

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
REQUEST FOR PROPOSAL (RFP)
TELEPHONE INTERPRETATION SERVICES
RFP# NHES 2018-04**

Section 1 – Overview and Schedule

A. Executive Summary

New Hampshire Employment Security (‘NHES’ or ‘Agency’) is seeking proposals from qualified vendors (‘Vendor’, ‘Contractor’, or ‘Proposer’) to provide telephone interpretation services, including VRI-Video Remote Interpreting at its offices statewide. The selected proposer will provide telephone interpretation services, including VRI-Video Remote Interpreting, on an “as needed” basis via the twelve (12) full service and (3) itinerant NHES offices located throughout the State of New Hampshire. These services are needed to ensure that NHES’ customers with limited English proficiency (LEP) or who are deaf or hard of hearing and for whom American Sign Language (ASL) is a primary language, are able to access the services and information provided without undue barriers and are afforded due process in adjudicatory proceedings. The proposer shall demonstrate the ability to provide effective telephone interpretation and VRI-Video Remote Interpreting services using qualified personnel as requested by NHES, based on identified needs and as funds permit. The Term of the Contract will be for three years from the date of Governor and Executive Council approval.

B. Schedule

The following table provides a Schedule of Events for this RFP through contract finalization and Notice to Proceed. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

| EVENT | DATE | LOCAL TIME |
|---|------------|------------|
| RFP Released to Proposers | 03/28/2018 | |
| Proposer Inquiry Period Ends | 04/06/2018 | 4:00 PM |
| Final Agency Responses to Proposer Inquiries | 04/09/2018 | 4:30 PM |
| Proposers Submit Proposals | 04/23/2018 | 2:30 PM |
| Estimated Timeframe for Proposer Presentations and Interviews (if applicable) | TBD | |
| Estimated Timeframe for Selection and Begin Contract Negotiations | TBD | |

Section 2 - Description of Agency/Program Issuing the Request for Proposals

NHES administers unemployment benefits, collects the taxes from employers which fund those benefits, and oversees programs assisting unemployed and employed individuals in finding and

gaining employment. NHES is soliciting proposals from qualified vendors for telephone interpretation services, including VRI-Video Remote Interpreting, to ensure effective and meaningful access to NHES programs and the benefits, services, and information included therein. In its delivery of services, NHES strives to ensure that information about its benefit programs is accessible to all potential claimants and job seekers. NHES is seeking to enter into a three year contract for telephone interpretation services to be performed by trained and experienced personnel familiar with legal language and concepts to provide effective communication and ensure equal program access for individuals with limited English proficiency (LEP) and individuals who are deaf or hard of hearing. Communications will often involve sensitive and confidential information and must be handled appropriately and professionally.

Section 3 – Proposed Scope of Work

The project will consist of scheduling and providing all work, labor, materials, tools, equipment, and transportation necessary to provide telephone interpretation through any and all phases of an individual's interaction with NHES. Interpreter services will be provided on an as-needed basis, and no minimum amount of work is guaranteed under any contract resulting from this RFP. Telephone interpretation should be conducted accurately and faithfully to convey full meaning of the source language. Interpretations should reflect the style, register and cultural context of the source message without omissions, additions, or embellishments.

In NHES' experience, language interpretation services have been used most frequently to assist individuals applying for unemployment benefits and/or seeking reemployment services and information via the telephone, the NHES website or at one of NHES' twelve (12) full service and (3) itinerant offices. Interpretation services may be used when claimants require assistance at administrative hearings relating to benefits. Telephone interpretation services may also be used periodically in other phases of interaction, including but not limited to individual and group meetings such as Benefits Rights Interviews (BRIs), investigation interviews, and individual reemployment services and workshops.

- A. Telephone Interpretation Services will include the following:
 - a. Provide telephonic interpretation (from English to another language or vice versa) including VRI-Video Remote Interpreting for NHES' LEP and deaf and hard of hearing customers in a professional manner.
 - b. Ensure all interpreters furnished are professionally trained with a verified level of fluency in the specified target language and American Sign Language (ASL), with certification by the National Association of the Deaf-Registry of Interpreters for the Deaf (NAD-RID). The Contractor shall ensure interpretation services are technically correct, culturally proper and meet applicable ethical standards in the field of ASL interpretation in accordance with the NAD-RID Code of Professional Conduct.
 - c. Telephone interpretation, including VRI-Video Remote Interpreting shall be provided at NHES facilities in up to twelve (12) full service and 3 itinerant locations statewide and off-site as needed. See **Appendix A** for a list of NHES facility locations.
 - d. Provide access to 200+ languages and dialects (including less frequently requested languages) and provide a list of the available languages and dialects.

- e. Provide trained and experienced personnel including court certified interpreters qualified to interpret legal proceedings.
- f. The Proposer must have a clearly defined and effective pre-connection protocol and a live customer support process in place to facilitate the timely and proper assignment of each language request to a qualified interpreter.
- g. The Proposer must have conference call capability.
- h. The Proposer must have the ability to deliver telephone interpretation services on an as-needed basis. While interpretation services will be needed primarily during NHES office hours, Monday through Friday, between 8:00 a.m. and 4:30 p.m., services must be available twenty-four (24) hours, seven (7) days per week, three hundred sixty-five (365) days per year for special circumstances.
- i. The Proposer must have a pin code system or other means in place to enable staff accessing telephone interpretation services to enter a (9) digit code for each call placed to identify department/section usage. This (9) digit code must be included on the appropriate line of each billing statement sent to NHES for approval and payment.
- j. The Proposer will bill usage in one-minute increments and invoice NHES on a monthly basis. The monthly itemized invoice will show sufficient detail including but not limited to agency code, code of the individual placing the call, date, time and duration of call, language requested, rate, and total.

Section 4 – Process for Submitting a Proposal

A. Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by NHES, no later than the time and date specified in the Schedule of Events section, herein. Proposals may be submitted by U.S. Mail or other Delivery Service and must be addressed to:

State of New Hampshire
Department of Employment Security
 c/o
Jill D. Revels, Business Administrator
45 South Fruit Street
Concord, New Hampshire 03301

Proposals must be clearly marked as follows:

RESPONSE TO RFP# NHES 2018-04
TELEPHONE INTERPRETATION SERVICES

Unless waived as a non-material deviation in accordance with Section 6B, late submissions will not be accepted and will be returned to the proposers unopened. Delivery of the Proposals shall be at the Proposer's expense. The time of receipt shall be considered when a Proposal has been officially documented by NHES, in accordance with its established policies, as having been received at the location designated above. NHES accepts no responsibility for mislabeled mail or mail that is not delivered or undeliverable for whatever reason. Any damage that may occur due to shipping shall be the Proposer's responsibility.

All Proposals submitted in response to this RFP must consist of at least: One (1) original and four (4) clearly identified copies of the Proposal, including all required attachments.

B. Proposal Inquiries

All inquiries concerning this RFP including but not limited to requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated Point of Contact:

TO: Jill D. Revels, Business Administrator: Jill.D.Revels@nhes.nh.gov

Inquiries must be received by the Agency's RFP Point of Contact no later than the conclusion of the Proposer Inquiry Period (see Schedule of Events section, herein). Inquiries received later than the conclusion of the Proposer Inquiry Period shall not be considered properly submitted and may not be considered.

NHES intends to issue official responses to properly submitted inquiries on or before the date specified in the Schedule of Events section, herein; however, this date is subject to change at the Agency's discretion. NHES may consolidate and/or paraphrase questions for sufficiency and clarity. NHES may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the Agency. Official responses by the Agency will be made only in writing by the process described above.

C. Restriction of Contact with Agency Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Proposer, all communication with personnel employed by or under contract with the Agency regarding this RFP is forbidden unless first approved by the RFP Points of Contact listed in the Proposal Inquiries section, herein. Agency employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential contractor during the selection process, unless otherwise authorized by the RFP Points of Contact. Proposers may be disqualified for violating this restriction on communications.

D. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

Section 5 - Content and Requirements for a Proposal

Proposals shall conform to the following format and provide the required information set forth below. A proposal lacking any of the indicated information may be deemed nonresponsive.

A. Cover Letter

The Proposer must prepare a cover letter printed on the Proposer's business letterhead to accompany its proposal and include or attach the required information that follows. The letter must be signed by an individual who is authorized to bind the organization to all statements, including services and prices, delineated in the proposal. The cover letter must also state who the proposed prime contractor is, identify any subcontractors, and provide the Proposer's point of contact. The following information must be included in the cover letter: the Proposer's business name, address, telephone/fax numbers, and federal tax identification number. Note that if the Proposer is a sole proprietor using his or her social security number, the social security number will be required to be provided *before finalizing a contract*. Information requested at Subpart B, C, D, E and F must be provided in the Proposal.

B. Proposers Representative

Provide the name, title, address, telephone number, and email address of the individual who will act as the Proposer's designated representative for purposes of this RFP.

C. Business Description

Provide a short narrative description of the Proposer's organization and the nature of the work performed by the organization. The description must include the total number of years in business and the number of years specifically spent providing telephone interpretation services, including VRI-Video Remote Interpreting, similar to those requested in this RFP.

D. Experience

Proposer should include the following information in their proposal:

- i) The approximate volume of business it did (in dollar value) in the past year for providing telephone interpretation services, including VRI-Video Remote Interpreting services.
- ii) A description of its experience in the area of providing telephone interpretation, including VRI-Video Remote Interpreting, especially experience in providing interpreters experienced or certified in interpreting legal terminology and concepts from English into a broad range of target languages, including ASL, and identify any public sector customers who will serve as references; and
- iii) A statement of Proposer's ability and commitment to meet the scope and availability requirements outlined in Section 3 above.

E. Staffing

For each key staff member: provide a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.

F. Quality of Work and Quality Assurance

Proposer should include the following information regarding its work quality and quality assurance process:

- i) A list of key personnel who will manage the services provided. The list must identify a team leader and describe his/her experience in this capacity as well as this individual's experience in providing telephone interpretation services, including VRI-Video Remote Interpreting.
- ii) Identify key employees and/or supervisors, designated contact persons for NHES and who will be in direct communication concerning requested services;
- iii) A full description of the Proposer's quality assurance process;
- iv) A list of certifications, credentials, licensure and experience of identified staff members, contractors and subcontractors who would perform the work, including copies of all certifications and/or credentials, such as registration with the National Association of the Deaf-Registry for Interpreters for the Deaf (NAD-RID); and
- v) It is the intent of this RFP and any resulting contract to promote consistency of language interpretations for similar legal concepts, terminology and processes. Please describe how such consistency will be assured.
- vi) The Proposer must provide the approximate length of time between when a call is answered by an operator and subsequently connected with a qualified interpreter.

G. Price Proposals

Proposer must complete the form provided at **Appendix B**, stating proposed pricing on a per minute basis for telephone interpretation services. The price proposal must include any additional costs that will be charged as well as any minimum fees. If any additional charges will be made, they must be outlined in **Appendix B** in order to be included in any contract resulting from the RFP.

H. References

Proposer must provide three customer/client references at **Appendix C**, and fill out the requested information for each customer/client.

Section 6 – Evaluation of Proposals

A. Criteria for Evaluation and Scoring

Each responsive Proposal will be evaluated and considered with regard to the below listed criteria.

Should the Agency be unable to reach agreement with the selected Proposer during Contract discussions, the Agency may then undertake Contract discussions with the second preferred Proposer and so on, or the Agency may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

The Agency will use a scoring scale of 100 points, a maximum of 40 points awarded based on the Price Proposal, a maximum of 60 points awarded for the Technical Proposal, which will be distributed as set forth in the table below.

| CATEGORIES | POINTS |
|---|---------------|
| TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category; | 60 |
| 1. Relevant Experience and Overall Qualifications | 25 |
| 2. Vendor Team, Staffing and Ability to meet RFP Requirements | 20 |
| 3. References from clients for whom interpreter services have been performed, with an additional 5 points reserved for public sector client references. | 10 plus 5 |
| PRICE PROPOSAL POTENTIAL MAXIMUM POINTS | 40 |
| TOTAL POTENTIAL MAXIMUM POINTS TO BE AWARDED | 100 |

The Agency will select a Proposer based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Oral interviews and reference checks, to the extent they are utilized by the Agency, will be used to refine and finalize scores.

B. Planned Evaluations

The Agency plans to use the following process:

- Initial screening to ensure that the Proposals are in compliance with submission requirements;
- Preliminary evaluation of the Proposals;
- Oral interviews and Product Demonstrations (if necessary);
- Final Evaluation of Technical Proposals and scoring;
- Review of Price Proposals and final scoring;
- Select the highest scoring Proposer and begin contract negotiation.

C. Initial Screening

The Agency will conduct an initial screening step to verify Proposer compliance with the technical submission requirements set forth in the RFP and the minimum content set forth in

Section 5 of this RFP. The Agency may waive or offer a limited opportunity to cure immaterial deviations from the RFP requirements if it is determined to be in the best interest of the State.

D. Preliminary Technical Scoring of Proposals

The Agency will establish an evaluation team to initially score the Technical Proposals. This evaluation team will review the technical proposals and give a preliminary score to the technical proposals under the guidelines set forth in Section 6. Should a Proposer fail to achieve a minimum of 45 Points in the preliminary scoring, it will receive no further consideration from the evaluation team.

E. Oral Interviews and Product Demonstrations

If the Agency determines that it is appropriate, proposers may be invited to oral interviews and/or product demonstrations including demonstrations of any proposed automated systems or technology components. The Agency retains the sole discretion to determine whether to conduct oral interviews, with which proposers; and the number of interviews. Proposers are advised that the Agency may decide to conduct interviews with less than all responsive proposers.

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written Proposals. Proposers are prohibited from altering the basic substance of their Proposals during the oral interviews and product demonstrations. The Agency may ask the Proposer to provide written clarifications of elements in their Technical Proposal regardless of whether it intends to conduct Oral Interviews.

Information gained from oral interviews and product demonstrations will be used to refine technical review scores assigned from the initial review of the Proposals.

F. Final Technical Scoring of Proposals

Following Oral Interviews, Product Demonstrations, Reference Checks (if appropriate) and/or review of written clarifications of proposals requested by the Agency, the evaluation team will determine a final score for each Technical Proposal.

G. Price Proposal Review

Price proposals will be reviewed upon completion of the final technical scoring of proposals. The Proposer's Price Proposal will be allocated a maximum potential score of 40 points. Proposers are advised that this **is not a low bid award** and that the scoring of the price proposal will be combined with the scoring of the technical proposal to determine the overall highest scoring Proposer.

The following formula will be used to assign points for costs:

$$\text{Proposer's Price Score} = (\text{Lowest Proposed Price} / \text{Proposer's Proposed Price}) \times \text{Number of Points for Score}$$

For the purpose of use of this formula, the lowest proposed price is defined as the lowest price proposed by a Proposer who has scored above the minimum necessary for consideration on the Technical Score.

H. No Best and Final Offer

The Proposal should be submitted initially on the most favorable terms which the proposer can offer. There will be no best and final offer procedure. The Proposer should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or all of the provisions of the Proposal.

I. Final Selection

The Agency will conduct a final selection based on the final evaluation of the initial proposals and begin contract negotiations with the selected Proposer.

J. Rights of the Agency in Accepting and Evaluating Proposals

The Agency reserves the right to:

- Make independent investigations in evaluating Proposals;
- Request additional information to clarify elements of a Proposal;
- Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the State;
- Omit any planned evaluation step if, in the Agency's view, the step is not needed;
- At its sole discretion, reject any and all Proposals at any time; and
- Open contract discussions with the second highest scoring Proposer and so on, if the Agency is unable to reach an agreement on Contract terms with the higher scoring Proposer(s).

Section 7 – Terms and Conditions Related to the RFP Process

A. RFP Addendum

The Agency reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the Agency, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Proposer's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Proposers and without effort to preclude the Agency from obtaining the best possible competitive Proposal.

C. Property of the Agency

All material received in response to this RFP shall become the property of the State and will not be returned to the proposer. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Proposer's disclosure or distribution of Proposals other than to the Agency will be grounds for disqualification.

E. Public Disclosure

Pursuant to RSA 21-G: 37, all responses to this RFP shall be considered confidential until the award of a contract. At the time of receipt of proposals, the Agency will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to Administrative Services for inclusion on a Governor & Executive Council agenda pursuant to this RFP, the Agency will post the name, rank or score of each proposer. In the event that the contract does not require Governor & Executive Council approval, the Agency shall disclose the rank or score of the Proposals at least 5 business days before final approval of the contract.

The content of each Proposer's Proposal shall become public information upon the award of any resulting Contract. Any information submitted as part of a response to this request for proposal (RFP) 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 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 this 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, and must mark/stamp each page of the materials that you claim must be exempt from disclosure as "CONFIDENTIAL". A designation by the Proposer of information it believes exempt does not have the effect of making such information exempt. The Agency will determine the information it believes is properly exempted from disclosure. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Proposer pricing will be subject to disclosure upon approval of the contract. The Agency will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential. If a request is made to the Agency to view portions of a Proposal that the Proposer has properly and clearly marked confidential, the Agency will notify the Proposer of the request and of the date the Agency plans to release the records. By submitting a Proposal, Proposers agree that unless the Proposer obtains a court order, at its sole expense, enjoining the release of the requested information, the Agency may release the requested information on the date specified in the Agency's notice without any liability to the Proposers.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Agency to award a Contract. The Agency reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, a Proposer agrees that in no event shall the Agency be either responsible for or held liable for any costs incurred by a Proposer in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

I. Challenges on Form or Process of the RFP

Any challenges regarding the validity or legality of the form and procedures of this RFP, including but not limited to the evaluation and scoring of Proposals, shall be brought to the attention of the Agency at least ten (10) business days prior to the Proposal Submission Deadline. By submitting a proposal, the Proposer is deemed to have waived any challenges to the form or procedures set forth in this RFP.

Section 8 – Contract Terms and Award

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.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

C. Standard Contract Terms

The Agency will require the successful bidder to execute a Not to Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire (P-37 Contract form), which is attached as **Appendix D**. Any contract entered into as a result of this RFP is subject to approval by the Governor and Executive Council and contingent upon continued appropriation of funding for the contract.

The Term of the Contract will be for three years from the date of approval.

The Agency may consider modifications of the Standard Contract form during negotiations. To the extent that a Proposer believes that exceptions to the standard form contract will be necessary for the proposer to enter into the Agreement, the Proposer should note those issues during the Proposer Inquiry Period. The Agency will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the Agency accepts a Proposer's exception the Agency will, at the conclusion of the inquiry period, provide notice to all potential proposers of the exceptions which have been accepted and indicate that exception is available to all potential proposers. Any exceptions to the standard form contract that are not raised during the proposer inquiry period are waived. In no event is a Proposer to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

D. Special Terms To Be Included In A Contract Resulting From This RFP

1. TERMINATION FOR CONVENIENCE

If Contractor fails to perform services as required, this agreement may be terminated for cause as provided in the P-37 contract form. Either party may terminate this agreement for convenience at any time prior to effective date of termination by giving sixty (60) days advance written notice of intent to terminate to the other party.

2. CONFIDENTIALITY AND CRIMINAL RECORD

Contractor and each of its employees working on NHES property will be required to sign and submit a **STATEMENT OF CONFIDENTIALITY OF RECORDS FORM** prior to the start of any work under this Agreement. If there is any individual working for the Contractor who will be visiting an NHES facility who has not completed such screening process, the Contractor agrees that a Criminal Record Authorization Form will be provided prior to the start of any on site work by such employee. There is a fee for each background check required, which must be paid by the Contractor.

3. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS IN PRIMARY COVERED TRANSACTIONS

Contractor certifies that the primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or State agency. Contractor will inform NH Employment Security of any changes in the status regarding this statement.

4. VENDOR APPLICATION/ALTERNATE W-9

In connection with this Contract, the Contractor shall have completed and filed a Vendor Application and Alternate W-9 Form with the New Hampshire Bureau of Purchase and Property.

5. NH CERTIFICATE OF GOOD STANDING

Contractor must provide a **CERTIFICATE OF GOOD STANDING** from the NH Secretary of State.

6. AMERICANS WITH DISABILITIES ACT

The undersigned Contractor agrees to comply with all Federal, State and Local ADA rules and regulations.

7. NON-DISCRIMINATION

In connection with the furnishing of services under the Contract, the Contractor agrees to comply with all laws, regulations, and orders of federal, state, county or municipal authority which impose any obligations or duties upon the Contractor, including but not limited to civil rights laws, non-discrimination laws and equal opportunity laws.

During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital status or veteran status, and will take appropriate steps to prevent such discrimination.

Appendix A
RFP# NHES 2018-04

| NH EMPLOYMENT SECURITY LOCAL OFFICES |
|---|
| 151 Pleasant St. Berlin NH 03570-0159 |
| 17 Water Street Claremont NH 03743-2261 |
| 45 South Fruit Street Concord NH 03301-4857 |
| 518 White Mountain Highway Conway NH 03818 |
| 149 Emerald Street Keene NH 03431 |
| 426 Union Ave. Suite 3 Laconia NH 03246-2894 |
| 646 Union St. Suite 100 Littleton NH 03561 |
| 300 Hanover St Manchester NH 03104-4957 |
| 6 Townsend West Nashua NH 03060-3285 |
| 2000 Lafayette Rd Portsmouth NH 03801-5673 |
| 29 S Broadway Salem NH 03079-3026 |
| 6 Marsh Brook Drive Somersworth, NH 03878-3878 |
| ITINERANT LOCATIONS |
| 118 Main Street Colebrook NH 03576 |
| 53 Lincoln Street Exeter NH 03833 |
| 248 Highland Street Plymouth NH 03264 |

Appendix B
RFP# NHES 2018-04
VENDOR PRICE PROPOSAL
PLEASE RETURN THIS PAGE

The undersigned hereby proposes to provide telephone interpretation services, including but not limited to the list of commonly utilized languages below, to New Hampshire Employment Security, in accordance with all terms and specifications of Request for Proposal, at prices quoted below:

| Language | Rate per Minute | | Language | Rate per Minute | |
|--|--------------------------------------|--------------------------------|------------|--------------------------------------|--------------------------------|
| | Monday - Friday 8:00AM-4:30PM EST | Nights, Weekends & Holidays | | Monday - Friday 8:00AM-4:30PM EST | Nights, Weekends & Holidays |
| Spanish | \$ | \$ | Cambodian | \$ | \$ |
| Vietnamese | \$ | \$ | Portuguese | \$ | \$ |
| Mandarin | \$ | \$ | Cantonese | \$ | \$ |
| Arabic | \$ | \$ | Swahili | \$ | \$ |
| Haitian Creole | \$ | \$ | Lao | \$ | \$ |
| French | \$ | \$ | Farsi | \$ | \$ |
| Croatian | \$ | \$ | Somali | \$ | \$ |
| American Sign Language via Video Remote Interpreting (VRI) | | | | \$ | \$ |

If there are additional costs that may be charged, please specify in the space below:

Please include a sample billing document.

Contractor: _____
Company Name

Company Address

Printed Name: _____ Signature: _____

Email: _____ Telephone #: _____

NH Employer ID #: _____ Corporation Partnership Individual

Signing bid page constitutes agreement and compliance with Request for Proposal requirements.
Please forward questions via email at Jill.D.Revels@nhes.nh.gov.

Appendix C
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REFERENCES
PLEASE RETURN THIS PAGE

REFERENCES:

Please provide a minimum listing of three (3) customers who have used your services in the past year. In this listing, please provide the following information:

REFERENCE # 1

a. Name of the Customer # 1:

b. Address:

c. Web Address:

d. Contact name with phone and email:

e. Dollar amount of business:

REFERENCE # 2

a. Name of the Customer # 2:

b. Address:

c. Web Address:

d. Contact name with phone and email:

e. Dollar amount of business:

REFERENCE # 3

a. Name of the Customer # 3:

b. Address:

c. Web Address:

d. Contact name with phone and email:

e. Dollar amount of business:

Contractor Name: _____

Appendix D

FORM NUMBER P-37 (version 5/8/15)

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

| | | | |
|--|--------------------|---|----------------------|
| 1.1 State Agency Name | | 1.2 State Agency Address | |
| 1.3 Contractor Name | | 1.4 Contractor Address | |
| 1.5 Contractor Phone Number | 1.6 Account Number | 1.7 Completion Date | 1.8 Price Limitation |
| 1.9 Contracting Officer for State Agency | | 1.10 State Agency Telephone Number | |
| 1.11 Contractor Signature | | 1.12 Name and Title of Contractor Signatory | |
| 1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12. | | | |
| 1.13.1 Signature of Notary Public or Justice of the Peace | | | |
| [Seal] | | | |
| 1.13.2 Name and Title of Notary or Justice of the Peace | | | |
| 1.14 State Agency Signature | | 1.15 Name and Title of State Agency Signatory | |
| Date: | | | |
| 1.16 Approval by the N.H. Department of Administration, Division of Personnel (<i>if applicable</i>) By: _____ Director, On: _____ | | | |
| 1.17 Approval by the Attorney General (Form, Substance and Execution) (<i>if applicable</i>) By: _____ On: _____ | | | |
| 1.18 Approval by the Governor and Executive Council (<i>if applicable</i>) By: _____ On: _____ | | | |

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2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 (“State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference (“Services”).

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 (“Effective Date”).

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 (“Equal Employment Opportunity”), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

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Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate ; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

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14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*"Workers' Compensation"*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.