

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION**
101 Pleasant Street
CONCORD, NEW HAMPSHIRE 03301

DATE OF CHANGE: 2/23/22

ADDENDUM #1 – RFP 2022-EL-01

DATE OF BID CLOSING: 3/9/22

TIME OF BID CLOSING: 4:00 PM

FOR: Language Assistance Services

Currently Reads:

A. Schedule

The following table provides a Schedule of Events for this RFP through contract finalization and approval. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum posted on the same web site that contains this RFP. The Agency will not attempt to contact bidders regarding the posting of schedule changes. It is the responsibility of each bidder to visit the RFP web site regularly to obtain any alterations.

EVENT	DATE	LOCAL TIME
RFP Released to Proposers (Advertisement)	1/24/22	
Proposer Inquiry Period Ends	2/11/22	4:00 pm
Final Agency Responses to Proposer Inquiries	2/16/22	4:00 pm
Proposers Submit Proposals	3/2/22	4:00 pm
Estimated Notification of Selection and Begin Contract Negotiations	3/9/22	

Change to Read:

A. Schedule

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CLARIFICATIONS:

Question 1: Please provide the current incumbent name.

Answer: N/A

Question 2: Please provide the current incumbent rates.

Answer: N/A

Question 3: What are the biggest areas of improvement you would like to see under this contract?

Answer: **The agency would like to improve timeliness of multilingual communication.**

Question 4: Are you satisfied with your existing service provider?

Answer: N/A

Question 5: If you are having issues with your current provider, can you share what they are so we can be aware of your concerns:

Answer: N/A

Question 6: What is your estimated volume per week/month/year?

Answer: **Unknown, as we have not offered or had this service available in the past.**

Question 7: Is there any additional documentation required to be submitted when sending an invoice to your office(s) or is the case name, requesting office and number of pages sufficient to process an invoice?

Answer: **Yes, a summary of activities/deliverables that have taken place aligned to the scope of services and in accordance with the terms of the contract should be provided. We can also provide a contract invoice template to expedite processing.**

Question 8: Please provide your cancellation policy.

Answer: **Please review the P-37 (Appendix B of the RFP) pages 2-4 which outlines the main provisions of the contract.**

Question 9: Please provide a language list of languages for which you are requesting services. Of these languages, which are the top languages requested for each of the services mentioned?

Answer: **The top languages are outlined in the RFP “In addition to English, Spanish, Portuguese, Arabic, Swahili and Nepali are the most commonly spoken languages in the state.”**

Question 10: Please advise if this solicitation is multi or single vendor award.

Answer: **This is noted in the RFP. “The purpose of this RFP is to select one or more qualified language assistance service vendors to provide NHDOE language assistance services with the goal of providing communication access to the state’s students and families with limited English proficiency on an “as-needed” basis.” It further states, “A. Non-Exclusive Contract - Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.” It will depend upon whether a single vendor can meet all of the requested requirements of the RFP and at reasonable cost to the department/state.**

Question 11: Please advise if you require any certifications for linguists.

Answer: That is under the purview of the vendor, not the agency.

Question 12: How will pricing be structured across services?

Answer: Attachment D—Cost Summary The vendor shall provide information on any costs that The New Hampshire Department of Education may incur for “as needed” services. Proposals must include the Vendor’s pricing structure and any related policies. The Vendor must specify all costs (i.e., administrative fees, processing fees, rush fees, etc.) associated with providing the services herein. The Vendor must provide a complete fee and cost detail supporting all elements of the Proposal.

Question 13: Vendor uses a portal for all request submission – is this something you can use for requests?

Answer: The agency is able to use a portal to request submissions to the vendor.

Question 14: Is ASL included in this RFP?

Answer: No

Question 15: Are bidders allowed to include a minimum for charges? I.e.: 2 hour minimum for all jobs

Answer: Please see response to Question #12. Proposals must include the Vendor’s pricing structure.

Question 16: Are there COVID requirements for interpreters?

Answer: Interpreters would be required to adhere to the policy and procedures regarding COVID-19 according to the location where the service is provided and to the current state/CDC guidelines.

Question 17: Are there specific requirements for certifications for interpreters/translators/transcribers?

Answer: That is under the purview of the vendor, not the agency.

Question 18: What is the anticipated volume for translation?

Answer: Approximately 15-20 documents per calendar year.

Question 19: What is the historical volume for translation?

Answer: None, as we have not offered or had this service available in the past.

Question 20: What is the average length of a document translation?

Answer: 2-5 pages

Question 21: What is the anticipated volume for interpreting?

Answer: Rare occasions (once or twice a year)

Question 22: What is the historical volume for interpreting?

Answer: None, as we have not offered or had this service available in the past.

Question 23: What is your average lead time for scheduling in-person assignments?

Answer: None, as we have not offered or had this service available in the past.

Question 24: What is the average duration of an interpreting session?

Answer: None, as we have not offered or had this service available in the past.

Question 25: Will the transcription requests be sent over from one centralized location, or will each specific location and user at each location be sending over transcription files?

Will each division/location require their own method of payment?

Answer: Requests will be sent from the Department. The Department will have one method of payment.

Question 26: When submitting invoices, are all invoices sent to one person/location, or is each location responsible for managing and paying its own transcript?

Answer: Sent to one contact person that will be designated within the contract. We can also provide an invoice approval template to assist with submission of invoices.

Question 27: Are all recordings in English?

Answer: Yes

Question 28: How many speakers do you have per recording?

Answer: 1-5

Question 29: What is the nature of the recordings? Hearings/interviews/Wiretaps, etc.?

Answer: Informational sessions or community forums

Question 30: Are you able to upload audio recordings directly to a platform for processing?

Answer: Yes

Question 31: What is your preferred turnaround time?

Answer: 1-2 business days

Question 32: Is there a third party who need to purchase the transcripts, as well?

Answer: No

Question 33: Do respondents have to be able to provide all requested services or can we bid on just some of them (e.g., translation and remote on-demand interpreting, but not on-site)?

Answer: A. Non-Exclusive Contract - Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

Question 34: How many in-person interpreting requests does the DOE expect to submit each year, on average?

Answer: See response to Question #21 & Question #22

Question 35: Does the DOE have any data regarding the number of OnDemand interpreting calls by language that were placed in 2021?

Answer: None

Question 36: What is the anticipated volume of translation work annually?

Answer: See response to Question 18 & Question 19

Question 37: What are the typical formats of source content for translation, e.g., MS Word, MS Powerpoint, Adobe InDesign, etc.?

Answer: Including but not limited to Microsoft Office applications, PDF

Question 38: Regarding translation deadlines with less than 24-hour's notice – what is the typical word count for such requests?

Answer: Less than 500 words

Question 39: Under Scope of Work/Document Translation, please clarify what is meant by “Vendor must have the ability to access multiple document management platforms to provide exact duplicates of documents into target-language.” Can you provide an example?

Answer: Vendor has ability to return a document, presentation slide deck, newsletter, brochure, PDF, etc. in original format for languages like Arabic that may require specialized formatting.

Question 40: Under Scope of Work/Interpretation, please clarify what is meant by “Vendor must have the ability to access multiple media platforms to convert and relay both audio and video files.” Can you provide an example?

Answer: Vendor must have the technology available to create voice-over translations on video files. Approximate volume = 1-2 per year.

Question 41: Proposal format: Section 5 indicates that proposals shall consist of 6 parts with each section indexed into one PDF file. Does that mean you want one PDF per section or one PDF containing all 6 sections?

Answer: The proposal should be one PDF file organized by separate sections.

Question 42: There is a template provided for Attachment F, but not the other Attachments. Please confirm that there is no set format for these besides the content required.

Answer: There is no set format.

Question 43: Certificate of Good Standing and Vendor Code: From the documentation, it seems that these are only required post-award, but please confirm they do not need to be submitted with proposal.

Answer: Yes, these are required of the vendor prior to being able to contract with the Department/State. Acquiring these before selection will allow the vendor to seek contracts within the state and, if selected for this award, will expedite the contracting process.

Question 44: Please clarify the requirement for SAM Registration, as there is no description provided in the documentation.

Answer: Please enter this site to register: <https://sam.gov/content/home> The SAM Registration allows the Department to see vendors that have exclusions and, thus, are ineligible for a contract.

Question 45: Are you able to provide your current incumbent pricing/information?

Answer: See Response to Question 1 & Question 2.

Question 46: Will you require any custom reporting?

Answer: No

Question 47: Are there any specific requirements regarding the location/base of the interpreters?

Answer: No

Question 48: What type of data is collected by current vendors?

Answer: Unknown, as we have not offered or had this service available in the past.

Question 49: Will there be opportunities to integrate interactive voice response (IVR) with regards to Over-the-Phone Interpretation (OPI)?

Answer: No

Question 50: Are you able to provide an approximate annual or monthly volume breakdown (minutes/hours) of usage for each type of interpretation service?

1. Over the Phone Interpretation
2. Video Remote Interpretation (on demand + pre-scheduled for zoom, etc.)
3. On-Site Interpretation

Answer: No, as we have not offered or had this service available in the past.

Question 51: Are you able to provide an approximate language mix breakdown for interpretation services, or an example of a month of usage per minute with a language breakdown (Ex. 500 mins Spanish, 400 mins Portuguese, 350 mins Arabic, etc)

Answer: No, as we have not offered or had this service available in the past.

Question 52: Are you able to provide the estimated total interpretation spend for the last calendar year?

Answer: No, as we have not offered or had this service available in the past.

Question 53: What type of advance notice will be provided for On-Site Interpretation (OSI) appointments?

Answer: Advanced notice of on-site interpretation would typically be five days.

Question 54: Can you please provide the estimated spend for Translation Services in previous year?

Answer: No, as we have not offered or had this service available in the past.

Question 55: For Translation Services, are you able to provide volume breakdown by language?

Answer: No, as we have not offered or had this service available in the past.

Question 56: What challenges do you currently face with Translation Services?

Answer: None, as we have not offered or had this service available in the past.

Question 57: What are the typical file formats for submitting translations?

Answer: Including but not limited to Microsoft Office applications, PDF

Question 58: Can you please provide additional information regarding required Turnaround Times for Translation Services?

Answer: The agency typically allows 5 days for turnaround time for translation services. There may be an occasional need for an expedited request with a turnaround time of 24-48 hours (1-2 times a year).

Question 59: Approximately how many requests does the department have for voiceover work annually?

Answer: None, as we have not offered or had this service available in the past.

Question 60: Will a translation memory database (TM), glossary, style guide, or previously translated materials be supplied to the chosen vendor(s)?

Answer: No

Question 61: Is the Department planning to award a single vendor to fulfill these services?

Answer: See response to Question 10.

Question 62: Is this a single or multi-vendor award?

Answer: See response to Question 10.

Question 63: Is the bidder required to bid on all services?

Answer: See response to Question 10.

Question 64: May the bidder submit a proposal for some and not all of the services?

Answer: See response to Question 10.

Question 65: What is the historical monthly volume per service?

Answer: See response to Question 6.

Question 66: What is the historical volume breakdown by language per service? Who are the incumbents per service?

Answer: None, as we have not offered or had this service available in the past.

Question 67: What is the reason for this RFP?

Answer: The goal of this RFP is to eliminate or reduce—to the maximum extent practical—limited English proficiency as a barrier to accessing existing NHDOE resources, services and programs as required under Title VI of the Civil Rights Act of 1964 (Title VI) and the Equal Educational Opportunities Act of 1974 (EEOA).

Question 68: What are the current challenges faced regarding each service?

Answer: None, as we have not offered or had this service available in the past.

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NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

BIDDER _____ ADDRESS _____

BY _____
(this document must be signed)

_____ TEL. NO. _____
(please type or print name)

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on "Bid and Proposals") for complete bid and addendums.