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STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION
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Concord, NH 03301
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April 16, 2019

REQUEST FOR PROPOSALS (RFP)

Transcription Services

Proposal Inquiries & Submission:

Questions regarding this Request for Proposals (RFP) and Submission of Proposals should include bidder email address.

Direct questions to:	Direct proposal to:
Angela Adams	Ellie Riel
Office of the Commissioner	Division of Learner Support
Department of Education	Department of Education
101 Pleasant Street	101 Pleasant Street
Concord, New Hampshire	Concord, New Hampshire
Email: Angela.Adams@doe.nh.gov	Email: Ellie.Riel@doe.nh.gov

1.0 Purpose

The purpose of this RFP is to seek proposals from an organization or individual to provide transcription services from MP3 audio recordings to Microsoft Word documents for the following areas within the New Hampshire Department of Education:

Office of the Commissioner/State Board of Education

Transcription summarization into meeting minutes of the monthly State Board of Education meetings. Two week turn around required.

Verbatim transcription, as requested, of State Board of Education adjudicative hearings heard at monthly board meetings.

Governance Unit

Verbatim transcription, as requested, under the appropriate state and federal laws and regulations for hearing officer pre-hearing conferences and due process hearings and for the following adjudicative hearings:

- Special Education Impartial Due Process Hearings as outlined in RSA 186-C:16-a and Ed 1123
- State Board of Education Hearings as outlined in RSA 541-A and Ed 200
- Vocational Rehabilitation Fair Hearings 29 USC 722(c) and Ed 1004.04

Higher Education Commission

Verbatim transcription of Higher Education Commission meetings or transcription summarization into meeting minutes of the meetings as requested.

Council for Teacher Education

Verbatim transcription of Council for Teacher meetings or transcription summarization into meeting minutes of the meetings as requested.

Professional Standards Board

Verbatim transcription of Professional Standards Board meetings or transcription summarization into meeting minutes of the meetings as requested.

Learner Support and Student Assessment

Verbatim transcription as requested.

Title I Compensatory Education

Verbatim transcription as requested.

2.0 Deliverables and Billing

Transcriptions shall be rendered within the time-frame identified by the Department of Education, accompanied by an invoice reflecting the number of hours and hourly rate.

3.0 Conflicts of Interest

Upon receiving a new assignment, the successful bidder will inform the Department of any conflicts of interest (appearance of, or actual) prior to accepting the assignment or while engaged in the assignment.

4.0 Terms and Conditions

- 4.1 The State shall not be responsible for or pay for any cost incurred by the bidder in the preparation of the proposal submitted in response to this RFP.
- 4.2 The Department reserves the right to seek clarification of any information contained in a proposal submitted in response to this RFP. Additionally, the Department reserves the right to reject all proposals submitted in response to this RFP. The distribution of this RFP shall not commit the State to issue a contract.
- 4.3 If the Department chooses to award a contract in response to this RFP, the contract will be developed by the Department for approval by Governor and Council. The contract shall incorporate by reference all provisions of this RFP and the successful bidder's proposal. In preparing a contract with the successful bidder, the Department reserves the right to clarify any terms and conditions contained in the proposal.
- 4.4 Public announcements or news releases pertaining to the award of a contract shall not be made until the contract is approved by Governor and Council.
- 4.5 The State shall not be responsible for any work performed by the successful bidder prior to the effective date of a contract approved by Governor and Council.
- 4.6 Unless otherwise deleted or modified by mutual agreement between the State and the contractor, all general provisions contained on pages 2-4 of Form P-37 State Contract (*Attached*) shall be incorporated in the contract.
- 4.7 All obligations of the State, including the continuation of payments under an approved contract, shall be contingent upon the availability and continued appropriation of federal and state 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.

4.8 When delivering services under an approved contract, the contractor shall work under the broad supervision of the Department Contracting Officer for this project.

4.9 The Department expects to award a contract no later than June, 2019 to the successful bidder. The successful bidder will be required to provide the Department with the following information:

- A state vendor code which can be obtained at the following link: <https://das.nh.gov/purchasing/vendor.asp>
- A Certificate of Insurance as noted in Section 14. Insurance and Section 15. Workers' Compensation (*if applicable*) of the P-37 (*Attached*).

If contracting under a business entity:

- A recent financial statement, and
- A Certificate of Good Standing (*unless the organization is an out-of-state non-profit*) from the Secretary of State's Office (*instructions attached*) which can be obtained after registering the business at: http://sos.nh.gov/Corp_Div.aspx

In addition, the successful bidder 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.

4.10 Any information submitted as part of a bid in response to this request for proposal (RFP) (or request for bid (RFP) 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.

5.0 Limitations on Amount and Contract Period

5.1 The bidder should present a budget that is reasonable and contains sufficient detail and justification for the services to be provided.

5.2 It is anticipated that services will be provided by a qualified organization or individual under contracted service arrangements, upon Governor and Council approval through June 30, 2020, with the option to renew for up to one (1) additional one-year term, if services are determined to be satisfactory and after submission and acceptance of an evaluation/summary of activities completed during the previous year.

6.0 Bid Procedures

The deadline for submission is 4:30 pm EST, Wednesday, May 1, 2019. **Proposals must be submitted via email to:**

Ellie Riel
Department of Education
101 Pleasant Street
Concord, NH 03301
Fax: (603) 271-7381
Email: Ellie.Riel@doe.nh.gov

For purposes of this RFP, a proposal will include:

- a plan for services that details how the bidder anticipates providing services
- proof of expertise/experience in producing high quality transcripts as well as proof of capacity and organization to complete the work assigned within established timeframes and comprehensive resumes of bidder and any staff assigned to the transcription services to be provided
- a budget that details the hourly rate of transcribing MP3 recordings.

7.0 Evaluation of Proposals

Proposals shall be reviewed to determine the extent to which they provide information to demonstrate the following:

35 Points Plan for services that details how candidate anticipates providing services

35 Points Expertise/experience in producing high quality transcripts

30 Points Budget

All proposals will be reviewed and rated by an evaluation team appointed by the Commissioner of Education. The Department shall be under no obligation to contact bidders 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 procedures outlined in this RFP.

The Department reserves the right to interview bidders with the highest average scores for their proposal, but the Department shall be under no obligation to interview bidders. 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 bidder'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 bidder that receives the highest total rating as a result of the proposal evaluation and/or interview process.

Enclosures:

Attachment A: P-37 Contract Form

Attachment B: Certificate of Good Standing instructions