

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)**

**REQUEST FOR PROPOSAL  
RFP# NHES 2018-04 ISSUED 03-28-2018  
TELEPHONE INTERPRETATION SERVICES**

**ADDENDUM #1**

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**RESPONSES TO RFP# NHES 2018-04, SECTION 4B, PROPOSAL INQUIRIES.** This Addendum #1 to RFP NHES 2018-04 includes timely responses to proposer inquiries received by the required date of April 6, 2018, as follows:

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**Question 1. Can you let me know the spend for 2016, 2017 for telephonic interpretation services?**

NHES Response. NHES expended \$3,592 in 2016 and \$3,433 in 2017 for telephonic interpretation services.

**Question 2. Also any historical data regarding video?**

NHES Response. Historical data regarding Video Remote Interpreting (VRI) is not available. NHES has not previously utilized VRI due to internal resource constraints.

**Question 3. Do you have any historical data on the number of minutes used per month and the language mix?**

NHES Response. Following is historical data for telephone interpretation only.

<b>CALENDAR YEAR 2016</b>			
<b>Language</b>	<b>Usage %</b>	<b>MO/YEAR</b>	<b>Minutes Used</b>
Albanian	1.66%	01/2016	276
Arabic	2.58%	02/2016	270
Cambodian	1.80%	03/2016	1,577
Cantonese	1.12%	04/2016	777
French	0.70%	05/2016	189
French Canadian	0.16%	06/2016	292
Greek	0.02%	07/2016	265
Kinyarwanda	1.52%	08/2016	472
Kirundi	0.34%	09/2016	194
Mandarin	0.56%	10/2016	117
Nepali	0.94%	11/2016	294
Polish	0.78%	12/2016	275
Portuguese	0.30%	<b>Total</b>	<b>4,998</b>
Russian	1.68%		
Somali	1.48%		
Spanish	77.88%		
Swahili	0.60%		
Thai	2.34%		
Vietnamese	3.54%		
<b>Total</b>	<b>100.00%</b>		

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<b>CALENDAR YEAR 2017</b>			
<b>Language</b>	<b>Usage %</b>	<b>MO/YEAR</b>	<b>Minutes Used</b>
Arabic	9.37%	01/2017	403
Bassa	0.11%	02/2017	147
Cambodian	8.32%	03/2017	391
Cantonese	1.04%	04/2017	440
Croatian	4.86%	05/2017	503
Farsi	0.58%	06/2017	312
French	2.71%	07/2017	175
Haitian Creole	2.77%	08/2017	249
Indonesian	0.38%	09/2017	662
Korean	0.49%	10/2017	515
Lao	0.27%	11/2017	375
Mandarin	1.73%	12/2017	334
Portuguese	1.64%	<b>Total</b>	<b>4,506</b>
Somali	1.86%		
Spanish	58.28%		
Swahili	0.42%		
Vietnamese	5.17%		
<b>Total</b>	<b>100.00%</b>		

**Question 4. Is there an incumbent? If so, who? What are the current rates?**

NHES Response. Yes, there is an incumbent. Telanguage, Inc. is the incumbent. The current per minute rates as follows:

<b>Language</b>	<b>VRI</b>	<b>Telephone</b>
ASL	\$3.75	N/A
Spanish	\$2.75	\$0.67
All other languages	\$2.75	\$0.89

**Question 5. Would the contractor's call centers have to be in the United States or could we use offshore resources?**

NHES Response. Companies do not need to be based in the United States to submit a proposal. Any qualified Proposer may submit a proposal. However, at the time of contract execution, any company awarded the work will be required to submit a Certificate of Good Standing from the NH Secretary of State's Office, evidencing that it is properly registered to do business in the State of New Hampshire.

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**Question 6. Whether companies from Outside USA can apply for this? (like, from India or Canada)**

NHES Response. Please see response to question #5.

**Question 7. Whether we need to come over there for meetings?**

NHES Response. The need for on-site meetings is not anticipated at this time.

**Question 8. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

NHES Response. Please see response to question #5.

**Question 9. Can we submit the proposals via email?**

NHES Response. Proposals may not be submitted by e-mail. The RFP provides at Section 4A. that "Proposals may be submitted by U.S. Mail or other Delivery Service" to NHES headquarters located at 45 South Fruit Street, Concord, NH. Proposals submitted in response to the RFP must include one original and four clearly identified copies, including all required attachments. See RFP Section 4A. The RFP anticipates and requires the submission of hard copies of Proposals by the submission deadline.

**Question 10. What is the anticipated monthly volume ( number of minutes)?**

NHES Response. Unknown at this time. Please see response to question #3 for historical data.

**Question 11. What percentage is for Spanish?**

NHES Response. Unknown at this time. Please see response to question #3 for historical data.

**Question 12. Video Remote Interpreting- anticipated volume?**

NHES Response. Unknown at this time. Historical data is not available. NHES has not previously utilized Video Remote Interpreting (VRI).

**Question 13. How will addendums and information pertaining to this RFP be delivered to the interested vendors? Is there a website or will you email us?**

NHES Response. Addendums to the RFP will be posted to the following websites:

<http://www.nhes.nh.gov/media/requests-for-bids.htm>

[https://das.nh.gov/purchasing/bids\\_posteddte.asp?sort=PostedDate%20DESC](https://das.nh.gov/purchasing/bids_posteddte.asp?sort=PostedDate%20DESC)

**Question 14. When will I hear from you regarding volume- it is critical for pricing!**

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NHES Response. Anticipated volume is unknown at this time. Please see response to question #3 for historical data.

**Question 15. Under the Freedom of Information Act (FOIA), is there an incumbent provider currently performing the duties described in the RFP for NHES? If so, please identify the company or person(s) providing such services, and tell how long NHES has been working with that company or person(s) in this capacity.**

NHES Response. Yes, there is an incumbent provider. Telanguage, Inc. is the incumbent. NHES' contract for telephone interpretation and video remote interpretation services with Telanguage, Inc. is for a period of three years.

**Question 16. Under the FOIA, how much is NHES currently paying for services like the ones described in the Requisition [RFP]?**

NHES Response. Please see responses to questions #2 and #3.

**Question 17. Why is NHES considering a change of vendors for these services?**

NHES Response. The current contract is expiring and NHES is required by law to competitively bid for services.

**Question 18. How long has NHES been utilizing Video Remote Interpreting (VRI), and how many VRI devices does it utilize currently?**

NHES Response. NHES has not previously utilized Video Remote Interpreting (VRI). NHES currently has computer screens, televisions and web cameras available at every NHES office.

**Question 19. What's the annual telephonic and VRI usage volume, ideally broken down by language?**

NHES Response. Please see response to question #3. Historical data regarding Video Remote Interpreting (VRI) is not available. NHES has not previously utilized VRI due to internal resource constraints.

**Question 20. The RFP requires, "Provide trained and experienced personnel including court certified interpreters qualified to interpret legal proceedings." When such court certification or other special skills are required, how much advance notice will be given regarding such requirements so that appropriate scheduling can be performed?**

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NHES Response. NHES does not schedule telephone interpretation services in advance. Proposers must demonstrate the capacity to provide services on an “as needed” basis.

**Question 21. How will our proposal be stored, and who will have access to the proprietary information contained therein?**

NHES Response. Please refer to RFP Section 7E Public Disclosure.

**Question 22. Please provide information on the Department's payment terms. (I.e., in how many days can the contractor expect the payment following the submission of an invoice?)**

NHES Response. The typical payment term is net 30 from the date of invoice.

**Question 23. Is a list of prospective bidders for this RFP available? If so, please provide that list or its accessible location online.**

NHES Response. Please refer to New Hampshire RSA 21-G:37 for agency requirements with respect to responses received to this RFP. Upon the closing date for responses, the agency shall post the number of responses received on the agency website ([www.nhes.nh.gov](http://www.nhes.nh.gov)). The agency will then make the name and score of each responding vendor available on its website at least 5 business days prior to submitting the proposed contract to the department of administrative services for governor and executive council approval.

**Question 24. If separate specifications in the RFP can be addressed through replies involving overlapping or repeated information:**

- **Should the proposal include the same reply in response to each of those specifications, or**
- **Should one section of the proposal directly address the topic while another section of the proposal simply notes a reference to that language in order to reduce the overall length of the submitted proposal?**

NHES Response. Proposals should include a complete response to each specification included in the RFP.

**Question 25. How many minutes per month or annual amount of minutes do you anticipate requiring telephonic interpretation?**

NHES Response. Unknown at this time. Please see response to question #3 for historical data.

**Question 26. What is the average length of a call for telephonic interpretation?**

NHES Response. The average length or duration of a call for telephonic interpretation was 14 minutes in 2016 and 20 minutes in 2017.

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**Question 27. What is the anticipated amount of annual calls for telephonic interpretation?**

NHES Response. Unknown at this time. The actual count of telephonic interpretation calls placed in 2016 and 2017 was 347 and 228, respectively. Please also see response to question #3 for historical data.

**Question 28. What is the estimated volume percentage per language of telephonic interpretation? (I.e. Spanish 80% of calls, Mandarin 10%; Other 10%, etc)**

NHES Response. Unknown at this time. Please see response to question #3 for historical data.

**Question 29. How many minutes per month or annual amount of minutes do you anticipate requiring Video Remote Interpretation?**

NHES Response. Unknown at this time. Please see response to question #12.

**Question 30. What is the average length of a call for Video Remote Interpretation?**

NHES Response. Unknown at this time. Please see response to question #12.

**Question 31. Would a vendor's internal certification, training, and qualification process, in addition to a complete description of previous professional interpretation experience, be a sufficient replacement for the certification requirement found in Section 3, sub-section A.?**

NHES Response. Certification by the National Association of the Deaf-Registry of Interpreters is required.

**Question 32. Will the contract be awarded to one vendor or is this a multiple vendor award?**

NHES Response. NHES expects to award the contract resulting from this RFP to a single vendor.

**Question 33. If multiple vendor award, how will work be distributed?**

NHES Response. Not applicable.

**Question 34. Are vendors allowed to provide tiered pricing that reflects one per minute price for Spanish interpretation and one per minute rate for all other languages?**

NHES Response. Proposers with tiered pricing should so indicate in their price proposal submission.

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**Question 35. Because telephonic interpretation and video remote interpretation takes place off-site and not on NHES property, can you please confirm that the background check described on Page 12 does not apply to telephonic or video remote interpreters ?**

NHES Response. This requirement is interpreted by the Agency to require criminal background checks on all persons working for the contractor that work on items covered by the contract.

**Question 36. Overall number of minutes used for Over the Phone Interpreting (OPI) in 2017?**

NHES Response. Please see response to question #3.

**Question 37. Overall number of minutes used for Video Remote Interpreting (VRI) in 2017?**

NHES Response. Not available. NHES has not previously utilized Video Remote Interpreting (VRI).

**Question 38. Overall spend for OPI in 2017?**

NHES Response. Please see response to question #3.

**Question 39. Overall spend for VRI in 2017?**

NHES Response. Please see response to question #2.

**Question 40. Does the State have a need for translation (written) services?**

NHES Response. Written translation services are outside the scope of this RFP.

**Question 41. Why is the State going to RFP?**

NHES Response. The current contract for telephone interpretation services is expiring and NHES is required by law to competitively bid for services.

**Question 42. Are the incumbents invited to this RFP?**

NHES Response. Please see response to question #23.

**Question 43. Who are the incumbents?**

NHES Response. Please see response to question #4.

**Question 44. What are the main challenges the state is seeing with this service?**

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NHES Response. Not applicable. The RFP contains no indication that there have been challenges in service delivery.

**Question 45. Any particular needs or requests related to this RFP?**

NHES Response. Please refer to the RFP document which specifies our needs.

**Question 46. It appears that we don't need to complete and submit Appendix D with our proposal, and that it will only be required upon RFP award, prior to signing the contract. Is this correct?**

NHES Response. Correct, a completed/signed Appendix D is not required to be submitted with proposals. Appendix D is a required document for any contract resulting from this RFP.

**Question 47. For Section D. Experience, question iii ("A statement of Proposer's ability and commitment to meet the scope and availability requirements outlined in Section 3 above"), are you looking for just a single statement expressing our ability to meet all of these, or do you want us to individually respond with explanations of how we will meet each of the items in Section 3.A, questions a-j?**

NHES Response. Proposers should provide a statement regarding their ability and commitment to meet the scope and availability requirements outlined in Section 3. Proposers must provide an explanation as to how each of the specific requirements listed in Section 3A (a-j) and Section 5 (A-F) will be met.

**Question 48. Our company contracts with thousands of interpreters, and due to the proprietary and confidential nature of this information, we are unable to provide the names, resumes, and copies of all certifications/credentials for each of these thousands of individuals (requested in Section E. Staffing and Section F. Quality of Work and Quality Assurance, question iv). Is it acceptable to summarize the qualifications, experience, and certifications/credentials across our interpreter base, or will this negatively impact our scoring?**

NHES Response. A resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities is required for each identified key staff member. Proposer must confirm and certify that contractors and subcontractors performing work under contract with NHES will have the necessary certifications, credentials, licensure and experience required in this RFP.

**Question 49. Do our interpreters need to be at the facilities or can they call into them?**

NHES Response. This RFP is seeking proposals to provide telephone interpretation services, including Video Remote Interpretation (VRI).



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**Question 50. Could you clarify Section I? Do you have a 9 digit code we need to incorporate into our system, or are the codes just for billing purposes?**

NHES Response. Assuming the reference is to Section 3A(i), the Proposer must have the ability to accept up to a 9-digit code submitted by NHES for each call placed. The 9-digit code will need to be included for each call appearing on billing statements.

**Question 51. What type of award is this?**

NHES Response. Please refer the RFP Section 8 – Contract Terms and Award.

**Question 52. Is there any information on past volume?**

NHES Response. Please see response to question #3.

**Question 53. Who is your current provider?**

NHES Response. Please see response to question #4.

**Question 54. What is the current rate?**

NHES Response. Please see response to question #4.

**Question 55. In the RFP it mentions 'services will be provided on an as-needed basis', will all of the work be 'on demand', or will some be scheduled?**

NHES Response. Please see response to question #20.

**Question 56. Does the department have sufficient technologies to support OPI/VRI, or will equipment need to be provided?**

NHES Response. Please see response to question #18.

**Question 57. As a percentage of the total minutes used each year by the NHES for telephone & VRI interpretation services, what are the percentages of usage for each language listed in Appendix B?**

NHES Response. Please see response to questions #2 and #3.

**Question 58. In the last year, what were the total number of minutes used by NHES for telephone & VRI interpretation services?**

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NHES Response. Please see response to questions #2 and #3.

**Question 59. If this is the first time NHES will be engaging a language service provider to support them with telephone and VRI interpretation services, what is the approximate number of total minutes that NHES expects to use in one year? What would be the expected average number of minutes used per month?**

NHES Response. This is not the first time NHES will be engaging a language service provider to provide telephone and VRI interpretation services. Please see response to questions #2 and #3. Anticipated future volumes are unknown.

**Question 60. What is the current per minute rate that NHES is being charged by the current provider for each language listed in Appendix B?**

NHES Response. Please see response to question #4.

**Question 61. In the Technical Proposal under section F.Quality of Work and Quality Assurance iv., it asks the Proposers to include a list of certifications, credentials, licensure and experience of contractors and subcontractors that will be used to perform the work. We expect to have several hundred qualified interpreters available to support this contract that will be working as freelance contractors. Are you asking for us to provide certifications, credentials and licensure for several hundred contractors?**

NHES Response. Please see response to question #48.

**Question 62. What is the name of the current vendor that is providing this service to NHES?**

NHES Response. Please see response to question #4.

**Question 63. Section 3 (Proposed Scope of Work), subsection A.e states that vendors must provide trained and experienced personnel “including court certified interpreters qualified to interpret legal proceedings.” Do all interpreters have to be court certified, or only those assigned to interpret legal proceedings?**

NHES Response. NHES does not require court certified interpreters on all telephone interpretation calls or video remote interpreting. Court certified interpreters are required during an administrative hearing process.

**Question 64. Approximately what percent of Telephone Interpreting/Video Remote Interpreting (VRI) services will be for interpreting court/legal proceedings?**

NHES Response. Unknown at this time.

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**Question 65.** For legal proceedings, does NHES intend to use telephone interpreting or VRI services for spoken languages?

NHES Response. The primary use of VRI services will be for American Sign Language interpreting. However, under limited, special circumstances, VRI services may be needed for foreign language interpretation. Our foreign language telephone interpretation and VRI needs are unknown at this time. Please also see response to question #67.

**Question 66.** Does NHES require consecutive or simultaneous interpreting for legal proceedings?

NHES Response. Consecutive.

**Question 67.** In Appendix B (Vendor Price Proposal), ASL is the only language listed for VRI. Is American Sign Language the only language for which NHES intends to use VRI services?

NHES Response. Please see revised Appendix B to include a line for foreign language VRI services.

**Question 68.** Section 3 (Proposed Scope of Work) states, “The project will consist of scheduling and providing all work, labor, materials, tools, equipment and transportation necessary to provide telephone interpretation...” Are vendors expected to provide equipment for the delivery of VRI services as well? If so, does NHES have any specific requirements for VRI equipment?

NHES Response. Please see response to question #18.

**Question 69.** Can NHES’ please provide historical telephone interpreting and VRI usage data and/or projected usage?

NHES Response. Please see response to questions #2 and #3. Anticipated future volumes are unknown.

**Question 70.** Does NHES intend to select a single vendor or multiple vendors?

NHES Response. NHES expects to award the contract resulting from this RFP to a single vendor.

**Question 71.** Who is NHES’ current telephone interpretation and VRI vendor?

NHES Response. Please see response to question #4.

**Question 72.** What are NHES’ current telephone interpreting and VRI rates?

NHES Response. Please see response to question #4.

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Vendor \_\_\_\_\_ Address \_\_\_\_\_

By: \_\_\_\_\_  
(This document must be signed) (Title)

\_\_\_\_\_  
(Please print or type name) Tel. No. \_\_\_\_\_

**CONTACT: Jill D. Revels, Business Administrator  
New Hampshire Employment Security  
(603) 229-4449**