

New Hampshire Department of Education
Bureau of Special Education
101 Pleasant Street
Concord, New Hampshire 03301

October 10, 2017

REQUEST FOR PROPOSAL (RFP)
RFP #SPED-2017-8

SPECIAL EDUCATION DOCUMENT AUDIO TRANSLATION SERVICES

Deadline for Receipt of Proposals: 4:00pm, Monday, November 6, 2017

Proposal Inquiries: All questions about this Request for Proposals (RFP) should be submitted in writing by e-mail or fax (include your fax number) to:

Barbara Dauphinais
Bureau of Special Education
New Hampshire Department of Education
101 Pleasant Street
Concord, New Hampshire 03301
Fax: 603-271-1099
E-mail: Barbara.Raymond@doe.nh.gov

The deadline for receipt of inquiries is 4:00pm, Friday, October 20, 2017. Inquires must begin with the heading "**Special Education Document Audio Translation Services RFP Inquiry.**" The Department of Education (**Department**) will address inquiries received by the deadline, in writing, if they are determined to be vital to the competitive bidding process, a written response will be sent no later than five (5) working days after the deadline to all who submitted inquiries. In addition, any modifications to the specifications contained in this RFP shall be made only in writing by the Department immediately following the deadline for receipt of inquiries and no other changes will be entertained after that date. All questions and responses will be posted on the New Hampshire Department of Education website (www.education.nh.gov). Verbal agreement or instructions from any other source are not authorized or binding on the State of New Hampshire (**State**).

All advisory committees, individuals and organizations are encouraged to distribute this Request for Proposals (RFP) to any/all qualified individuals/organizations.

Grant Award

The Department expects to award a one (1) year contract effective upon Governor and Council approval through June 30, 2018; with an option to renew for one (1) additional fiscal year, if services are determined to be satisfactory and funds are available. The Department of Education has allotted up to \$20.00 per page for these audio translations services per fiscal year.

PURPOSE

The purpose of this RFP is to seek proposals from qualified individuals and/or agencies interested in providing an audio translation service of the New Hampshire Special Education Procedural Safeguards Handbook to the New Hampshire Department of Education (NHDOE), Bureau of Special Education.

Preference is given to agencies or organizations (hereafter referred to as applicants) that provide similar audio translation services to other associations or agencies.

1.0 SERVICES TO BE PROVIDED

The Bureau of Special Education is seeking a service provider that has the depth, breadth and quality of resources necessary to provide the following service under this RFP for audio translation:

- 1.1 The applicant will be able to provide custom audio translation of the New Hampshire Special Education Procedural Safeguards Handbook.
- 1.2 This service involves translation of a written English document to an audio translation in English and a written English document into an audio translation of a foreign language.
 - 1.2.1 The document will be audio translated by native speaking translators, proofed for accuracy and correct terminology, and made available in an electronic audio file version to the NHDOE, Bureau of Special Education for dissemination and/or posting.
 - 1.2.2 The audio translated document will be translated and delivered within an agreed upon timeline between the applicant and NHDOE, Bureau of Special Education.
 - 1.2.3 The document to be audio translated averages between 35-40 pages.
 - 1.2.4 Applicant must have the ability to audio translate documents into at least English, Arabic, Bosnian, Chinese, Maay-Maay, Portuguese, Russian, Spanish, Vietnamese, Nepalese, and Indonesian.
- 1.3 The applicant will provide an outline of their agencies custom audio translation process from receipt of document to delivery and approval of the translated audio file.
- 1.4 The applicant will provide a detailed budget of their custom audio translation service costs (must include a per page rate(s) by language).
- 1.5 The applicant, within 30 days of delivery of electronic audio translated document(s), will provide an invoice and a detailed description of services to the Bureau of Special Education. The required template to be used for invoicing will be provided to the successful applicant by the Bureau of Special Education.

2.0 TERMS & CONDITIONS:

- 2.1 The State shall not be responsible for or pay any costs incurred by the applicant in the preparation of the proposal submitted in response to this RFP.
- 2.2 The NHDOE reserves the right to seek clarification of any information contained in a proposal submitted in response to this RFP.
- 2.3 The NHDOE reserves the right to reject any and all proposals submitted in response to this RFP. In addition, the distribution of this RFP shall not commit the State to issue a contract.
- 2.4 If the NHDOE chooses to award a contract in response to this RFP, the successful applicant shall be notified by letter. The NHDOE shall then develop a contract for Governor and Council approval. The contract shall incorporate, by reference, all provisions of this RFP and the successful applicant's proposal. In preparing a contract with the successful applicant, the NHDOE reserves the right to clarify any terms and conditions contained in the proposal.
- 2.5 Public announcements or news releases pertaining to the award of a contract shall not be made until approved by Governor and Council.

- 2.6 The State shall not be responsible for any work performed by the successful applicant prior to the effective date of a contract approved by Governor and Council.
- 2.7 All obligations of the State, including the continuance of payments under an approved contract shall be contingent upon the availability and continued appropriation of State, federal or other funds and in no event shall the State be liable for any payments in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate or amend the contract immediately upon giving the contractor notice of such termination or amendment.
- 2.8 When delivering services under an approved contract, the contractor shall work under the broad supervision of the NHDOE Contracting Officer for this project.
- 2.9 Unless otherwise deleted or modified by mutual agreement between the State and the contractor, all general provisions contained on the Form P-37 (see **Attachment A**) shall be incorporated into the contract.
- 2.10 The NHDOE expects to award a contract to a successful applicant; unless there is a change in the program requirements and/or services to be delivered, the cost for this contract shall not exceed the amount bid in response to the **Services to be Provided** section of this RFP. The successful applicant will be required to provide the Department with the following information:
- A recent financial statement, and
 - A Certificate of Existence from the Secretary of State's Office
- In addition, the successful applicant will need to submit a Certificate of Authority authorizing the company to do business with the State of New Hampshire, Department of Education at the time the contract is signed.
- 2.11 **“Any information submitted as part of a bid in response to this request for proposal (RFP) (or request for bid (RFB) or request for information (RFI) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP (RFI, or RFB) will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to a request for proposal, bid or information, should be kept confidential as financial or proprietary information, you must specifically identify that information in a letter to the agency.”**

3.0 LIMITATIONS ON AMOUNT AND CONTRACT PERIOD

- 3.1 The applicant should present a budget that is reasonable, contains sufficient detail, and justifies the scope of the proposed translation activities as outlined in **Services to be Provided** Section 1.0.
- 3.2 It is expected that a proposal will cover activities to be conducted from the date of Governor and Council approval through June 30, 2018, with an option to renew for one (1) additional fiscal year if services are determined to be satisfactory and funds are available. The Department of Education has approximately \$50,000.00 available for these audio translations services per fiscal year.
- 3.3. Indirect cost may not exceed (8%) of the direct costs of this project.

4.0 BID PROCEDURES

- 4.1 An original and four (4) identical copies of a formal proposal must be sent or delivered to the Department of Education. The maximum number of points to be awarded for each of the proposal elements is shown in parentheses. Each proposal shall include:
- 4.1.1 A detailed statement of the applicant's professional qualifications and experience, including references and/or samples of products as they relate to the **Services to be Provided** under this RFP. (30 points)

- 4.1.2 A narrative, which addresses the responsibilities as outlined in Section 1.0 of this RFP including a detailed description/outline of applicants' custom translation process from receipt of document to delivery of translated PDF file. (40 points)
- 4.1.3 A detailed budget and justification related to the applicant's services in the capacity described in the **Services to be Provided**:
 - 4.1.3.1 Cost factor (25 points)
 - 4.1.3.2 Budget is detailed and well justified for **Services to be Provided** (5 points)
- 4.2 In order to provide applicants with the opportunity to present a response to this RFP which best presents their credentials and approach, no page limit has been established for the proposal. However, the applicant's ability to develop a concise proposal which responds to all of the elements listed in the **Services to be Provided** will be considered in rating the proposal. Supplementary materials may be included as part of the submittal. These should either explain or expand upon information presented in the formal proposal. All supplementary materials must be clearly identified (e.g. Appendix A, B, etc.) and cross-referenced in the text of the formal proposal.
- 4.3 Qualified applicants may be asked to provide the Department with additional written materials or documentation of qualifications, and may be asked to meet with the proposal evaluation team to discuss their proposal.
- 4.4 Each applicant shall submit, along with the formal proposal, a completed/signed "Alternate W-9 Form" (see **Attachment B**).
- 4.5 An original and four (4) identical copies of a formal proposal shall be submitted by 4:00pm, Monday, November 6, 2017 to:

Barbara Dauphinais
Bureau of Special Education
New Hampshire Department of Education
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5.0 EVALUATION OF PROPOSALS

All proposals will be reviewed and rated by an evaluation team. The Department shall be under no obligation to contact applicants for clarification of their proposals, but it shall reserve the right to do so at any time prior to the award of a contract. All proposals received by the deadline will be evaluated based on the bid procedures outlined in this RFP.

The Department reserves the right to interview applicants with the highest average scores for their proposal, but the Department shall be under no obligation to interview applicants.

If the Department conducts an interview, it will be done so by a team who will develop structured questions and scoring criteria that will clarify the applicant's ability to fulfill this RFP.

If the Department chooses to award a contract relative to this RFP, it shall be to the responsive and responsible applicants that receives the highest total rating as a result of the proposal evaluation and/or interview process.

Upon conclusion of final negotiations with the successful applicant, all applicants will be notified in writing of their status, upon final approval of a contract by Governor & Council.

6.0 Post Submission Deadline

After the submission deadline, the Department will post, on its website, the number of proposals that it received from vendors.

After the Department's review and selection of a vendor, it will post all vendor names and their rank or score five days prior to submission of the Governor and Council contract packet to the Department of Administrative Services.

A vendor questioning the Department's identification of the selected vendor may request that the Department review its selection process. The request shall be in writing and be submitted to the Department within five (5) business days of the posting of the bid results, rank or score.

The Department has five (5) business days to review the request and issue a written response either affirming its initial selection of a vendor or cancelling the RFP. No hearing shall be held as part of the review. The outcome of the Department's review is not subject to appeal.

Enclosures:

Attachment A: P-37 Contract Form

Attachment B: ALT W-9 Form

Attachment C: Proposal Cover Page