



**STATE OF NEW HAMPSHIRE
REQUEST FOR PROPOSALS
RFP Addendum**

RFP NUMBER AND TITLE:	RFP NHJB-2023-10 LANGUAGE ACCESS PROGRAM IMPROVEMENTS CONSULTANT
AMENDMENT DATE:	November 28, 2023
PROPOSAL DUE DATE:	December 8, 11:59 PM
RFP ISSUED BY:	State of New Hampshire Judicial Branch Administrative Office of the Courts

Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.

DESCRIPTION OF CHANGES IN RFP (if any):

**Updating Section V, Evaluation of Proposals, and Appendix C, Bidder Response Template.
Providing responses to the written questions and questions received during the Vendor Conference.**

1. Adding the following language to Section I, C Purpose and Background:

The current Language Access Plan is available here:

<https://www.courts.nh.gov/sites/g/files/ehbemt471/files/documents/2023-03/2023-language-access-plan.pdf>

2. The part of the criteria for evaluation and scoring table is being amended as follows:

<p><u>Solution Proposed</u></p> <ul style="list-style-type: none"> • Solutions proposed for language accessibility, such as but not limited to: <ul style="list-style-type: none"> ○ Developing and implementing training curriculum; ○ Implementing video and remote interpretation services; ○ Developing form and procedural practice for complaints and feedback. • Demonstrates willingness and capability to provide regular reports on recruitment progress of bi- or multilingual staff and post recruitment reports. • Proposed plan for implementing video remote interpretation services that includes the entire workflow from scheduling, executing, and billing. 	25
---	----

3. Remove Section G from Appendix C in its entirety:

~~A. Confirm willingness and capability to provide regular reports on recruitment progress of bi- or multilingual staff and post recruitment reports.~~

~~i. Propose the plan for the reporting.~~

4. Remove D. ii. and H. i. from Appendix C.

- D.** Please describe the proposed solution to develop a public version of the Language Access Plan:
- i. Demonstrate a strong understanding of cultural nuances and sensitivities when providing language service.
 - ii. ~~Provide a proposed plan on how to train staff on cultural competency to ensure respectful and appropriate communication.~~
 - iii. Demonstrate familiarity with working with people that have limited English Proficiency (LEP).
- H.** Provide a description of the qualifications that show your collaborative ability to develop language access training programs that highlights the importance of plain language and ADA compliance:
- i. ~~How you will develop the training programs.~~
 - ii. Demonstrate experience and fluency in legal terminology and legal proceedings.

Provided below are submitted written questions received and the NHJB’s answers

Question #	Question	Answer
1.	Is it possible to submit a proposal for partial scope of work, focusing on translating the existing NHJB's Language Access Plan into Spanish, Portuguese, Arabic, and French. Additionally, we propose to identify, through a comprehensive needs assessment, the court information documents and signage that require translation into these specified languages.	The NHJB seeks a vendor who can provide all of the services specified in the RFP. See also the response to Question 11.
2.	What is the total budget or budget range designated for this project?	The Judicial Branch will not release this information right now.
3.	What role will the Language Access Coordinator and the Language Access Committee housed in the Administrative Office of Courts play in the consulting project?	The Language Access Coordinator will provide leadership and assistance to the vendor to execute the project effectively.
4.	Can you please describe the NHJB's existing relationships with community-based partners you envision will participate in or help shape community engagement activities requested as part of the scope of services as outlined in Section II, A, a and b of the RFP (page 6)?	The Office of Access & Community Engagement (within which the Language Access Program resides) will facilitate the outreach and scheduling with its community partners (e.g., the NH Access to Justice Commission) described in Section II, A a. and b. The selected vendor will conduct the research to complete these two tasks.

RFP NHJB-2023-10
 Language Access Program Improvements
 Consultant

5.	Which entities or key stakeholders do you envision will participate in the organizational needs assessment and monitoring of language access services as described in Section II, A, i of the RFP (page 6)?	See also the response to question 4. The Office of Access & Community Engagement will provide access to the key stakeholders mentioned in the RFP.
6.	In addition to video remote interpretation services technology and workflow recommendations, are you looking for technology and workflow recommendations for streamlining and securing both Video Remote and In-person interpretation services?	Additional recommendations are welcome, but the focused need is video remote interpretation services technology and workflow recommendations.
7.	What specific pain points in the current workflow is the NHJB seeking to address through this project?	The Language Access Program Improvements project aims to identify and remove barriers that prevent the NHJB from providing high-quality language access services. Deficits include “English only” signage and court information, inadequate training, lack of “feedback loops” for continuous improvement, and technology tools that expand access to interpreters skilled in a broad array of languages and dialects.
8.	NHJB-2023-10 LANGUAGE ACCESS PROGRAM IMPROVEMENTS CONSULTANT, page 6, paragraph g: Is the consultant to perform a needs assessment?	Yes.
9.	NHJB-2023-10 LANGUAGE ACCESS PROGRAM IMPROVEMENTS CONSULTANT, page 6, paragraph h: Is the consultant to produce the videos, or translate the videos?	Translate videos.
10.	Do the services need to be provided in-person or remote related to VRI assessment?	Vendors must propose the method that is the best is suited for the court needs and the associated cost. The proposals must specify what part of the services is to be in-person and remote.
11.	Do you foresee this RFP to be awarded to one vendor?	This RFP is specifically for one vendor that can provide the services with a possibility of subcontract. The proposal has to specify what services are going to be subcontracted. Partial

RFP NHJB-2023-10
Language Access Program Improvements
Consultant

		proposals may be considered at the sole discretion of the NHJB.
12.	The NH law requires that everything must be in English. How does the RFP complies with that law?	Court pleadings are in English and this RFP does not relate to the pleadings.
13.	Is the NHJB looking to upgrade the VRI equipment/software?	The selected vendor will have to assess and to provide recommendations as part of the scope of services of the resulting contract.
14.	How does this RFP relate to RFP NHJB-2023-04 Language Interpretation Services?	RFP NHJB-2023-10 is for consulting services, and RFP NHJB-2023-04 is for the interpretation services for court proceedings.
15.	Is the RFP about translating the standardized signs?	The NHJB does not have standardized signs. We seek to create a standard for signage that supports our Language Access Program Improvement goals.
16.	Does the scope of services include designing the signage or plain language?	The scope of services includes translating existing court signage only so that the top languages entering the court may understand their direction; if the design impacts language accessibility, relevant recommendations may be made.
17.	Page 6, Section II, A, h: How many videos to create and how long? -- 2-3 mins	For the purposes of this RFP, the NHJB expects that the selected Vendor will create at least one video, 2-3 minutes long.
18.	Page 18, (I) – What “video translation” means?	“Video translation” means video subtitles for the English audio translated into specific languages such as Spanish, Portuguese, Arabic, and French.
19.	Does the NHJB look for improvement of the complaint process?	Yes.
20.	Page 6, Section II, A, (i) on page 6: does the monitoring involve ongoing monitoring after the contract concluded.	No.
21.	Page 7, Section II, A, (j): Please provide more information on business case.	The NHJB has internal process of business cases. In this case, the business case will be presented to the Supreme Court. The Selected Vendor will provide high-level concise but detailed information and recommendations

RFP NHJB-2023-10
Language Access Program Improvements
Consultant

		about the remote interpretation across the NH's courts.
--	--	---

RFP NHJB-2023-10
Language Access Program Improvements
Consultant