations and business hours is included in Appendix B to this RFP. The list of stores provided is subject to change. If at any time a new store is opened or an existing store relocated, the new location shall be considered part of any contract resulting from this RFP.

If you intend to use a subcontractor to complete any deliverable under this contract, please disclose the name of the subcontractor, the role the subcontractor will play, and a summary of their experience.

B. **Support Plan**

A contract resulting from this RFP will require the selected vendor to:

- Provide all necessary upgrades and support;
- Repair or replace software, and provide maintenance of the software in accordance with the specifications, terms and requirements of the contract;
- Continue to provide the service for the pin pads or replace the pin pads with a new product if the terminal has reached its end of life within the service term.
- Maintain a record of the activities related to maintenance activities performed for the State including replacement of defective units, software upgrades;
- Accommodate a change in the State of New Hampshire's acquiring bank, if such change should occur;
- Work with the State to identify and troubleshoot potentially large-scale system failures or deficiencies with the provider network and all other supports and services provided by Contractor;
- Correct any defective work performed by contractor or approved sub-contractor.

Provide the details of how your company intends to satisfy the requirements above. Provide a detailed overview of your company's product update, maintenance, support, and warranty plan ("Support Plan") for the NHLC. Include information regarding Contractor's availability and responsiveness to NHLC requests for support.



**C. Capability**

Provide a detailed summary of your company’s experience providing and installing pin pads and payment solutions for large-business clients, with an emphasis on retail businesses. Include examples of projects completed for retail businesses similar to the project encompassed by this RFP.

Within your answer, include the following general background information:

- Full legal company name;
- Year business started;
- If applicable, information on any parent or subsidiary relationships;
- State of formation;
- Location of headquarters;
- Current number of individuals employed; and
- Relevant licenses or certifications held, if any.

**2. COST PROPOSAL**

Provide the cost of each component listed below and a total cost for all materials and work:

- NHLC to lease 300 new VeriFone MX925 pin pads or a comparable pin pad model with all necessary software pre-injected from Contractor for a three-year term:

Per-unit cost: \$ \_\_\_\_\_

Overall lease cost: \$ \_\_\_\_\_

- Contractor delivery of the pin pads directly to each the NHLC’s 77 retail outlet stores:

Delivery cost: \$ \_\_\_\_\_

- Contractor installation, ensuring complete functionality of point-to-point encryption payment connector solution and successful integration with Microsoft Dynamics 365, JP Morgan Chase, and New West Technologies Cpay:

Installation cost: \$ \_\_\_\_\_

- Support Plan: Assume a three-year updates/support/maintenance agreement:

Per-year cost \$ \_\_\_\_\_

Overall Support Plan cost: \$ \_\_\_\_\_

- Any additional costs/fees, please list and provide total additional cost:

Additional costs: \$ \_\_\_\_\_

**Total Cost:** \$ \_\_\_\_\_

The NHLC reserves the right to consider and score cost proposals based on the cost of the delivery of the pin pads alone, or the cost of the delivery and installation of the pin pads together.

## PART IV - CRITERIA FOR SELECTION

### 1. MANDATORY RESPONSIVENESS REQUIREMENTS

To be eligible for selection, a proposal must be:

1. Timely received; and
2. Properly signed by the proposer's authorized representative.

The NHLC reserves the right, in its sole discretion, to waive technical or immaterial nonconformities in a proposal.

### 2. REVIEW AND EVALUATION

The NHLC will utilize a committee of qualified personnel to review, evaluate, and score proposals in accordance with the criteria for selection below.

### 3. CRITERIA FOR SELECTION

The NHLC will use the following weighted criteria in evaluating each proposal:

**Total Cost** – This refers to the total cost of the three-year lease of 300 pin pads and related services set forth above.

**Support Plan** – This refers to the Proposer's plan for providing updates, support, maintenance, and warranty work in relation to the pin pads and payment solution following the installation of the devices.

**Proposed Plan of Work** – This refers to the Proposer's plan for successful completion of the deployment, delivery, installation, and setup of the pin pads and payment solution in a manner that does not disrupt business operations at the NHLC's Liquor and Wine Outlets.

**Capability** – This refers to the Proposer's organizational capability, including its size, structure, and prior experience performing the work listed within, including serving other clients with similar needs.

<u>Criteria</u>	<u>Points</u>
<b>Total Cost:</b>	40 points
<b>Support Plan:</b>	30 points
<b>Proposed Plan of Work:</b>	20 points
<b>Capability:</b>	10 points
<b>TOTAL:</b>	100 points

## **PART V - CONTRACT AWARD**

### **1. AWARD**

If the State decides to award a contract as a result of this RFP process, any award is contingent upon continued appropriation of funding for the contract. The State will issue an Intent to Award Notice to a Vendor based on these evaluations. Should the State be unable to reach agreement with the selected Vendor during Contract discussions, the State may then undertake Contract discussions with the second preferred Vendor and so on. Such discussions may continue at the sole option of the State until an agreement is reached or all Proposals are rejected.

### **2. NON-EXCLUSIVE CONTRACT**

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

**APPENDIX A**

**FORM NUMBER P-37 (version 12/11/2019)**

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**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  Date:		1.12 Name and Title of Contractor Signatory	
1.13 State Agency Signature  Date:		1.14 Name and Title of State Agency Signatory	
1.15 Approval by the N.H. Department of Administration, Division of Personnel ( <i>if applicable</i> )  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) ( <i>if applicable</i> )  By: _____ On: _____			
1.17 Approval by the Governor and Executive Council ( <i>if applicable</i> )  G&C Item number: _____ G&C Meeting Date: _____			

**2. 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 B 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, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 (“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 affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. 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 reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source 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 C 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 applicable 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 employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property 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. The Contractor 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.

## **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 cured, 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 give the Contractor a written notice specifying the Event of Default and 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 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. 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.

## **9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, 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 B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

## **10. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.**

10.1 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.

10.2 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.

10.3 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.

**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.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. 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 continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 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 ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**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. The 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 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. 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.

**17. 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 unless no such approval is required under the circumstances pursuant to State law, rule or policy.

**18. CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and 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. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

**19. CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

**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 or modifying provisions set forth in the attached EXHIBIT A 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 with respect to the subject matter hereof.



**APPENDIX B – STORE LIST**

<b>STORE</b>	<b>LOCATION</b>	<b>ADDRESS</b>	<b>WEEKDAY HOURS</b>
1	Concord	80 Storrs Street, Ames Plaza Concord, NH 03302	10:00 AM – 7:00 PM
2	West Chesterfield	100B Route 9, PO Box 177 W. Chesterfield, NH 03466	10:00 AM – 7:00 PM
3	Manchester	Manchester-Boston Regional Airport 1 Airport Road, Suite #205 Manchester, NH 03103	10:00 AM – 7:00 PM
4	Hooksett	1271 Hooksett Road Hooksett, NH 03106	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
5	Berlin	IGA Shopping Plaza 17 Pleasant Street Berlin, NH 03570	10:00 AM – 6:00 PM
6	Portsmouth	Pick N Pay 738 Islington Street Portsmouth, NH 03801	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
7	Littleton	Globe Shopping Center 568 Meadow Street Littleton, NH 03561	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
8	Claremont	Claremont Market Place 367 Washington St. (Rt 103) Claremont, NH 03743	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
10	Manchester	68 Elm Street Manchester, NH 03103	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
11	Lebanon	12 Centerra Parkway Lebanon, NH 03766	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
12	Center Harbor	Route 25, 12 A Main Street Center's Marketplace, Unit #1 PO Box 160 Center Harbor, NH 03226	10:00 AM – 6:00 PM
13	Tri-Cities	481 High Street Somersworth, NH 03878	10:00 AM – 7:00 PM
14	Rochester	Ridge Market Place 170 Market Pl Blvd Unit #1 Rochester, NH 03867	10:00 AM – 7:00 PM
15	Keene	6 Ash Brook Court Keene, NH 03431	10:00 AM – 7:00 PM
16	Woodsville	Butson's Complex 1 Forest Street Woodsville, NH 03785	10:00 AM – 6:00 PM
18	Colebrook	16 Metallack Place Colebrook, NH 03576	10:00 AM – 6:00 PM
19	Plymouth	22 Ridge View Lane Plymouth, NH 03264	10:00 AM – 6:00 PM Friday Close @ 7:00 PM

20	Derry	Derry Meadows Shoppes 35 Manchester Road Derry, NH 03038	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
21	Peterborough	Peterborough Plaza, Suite #1 19 Wilton Road Peterborough, NH 03458	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
22	Brookline	44A Route 13 Brookline, NH 03033	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
23	Conway	234 White Mtn Hwy, Suite 9 Conway, NH 03818	10:00 AM – 7:00 PM
24	Newport	Sugar River Shopping Center 52 John Start Highway Newport, NH 03773	10:00 AM – 6:00 PM
25	Stratham	Kings Hwy Plz, Kings Hwy 28B Portsmouth Avenue Stratham, NH 03885	10:00 AM – 7:00 PM
27	Nashua	Market Place Plaza 300 Main Street Nashua, NH 03060	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
28	Seabrook Beach	186 Ocean Blvd Seabrook, NH 03874	10:00 PM – 6:00 PM
29	Whitefield	100 Lancaster Road PO Box 183 Whitefield, NH 03598	10:00 AM – 6:00 PM
30	Milford	Market Basket Plaza 21 Jones Road, Suite #6 Milford, NH 03055	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
31	Manchester	East Side Plaza 885 Hanover Street Manchester, NH 03104	10:00 AM – 7:00 PM
32	Nashua	Westside Plaza 40 Northwest Blvd Nashua, NH 03063	10:00 AM – 7:00 PM
33	Manchester	North Side Plaza 1100 Bicentennial Drive Manchester, NH 03104	10:00 AM – 7:00 PM
34	Salem	Rockingham Mall 92 Cluff Crossing #4 Salem, NH 03079	10:00 AM – 7:00 PM Friday Hours 9:00 AM - 8:00 PM
35	Hillsboro	15 Antrim Road, Suite #1 Hillsboro, NH 03244	10:00 AM – 6:00 PM
36	Jaffrey	Monadnock Plaza 80 Peterborough Street Jaffrey, NH 03452	10:00 AM – 6:00 PM
37	Lancaster	Butson's Marketplace 199A Main Street Lancaster, NH 03584	10:00 AM – 6:00 PM

38	Portsmouth	605 Route 1 Bypass South Portsmouth, NH 03801	10:00 AM – 7:00 PM Friday Hours 8:00 AM – 8:00 PM
39	Wolfeboro	35 Center Street Wolfeboro Falls, NH 03896	10:00 AM – 6:00 PM
40	Walpole	32 Ames Plaza Lane, Unit #2 Walpole, NH 03608	10:00 AM – 6:00 PM
41	Seabrook	Southgate Plaza 380 Lafayette Rd, Units D&E Seabrook, NH 03874	9:00 AM – 6:00 PM Friday Close @ 7:00 PM
42	Meredith	Old Province Common 71 Route 104 Meredith, NH 03253	10:00 AM – 6:00 PM
44	New Hampton	325 NH Route 104 Suite #11 New Hampton, NH 03256	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
45	Pittsfield	6 Water Street Pittsfield, NH 03263	10:00 AM – 6:00 PM
47	Lincoln	165 Main Street, Unit 6 Lincoln, NH 03251 MAIL ONLY: PO Box 1205	10:00 AM – 6:00 PM
48	Hinsdale	849 Brattleboro Road Hinsdale, NH 03451	10:00 AM – 6:00 PM
49	Plaistow	Market Basket Plaza 32 Plaistow Road, #2A Plaistow, NH 03865	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
50	Nashua	Willow Springs Plaza 294 DW Highway Nashua, NH 03060	9:00 AM – 8:00 PM
51	Pelham	Route 38, PO Box 10 Pelham, NH 03076	10:00 AM – 6:00 PM
52	Gorham	Androscoggin Plaza 159 Main Street Gorham, NH 03581	10:00 AM – 6:00 PM
53	Hudson	Market Basket Shp Center 212 Lowell Road Hudson, NH 03051	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
54	Glen	65 Route 302 PO Box 166 Glen, NH 03838	10:00 AM – 6:00 PM
55	Bedford	9 Leavy Drive Bedford, NH 03110	9:00 AM – 7:00 PM Friday Hours 9:00 AM – 8:00 PM
56	Gilford	18 Weirs Road Gilford, NH 03246	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
57	Ossipee	Indian Mound Shp Center 240 Route 16B Center Ossipee, NH 03814	10:00 AM – 6:00 PM

58	Goffstown	Shop N Save Plaza 605 Mast Road Goffstown, NH 03102	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
59	Merrimack	Merrimack Shopping Center 6 Dobson Way, Suite A Merrimack, NH 03054-4131	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
60	West Lebanon	265 N. Plainfield Road West Lebanon, NH 03784	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
61	Londonderry	137 Rockingham Road Londonderry, NH 03053	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
62	Raymond	Raymond Shopping Center 11 Freetown Road Rte 27 Raymond, NH 03077	10:00 AM – 6:00 PM
63	Winchester	30 Warwick Road, Suite 1 Winchester, NH 03470-2819	10:00 AM – 6:00 PM
64	New London	New London Shopping Ctr 277 Newport Road PO Box 464 New London, NH 03257	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
65	Campton	Center at Campton Corners 25 Vintinner Road Campton, NH 03223	10:00 AM – 6:00 PM
66	Hooksett	I-93 North Route 3A, PO Box 16296 Hooksett, NH 03106	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
67	Hooksett	I-93 South 25 Springer Street Hooksett, NH 03106	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
68	North Hampton	Village Shopping Center 69 Lafayette Road North Hampton, NH 03862	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
69	Nashua	25 Coliseum Avenue Nashua, NH 03063	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
70	Swanzey	Wilbur's Market Place Rte 12, Troy Road 37 Monadnock Highway Swanzey, NH 03431	10:00 AM – 6:00 PM
71	Lee	60 Calef Highway, Unit #4 Lee, NH 03861	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
72	Concord	100 Fort Eddy Road Concord, NH 03301	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
73	Hampton – S	I-95 South Hampton, NH 03843	8:00 AM – 7:00 PM Friday Close @ 8:00 PM

74	Londonderry	Market Basket Plaza 16 Michele's Way Unit #4 Londonderry, NH 03053	9:00 AM – 7:00 PM Friday Close @ 8:00 PM
76	Hampton – N	I-95 North Hampton, NH 03843-2081	8:00 AM – 7:00 PM Friday Hours 8:00 AM – 8:00 PM
77	Rindge	Cheshire Marketplace, Unit 7 497 US Route 202 Rindge, NH 03461	10:00 AM – 6:00 PM Friday Close @ 7:00 PM
78	Hampstead	416 Emerson Ave, Unit #6 Hampstead, NH 03841	10:00 AM – 6:00 PM
79	Epping	5 Brickyard Square Epping, NH 03042	10:00 AM – 7:00 PM
81	Pembroke	Pembroke Crossing Plaza 619 Sand Road Pembroke, NH 03275	10:00 AM – 7:00 PM
82	Warner	14 Nichols Mill Lane Warner, NH 03278	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
83	Epsom	929 Suncook Valley Road Epsom, NH 03234	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM
84	Tilton	80 Market Street, Tilton, NH 03276	10:00 AM – 7:00 PM Friday Hours 9:00 AM – 7:00 PM