

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

QUESTIONS SUBMITTED BY VENDORS AND ANSWERS FROM NHES:

- 1) **Do you consider freelancers as subcontractors? Especially with regards to the references to subcontractors in page 5 “Identify any proposed subcontractors” as well as the requirements within documents D, E and F for “key personnel”. a. If so, is there a minimum/maximum number of interpreters to include as per point F.iv??**

NHES Response: For purposes of Section V-A of this RFP, please identify freelancers as subcontractors. There is no designated minimum/maximum number of interpreters to include as long as the requirements of the RFP are met.

- 2) **Could you please give us an estimate of the number of interpretation services required per week or per month? We are aware that actual numbers may vary according to the needs, but an estimate, however rough, will help us plan for the resources needed.**

NHES Response: The total number of in-person interpretation hours required in calendar years 2015 and 2016 were 14 and 20, respectively. Please be advised that these numbers do not include telephonic language interpretation services, which have been more extensively utilized.

- 3) **We understand there is no maximum budget allocation for the services under the RFP?**

NHES Response: A maximum contract amount will be set based on anticipated need and pricing.

- 4) **Whether companies from Outside USA can apply for this? (like, from India or Canada)**

NHES Response: Language interpretation services are to be provided in person. We do not believe these services can be provided from outside of the country.

- 5) **Whether we need to come over there for meetings?**

NHES Response: The services are required to be provided in New Hampshire and meetings may also be required.

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

NHES Response: Please see responses to questions# 4 and 5.

- 7) **Can we submit the proposals via email?**

NHES Response: No. Please refer to Section IV-A of the RFP document.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

- 8) Can we submit the proposal for only the written translation part or is it a requirement that a proposer provides all the services?**

NHES Response: Please refer to Section III-B of the RFP document. Proposals must be for all services. Stand-alone submissions for written translation services will not meet the RFP requirements.

- 9) Do you accept proposals from companies located out of state?**

NHES Response: Yes, provided the proposer can comply with all requirements relating to in-person interpretation.

- 10) Is this an existing or new contract?**

NHES Response: If a successful proposal is identified, this will be a new contract with expanded scope.

- 11) Who is the incumbent contractor if there is (or was) an existing contract, and what are (or were) the rates charged on the previous contract and/or what was the dollar amount spent annually on the previous contract?**

NHES Response: There is no incumbent for the exact scope of services required by this RFP.

- 12) Can you provide information on historical usage by language (either by number of interpreting hours, words for translation and/or number of requests for both on-site interpretation and written translation, per language), or if none is available on projected usage?**

NHES Response: We will not provide historical usage due to the different scope anticipated in this RFP.

- 13) Can you provide information on total contract revenue for previous years, and/or anticipated revenue for the new contract?**

NHES Response: Please see response to question #12.

- 14) What has been the biggest challenge in working with your current and/or previous vendors?**

NHES Response: Not applicable. We are expanding the scope of services.

- 15) Will this contract be a single or multiple award?**

NHES Response: It is anticipated that this RFP will result in a single, non-exclusive contract. Please refer to Section II of the RFP document.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

- 16) If this contract is a multiple award, can offerors bid on only one of the services requested (e.g. written translation only or on-site interpretation only)?**

NHES Response: No. Please see response to question #8.

- 17) If this contract is a multiple award, do the contractors have the option to turn down work without being penalized?**

NHES Response: Not applicable.

- 18) If this contract is a multiple award, will work be distributed evenly among the vendors, or will each request be bid out to each of the vendors?**

NHES Response: Not applicable.

- 19) For written translation, will formatting/layout/desktop publishing (DTP) in a graphic design program (such as Adobe InDesign, MS Publisher etc.) ever be required? If so, will the Government add a separate line item for this ancillary service to the pricing template?**

NHES Response: No. Desktop publishing will not be required.

- 20) For in-person interpretation, will the State allow for a minimum number of billable hours?**

NHES Response: The proposer should indicate on their price proposal submission whether there will be any minimum hourly billing per request/assignment.

- 21) Will the State reimburse for travel expenses for low density languages for which there are no qualified/certified interpreters in the State of New Hampshire?**

NHES Response: This will be decided on a case-by-case basis. The proposer should indicate on their price proposal submission whether and how they will bill for low density language travel.

- 22) Will in-person interpreting assignments require “consecutive” or “simultaneous” interpretation (or both)?**

NHES Response: To the extent that this RFP is for foreign language interpretation, we regret that we do not understand the question. In-person interpretation requests will be based on our client’s needs.

- 23) For in-person interpreting in “Chinese,” which dialect(s) is (are) typically needed?**

NHES Response: Typically, the requests received have been for Mandarin and Cantonese.

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

**REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES**

**ADDENDUM #2
RESPONSE(S) TO QUESTION(S)**

24) Does the Department of Employment Security have a preference for vendors located within the State of New Hampshire?

NHES Response: No, however, out-of-state vendors must be prepared to meet all RFP requirements.

25) In the interests of environmental conservation, can proposal responses be submitted by email?

NHES Response: No. Please refer to Section IV-A of the RFP document.

26) Can you tell me the reason for the RFP, new service needed?

NHES Response: The current contract is expiring and the scope is being expanded.

27) Who is the incumbent?

NHES Response: Ascentria Care Alliance currently provides in-person interpretation services.

28) Previous years spend on onsite interpretation and translation?

NHES Response: Our 'spend' last calendar year included on-site interpretation of \$5,890 and written translation of \$26,058 for a one-time document translation project.

29) Anticipated spend on both services

NHES Response: This question does not have sufficient detail to allow for response.

30) Can we apply for the translation services only?

NHES Response: No. Please see response to question #8.

31) Can we send you our proposal for written translation only?

NHES Response: No. Please see response to question #8.

32) What is the frequency of the request for interpreting during evenings, weekends, and holidays?

NHES Response: In-person interpretation will be required during our normal business hours only. Our normal business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. EST.

33) Who are the previous or incumbent vendors and what are their prices for each of the service categories, translation, interpreting, etc. per language?

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

NHES Response: Please see response to question #50.

34) What are the challenges they faced in the service delivery?

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

35) Were they able to provide the services in all of the languages listed?

NHES Response: Please see response to question #14. We are expanding our scope of services.

36) What is the value in Dollars that was spent for each category for translation, onsite interpreting, and telephonic interpreting for each of the past years?

NHES Response: Not applicable. The question is beyond the scope of the current RFP.

37) What are the frequently requested languages in the order of importance?

NHES Response: Spanish is the most frequently requested foreign language. See also Exhibit B.

38) Can a vendor decline to provide a service for any of the language pair if he/she can't find an interpreter in any of the language pairs requested because of the lack of a professional interpreter in some rare languages?

NHES Response: If vendor is unable to provide any of the languages listed in the RFP, please so indicate.

39) How many vendors are you going to select?

NHES Response: We intend to select one vendor.

40) As some of the forms required typing on them, please, can we get the RFP in a Word format?

NHES Response: Exhibits B and C will be provided in PDF format.

41) Should we wait to send you the proposal until all the addenda will be posted and if so what is the date that the last addendum will be posted? This is to make sure that we will have enough time for the preparation and sending it to you.

NHES Response: This Addendum #2 is the final Addendum for this RFP.

42) I saw another RFP for translation services last year:

<http://www.nhes.nh.gov/media/documents/rfp-nhes2017-03-addendum1.pdf>

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

Did you select a vendor in response to that RFP? If so, are you looking for a second vendor for written translation services?

NHES Response: This RFP is for a different scope of services and is unrelated to the previous RFP for document translation services. This Addendum is being issued to address inquiries regarding the current RFP.

43) On the Exhibit B form, it's requesting NH Employer ID #. Where do I get that number or should I leave it blank?

NHES Response: NH Employer ID # is applicable to employers with employees in NH and is obtained through NHES.

44) Exhibit B form only mentioned Spanish, Vietnamese, Bosnian, Arabic, and Chinese. Does the agency ever in need of other languages? If so, what are the languages? And what will the agency pay for those languages?

NHES Response: For purposes of this RFP, comparative pricing is being evaluated based on NHES' five most commonly used languages. Pricing for other languages will be established at the time of contract award. Please refer to Section III-E of the RFP document.

45) Exhibit D, 1.2, asked for the state agency address. NHES has 12 locations, which address do I use?

NHES Response: Please refer to Section V of the RFP document which describes what must be included in proposal. Proposals should be delivered to the address provided in RFP Section IV.

46) 1.6 Account number, What should I use for it?

NHES Response: Please see response to question #45.

47) 1.7 Completion date, what date should I use?

NHES Response: Please see response to question #45.

48) 1.8 Price limitation, Can you explain what it mean? Is it the max the vendor charge per hour per language?

NHES Response: Please see response to question #45.

49) Does NHES have an incumbent vendor? If so, who is it?

NHES Response: Please see response to question #27.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

50) If NHES is currently purchasing interpreting services, can you provide the current pricing schedule in use?

NHES Response: The current vendor, Ascentria Care Alliance's hourly rate for in-person foreign language interpretation services is \$49.50.

51) Does NHES have any historical usage data for the languages requested in this solicitation? If so, please share that information.

NHES Response: Please see response to question #12.

52) Will this be a sole source or multi source award?

NHES Response: Please see response to question #15.

53) Exhibit B asks for an NH Employer ID. Are bidders outside of New Hampshire eligible for award?

NHES Response: Yes, provided that all services required in Section III (Scope) of the RFP can be provided within the specified timeframes.

54) According to Section III, paragraph D, does NHES expect interpreters to arrive at the designated location within 24-72 business hours of request or is the intent simply to secure an interpreter within 24-72 business hours of request?

NHES Response: Proposers should indicate whether they can provide interpreter services within 72 hours as requested. Real time expectations may vary depending upon client needs.

55) In Section III, paragraph E, does NHES expect completed translations within 1-4 business days? If so, what is the average length (in words) of records to be translated?

NHES Response: Proposers should indicate whether they have the ability to turn around written translations within four business days as per the RFP. The length of records to be translated will vary depending upon the circumstances.

56) Please define "qualified."

NHES Response: Qualified means able to provide the scope of work identified in RFP. Relative vendor qualifications will be evaluated as provided in RFP Section VI.

57) Which kind of certifications will be needed for the interpreters and translators? Do copies need to be provided?

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

**REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES**

**ADDENDUM #2
RESPONSE(S) TO QUESTION(S)**

NHES Response: Proposal comparisons will include a review of qualifications which may include certifications. Please refer to Sections V and VI of the RFP document.

58) You stated you currently have a telephone interpreting company hired. Please state if you are willing to re-contract with said company. If no, please state the reason why you will not re-contract.

NHES Response: This is outside of the scope of the current RFP.

59) You request “face-to-face” interpretation. Will you consider VRI (video remote interpreting)?

NHES Response: No. Please refer to Section III-A of the RFP document.

60) Will travel time be covered for on-site “face-to-face” interpreters?

NHES Response: Proposers seeking reimbursement for travel time should so indicate in their price proposal submission.

61) For rate languages, will telephone interpreting be acceptable?

NHES Response: No. NHES has a separate contract for telephone interpretation.

62) Do translations (written document translations) need to be completed on-site? Or can they be done remotely?

NHES Response: Written document translation may be capable of being done remotely.

63) Please define “key staff member.” As we work mainly with independent contractors, who are not employees, do their CVs/resumes need to be submitted?

NHES Response: Please provide resume for key staff who will work on the foreign language interpretation contract. If interpreters are considered key staff for purposes of performing the contract work, please provide sufficient information to allow NHES to evaluate qualifications.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY (NHES)

REQUEST FOR PROPOSAL
RFP# NHES 2017-06 ISSUED 03-24-2017
LANGUAGE INTERPRETATION SERVICES

ADDENDUM #2
RESPONSE(S) TO QUESTION(S)

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**