

CJG

New Hampshire Liquor Commission



50 Storrs Street
Concord, NH 03301
(603) 230-7015

21

Joseph W. Mollica
Chairman

Nicole Brassard Jordan
Deputy Commissioner

Kelly A. Ayotte
Governor

September 12, 2025

Her Excellency, Governor Kelly A. Ayotte,
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize the New Hampshire Liquor Commission (NHLC) to enter into a **Sole Source** amendment to an existing contract with Lumovy Technology Solutions, LLC, formerly known as Illumina Technology Solutions LLC (VC #512907), Portland, Oregon, for technical consulting, support, and maintenance services of its Microsoft Dynamics 365-based system by increasing the price limitation by \$2,118,996.78 from \$10,558,073.29 to \$12,677,070.07 with no change to the contract completion date effective upon Governor and Executive Council approval through February 28, 2030. The original contract was approved by Governor and Council on August 30, 2024, item #90. 100% Liquor Funds.

Funds are available in the following account for State Fiscal Years 2026 and 2027 and are anticipated to be available in State Fiscal Years 2028-2030, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

02-77-77-771512-1030000, Marketing and Merchandizing, Store Operations

State FY	Class-Account	Class Title	Amount
2026	103-502507	Program Contract	\$386,378.05
2027	103-502507	Program Contract	\$524,939.20
2028	103-502507	Program Contract	\$536,867.56
2029	103-502507	Program Contract	\$550,817.34
2030	103-502507	Program Contract	\$119,994.63
		Total:	\$2,118,996.78

EXPLANATION

This request is **Sole Source** because the contract's scope of services is being amended, resulting in an increase to the contract price limitation.

Lumovy Technology Solutions, LLC (Lumovy) provides technical consulting resources to the NHLC who work in collaboration with State staff and other vendor teams to support and maintain the NHLC's NextGen solution, an enterprise resource planning system that replaced the NHLC's 40-year-old legacy system. The NextGen solution serves as the primary business system for the NHLC, touching everything from point-of-sale operations in the retail stores, to inventory within warehouses, to back-office functioning such as accounting and auditing. A Microsoft Dynamics 365-based system, the NextGen solution is used daily in the agency's operations, and reliable operation of the solution is therefore critical to the NHLC as it carries out its business.

The NextGen solution was developed through a contract with a different vendor. As part of that contract, the vendor was to provide support for the NextGen system from a system knowledge and a technical programming standpoint. This support came in the form of a shared service with the vendor's other customers. The scope of the NHLC's original contract with Lumovy, formerly Illumina Technology Solutions LLC until the vendor changed its name earlier this year, was to support the NextGen system from an operation standpoint and with dedicated resources as opposed to a shared service. Understanding that the NHLC would likely need dedicated resources to address larger projects and technical support of those projects as the NextGen system continued to mature, the Lumovy contract contemplated software development services and additional resources to address those needs. Through this contract amendment, the NHLC seeks to utilize those additional contemplated resources.

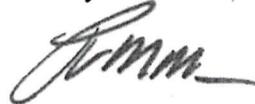
During the period of the NHLC's and Lumovy's current contract relationship, Lumovy has proven itself to be a partner who provides the NHLC with efficient and high-quality support. Through this amendment, Lumovy will continue to provide the NHLC with the dedicated resources to manage, monitor, and optimize the NextGen system and now will provide the NHLC with the ability to access a pool of developers and subject matter experts that can be utilized as the need arises. In addition to addressing issues with the system that need remediation, this pool of resources can be scheduled for committed work on NHLC development projects.

Utilizing these Lumovy resources also provides financial savings to the State. The vendor that developed the NextGen solution offered a support model that responded to problems when they occurred with limited capacity to add enhancements to the system. Those contracted services would cost the NHLC over \$600,000 per year and not provide any dedicated staff. By terminating the contract with the development vendor and moving to the Lumovy model, the NHLC will save over \$500,000 over the life of the contract and gain more than four full-time equivalents dedicated to NHLC support and enhancements.

The NHLC has determined that Lumovy is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. The NHLC also requested and received approval from the Commissioner of the Department of Information Technology, DoIT #2024-106(a). Documents supporting these assertions are available at the NHLC, for review upon request.

Based on the foregoing, I respectfully request approval of the amendment to the existing contract with Lumovy Technology Solutions, LLC.

Respectfully submitted,



Joseph W. Mollica
Chairman, Liquor Commission

**STATE OF NEW HAMPSHIRE
LIQUOR COMMISSION**

FIRST CHANGE ORDER AMENDMENT TO AGREEMENT

This First Change Order Amendment to Agreement is made this 11 day of September, 2025, between the New Hampshire Liquor Commission (hereinafter the "NHLC") and Lumovy Technology Solutions, LLC, formerly Illumina Technology Solutions LLC, with a principal place of business at 10260 SW Greenburg Road, 4th Floor, Portland, OR 97223 (hereinafter the "Contractor") (all together, the "Parties").

WHEREAS the NHLC and Contractor entered into an agreement approved by the Governor and Executive Council of the State of New Hampshire on August 30, 2024, (the "Agreement"), effective through February 28, 2030, pursuant to which Contractor is required to provide the NHLC with information technology resources to support the NHLC's NextGen system.

WHEREAS the Contractor underwent a name change in 2025 and is now known as Lumovy Technology Solutions, LLC.

WHEREAS the NHLC and Contractor desire to amend the Agreement to modify the scope of work and increase the price limitation accordingly.

NOW THEREFORE, the NHLC and Contractor, in accordance with Section 18 of the General Provisions of the Agreement, mutually agree to amend their existing Agreement as follows:

Form P-37 Agreement – General Provisions is amended as follows:

1. Amend Section 1.3 to reflect Contractor's Name to be Lumovy Technology Solutions, LLC.
2. Amend Section 1.8 to reflect a \$2,118,996.78 increase to the current price limitation, which shall result in a Revised Price Limitation of \$12,677,070.07.

Exhibit B – Scope of Services is amended as follows:

1. Amend the first sentence of Section I: Statement of Work to read as follows:

"Lumovy Technology Solutions, LLC (hereinafter "Contractor" or "Lumovy") shall provide the New Hampshire Liquor Commission (hereinafter "NHLC" or "State") with professional information technology resources (hereinafter "IT Consultant Staff") to support the NHLC's NextGen system."

2. Add a Subparagraph 6 to Section II(A): Requirements that shall read as follows:

"6. IT Consultant Staff Team Leader/Dynamics 365 System Architect and all on-site Contractor staff shall meet at least once per month with the NHLC Chief Systems Officer to plan the work priorities for the IT Consultant Staff Flexible Pool Resources. During these meetings, project plans and timetables shall be established and updated for work to be completed in the future. To the extent feasible, the planning shall be

for periods at least thirty (30) days in advance to allow the Contractor to appropriately align resources to the needs of the NHLC.”

3. Delete Section II(B): IT Consultant Staff Positions and replace it with the following:

“B. IT Consultant Staff Positions

The Contractor shall provide qualified resources for the positions indicated in this Section II(B). “Qualified” resources shall be personnel who possess the requisite knowledge, education, experience, and qualifications to successfully complete the duties indicated for the position. The Contractor shall provide six (6) qualified IT Consultant Staff on a full-time or committed part-time basis as indicated by position in Subsection 1 below. Additionally, the Contractor shall provide the qualified IT Consultant Staff described in Subsection 2 below on an as-needed basis as determined by the NHLC Chief Systems Officer and Contractor Team Leader/Dynamics 365 System Architect (“Flexible Pool Resources”) pursuant to Section II(A)(6) of Exhibit B.

1. **Full-Time and Committed Part-Time Positions:** Full-time positions shall work forty (40) hours per week. Part-time positions shall work twenty (20) hours per week.

a. **Team Leader/Dynamics 365 System Architect - Full-Time Position; On-Site Position:**

This individual will function as the Contractor administrative team lead and will be qualified to perform or supervise the Contractor’s obligations under the Agreement. The Team Leader/Dynamics 365 System Architect shall have full authority to make binding decisions under the Agreement and shall function as the Contractor’s representative for all administrative and management matters. The Team Leader/Dynamics 365 System Architect shall interact regularly with the NHLC Chief Systems Officer. The Team Leader/Dynamics 365 System Architect must work on-site at NHLC Headquarters five (5) days per week. The individual will also:

- i. Work with the State staff to identify opportunities for the use of Microsoft Dynamics 365 functionality to better support business operations.
- ii. Review new releases of Microsoft Dynamics 365 components to determine opportunities to enhance business operations.
- iii. Ensure Contractor staff are working collaboratively and effectively with State staff and other vendor teams.
- iv. Ensure planned activities are coordinated between all the support functions to avoid activities interfering with each other.
- v. Participate in technical planning in support of the release plan.
- vi. Assist NHLC in managing technical activities by coordinating between support teams and development teams.
- vii. Review and communicate with NHLC technical standards as they are developed regarding software lifecycle, configuration management, and information lifecycle.

b. **Configuration Manager - Full-Time Position:**

- i. Monitor all environments to ensure appropriate versions of software and data exist.
- ii. Develop processes to implement and track updates to software and data across all environments.
- iii. Manage the DevOps environment to support the software lifecycle.
- iv. Document configuration and code changes.

- v. Assist in enforcing standard software lifecycle practices by creating clear documentation of system states.
- c. **Data Lake Architect/Administrator** - Full-Time Position; On-Site Position (as indicated below):
The Data Lake Architect/Administrator must work on-site at NHLC Headquarters at least three (3) days per week.
- i. Develop an understanding of the Microsoft Dynamics 365 core and NextGen unique data elements.
 - ii. Work with NHLC business users to define needs and opportunities for the use of data to support business operations.
 - iii. Review and improve the structure of data in the existing Data Lake to improve usefulness and efficiency.
 - iv. Work closely with the Reports Developer on delivering business intelligence solutions.
 - v. Work closely with Azure and SQL Administrators on handling of NHLC data and data systems hosted in Microsoft Azure.
 - vi. Drive standard process regarding information lifecycle and how it effects interconnected systems.
- d. **Dynamics 365 Administrator** - Part-Time Position:
- i. Monitor the performance of all Microsoft Dynamics 365 components.
 - ii. Monitor error logs and work to resolve errors that are encountered.
 - iii. Identify, plan, and implement automated tools to notify staff when system anomalies occur.
 - iv. Recommend ways to improve the efficiency and effectiveness of Microsoft Dynamics 365.
 - v. Plan for and implement Microsoft issued upgrades and patches to all Microsoft Dynamics 365 Components.
 - vi. Review development designs proposed by developers and the effect of modifications on the NextGen system.
- e. **Azure Administrator** - Part-Time Position:
- i. Monitor the performance of all Microsoft Azure components in the NHLC subscriptions.
 - ii. Monitor error logs and work to resolve errors that are encountered.
 - iii. Identify, plan, and implement automated tools to notify staff when system anomalies occur.
 - iv. Recommend ways to improve the efficiency and effectiveness of Microsoft Azure environments.
 - v. Monitor resource creation and utilization of resources in Microsoft Azure subscriptions to identify ways to reduce cost while maintaining efficiency, stability, and survivability.
 - vi. Plan for and implement Microsoft issued upgrades and patches to all Microsoft Azure Components.
 - vii. Assist developer staff in deployment and system design as it relates to Microsoft Azure.
- f. **SQL Server Administrator** - Part-Time Position:
- i. Monitor the performance of all SQL Server instances in the NHLC subscriptions.
 - ii. Monitor error logs and work to resolve errors that are encountered.
 - iii. Identify, plan, and implement automated tools to notify staff when SQL anomalies occur.
 - iv. Recommend ways to improve the efficiency and effectiveness of SQL instances.

- v. Monitor resource creation and utilization of resources in Azure subscriptions to identify ways to reduce cost while maintain efficiency, stability, and survivability.
- vi. Plan for and implement Microsoft issued upgrades and patches to all Azure Components.
- vii. Work closely with the Reports Developer on delivering business intelligence solutions.

2. **Flexible Pool Resources:** The Contractor shall use best efforts to use consistent Flexible Pool Resources to participate in work to support the NHLC.

a. Report Developer

- i. Work with State staff to identify needs and opportunities for reports to enhance business operation.
- ii. Develop repeatable processes to deliver needed information to business users.
- iii. Work with the Data Lake Architect/Administrator and SQL Server Administrator to improve data storage, ETL and report processes.
- iv. Work to improve and manage Power BI workspaces and other reporting technologies platforms.
- v. Assist in maintaining information lifecycle.

b. Dynamics 365 Commerce Developer

- i. Support Dynamics 365 Commerce operations and development across Retail HQ, Point-of-Sale, and e-Commerce platforms.
- ii. Assist in developing custom features and integrations with external systems (payment, tax, loyalty).
- iii. Collaborate with business analysts and technical staff to implement omni-channel functionality.
- iv. Maintain and deploy Retail Software Development Kit customizations following Microsoft guidelines.
- v. Provide post-deployment support and troubleshoot production issues as needed.

c. Dynamics 365 X++ Developer

- i. Develop and customize Dynamics 365 Finance and Operations solutions using X++ to meet business requirements.
- ii. Design and implement extensions, workflows, and data entities to enhance system functionality.
- iii. Collaborate with Contractor and NHLC Team to gather requirements and deliver tailored solutions.
- iv. Perform testing, debugging, and provide technical support to ensure system reliability.
- v. Integrate Dynamics 365 Finance and Operations with other systems using Application Programming Interfaces and data entities for seamless operations.

d. Dynamics 365 Functional Consultant Pool

- i. Provide functional support across various modules of Dynamics 365 Finance and Operations depending on client needs (e.g., Finance, Store Commerce Module, Human Resources, etc.).
- ii. Assist with requirements gathering, process documentation, and configuration for business scenarios.
- iii. Create functional design documentation and support fit-gap analysis.

- iv. Work closely with users during testing, issue resolution, and post-go-live support.
- v. Offer training and knowledge transfer based on user roles and system usage.

e. Dynamics 365 Technical Consultant Pool

- i. Deliver technical support and development across different layers of Dynamics 365 Finance and Operations based on project scope.
- ii. Customize and enhance applications using X++, extensions, and integrations when needed.
- iii. Support performance tuning, code reviews, and environment deployments.
- iv. Collaborate with functional and Quality Assurance consultants to resolve issues and deliver enhancements.
- v. Align with DevOps and Continuous Improvement/Continuous Development practices for code lifecycle management.

f. Azure Cloud Services Consultant Pool

- i. Provide Azure platform support for environments hosting Dynamics 365 and integrated applications.
- ii. Assist with resource provisioning, scaling, monitoring, and automation using tools like Bicep and Azure DevOps.
- iii. Monitor availability, performance, and cost optimization across assigned Azure subscriptions.
- iv. Support security, compliance, and governance processes for Azure-hosted workloads.
- v. Engage in troubleshooting infrastructure issues affecting Dynamics 365 services.

4. Amend the fourth sentence in Section III(C)(3) so that it reads as follows:

“IT Consultant Staff are expected to routinely complete the number of weekly work hours indicated for their specific positions during the NHLC Headquarters normal business hours.”

5. Amend Section III(C)(4) so that it reads as follows:

“Because experience with the NHLC’s key systems will be critical to the successful employment of Contractor personnel, the Parties agree to minimal turnover of the IT Consultant Staff indicated in Section II(B)(1) of Exhibit B. Any personnel changes to these IT Consultant Staff positions shall require prior written justification submitted by the Contractor, and prior written approval of the NHLC. Contractor written justification will include replacement plans and the estimated start date for replacement personnel. NHLC approvals for changes to these IT Consultant Staff positions will not be unreasonably withheld. Replacement IT Consultant Staff shall have comparable or greater skills with regard to performance of the work as the staff being replaced and be subject to the provisions of this Agreement.”

Exhibit C – Payment Terms and Pricing is amended as follows:

1. Delete the Contractor Staff Hourly Rates Table in Section III(A) and replace it with the following:

Contractor Staff Hourly Rates										
Position Title	Initial Contract Term						Optional Contract Extensions			
	SFY 2025	SFY 2026	SFY 2027	SFY 2028	SFY 2029	SFY 2030	SFY 2031	SFY 2032	SFY 2033	SFY 2034
Team Leader/Dynamics 365 System Architect	\$220.00	\$231.00	\$243.00	\$255.00	\$267.00	\$281.00	\$295.00	\$310.00	\$325.00	\$341.00
Configuration Manager	\$180.00	\$189.00	\$198.00	\$208.00	\$219.00	\$230.00	\$241.00	\$253.00	\$266.00	\$279.00
Data Lake Architect/Administrator	\$180.00	\$189.00	\$198.00	\$208.00	\$219.00	\$230.00	\$241.00	\$253.00	\$266.00	\$279.00
Dynamics 365 Administrator	\$50.00	\$53.00	\$55.00	\$58.00	\$61.00	\$64.00	\$67.00	\$70.00	\$74.00	\$78.00
Azure Administrator	\$50.00	\$53.00	\$55.00	\$58.00	\$61.00	\$64.00	\$67.00	\$70.00	\$74.00	\$78.00
SQL Server Administrator	\$50.00	\$53.00	\$55.00	\$58.00	\$61.00	\$64.00	\$67.00	\$70.00	\$74.00	\$78.00
Report Developer	\$40.00	\$42.00	\$44.00	\$46.00	\$49.00	\$51.00	\$54.00	\$56.00	\$59.00	\$62.00
Dynamics 365 Commerce Developer	N/A	\$52.50	\$55.13	\$57.88	\$60.78	\$63.81	\$67.00	\$70.36	\$73.87	\$77.57
Dynamics 365 X++	N/A	\$52.50	\$55.13	\$57.88	\$60.78	\$63.81	\$67.00	\$70.36	\$73.87	\$77.57
Dynamics 365 Functional Consultant Pool	N/A	\$210.00	\$215.00	\$218.00	\$221.00	\$224.00	\$227.00	\$230.00	\$234.00	\$238.00
Dynamics 365 Technical Consultant Pool	N/A	\$53.00	\$55.00	\$58.00	\$61.00	\$64.00	\$67.00	\$70.00	\$74.00	\$78.00
Azure Cloud Services Consultant Pool	N/A	\$53.00	\$55.00	\$58.00	\$61.00	\$64.00	\$67.00	\$70.00	\$74.00	\$78.00

2. Amend the first sentence of Section III(B) to read as follows:

“Table B1 below details the total annual cost for Contractor resources for the initial contract term. Table B2 details the annual cost for the optional contract extensions. Tables B1 and B2 assume 2,000 hours per year at the hourly rates in the Table in Section III(A) above for the following Positions: Team Leader/Dynamics Systems Architect; Configuration Manager; Data Lake Architect/Administrator; SQL Server Administrator; Report Developer; and Dynamics 365 Functional Consultant Pool. Tables B1 and B2 assume 1,000 hours per year at the hourly rates in the Table in Section III(A) above for the following Positions: Dynamics 365 Administrator; Azure Administrator; Dynamics 365 Commerce Developer; Dynamics 365 X++ Developer; Dynamics 365 Technical Consultant Pool; and Azure Cloud Services Consultant Pool.”

3. Delete the Contractor Staff Annual Total Cost Table in Section III(B) and replace it with the following two tables:

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Table B1: Initial Contract Term Annual Costs

CONTRACTOR STAFF ANNUAL TOTAL COST								
Position Title	Initial Contract Term							Total
	SFY 2025	Jul. - Sept. SFY 2026	Oct. - Jun. SFY 2026	SFY 2027	SFY 2028	SFY 2029	Jul. - Feb. SFY 2030	
Team Leader/Dynamics System Architect	\$443,504.00	\$116,420.01	\$346,500.00	\$486,000.00	\$510,000.00	\$534,000.00	\$374,666.67	\$2,811,090.68
Configuration Manager	\$362,864.00	\$95,250.00	\$283,500.00	\$396,000.00	\$416,000.00	\$438,000.00	\$306,666.67	\$2,298,280.67
Data Lake Architect/Administrator	\$362,864.00	\$95,250.00	\$283,500.00	\$396,000.00	\$416,000.00	\$438,000.00	\$306,666.67	\$2,298,280.67
Dynamics 365 Administrator	\$100,784.00	\$26,456.01	\$39,750.00	\$55,000.00	\$58,000.00	\$61,000.00	\$42,666.67	\$383,656.68
Azure Administrator	\$100,784.00	\$26,456.01	\$39,750.00	\$55,000.00	\$58,000.00	\$61,000.00	\$42,666.67	\$383,656.68
SQL Server Administrator	\$100,784.00	\$26,456.01	\$79,500.00	\$110,000.00	\$116,000.00	\$122,000.00	\$85,333.33	\$640,073.34
Report Developer	\$80,624.00	\$21,164.01	\$63,000.00	\$88,000.00	\$92,000.00	\$98,000.00	\$68,000.00	\$510,788.01
Dynamics 365 Commerce Developer	N/A	N/A	\$39,375.00	\$55,130.00	\$57,880.00	\$60,780.00	\$42,540.00	\$255,705.00
Dynamics 365 X++ Developer	N/A	N/A	\$39,375.00	\$55,130.00	\$57,880.00	\$60,780.00	\$42,540.00	\$255,705.00
Dynamics 365 Functional Consultant Pool	N/A	N/A	\$315,000.00	\$430,000.00	\$436,000.00	\$442,000.00	\$448,000.00	\$2,071,000.00
Dynamics 365 Technical Consultant Pool	N/A	N/A	\$39,750.00	\$55,000.00	\$58,000.00	\$61,000.00	\$298,666.67	\$512,416.67
Azure Cloud Services Consultant Pool	N/A	N/A	\$39,750.00	\$55,000.00	\$58,000.00	\$61,000.00	\$42,666.67	\$256,416.67
Total Yearly Cost	\$1,552,208.00	\$407,452.05	\$1,608,750.00	\$2,236,260.00	\$2,333,760.00	\$2,437,560.00	\$2,101,080.02	\$12,677,070.07

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Table B2: Optional Contract Extension Annual Costs

CONTRACTOR STAFF ANNUAL TOTAL COST					
Position Title	Optional Contract Extensions				Jul. - Feb. SFY 2034
	Mar. - Jun. SFY 2030	SFY 2031	SFY 2032	SFY 2033	
Team Leader/Dynamics System Architect	\$187,333.33	\$590,000.00	\$620,000.00	\$650,000.00	\$454,666.67
Configuration Manager	\$153,333.33	\$482,000.00	\$506,000.00	\$532,000.00	\$372,000.00
Data Lake Architect/Administrator	\$153,333.33	\$482,000.00	\$506,000.00	\$532,000.00	\$372,000.00
Dynamics 365 Administrator	\$21,333.33	\$67,000.00	\$70,000.00	\$74,000.00	\$49,333.33
Azure Administrator	\$21,333.33	\$67,000.00	\$70,000.00	\$74,000.00	\$49,333.33
SQL Server Administrator	\$42,666.67	\$134,000.00	\$140,000.00	\$148,000.00	\$98,666.67
Report Developer	\$34,000.00	\$108,000.00	\$112,000.00	\$118,000.00	\$78,666.67
Dynamics 365 Commerce Developer	\$21,270.00	\$67,000.00	\$70,360.00	\$73,870.00	\$51,713.33
Dynamics 365 X++ Developer	\$21,270.00	\$67,000.00	\$70,360.00	\$73,870.00	\$51,713.33
Dynamics 365 Functional Consultant Pool	\$149,333.33	\$454,000.00	\$460,000.00	\$468,000.00	\$317,333.33
Dynamics 365 Technical Consultant Pool	\$21,333.33	\$67,000.00	\$70,000.00	\$74,000.00	\$49,333.33
Azure Cloud Services Consultant Pool	\$21,333.33	\$67,000.00	\$70,000.00	\$74,000.00	\$49,333.33
Total Yearly Cost	\$847,873.31	\$2,652,000.00	\$2,764,720.00	\$2,891,740.00	\$1,994,093.32

Except as provided herein, all other provisions of the August 30, 2024, Agreement shall remain in full force and effect.

CONTRACTING OFFICER FOR STATE AGENCY



Joseph W. Mollica, Chairman
New Hampshire Liquor Commission

10/12/2025

Date

LUMOVY TECHNOLOGY SOLUTIONS, LLC

Signed by:
Sumit Kar Mazumder
Sumit Kar Mazumder, Chief Executive Officer

9/11/2025
Date

Approved for Form, Substance and Execution

[Signature]
Assistant Attorney General
Mike O'Rand

9/12/2025
Date

90 CSB



New Hampshire Liquor Commission

50 Storrs Street
Concord, NH 03301
(603) 230-7015

Joseph W. Mollica
Chairman

Nicole Brassard Jordan
Deputy Commissioner

Christopher T. Sununu
Governor

August 6, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize the New Hampshire Liquor Commission (NHLC) to enter into a contract with Illumina Technology Solutions LLC (VC # _____), Portland, Oregon, in the amount of \$10,558,073.29 for technical consulting, support, and maintenance services of its Microsoft Dynamics 365-based system effective upon Governor and Executive Council approval through February 28, 2030. 100% Liquor Funds.

Funds are available for State Fiscal Year 2025 and are anticipated to be available in the following account for State Fiscal Years 2026-2030, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

State FY	Accounting Unit and Class Title	Amount
2025	02-77-77-771512-1030000-103-502507 Liquor Commission, Marketing and Merchandizing, Store Operations, Program Contract	\$1,552,208.00
2026		\$1,629,824.00
2027		\$1,711,320.80
2028		\$1,796,892.44
2029		\$1,886,742.66
2030		\$1,981,085.39
	Total:	\$10,558,073.29

EXPLANATION

Through this contract, the NHLC will procure technical consulting resources who will support and maintain its NextGen solution, an enterprise resource planning system that replaced the NHLC's 40-year-old legacy system. The NextGen solution serves as the primary business system for the NHLC, touching everything from point-of-sale operations in the retail stores, to inventory within warehouses, to back-office functioning such as accounting and auditing. A Microsoft Dynamics 365-based system, the NextGen solution is used daily in the agency's operations, and reliable operation of the solution is therefore critical to the NHLC as it carries out its business.

The technical consulting resources provided by Illumina Technology Solutions LLC will provide support services in collaboration with State staff and other vendor teams. Illumina's personnel will bring additional necessary skill sets to the project, supplementing the NHLC's existing resources. Further, these new resources will ensure that there is sufficient support for the NextGen solution during the non-traditional business hours present in the NHLC's retail environment.

The NHLC employed a competitive bidding process, which it initiated by issuing a Request for Proposals (RFP #2024-02-NEXTGEN SUPPORT) on April 9, 2024. In addition to posting the RFP on the NHLC's website, the NHLC sent email notifications of the posting to vendors that had the capability to provide the needed services. The RFP required that interested vendors submit explanations as to how they would provide support services for the NextGen solution to the NHLC, including to its retail components, and show an ability to provide to the NHLC seven information technology consultants, two of whom would work exclusively onsite at the NHLC Headquarters. The NHLC received proposals from three bidders, two of which provided all the necessary proposal components required by the RFP.

The selection process included a review and scoring of technical and cost proposals. The selection panel included NHLC and Department of Information Technology employees with expertise and knowledge in the areas of the NextGen solution, the NHLC's needs, and technical project management. Illumina Technology Solutions LLC received the highest technical proposal score and, as the bidder that submitted the lowest proposed cost, also received the highest cost proposal score.

Based on the foregoing, I respectfully request approval of the contract with Illumina Technology Solutions LLC.

Respectfully submitted,



Joseph M. Mollica
Chairman, Liquor Commission