

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY**

**REQUEST FOR PROPOSAL
RFP# NHES 2024-03
In-Person Foreign Language Interpretation Services**

ADDENDUM #2

RESPONSES TO RFP# 2024-03, SECTION 4B, VENDOR INQUIRIES. This Addendum #2 to RFP NHES 2024-03 includes timely responses to proposer inquiries received by the required date of April 19, 2024, as follows (please note, inquiries are copied directly as they were received by the Department):

1. Will this be multiple or single award?

NHES Response #1: NHES anticipates making a single award.

2. Please can you provide the name and rates of the current incumbent

NHES Response #2: Ascentria Community Services, Inc. d/b/a The Language Bank is NHES's current vendor. Ascentria's rates are as follows:

	Rate for Services	Travel Charges	
	Hourly Rate	Hourly Rate	Mileage
	Monday – Friday 8:00 a.m. -4:30 p.m.	Flat Rate	Per Mile Rate
ASL Interpretation	\$80.00 per hour	\$80.00 per hour Portal to Portal	Current IRS rate
Minimum Charge Policy	Minimum charge of 2 hours per appointment. If a request is cancelled with less than 48 hours' notice (2 full business days prior to scheduled service), NHES will pay for the entire block of time that was scheduled.		
Annual Contract Total	\$2,500.00		

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Contract Total Not to Exceed	\$7,500.00
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	<u>Spanish</u>	<u>Vietnamese</u>	<u>Bosnian</u>	<u>Arabic</u>	<u>Chinese</u>
In-person Interpretation (per HOUR)	\$ 55.00	\$ 55.00	\$ 55.00	\$ 55.00	\$ 55.00
Written Interpretation (per WORD)	\$ 0.18	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
Travel Expense (per HOUR)	\$ 33.00				

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3. Please can you provide past volumes of onsite interpretation per month per language i.e. 50 hours Spanish, 30 hours Vietnamese etc.

NHES Response #3:

For the period January 2023 through December 2023			
Calendar Year	Calendar Month	Language	Total Hours
2023	1	Gujarati	2.0
2023	1	Spanish	2.0
2023	1	Thai	2.0
2023	1	Vietnamese	2.0
2023	2	Arabic (Moroccan)	3.0
2023	2	Chinese	2.0
2023	2	Korean	2.0
2023	2	Spanish	8.8
2023	4	Arabic (Moroccan)	2.0
2023	4	Gujarati	2.5
2023	5	Kinyarwanda	2.0
2023	5	Nepali	4.0
2023	5	Spanish	13.5
2023	6	Bosnian	2.0
2023	6	Nepali	2.0
2023	6	Spanish	5.0
2023	7	Bosnian	2.0
2023	7	Cambodian	2.0
2023	7	Chinese (Mandarin)	2.0
2023	7	Nepali	2.0
2023	7	Portuguese	2.0
2023	7	Spanish	10.5
2023	7	Vietnamese	2.0
2023	8	Spanish	8.3
2023	9	Spanish	8.0
2023	10	Spanish	2.5
2023	11	Spanish	4.0
2023	12	Swahili	2.0
2023	12	Vietnamese	2.0
2023 Total			106.0

4. Please can you provide past volumes of translations per month per language i.e. 5,000 words Spanish, 300 words Vietnamese etc.

NHES Response #4: NHES has not utilized document translation services.

5. Do all interpreters and translators also need to undergo a criminal record authorization form? We would like to suggest this is not needed so that we can provide more linguists available to NHES without this restriction.

NHES Response #5: Yes, any agent of the selected vendor must sign a criminal record authorization form as stated in Section 3.C of the RFP.

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6. If parking costs are accrued for in person interpretation, can this be reimbursed at cost?

NHES Response #6: Any additional costs must be noted in Exhibit A.

7. Can we use translators outside of the US?

NHES Response #7: All translation services will be performed at NHES offices throughout the State of New Hampshire.

8. In the aftermath of the pandemic, many of our personnel are working remotely, which makes the submission of a paper proposal an unnecessary burden. Most RFPs are in fact being accepted electronically (as are most document translations requested). Will the New Hampshire Department of Employment Security, (“NHES”) accept our submission in electronic format only instead of both electronic and physical submission, or at least explain the purpose of requiring both electronic and physical submission?

NHES Response #8: No, both electronic and physical copies of the proposal must be submitted. This enables NHES to distribute the proposal to all members of the evaluation team without undue burden on public resources.

9. Was there a previous RFP for these services? If so, can we see that previous RFP document?

NHES Response #9: NHES last issued an RFP for In-Person Foreign Language Translation services in 2019.

10. Is there an incumbent vendor for this bid? If an award was made, please name the incumbent(s).

NHES Response #10: Please see NHES Response #2.

11. If there is an incumbent, at what rates are services being offered?

NHES Response #11: Please see NHES Response #2.

12. In the interest of saving money for the government— can the NHES allow for separate quotations based on location?

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NHES Response #12: Fees for interpretation services should be flat. Differences in the distance to the various NHES local offices should be accounted for in proposer's Travel Expense quotation.

13. Will the NHES require on-site document translation/sight translation as part of this contract, and if so, how much?

NHES Response #13: On-site document translation will not be required.

14. The cost of translating from English into another language is typically not the same as the cost of translating from another language into English. In the interest of securing the optimal pricing for the NHES we would like to provide separate pricing based on the direction of translation. Will this alternative pricing model be acceptable?

NHES Response #14: No, translation services should be quoted at a flat rate.

15. Industry standard practice for on-site interpreting utilizes a minimum number of hours per assignment. Will the NHES revise the Price Form to incorporate such a minimum per assignment for on-site interpreting? We propose a minimum of 2 hours per assignment.

NHES Response #15: Any additional costs, such as a minimum time per assignment should be noted in Exhibit A.

16. Page 6, of the RFP document states the following: "Contractor and each of its employees working on NHES property will be required to sign and submit STATEMENT OF CONFIDENTIALITY OF RECORDS FORM and a CRIMINAL RECORD AUTHORIZATION FORM prior to the start of any work. There is a fee for each background check required, which must be paid by the Contractor." Can NHES provide a reason for contractors paying for said background checks, given that this is a requirement unilaterally imposed by NHES? Will NHES add a line item to the pricing to reimburse the contractor for these background checks?

NHES Response #16: Background checks for selected vendor's agent are a requirement of federal funding received by NHES. NHES will not reimburse selected vendor for the cost of background checks.

17. What is the expected volume of interpreting work, by language, for this requirement?

NHES Response #17: Please see NHES Response #3.

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18. What is the historical volume of translation and interpreting work, by language, for this requirement?

NHES Response #18: Please see NHES Response #3.

19. Will State of New Hampshire please consider a due date extension for questions/Contract Term inquires? A one-week extension would be most appreciated.

NHES Response #19: Due to the time necessary to execute a contract with the selected vendor and obtain required approvals, NHES cannot extend the deadline for proposer inquiries.

20. Will State of New Hampshire please consider a due date extension for proposal submissions? A one-week extension would be most appreciated.

NHES Response #20: Due to the time necessary to execute a contract with the selected vendor and obtain required approvals, NHES cannot extend the deadline for proposal submission.

21. How will State of New Hampshire provide responses to vendor questions (via email, Bid Board, etc.)?

NHES Response #21: Responses to proposer inquiries are found in this Addendum #2 which will be posted on the Department of Administrative Services Procurement website and NHES' website.

22. What is the anticipated volume for written translations (in number of words by language)? If unknown, what did your company spend on written translations in 2023?

NHES Response #22: Please see NHES Response #4.

23. How much did your organization spend on in-person interpretation services in 2022/2023?

NHES Response #23: NHES spent \$1,535 in calendar year 2022 and \$9,119 in calendar year 2023.

24. What is the anticipated contract start date?

NHES Response #24: If all required approvals are timely obtained, the contract will commence on July 1, 2024.

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25. Who is the incumbent? If multiple, how many incumbent vendors are there?

NHES Response #25: Please see NHES Response #2.

26. What is the current rate?

NHES Response #26: Please see NHES Response #2.

27. What is the language mix by percentage (e.g., Spanish 90%, Mandarin, 5%, etc.)?

NHES Response #27: Please see NHES Response #3.

28. Could you share the job titles and/or departments of the personnel who will be reviewing submissions for this RFP?

NHES Response #28: The evaluation team for this RFP has not yet been determined.

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Please include a signed copy of this signature page with your proposal.

Vendor _____ Address _____

By: _____
(This document must be signed) (Title)

(Please print or type name) Tel.No. _____

**CONTACT: Erik Bal, Counsel
New Hampshire Employment Security
(603) 228-4084**