NEW HAMPSHIRE EMPLOYMENT SECURITY
45 South Fruit Street
Concord, New Hampshire 03301-4857
RFP NHES 2017-03

PROPOSAL FOR: DOCUMENT TRANSLATION SERVICES

DATE: August 10, 2016, RFP Distribution Began

DATE OF PROPOSAL OPENING: August 19, 2016

TIME OF PROPOSAL OPENING: 3:00 PM EST @ 45 South Fruit St., Concord, NH, 03301

New Hampshire Employment Security
www.nhes.nh.gov
"We're working to keep New Hampshire working"

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
DOCUMENT TRANSLATION SERVICES RFP
RFP NHES2017-03

RFP ISSUED	**August 10, 2016**
State Contact	Jill D. Revels, Business Manager Jill.D.Revels@nhes.nh.gov
Contract Type	Not to Exceed
Proposals Due	**August 19, 2016 (3:00 PM EST)**

1 Introduction/ Scope of Work

New Hampshire Employment Security (NHES) administers unemployment compensation benefits and oversees programs designed to assist unemployed individuals in seeking and finding gainful employment. **NHES is soliciting Proposals from qualified Vendors for document translation services to ensure equal, effective and meaningful access to NHES's Unemployment Insurance (UI) Program and its benefits, services and information.** In its delivery of services, NHES strives to ensure that information about UI benefit processes, including claims filing, Benefits Rights Information (BRI), continued claims filing, fact-finding, adjudication and determinations, and appeals hearings/decisions, as well as referrals and links to reemployment services, are accessible to all claimants, including those with limited English proficiency. In support of this goal, translation services are required in the following languages: Spanish, Vietnamese, Bosnian, Arabic and Simplified Chinese. More detailed information about the specific documents and on-line materials for which translation services are required appears below.

1.1 PHASE I

NHES currently offers a web-based application that allows unemployed individuals to file on-line for benefits. Screen pages are presented for completion and additional screens may be dynamically presented based on previous answers. This application has been available on-line since 2009 in English and Spanish. NHES has recently rewritten the entire on-line claimant application, including initial application screens, multiple informational screens, and weekly certification (also referred to as a continued claim). Help text and validation and error messages have also been revised with the goal of assisting users and enabling NHES to gather higher quality information. All of the changes and improvements made to the screens and information provided to claimants must be translated into Spanish (Latin-American Spanish) before the full updated dual language application can be deployed to the public. The Phase I scope of work is estimated to comprise approximately 25% of the total translation project and will be the priority for immediate completion after a contract is approved. **Estimated volumes of text, word counts and sample content of application screens for Phase I are provided at Attachment A, Appendix #1 to this RFP**. Required completion dates appear below.

1.2 PHASE II

NHES is committed to providing its limited English proficiency claimant population with information and supportive documentation regarding the State unemployment benefit program. To that end, translation to several languages is required for a variety of commonly used program documents. This scope of work is estimated to make up approximately 75 % of the workload included in this RFP. Several of the documents are multiple page information and/or instruction booklets; others are one page, single-sided or double-sided handouts and forms. All listed documents will be required to be translated into Spanish (Latin-American Spanish), and will also be translated into up to four additional languages, including Vietnamese, Bosnian, Arabic and Simplified Chinese. **Estimated document volumes, word counts, and a sample document to be translated in connection with the RFP are provided at Attachment A, Appendix #2 to this RFP.**

The project will consist of performing all work, and providing all labor, materials, expertise, tools, equipment and transportation necessary to provide language translation from English to Spanish in Phase I for the text identified in **Appendix #1**, and from English to Spanish, Vietnamese, Bosnian, Arabic, and/or Simplified Chinese in Phase II, for the documents and materials identified in **Appendix #2**. Source documents and text are available in English. The documents and text which are the subject of this RFP are instructive in nature, and should be translated in a way to make them as accessible as possible to readers of the various languages. Although the Phase I work is the agency priority, it is possible that the successful Proposer could perform the work for Phase I and Phase II simultaneously as long as all deadlines and other requirements are maintained.

1.3 COMPLETION DEADLINES

The deadline for completing all translation services required in Phase I above is **thirty (30) days** from the effective date of the contract. The deadline for completing all translation services required in Phase II above is **sixty (60)** days from the effective date of the contract. (The effective date of the contract is the date the contract is approved by the NH Governor & Executive Council, currently estimated to occur on September 21, 2016.) Time is of the essence in completing all work described above.

1.4 DELIVERABLES

The Contractor will be provided access to electronic copies of materials and computer resources as may be needed to complete the work. The Contractor must maintain confidentiality of all materials used in connection with this project. **There will be at least one (1) mandatory on site meeting at NHES' main office location in Concord, New Hampshire at the inception of the project.**

All translation work must be performed by qualified language interpreters. Computer aided translation software and/or machine translation are not acceptable options or vehicles for performing the work. The Contractor will provide expertise in translating, formatting and layout of a variety of program materials.

NHES requires translation of on-line application screens into Spanish only (Phase I) and translation of documents, pamphlets and forms into up to five languages described above (Phase II). Appendix #1 and Appendix #2 describe the types of text and documents to be translated, the volume of such materials, and approximate word counts. **See Attachment A**. There is a mandatory document translation exercise in connection with the RFP which will be described in Section 3 below.

2 Contract Award

2.1 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.

2.2 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.

The Agency plans to execute a Not to Exceed Contract using the Terms and Conditions of the State of New Hampshire P-37 Form Contract, which is provided at **Attachment B**. While the Agency will consider minor modifications of this form during negotiations, the State disfavors substantial material changes from this form agreement. To the extent that a Proposer believes that exceptions to the standard form contract will be necessary to enable it to enter into the Agreement, the Proposer should note those issues during the identified Inquiry period. The Agency will review requested exceptions and accept or reject the same at its sole discretion. In no event is a Proposer to submit its own standard contract terms and conditions in response to this solicitation.

The successful Proposer must be prepared at the time of contract execution to provide a Certificate of Good Standing (if applicable) from the NH Secretary of State; a Certificate of Vote or notarized statement authorizing the person signing the contract to bind the company to its terms; and an insurance certificate consistent with the insurance requirements of the P-37 contract form. See **Attachment B**.

If an award is made, it shall be made based upon evaluation of the submitted proposals in accordance with the review process outlined in Sections 4 and 5 below. The award will be based upon criteria, standards, and weighting identified in this RFP.

2.3 Schedule of Events

The following table provides the Schedule of Events for this RFP through contract finalization and Notice to Proceed. The Agency reserves the right to amend this Schedule through a published Addendum. The Agency makes no representations with respect to dates that are estimated in the Schedule.

EVENT	DATE	LOCAL TIME
RFP Released	08/10/2016	
Proposer Inquiries Submittal Deadline	08/15/2016	4:00 PM EST
Agency Responses to Proposer Inquiries	08/16/2016	4:00 PM EST
Proposal Submittal Deadline	**08/19/2016**	**3:00 PM EST**
Proposer Oral Presentations and Interviews (if applicable)		TBD
Estimated Notification of Selection and Begin Contract Negotiations	08/25/2016	

3 Instructions

3.1 Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by New Hampshire Employment Security no later than the time and date specified in the Schedule of Events (Section 2.3) herein. Proposals may be submitted by U.S. Mail or other Delivery Service. E-mail submittal is not permitted. Proposals must be addressed to:

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

Proposals must be clearly marked as follows:

STATE OF NEW HAMPSHIRE
RESPONSE TO RFP NHES2017-03
DOCUMENT TRANSLATION SERVICES RFP

Unless waived by the Agency as an immaterial deviation, 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 the Agency, in accordance with its established procedures, as having been received at the location designated above. The Agency 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) copies (clearly identified as copies) of the Proposal, including all required attachments.

3.2 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, NHES: 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 Section 2.3). Inquiries received later than the conclusion of the Proposer Inquiry Period shall not be considered properly submitted and may not be considered. All times provided are based on Eastern Standard Time.

The Agency 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. The Agency may consolidate and/or paraphrase questions for sufficiency and clarity. The Agency 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.

3.2.1 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 Contractor during the selection process, unless otherwise authorized by the RFP Point of Contact.

3.3 RFP Addenda

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. Any Addenda will be posted on the website identified in this RFP, http://das.nh.gov/purchasing/vendorresources.asp, as well as NHES's website.

3.4 Non-Collusion

The Contractor'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 Vendors and without any effort to preclude the Agency from obtaining the best possible competitive Proposal.

3.5 Validity of Proposal

Proposals must be valid for ninety (90) days following the deadline for submission of Proposals in the Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

3.6 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 Contractor. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

3.7 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 resulting Contract as a result of this RFP. A Proposer's disclosure or distribution of Proposals other than to the Agency will be grounds for disqualification.

3.8 Public Disclosure

Pursuant to the relevant statutes and regulations, 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 the Governor & Executive Council pursuant to this RFP, the Agency will post the name, rank or score of each Proposer.

The content of each Proposer's Proposal shall become public information upon the Effective Date 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/). 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, and should mark/stamp the materials as such. 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 and the Agency plans to release the records. 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. 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.

3.9 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.

3.10 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.

3.11 Oral Presentations/Interviews and Discussion

The Agency reserves the right to require Proposers to make oral presentations of their Proposals and/or to make available for oral presentations/interviews the key staff proposed. Any and all costs associated with oral presentations/interviews shall be borne entirely by the Proposer.

3.12 Proposal Submission Requirements

Proposers are permitted to submit only one (1) Proposal in response to this RFP.

3.13 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 select, evaluate, or award 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.

3.14 Proposal Content

The following information must be included in the proposal. A proposal lacking any of the following information may be deemed nonresponsive.

a. **Cover Letter**. The Proposer must prepare a cover letter on the Proposer's business letterhead to accompany its proposal, the additional contents of which appear below. The purpose of the cover letter is to transmit the proposal; please be concise. The letter must be signed by an individual who is authorized to bind the organization to all statements, including services and prices, contained in the proposal. The cover letter must also state who the proposed prime contractor is, identify any proposed subcontractors (non-employees), and provide the Proposer's point of contact, including the following information: the Proposer's name, address, telephone and 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.

b. **Proposer's Representative**. 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, which may include organizational charts and indication of company officers where applicable. The description should include the total number of years in business and number of years providing services and performing projects similar in size and scope to those requested in this RFP.

d. **Knowledge and Experience**. Proposer should include in its proposal the following:

i. The approximate amount of business it received in the past year for translating and formatting all types of documents from English into the languages listed above;

ii. A description of its knowledge and experience of translating, including translating legal terminology and concepts, and formatting documents from English into the specified target languages for Proposer's customers, including any public sector customers; and

iii. A statement of Proposer's ability and commitment to meet the scope and deadline requirements for Phase I and II translation work as described in Section 1.3 herein.

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. **Project Plan**. Submit a project plan that describes how the Proposer intends to implement the project and manage the work. Specifically, Proposer must provide the following information regarding its organization's methodologies and approach to the following:

i. Communication process with Agency Personnel during the project;

ii. Level of customer service that will be provided, including procedures that will ensure consistency, as well as procedures for problem escalation and resolution. The description should include, but is not limited to: telephone customer service and onsite service organizational structure, contact process (phone, email, fax, etc.), follow-up process, internal procedures to track customer service contact and resolution, escalation process to resolve outstanding customer service issues, and remedies for not meeting the committed response times; and

iii. Program evaluation (on-time delivery, customer satisfaction and issue resolution).

g. **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. This list must identify a team leader and describe his/her experience in this capacity as well as this individual's experience in providing translation services;

ii. A description of the proposed project and team organization. Identify key employees and/or supervisors, designated contact persons for NHES and who will be in direct communication concerning requested services;

iii. A description of the Proposer's quality assurance process;

iv. A list of certifications, credentials and experience of staff members, contractors and subcontractors who would perform the work, including copies of all certifications and/or credentials;

v. It is the intent of this RFP and any resulting contract to promote consistency between translations of similar documents (e.g. consistency of translation between legal forms; consistency between brochures, etc. and between translations of terms in Phases I and II). Please describe the methodology that will be used to promote such consistency.

h. **Software capabilities**.

Proposer must include a description of the following:

i. The organization's ability to provide services in Microsoft Word and Microsoft Excel;

ii. The organization's ability to provide translated documents in native format and receive and transmit original and final versions electronically via email or secure web portal; and

iii. Any additional software proposer utilizes and the languages such software supports (if there are no restrictions as to what types of languages are supported for the named software, please state "supports all languages"). Include any additional comments or descriptions of software used.

j **Document Translation Exercise**. In order to receive full points in connection with the Technical Evaluation process, the Proposer must translate the document that appears at **Attachment C** from English into Spanish (Latin American). This exercise will be evaluated and scored based on the quality of language translation and formatting. For a Word version of the letter, please contact Business Manager Jill Revels at Jill.D.Revels@nhes.nh.gov.

j. **Price Proposals.** Proposer must include, at **Attachment D**, a price proposal stating pricing on a per word basis. The price proposal must include any additional costs attributable to formatting, editing, desktop publishing, etc. that are not included in the per word pricing.

k. **References.** Proposer must provide three customer references as requested at **Attachment E.**

4 PROPOSAL EVALUATION PROCESS

4.1 Scoring Proposals

Each Proposal will be evaluated and considered with regard to the solution and services proposed, qualifications of the Proposer, experience and qualifications of proposed candidates, and cost.

If the Agency, determines to make an award, the Agency will issue an "intent to award" notice to a Proposer based on these evaluations. 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. Such discussions may continue at the sole option of the Agency, until an agreement is reached, or all Proposals are rejected.

The Agency will use a scoring scale of 100 points, a maximum of 70 points to be awarded for the Technical Proposal and a maximum of 30 points to be awarded based on the Price Proposal. The maximum points that will be awarded are shown in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category:	
1. General Business Experience/Overall Qualifications of Proposer.	15
2. Vendor Team and Quality Control Process for the Project.	15
3. References from clients for whom similar translation work has been performed.	15
4. Mandatory document translation exercise.	25
TECHNICAL PROPOSAL POTENTIAL MAXIMUM POINTS	**70**
PRICE PROPOSAL POTENTIAL MAXIMUM POINTS	**30**
TOTAL POTENTIAL MAXIMUM POINTS AWARDED	**100**

4.2 Rights of the Agency in 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).

4.3 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 (if necessary);
- Final evaluation of Technical Proposals and scoring;
- Review of Price proposals (if minimum technical score is attained) and final scoring; and
- Select the highest scoring Proposer and begin contract negotiations.

4.3.1 Initial Screening

The Agency will conduct an initial screening step to verify Proposer compliance with submission requirements as set forth in this RFP.

4.3.2 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 5. Should a Proposer fail to achieve 50 of the possible 70 Points in the preliminary scoring, it will receive no further consideration from the evaluation team and the Proposer's Price Proposal will not be considered. Price Proposals will not be reviewed until after the preliminary technical review.

4.3.3 Oral Interviews

Preliminary scores from the initial technical review and evaluation of the Proposals may be used to identify a "short list" of the top Proposers. If the Agency determines that it is appropriate, proposers on the "short list" may be invited to oral interviews.

The purpose of oral interviews 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. 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 will be used to refine technical review scores assigned from the initial review of the Proposals.

4.3.4 Final Technical Scoring of Proposals

Following preliminary Technical Scoring, Oral Interviews (optional), and/or review of written clarifications of proposals requested by the Agency, the evaluation team will determine a final score for each Technical Proposal.

4.3.5 Price Proposal Review – Scoring Detail

Price proposals will be reviewed upon completion of the final technical scoring of proposals. For proposals where a minimum Technical Score of 50 is attained, price proposals will be scored per the method described in Section 5.3.

4.3.6 Final Selection

The Agency will conduct a final selection based on the final evaluation of the initial proposals.

4.3.7 Procedure After Selection

Pursuant to RSA 21-G:37, Proposers that question an agency's identification of the selected proposal may request that the agency review its selection process. Such request shall be made in writing and be received by the agency within 5 business days after the rank or score is posted on the agency website. The request shall specify all points on which the Proposer believes the agency erred in its process and shall contain such argument in support of its position as the bidder seeks to present. In response, the issuing agency shall review the process it followed for evaluating responses and, within 5 business days of receiving the request for review, issue a written response either affirming its initial selection of a Proposer or canceling the RFP. In its request for review, a Proposer shall not submit, and an agency shall not accept nor consider, any substantive information that was not included by the Proposer in its original RFP response. No hearing shall be held in conjunction with a review. The outcome of the agency's review shall not be subject to appeal.

5 Proposal Evaluations and Scoring

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 may be used to refine and finalize preliminary scores.

5.1 Calculation of Technical Scores

In the Technical Evaluation, Proposers will be evaluated based on the criteria outlined in Section 5.2 below. Evaluation will be conducted and scores will be established through a consensus process to determine the Technical Score for each Proposer.

5.2 Scoring Evaluation Summary

Technical Proposal Category #1 will be evaluated based on the criteria set forth at 3.14 a. through d.
Technical Proposal Category #2 will be evaluated based on the criteria set forth at 3.14 e. through h.
Technical Proposal Category #3 will be evaluated based on the information provided at **Attachment E**.
Technical Proposal Category #4 will be evaluated based on the information provided at **Attachment C**.

5.3 Calculation of the Price Proposal Score

The Proposer's Price Proposal will be provided at **Attachment D** and shall be allocated a maximum potential score of 30 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 qualifying technical proposals to determine the overall highest scoring proposer.

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

> **Proposer's Price Score = (Lowest Proposed Price / Proposer's Proposed Price) x 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.

5.4 Final Calculation

The final Proposal Scoring will be based on the final Technical Scores for qualifying proposers added to their Price Proposal Scores.

5.5 No Best and Final Offer

The Proposal should be submitted initially on the most favorable terms which the vendor can propose. 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 Proposal. The resulting contract will also incorporate the provisions of standard State contract form P-37.

ATTACHMENTS A - E FOLLOW

ATTACHMENT A

APPENDIX#1 for PHASE I

SAMPLE SPREADHEET AND ESTIMATED WORD COUNT

Estimated word count is based on an Excel spreadsheet that will be provided with multiple tabs. Each tab contains multiple lines of words, phrases and/or sentences for translation. There will be three (3) columns. The first column is for NHES purposes and is to not to be translated or changed. The second provides the English version of what needs to be translated. The third column is for the Spanish translation, per line.

SAMPLE SPREADSHEET

TRANSLATION NOT REQUIRED	ENGLISH	SPANISH TRANSLATION
state.not.selected	Please select a state for the claim.	
primaryOccExp.required	Please enter the months of experience for your primary occupation.	
jobId.required	Please enter the Job ID # pertaining to this work search entry. Enter 0000 if no Job ID # is available.	
validationError.Occured	We are unable to log you in at this time. Please contact NHES at 1-800-266-2252	
typeMismatch.cmtBirthDt	Date of birth is not in MM/DD/YYYY format.	
clmtLoginFlow.noBrowserButtonsMsg	While entering information and navigating through the application, DO NOT use your web browser buttons, especially the BACK button. This may cause your session to be terminated. Once you have provided all the information sought, you will have the opportunity to review the information you have entered and to return to any page to make corrections at that time.	
HELP TEXT	In the File for Benefits section you may file a new application for benefits, reopen an existing claim or file weekly continued claims. Your filing option will display based on your current status. To file a claim, click on the application name and you will be navigated to the online claim application. This section will also provide information regarding the applicable effect dates and the deadlines in which to file the claim. If a deadline has been missed, any unprocessed claims will be deleted and no longer display as being available to file.	

APPENDIX#1 for PHASE I - Cont'd

Estimated Word Count for Phase I:

Subject Matter	Estimated Word Count
Initial claim error messages	2,288
Continued claim error messages	1,295
Log-in and other error messages	375
Labels	7,834
Special labels	2,218
Drop down lists	94
Questions	382
NMI list	1,788
Fact finding phrases	454
SUBTOTAL	16,728
Help Text	7113
GRAND TOTAL	**23,841**

ATTACHMENT A

APPENDIX #2 for PHASE II

DOCUMENT LIST AND ESTIMATED WORK COUNT

Estimated word count is based on documents that will be provided electronically in a Microsoft Word format. Documents may consist of single-page notices, double-sided leaflets and multi-page booklets.

Document Title	Word Count
Rights and Obligations Booklet	9,500
Quick Tips Rights and Obligations Booklet	2,976
Addendum to Rights and Obligations Booklet	346
Package Form Letter for Interstate Rights and Obligations Booklet	235
Confidentiality Form	245
Election to Withhold Federal Income Tax	242
Affidavit – Lost /Stolen Check	253
Alien Verification Form	152
Claimant's Guide to an Appeal Hearing	1,355
NH Working- Return to Work Initiative Information for Trainees	670
NH Working – Pathway to Work	590
How to File an Initial UI Application	879
How to File Weekly Claims Sheet	610
How to File Weekly Claims with Screenshots	932
UI Initial Application	1,186
Job Match Instruction Sheet	302
Release of Information – NH Works System Partners	264
Federal Bonding Brochure	327
Work Opportunity Tax Credit Brochure	582
Employment Services Brochure	1,343
Continued Claim Form	500
New Claim Instruction Sheet	989
Work Search Warning	326
QC: Info for Claimants Brochure	516
QC: Separation Pay Letter	197
BPC: Request for Employment and Earnings	774
BPC: Second Request for Employment and Earnings	729
BPC: Request for Wage Information	609
BPC: Notice of Potential Overpayment	465
BPC: New Hire Notification Letter	188
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Appellate: LOB Directions	255
Appellate Request Received	189
Appellate: Hearing Scheduled	220
Appellate: Limitation of Fees	303
Appellate: Appeal Rights	495
GRAND TOTAL	**30,740**

ATTACHMENT B

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 Date:	1.15 Name and Title of State Agency Signatory

1.16 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)*

By: Director, On:

1.17 Approval by the Attorney General (Form, Substance and Execution) *(if applicable)*

By: On:

1.18 Approval by the Governor and Executive Council *(if applicable)*

By: On:

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

Contractor Initials _____
Date_____

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 $1,000,000per 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.

Contractor Initials _____
Date_____

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.

Contractor Initials _____
Date_____

ATTACHMENT C

NEW HAMPSHIRE EMPLOYMENT SECURITY

NEW CLAIM INSTRUCTION SHEET

JFS-80010

Claimant's Name		Confirmation Number	
Claimant's Telephone Number	Select Method of Contact	Date Issued	Social Security Number ***-**-
		Local Office	

IMPORTANT INFORMATION - READ CAREFULLY - KEEP FOR YOUR RECORDS

WELCOME **Read and follow the directions contained in this document. Failure to follow these directions could result in your application and/or benefit payments being delayed or denied.**

It is your responsibility to obtain and read the "Unemployment Compensation Quick Tips" booklet and/or refer to the on-line "Unemployment Compensation, Your Rights & Obligations". You may obtain a copy of Quick Tips at any New Hampshire WORKS Local Office, or obtain either booklet online at http://www.nhes.nh.gov/forms/claimants.htm, or call 1-800-266-2252 and request that a copy be mailed to you.

ACCURACY It is important to provide accurate information and to answer each question on your application and in all communications with this department truthfully. The law provides for penalties for false statements made to obtain or increase benefits.

YOU MUST FILE WEEKLY CONTINUED CLAIMS TO REQUEST PAYMENT FOR EACH WEEK OF UNEMPLOYMENT.

IF YOU DO NOT FILE A TIMELY CONTINUED CLAIM FOR EACH WEEK YOU WISH TO BE PAID BENEFITS, YOU WILL NOT RECEIVE BENEFITS FOR THAT WEEK.

WHAT? Filing for benefits is a 2-step process. You have completed the 1st step by filing an online application for unemployment benefits. **To complete the 2nd step, you must file a continued claim as soon as the calendar week in which you filed your application is over. Continue to file for each week you remain unemployed and wish to be paid.** Each week starts on Sunday and ends on Saturday.

WHY? Your application will NOT be reviewed or your eligibility determined unless you have filed a continued claim, which is the 2nd step of the 2-step process of filing for benefits. No payment can be made for any week unless a timely continued claim has been filed.

HOW? Log on to the same website on which you filed your claim and click on the "File for weekly benefits for week ending (date)" link on your Main Menu. Answer all questions and certify your answers. You must certify and receive a certification number for your claim to be submitted.

You must report any and all work and earnings for any week you file for benefits. You must report details of your efforts to find work for any week you file for benefits. Penalties exist for providing false information.

WHEN? You must file a weekly continued claim within seven (7) days of the end of the week in which you filed your application for benefits. For example, if you opened your claim during the week that ends on

Si usted no puede leer esto, llame por favor a 1-800-266-2252 para una traduccion.

Saturday the 20th, you must file a continued claim between Sunday the 21st and Saturday the 27th to be on time. Continue to file each week. Your claim will shut down if you do not file timely.

LOOK FOR WORK

A primary eligibility condition for receiving benefits is that you be looking for and available for work. Unless you have been specifically told by this department that you do not have to look for work, you must actively look for work each week. You must document your efforts and provide this documentation on your weekly continued claim and when asked by this department.

PAYMENT

You elected to receive any payments due to you by paper check. To receive payments more quickly, have your payment deposited directly into your bank account. For each payment made, regardless of method, a detailed check stub will be available online in your correspondence box.

Your eligibility for payment will be determined by a NH Employment Security Certifying Officer. The first week determined to be payable will be served as a "waiting week" per NH law. This waiting week will not reduce your total available benefits. The Maximum Benefit Amount (MBA) for a new claim is 26 times your established Weekly Benefit Amount (WBA).

EMAIL

If you have provided an email address for correspondence, it is your responsibility to regularly check your email. Email notice(s) from this department will have the Subject Line - "Correspondence Notices". Please ensure that you enter NHUnemployment@nhes.nh.gov into your Address Book so our notices are not automatically sent to your TRASH or RECYCLE folder.

When you receive a notice from this department, it is to inform you that you have important correspondence regarding your claim that needs to be read. Access your correspondence box from the same place you filed your claim. Some items might require your immediate attention and have a deadline for response. All correspondence needs to be read. Failure to view and/or respond to correspondence from this department may result in delay or denial of benefits.

LOGIN NAME PASSWORD

You established a Login Name and Password on-line when filing your application. Remember to keep this information **CONFIDENTIAL**. If you believe this information has been compromised, please change your PASSWORD and notify this department of the concern

Si usted no puede leer esto, llame por favor a 1-800-266-2252 para una traduccion.

ATTACHMENT D

VENDOR PRICE PROPOSAL PAGE ***PLEASE RETURN THIS PAGE***

The undersigned hereby proposes to provide Translation Services to New Hampshire Employment Security, in accordance with all terms and specifications of Request for Proposal, at prices quoted below:

Document Translation Services:	**Rate per English Word**
Spanish	$_____
Vietnamese	$_____
Bosnian	$_____
Arabic	$_____
Simplified Chinese	$_____

Estimated Total Cost for Phase I: $_____

Estimated Total Cost for Phase II: $_____

**** Rates quoted above must include translation, editing, proofreading, formatting and delivery.***

**** If there are any additional costs that may be charged or discounts that may be applied to the rates shown above, please itemize such costs or discounts on a separate page and attach to this form.***

Contractor:_____
Company Name & Address

_____
Printed Name **Signature**

E-Mail: _____ #'s:_____
Land Line Telephone **Cell Phone**

NH Employer ID Number_____ ☐ Corporation ☐ Partnership ☐ Individual

Signing bid page constitutes agreement and compliance with Request for Proposal requirements.

Business Administrator will answer questions regarding RFP/bid process as set forth in Section 2 of the RFP. Please forward questions via email @ Jill.D.Revels@nhes.nh.gov.

ATTACHMENT E

VENDOR REFERENCES PAGE ***PLEASE RETURN THIS PAGE***

Contractor: _____
Company Name & Address

_____
Printed Name **Signature**

E-Mail: _____ #'s: _____
Land Line Telephone **Cell Phone**

NH Employer ID Number_____ ☐ Corporation ☐ Partnership ☐ Individual

List Name, Address, Email, Phone # of three (3) Customer/Client References. Please include references for document translation services only.

1._____

_____

Total ($) Value of Work Performed: _____

2._____

_____

Total ($) Value of Work Performed: _____

3._____

_____

Total ($) Value of Work Performed: _____

Signing bid page constitutes agreement and compliance with Request for Proposal requirements.
Business Administrator will answer questions regarding RFP/bid process as set forth in Section 2 of the RFP. Please forward questions via email to Jill.D.Revels@nhes.nh.gov.