



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS
Fulfillment and Storage Services RFP
RFP DBEA 2025-02**

Clarifying Questions and Answers

- Q1.** Can you provide a list with some product details (SKU, Qty Name, Size, Weight)?
A1. The state will only be using the selected vendor to send out Visitor Guides and State Maps. These items are both under 9x12 in size and under 1LB each.
- Q2.** Can you provide a manifest with an average month's order volumes?
A2. On average, the state gets 500-600 monthly requests of Visitor Guides, but will peak in April-June when actively promoting the guidebook and 200 monthly requests of State Maps.
- Q3.** What are the typical order profiles? (ie total units per order, size, value)
A3. The spreadsheet will include address, item, amount.
- Q4.** How is the order information to be transmitted to us for fulfillment?
A4. The state will provide a weekly spreadsheet.
- Q5.** Do you have any volume projections for the individual mailers and the boxes?
A5. See A2. For boxes, the state averages 5-10% of the total volume as bulk orders.
- Q6.** The RFP mentioned that all shipments will travel with USPS and require a NH postmark. Is there any flexibility with the postmark?
A6. There could be some flexibility but that would be a discussion with the selected vendor.
- Q7.** Do you want a separate line for packaging pricing or an all-in fulfillment price (excluding USPS costs)?
A7. Refer to Attachment C – Rates and Fees Schedule of the RFP.
- Q8.** How would the orders be sent to us?
A8. Materials will be delivered on pallets via freight.
- Q9.** How will the requests for materials and delivery addresses be submitted, and in what format? Will these requests come directly from the state itself or from the end users?
A9. See A4.

Q10. How many different types of materials will be stored at our facility, and what is the estimated number of pallets?

A10. The state would estimate about 10-15 would need storage.

Q11. What is the estimated number of fulfillment packages that will be sent out per day?

A11. See A2.

Q12. The RFP states that the new vendor will be responsible for picking up the material once the contract is awarded. Where is the material currently located?

A12. Concord, New Hampshire.

Q13. Can you provide an example of an out-of-pocket expense?

A13. It could include transportation costs for moving inventory, printing labels or envelopes, etc.