

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

**REQUEST FOR PROPOSAL  
RFP# NHES 2019-02 ISSUED 03-26-2019  
LANGUAGE INTERPRETATION SERVICES**

**ADDENDUM #1  
RESPONSE(S) TO QUESTION(S)**

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**1) Can a company outside of New Hampshire participate in the bid if they have interpreters in New Hampshire?**

NHES Response: Yes, a company located outside of New Hampshire may participate provided that the proposer can comply with all requirements relating to in-person interpretation in New Hampshire.

**2) Who is the current vendor and may we see their proposal or/and price?**

NHES Response: The current vendor is Ascentria Community Services d/b/a The Language Bank. The current contract rate is \$55.00 per hour for in-person interpretation. The per word written translation rates are \$0.18 for Spanish and \$0.28 per word for other languages. There is a two-hour minimum for in-person interpretation.

**3) What's the rough estimate number of weekly and/or monthly interpretation requests of the five most frequently requested languages per location?**

NHES Response: The total number of in-person interpretation requests in calendar years 2016, 2017 and 2018 were 10, 8 and 6, respectively. Following is a chart containing the frequency of languages required by location.

Location	Language	2016	2017	2018
<b>CLAREMONT</b>				
	Spanish	1	2	
<b>CONCORD</b>				
	Kinyarwanda	1		
	Spanish	1		1
	Swahili	2		
	Vietnamese	2		
<b>KEENE</b>				
	Kinyarwanda	1		
	Spanish	1		
	Hindi			2
<b>LACONIA</b>				
	Bosnian		3	
<b>NASHUA</b>				
	Cambodian		1	
	Spanish	1	2	2
<b>SOMERS WORTH</b>				
	Indonesian			1
<b>Grand Total</b>		<b>10</b>	<b>8</b>	<b>6</b>

**4) What has been the biggest challenge in working with your current and/or previous vendor?**

NHES Response: Not applicable. The RFP contains no indication that there have been challenges with current and/or previous vendors.

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- 5) Does your current vendor charge for rush fees, or last minute request for interpretation service (typically less than or within 24 hours)?**

NHES Response: Not applicable. NHES provides at least one day (24 hours') notice.

- 6) 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.

- 7) Will NHES reimburse for travel expenses such as toll and time?**

NHES Response: Proposers seeking reimbursement for travel expenses such as tolls and travel time should so indicate in their price proposal submission.

- 8) Who is the incumbent?**

NHES Response: Please see response to question #2.

- 9) How much did NHES spend for previous years on onsite interpretation and translation?**

NHES Response: NHES spent \$1,101 in 2016, \$985 in 2017 and \$729 in 2018 for in-person (onsite) interpretation. NHES has not utilized translation services to-date.

- 10) Can you provide the current pricing schedule NHES pays for interpreting and translation?**

NHES Response: Please see response to question #2.

- 11) Does the contractor place a reminder call to LEP? If so, how many days before the scheduled appointment?**

NHES Response: The contractor does not place reminder calls to NHES clientele.

- 12) Will you accept proposals from independent interpreters, that provide single-foreign language interpretation?**

NHES Response: The intent of the RFP is to contract with a single qualified vendor for all languages for purposes of efficiency and ease of administration.

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**13) Is there an anticipated volume for either the interpretation or translation services?**

NHES Response: No.

**14) Is there currently a vendor providing these services? If so, are you able to share who the vendor is and the current prices for their services?**

NHES Response: Please see response to question #2.

**15) What are the current challenges with the vendor?**

NHES Response: Please see response to question #4.

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

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

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

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