



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 7, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

To authorize New Hampshire Employment Security (“NHES”) to enter into a contact with Lionbridge US Inc., Waltham, MA, in the amount not to exceed \$39,000.00 for telephone interpreter services from July 1, 2024 or the date of Governor and Council approval, whichever is later, through June 30, 2027. 100% Federal Funds.

Funds are available in the following accounts for Fiscal Year 2025 and are anticipated to be available in Fiscal Years 2026 and 2027, contingent upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

02-27-27-270010 DEPT OF EMPLOYMENT SECURITY		SFY		
		2025	2026	2027
8040-230-500765	Interpreters	13,000	13,000	13,000

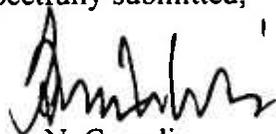
EXPLANATION

NHES is requesting approval of the attached agreement for telephone interpreter services. The contract total of \$39,000.00 is for the period from July 1, 2024, or the date of Governor and Council approval, whichever is later, through June 30, 2027.

Competitive proposals were sought for telephone interpreter services. Request for Proposal (“RFP”) NHES 2024-04 was publicly issued on April 9, 2024 seeking qualified vendors. The RFP was posted to both the Department of Administrative Services and NHES websites.

Eleven (11) total proposals were received by the deadline of May 10, 2024. Three (3) of these proposals were non-conforming and were not evaluated. The highest scoring proposal was selected. A copy of the detailed proposal scoring sheet is attached.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "G. Copadis", written over a horizontal line.

George N. Copadis
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
PROPOSAL EVALUATION FORM
RFP # NHES 2024-04

Proposer Name	TECHNICAL PROPOSAL			PRICE PROPOSAL	TOTAL
	Relevant Experience/ Overall Qualifications	Vendor Team, Staffing, and Ability to Meet RFP Requirements	References from clients for whom similar services have been performed, 5 points reserved for public sector client		
	MAXIMUM POINTS:				
	25	20	15	40	100
911 interpreters	POINTS				
	20	20	0	25	65
	NOTES				
Bromberg & Associates	POINTS				
	15	17	10	22	64
	NOTES				
inlingo	POINTS				
	15	15	5	26	61
	NOTES				
Language Arts	POINTS				
	25	20	5	30	80
	NOTES				

Proposer Name	TECHNICAL PROPOSAL			PRICE PROPOSAL	TOTAL
	Relevant Experience/ Overall Qualifications	Vendor Team, Staffing, and Ability to Meet RFP Requirements	References from clients for whom similar services have been performed, 5 points reserved for public sector client		
	MAXIMUM POINTS				
	25	20	15	40	100
Lionbridge Technologies	POINTS				
	25	20	15	27	87
	NOTES				
Lingusitica Interngational	POINTS				
	15	17	5	32	69
	NOTES				
MultiLingual Technologies	POINTS				
	15	20	5	36	76
	NOTES				
PGLS	POINTS				
	15	10	5	29	59
	NOTES				

Evaluators: Rich Lavers, Ellie Goodbread, Sarah Morrissey

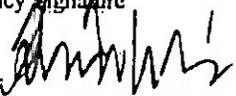
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name New Hampshire Employment Security		1.2 State Agency Address 45 South Fruit Street Concord, NH 03301	
1.3 Contractor Name Lionbridge US Inc.		1.4 Contractor Address 890 Winter Street, Suite 225 Waltham, MA 02451	
1.5 Contractor Phone Number 781-801-2929	1.6 Account Unit and Class 10-027-8040-230-500765	1.7 Completion Date 6/30/2027	1.8 Price Limitation \$39,000.00
1.9 Contracting Officer for State Agency George N. Copadis, Commissioner		1.10 State Agency Telephone Number 603-228-4000	
1.11 Contractor Signature  Date: 6/7/2024		1.12 Name and Title of Contractor Signatory Susan Gryder - Vice President of OPI Sales	
1.13 State Agency Signature  Date: 6/11/24		1.14 Name and Title of State Agency Signatory George N. Copadis, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <i>Duncan A. Edgar</i> On: June 12, 2024			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. 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 B 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, 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 1.13 ("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.

3.3 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. 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 by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source 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 C which is incorporated herein by reference.

5.2 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

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 applicable 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 employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor 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 this Agreement and all rules, regulations and orders pertaining to 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 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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 give the Contractor a written notice specifying the Event of Default and 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 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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.

10.2 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.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

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.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

EXHIBIT A
SPECIAL PROVISIONS

1. Additional Provisions

1.1 Termination

Either party may terminate this agreement at any time. The party requesting termination must give the other party written notice, by certified mail, to so terminate at least sixty (60) days prior to effective date of termination.

1.2 Confidentiality and Criminal Record

Contractor and each of its employees working on NHES property will be required to sign and submit **STATEMENT OF CONFIDENTIALITY OF RECORDS FORM** and a **CRIMINAL RECORD AUTHORIZATION FORM** prior to the start of any work. There is a fee for each background check required, which must be paid by the Contractor.

1.3 Vendor Applications/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.

1.4 NH Certificate of Good Standing

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

1.5 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.

1.6 Americans with Disabilities Act

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

Contractor Initials *Kevin G. Johnson*
Date 6/7/2024

1.7 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.

1.8 Never Contract with the Enemy

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

1.9 Prohibition on Certain Telecommunications and Video Surveillance Services and Equipment

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

1.10 Stevens Amendment

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

1.11 Davis-Bacon Act (if applicable)

Davis-Bacon Act and Related Acts, apply to contractors and subcontractors performing on federally funded/assisted contracts in excess of \$2,000 for construction, alteration, or repair (including painting and decorating) of public buildings or public works. Under these Acts, contractors and sub-contractors must pay laborers and mechanics prevailing wages and fringe benefits for corresponding work on similar projects in the area as determined by the Department of Labor. When there is no Davis-Bacon assignment, applicable Wage Determination is realized by using the lowest skilled craft above laborer, excluding power equipment rate.

Contractor Initials *Venar Gjedem*
Date 6/7/2024

1.12 Damage (if applicable)

Contractor will agree that any damage to building(s), materials, equipment and/or other property during the performance of service will be repaired at Contractor's expense. Contractor agrees to return all building(s), materials, equipment and/or property to its original or better condition and with acceptance by a representative of NHES. Contractor agrees to obtain approval of NHES representative assigned to project for any sub-contractor performing such repair work.

1.13 Payment Bond/Miller Act (if applicable)

Contractor agrees to comply with The Miller Act bond requirement and NH RSA 447:16. A payment bond, with surety satisfactory for protection of all persons supplying labor and materials in carrying out construction, alteration, or repair work provided for in the contract may be required. Amount of payment bond will equal total amount payable by terms of contract unless officer awarding contract determines, in writing, that a payment bond in that amount is impractical, in which case contracting officer will set amount of payment bond. Amount of bond will not be less than total amount of contract. A Payment Bond is required for contracts \$30,000 or greater. A Performance Bond is required for contracts totaling \$100,000 or greater.

1.14 Contract Work Hours and Safety Standards Act (if applicable)

For contracts in excess of \$100,000 that involve the employment of mechanics or laborers, the Contractor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, the Contractor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous.

1.15 Rights to Inventions Made Under a Contract or Agreement (if applicable)

Contractor agrees to comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

1.16 Clean Air Act and the Federal Water Pollution Control Act (if applicable)

For contracts in excess of \$150,000, the Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Contractor Initials Alina Gade
Date 6/7/2024

1.17 Byrd Anti-Lobbying Amendment (if applicable)

For contracts in excess of \$100,000, the Contractor certifies it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Contractor must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award/contract.

1.18 Never Contract with the Enemy

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

1.19 Prohibition on Certain Telecommunications and Video Surveillance Services and Equipment

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

1.20 Stevens Amendment

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

Contractor Initials *Alana Golan*
Date 6/7/2024

EXHIBIT B
SCOPE OF SERVICES

2. Scope of Services

The scope of services to be provided by Lionbridge Technologies, LLC ("Contractor") will consist of scheduling and providing all work, labor, materials, tools, and equipment necessary to provide telephone interpretation and Video Remote Interpreting ("VRI") 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 this contract. Telephone interpretation should be conducted accurately and faithfully to convey the full meaning of the source language. Interpretations should reflect the style, register and cultural context of the source message without omissions, additions, or embellishments. Communications will often involve sensitive and confidential information and must be handled appropriately and professionally.

Contractor's Technical and Cost Proposal submitted in response to RFP# NHES 2024-04 Telephone Interpreter Services is incorporated herein by reference and is attached hereto as Exhibit 1.

2.1 Telephone Interpreter Services

Contractor will:

- A. Provide telephone interpretation (from English to another language or vice versa), including VRI, for NHES' limited English proficiency ("LEP") and deaf and hard of hearing customers in a professional manner.
 - i. All interpreters engaged to perform language interpretation services shall pass Contractor's skills test evaluating interpreter's ability to:
 - 1. Interpret during legal and courtroom scenarios;
 - 2. Knowledge of legal terminology; and
 - 3. Handle stressful or crisis calls.
 - ii. Contractor shall provide NHES with and follow its Interpreter Code of Conduct detailing the interpreter's role, professionalism, and expectations.
 - iii. Contractor shall provide NHES with and follow its Interpreter Code of Ethics that outlines Contractor's protocols on:
 - 1. Accuracy and completeness;
 - 2. Impartiality; and
 - 3. Professionalism.
 - iv. Contractor shall insure all interpreters engaged to perform services have completed testing specific to confidentiality and Personal Identifiable Information ("PII").
- 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

Contractor Initials *Arena Ogden*
Date 6/7/2024

field of ASL interpretation in accordance with the NAD-RID Code of Professional Conduct.

- i. All interpreters engaged to perform ASL interpretation services shall pass Contractor's skills test evaluating interpreter's ability to:
 1. Interpret during legal and courtroom scenarios;
 2. Knowledge of legal terminology; and
 3. Handle stressful or crisis calls.
 - ii. Contractor will continue to ensure that all interpreters engaged to perform services have passed federally accepted skills tests (either as detailed in Section 2.1.B.i or another federally accepted skills test).
 - iii. Contractor will develop an NHES-specific training module and all interpreters engaged to perform services have undergone and passed such module.
 - iv. Contractor will monitor a percentage of NHES's calls under this Contract to measure interpreter's accuracy, knowledge of industry-specific terminology, and professionalism.
 1. No calls shall be recorded and no information shall be retained by Contractor or interpreter providing services.
 2. Interpreter shall be evaluated on the following criteria:
 - a. Knowledge of vocabulary and specialized terminology;
 - b. Preparedness for calls;
 - c. Lack of background noise and disturbances;
 - d. Memory retention;
 - e. Tone, rhythm, and accuracy;
 - f. Observance of NHES procedure when applicable; and
 - g. Professionalism.
- C. Provide access to 200+ languages and dialects (including less frequently requested languages). Contractor's list of supported languages found at pages 17-19 of Contractor's Technical Proposal is incorporated herein by reference.
- D. Provide trained and experienced personnel including court certified interpreters qualified to interpret legal proceedings.
- E. Provide 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. Contractor's pre-connection protocol detailed at page 20 of its Technical Proposal is incorporated herein by reference.
 - i. Contractor will provide NHES with a toll-free telephone number to access Contractor's telephone interpretation services.
 - ii. Contractor will provide NHES with a number of PINs to be determined by NHES to identify and track originator of request for services.
 - iii. Originator of request for services will then select a target language.
 - iv. Originator will then be directly connected with an interpreter.
- F. Provide conference call capability.
- G. Provide the ability to deliver telephone interpreter services on an as-needed basis. While interpreter 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

Contractor Initials *Anna Gyles*
Date 6/7/2024

available twenty-four (24) hours, seven (7) days per week, three hundred sixty-five (365) days per year for special circumstances.

- H. Provide 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.

Contractor Initials *Alma Ogden*
Date 6/7/2024

EXHIBIT C
METHOD OF PAYMENT

1. Method of Payment

1.1 Pricing

Contractor agrees to provide NHES with services as indicated in Exhibit B of this Agreement at prices shown below. The Contract is for a term beginning upon necessary approvals by the New Hampshire Governor and Executive Council and continuing through June 30, 2027. Any request for service through the end of that term is covered in accordance with the terms set forth herein.

A. Pricing for Interpreter Services

Language	Rate per Minute
	Monday – Friday 8:00 AM – 4:30 PM EST Plus Nights, Weekends, and Holidays
Spanish	\$ 0.56
All Others	\$ 0.56
ASL via VRI	\$ 2.50
Spanish via VRI	\$ 1.50
All Others via VRI	\$ 1.50
Rates are all inclusive	

3.2 Invoices

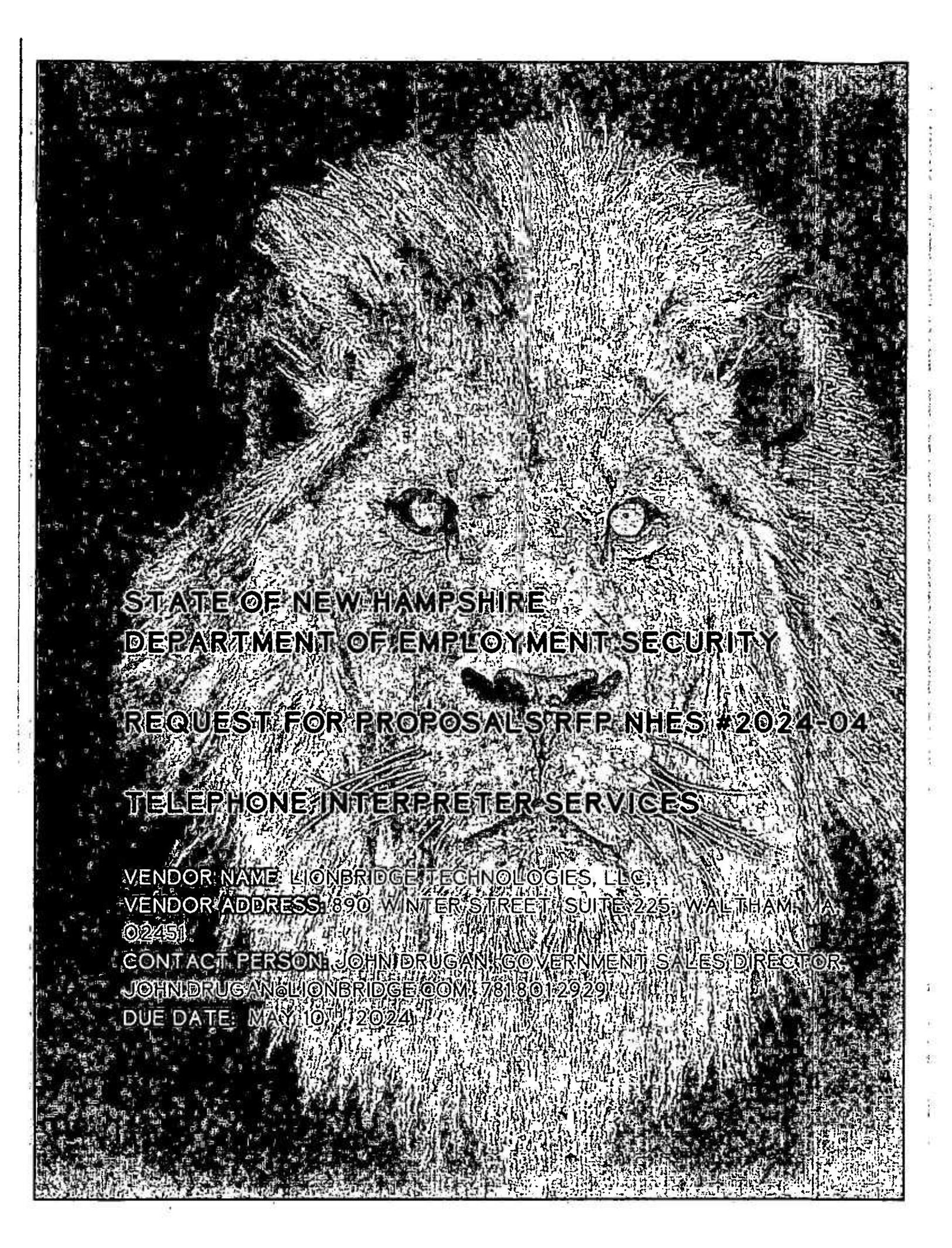
Contractor will bill usage in one-minute increments and invoice NHES on a monthly basis. The monthly itemized invoice must show sufficient detail including but not limited to agency code, pin code provided by the individual placing the call, originating NHES telephone number, date, time and duration of call, language requested, rate, and total.

Invoices should be addressed to:

New Hampshire Employment Security
ATTN: Fiscal Management Section
45 South Fruit Street
Concord, NH 03301

Invoices should be e-mailed to: accountspayable@nhes.nh.gov

Contractor Initials *Anna Gyles*
Date 6/7/2024



STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY

REQUEST FOR PROPOSALS RFP NHES #2024-04

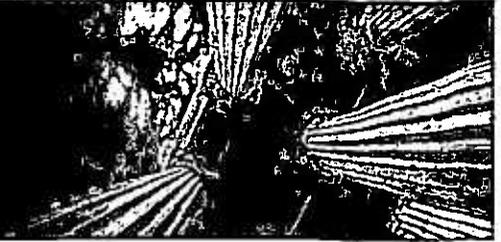
TELEPHONE INTERPRETER SERVICES

VENDOR NAME: LIONBRIDGE TECHNOLOGIES, LLC

VENDOR ADDRESS: 890 WINTER STREET, SUITE 225, WALTHAM, MA
02451

CONTACT PERSON: JOHN DRUGAN, GOVERNMENT SALES DIRECTOR
JOHN.DRUGAN@LIONBRIDGE.COM, 781.801.2929

DUE DATE: MAY 10, 2024



A. Cover Letter

To Whom it May Concern,

On behalf of Lionbridge Technologies LLC, our team is pleased to present the enclosed proposal to support the New Hampshire Department of Employment Security with over-the-phone and video remote interpretation services.

Per the request of the RFP, see below for the information requested in RFP Section 8, Subsection A:

- Prime Contractor – Lionbridge Technologies LLC
- Subcontractor – Boostlingo (only to provide video remote interpretation)
- Primary Point of Contact – John Drugan
- Business Name – Lionbridge Technologies LLC
- Business Address – 890 Winter Street, Suite 225, Waltham, MA, 02451
- Business Phone Number – 978.964.9550
- Federal Tax ID – 04-3398462

For the last 35+ years, Lionbridge has provided this mission-critical scope of work to federal, state, and local government entities in over 380 languages, through a network of over 20,000 professional interpreters.

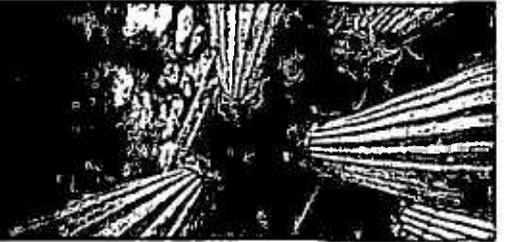
Lionbridge's key priorities in executing this scope of work for NHES would include a focus on:

- Increasing Language Availability
 - Supporting Coverage in 380 Languages
- Improving Key Performance Indicators
 - Maintaining less than 10 Second Connection Times and more than 99.5% Fulfillment
- Prepare for New or Emerging Languages to New Hampshire
 - Leverage Existing Experience on Immigration Contracts to Forecast Future Demand
- Supporting Flexible Interpretation Platforms and Technology
 - Offer Completely Customizable Call Flows, Mobile App, Teams App, etc.
- Providing Qualified, Trained, and Tested Professional Interpreters
 - 100% of all Interpreters Undergo Rigorous Screening, Monitoring, and On-Going Training

Please do not hesitate to reach out at any time using my contact information below. We look forward to hearing from the NHES team and hopefully being of service to the agency!

Best,

John Drugan
Government Sales Director
781.801.2929 / John.Drugan@Lionbridge.com



B. Proposers Representative

Lionbridge will be assigning Program Manager John Drugan as the designated representative for this RFP as well as the representative responsible for the success of all services delivered under a proposed contract with NHES.

Per the request of the RFP, please see below for John's contact information to be used at anytime by the NHES team:

Name	John Drugan
Title	Government Sales Director
Address	890 Winter Street, Suite 225, Waltham, MA, 02451
Telephone Number	781.801.2929
Email Address	John.Drugan@Lionbridge.com



C. Business Description

As one of the world's largest language service corporations, Lionbridge has provided over the phone and video remote interpretation services to the public and private sector for over 35 years – since 1986.

Generating over \$550M in annual revenue and leveraging over 35 years of experience, Lionbridge has a unique combination of financial stability, a vast network of interpreters covering 380 dialects, and the requisite experience working with both the public and private sector to support NHES throughout the course of a proposed agreement.

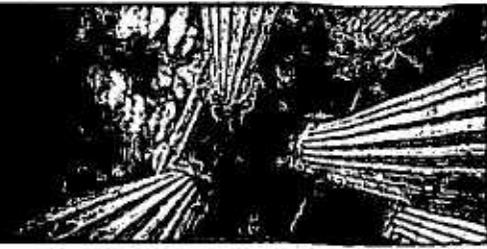
Partnering with Lionbridge, New Hampshire will have a language service provider that:

- **Increases Language Availability**
 - Lionbridge supports language coverage in over 380 languages
- **Improves Key Performance Indicators**
 - Lionbridge maintains less than 10 second connection times to interpreters and more than 99.5% fulfillment across all languages
- **Prepares for New or Emerging Languages to New Hampshire**
 - Lionbridge leverages our existing experience on contracts with federal immigration agencies and southern states to forecast future language demand in New Hampshire
- **Offers Flexible Interpretation Platforms and Technology**
 - Lionbridge's service offering includes completely customizable call flows, mobile app, Teams app, etc.
- **Provides Qualified, Trained, and Tested Professional Interpreters**
 - 100% of all Lionbridge interpreters undergo a rigorous testing process, routine performance monitoring, and receive on-going interpretation skills training

LIONBRIDGE'S BACKGROUND	
Years of Experience	35+ Years
Headquarters	Waltham, MA
Annual Revenue	\$550M/year

As a testament to Lionbridge's success providing language services to our government clients, Lionbridge is currently the trusted provider for the Department of Homeland Security, Internal Revenue Service, U.S. Centers for Medicare and Medicaid, as well as under statewide agreements in MA, WI, TX, NC, NY, PA, WA, GA, VA, and more.

With over 35+ years of experience providing interpretation services to all levels of government across the country, the financial stability of one of the largest language service providers in the industry, and over 20,000 qualified interpreters available, Lionbridge is uniquely prepared on Day 1 to provide interpretation services to the New Hampshire Department of Employment Security.



D. Experience

I. APPROXIMATE VOLUME OF BUSINESS IN PAST YEAR

Lionbridge generated \$550M per year in revenue across all services, approximately \$50M of which is for over the phone and video remote interpretation services.

II. DESCRIPTION OF EXPERIENCE PROVIDING SERVICES

As an industry leading provider of over the phone and video remote interpretation for the last 35 years, Lionbridge is routinely trusted by some of the largest government entities and private corporations across the United States.

Lionbridge's dedication to supporting language coverage and making equitable connections with non-English speakers are what has made our team one of the most successful and experienced vendors in the industry.

The below section provides additional context to Lionbridge's experience of successfully providing over-the-phone interpretation services by focusing on:

Clients Who Trust Lionbridge

- ▶ While not an exhaustive list of all clients, this section provides a selection of Lionbridge's partners who receive services from our team.

How Lionbridge's Experience Uniquely Benefit NHES

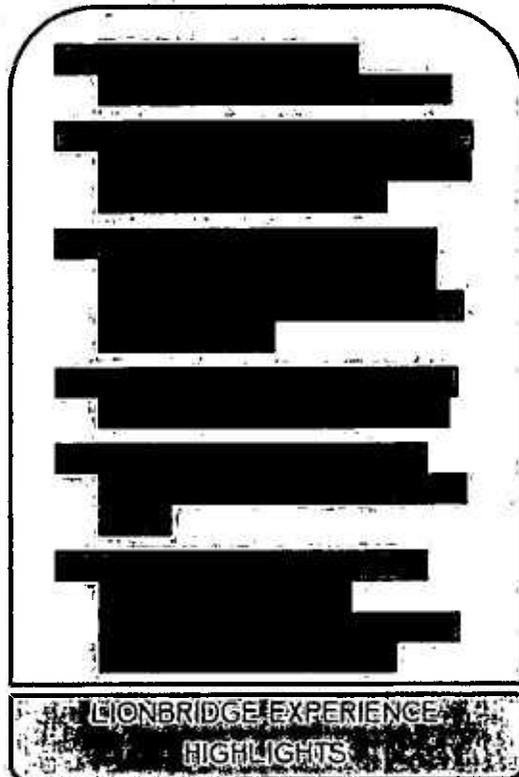
- ▶ Lionbridge's depth of experience providing this scope of work for the last 35+ years uniquely qualifies our team to support NHES.

Case Studies of Past Experience

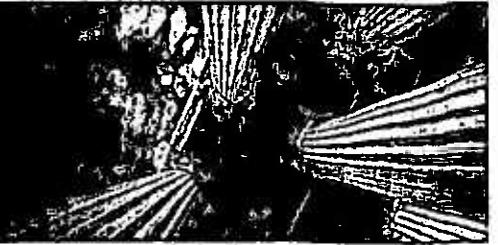
- ▶ The case studies provided below demonstrate Lionbridge's ability to, not only execute this scope of work, but also address specific pain points for similar clients like the ease of onboarding, preparing for future language needs, and meeting an increasing demand for services.

Demonstrated Success of Lionbridge

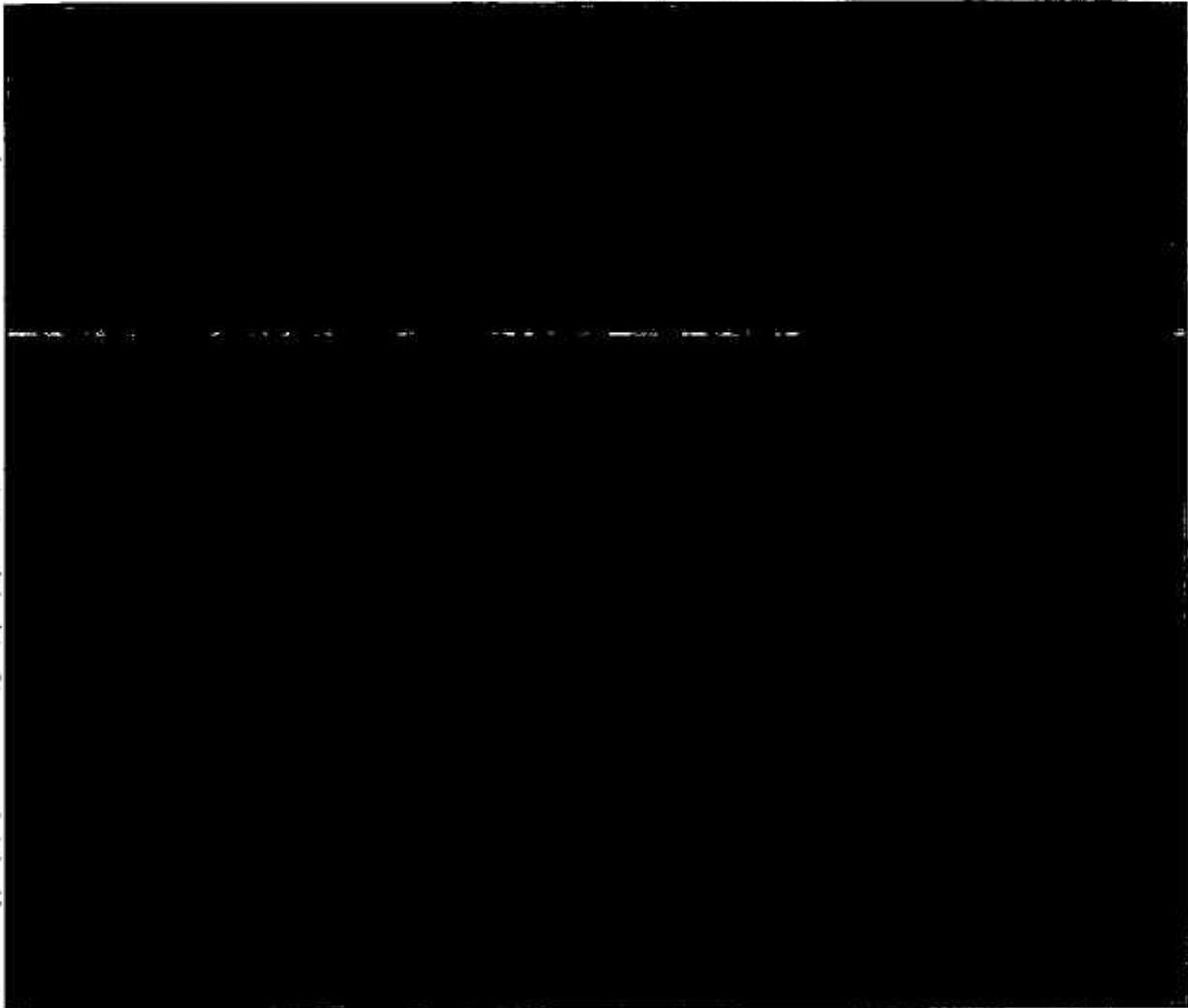
- ▶ Contract evaluations, extensions, and positive client feedback provided aim to further augment Lionbridge's demonstrated success providing interpretation to government clients.



CLIENTS WHO TRUST LIONBRIDGE



See chart to the right for a selection of Lionbridge's existing clients who receive services from our team and how this experience qualifies our team.



CASE STUDIES OF LIONBRIDGE'S EXPERIENCE

Lionbridge's 35 years of experience demonstrates our team's capacity to not only execute this scope of work but also manage and address key pain points for similar clients such as on-boarding, preparing for emerging languages, and meeting an increase in demand throughout the contract.

Below are case studies that demonstrate Lionbridge's:

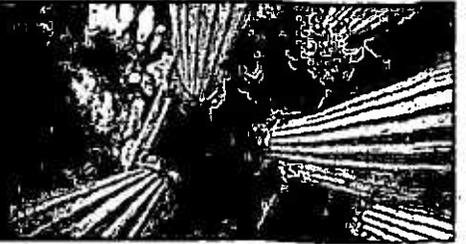
- ✓ Ability to Seamlessly Manage the On-Boarding of Large Clients
- ✓ Ability to Forecast and Prepare for Emerging Languages
- ✓ Capacity to Scale Resources Throughout an Agreement



[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

CONTRACT TERM	ESTIMATED ANNUAL MINUTES INTERPRETED	FULLFILLMENT RATE	CONNECTION TIME (SPANISH)	CONNECTION TIME (ALL LANGUAGES)
Year 1				
Year 2				
Year 3				
Year 4				
Year 5				



GOVERNMENT CONTRACT EXTENSIONS

Subjected to public procurement regulations and the intense scrutiny of providing mission-critical government services, one key measurement of success on government contracts is a vendor's customer retention rates and their ability to maintain those relationships over the course of time.

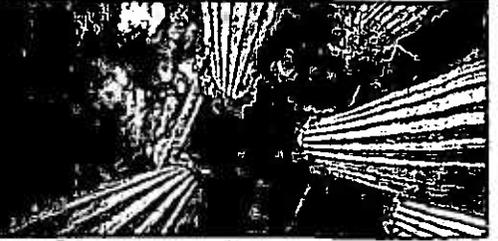
As a testament to Lionbridge's sustained success on similar government contracts providing over-the-phone interpretation services, the below chart provides a selection of Lionbridge customers, their contract IDs, start date, extensions and if they are an active client as of 2024.

EXAMPLES OF GOVERNMENT CUSTOMER FEEDBACK

Lionbridge's team believes strongly that key performance indicators like average connection time, fulfillment, and the number of languages supported are only a small component of how we're serving our public sector clients.

What is an equally critical measurement of success on Lionbridge's government contracts is the feedback we receive from our contract managers, end users our services like government employees or from the residents that they are connecting with around their community.

As a testament to Lionbridge's success managing government contracts, see below for examples of compliments and praise received from users of Lionbridge's services and our contract managers.



DETAILED PROGRAM MANAGEMENT

"All of our partner work with Lionbridge was excellent. The hallmark of their work is that they went above and beyond the expectations consistently. Here are two examples:

- *Program Manager provided 1-1 technical assistance to at least half of the districts to customize their prompts for individual schools and individualized accountability.*
- *Program Manager joined me on approximately 20 check-in calls to districts to listen to (and offer suggestions as appropriate) how the implementation of the telephonic interpretation was going"*

INTERPRETER ACCURACY

"I wanted to pass along an appreciation for one of your Spanish interpreters! He interpreted during an IEP meeting for us on Friday afternoon and he did an excellent job! We really appreciated how thorough and accurate his interpretation was."

ABILITY TO EASILY CONNECT

"The first time I used Lion Bridge, I was overjoyed. For several years I had been unable to communicate directly with a particular parent. We had used our bi-lingual social worker to help with communication over the years, but when the social worker was involved, she would be the communicator, not me. To be able to have a translator helping with my actual communication with this mother overwhelmed me with happiness... Lionbridge has given me a new level of commitment to reaching out to all."

PROMOTING EQUITABLE ACCESS



Yanaiza Gallant
@YanaizaGallant

THIS IS WHAT EQUITABLE #ACCESS LOOKS LIKE!!

Highlight of the day was getting this from one of our rockstar MLL teachers that met with 100 percent of our MLL families in THEIR language thanks to @Lionbridge 🙌 Shout out to @jensweeney418 and to all MLL teachers for their inclusivity

III. ABILITY AND COMMITMENT TO MEET SOW REQUIREMENTS

Please see below for how Lionbridge will meet all requirements stated within Section 2 of the RFP.

A. SERVICES OFFERED

Lionbridge agrees to provide telephonic interpretation and video remote interpretation services in over 380 languages to enable NHES to equitably connect with LEP and deaf / hard of hearing customers.



D. LANGUAGES SUPPORTED

Lionbridge's network of over 20,000 interpreters and our operations team supports over-the-phone and video remote interpretation service coverage for all 380 languages below.

Please note that the language list below are the languages that Lionbridge has available as of May 2024, and if additional languages are needed throughout the contract, Lionbridge's team will recruit at no additional cost to NHES.

American Sign Language	Bengali	Dinka	Gaelic
Acateco	Benin	Dioula	Garifuna
Acholi	Berber	Divehi	Garre
Adygei	Bete	Djerma (Zarma)	Gbande
Afemi	Bhutanese	Dutch	Georgian
Afrikaans	Bosnian	Dyoula	German
Aguacateco	Bukusu	Dzongkha	Gheg/Albanian
Akan	Bulgarian	Edo	Gio-Dan
Akum	Burmese	Ejagham	Gisi/Kissi
Albanian	Byelorussian	Efik	Goanese Konkani
Amdo	Cachiquel	English	Gola
Amharic	Cambodian	Enping Dialect	Gonja
Amozquena	Khmer	Estonian	Goun
Amuzc	Cantonese	Etsako	Grebo
Anlo	Cape Verdean	Eutian	Greek
Anuak	Catalan	Ewe	Gujarati
Arabic	Cebuano	Falam	Guyanese
Arakanese	Cha-Chao	Fanti	Hainan
Aramaic	Chalchiteco	Farsi-Afghani	Hakka
Armenian	Chaldean	Farsi-Iranian	Harari
Ashanti	Chechen	Persian	Hassaniya
Assyrian	Chin	Fijian	Hausa
Attie	Chinanteco	Filipino	Hebrew
Azerbaijani	Chuj	Finnish	Hilagoynan
Bajuni	Circassian	Flemish	Hindi
Baluchi	Comorian	Foo Chow	Hmong
Bambara	Creole	French	Hokkien
Bamilinke	Croatian	Fuji/Fujiman	Hunan
Bandi	Czech	Fukienese	Hungarian
Basque	Dagomba	Fula	Ibo
Bassa	Dahalo	Fulani	Icelandic
Baule	Danish	Fulani-Guinea	Igbo
Belize Creole	Dari Farsi-Afgh	Fuqing	Ijo/Ijor
	Dingara	Ga	Ikai

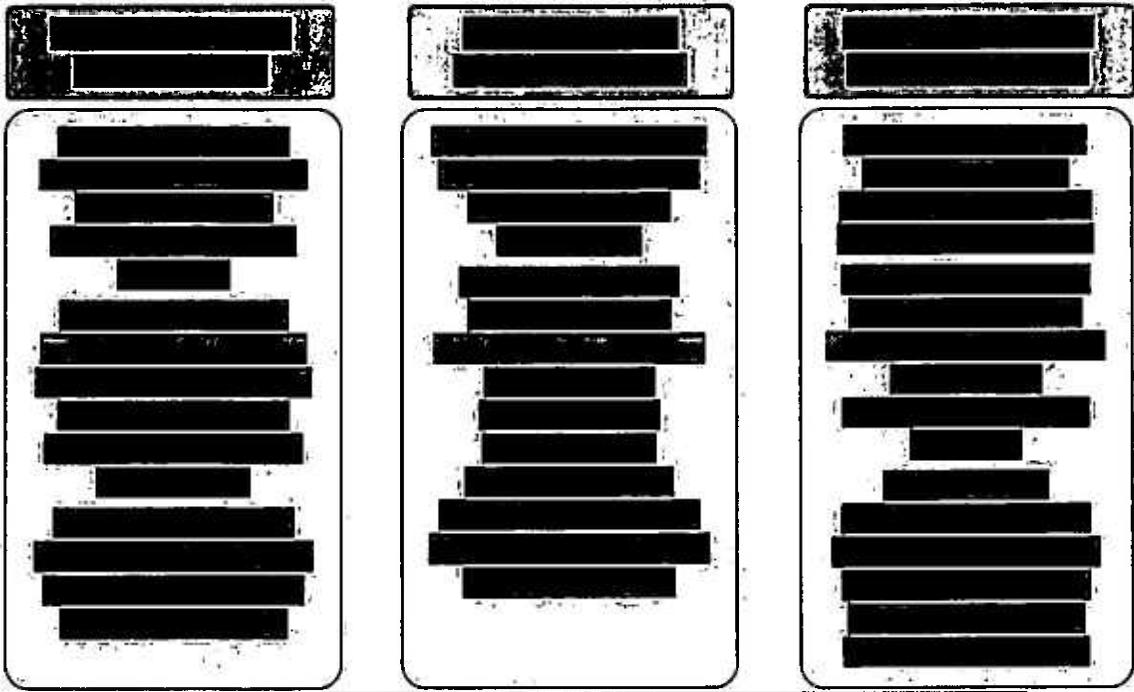
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Ilocano	Kpelle	Minan	Popti
Ilongo	Krahn	Mingrelian	Punjabi
Indonesian	Krio	Misquito/Miskito	Poulaar
Ingush	Kru	Mixe	Portuguese
Ishan	Kuki	Mixtec	Pushtu
Ishaw	Kurdish-	Mnong	Putian
Istiekiri	Kurmanji	Mongolian	Quechua
Italian	Kyrgyzstani	Montenegrin	Quiche
Jacalteco	Lahu	More	Quiche-Achi
Jamaican Patois	Lao	Moshey	Rabinal Achi
Japanese	Latvian	Moshi	Rahaween
Jarai	Lebanese Arabic	Mulani	Rhade
Javanese	Lingala	Munukutuba	Romanian
Juba (Sudanese Creole)	Lithuanian	Muong	Romany
Kachin	Loma	Nahuatl	Runyawana
Kaiping	Lorma	Navajo	Russian
Kannada	Luganda	Nda Nda	Rutoro
Kanuri	Lugbara	Nepalese	Rwanda
Kashmiri	Lukabaras	Newari	Saamia
Kazakh	Luo	Ngemba	Samoan
Kekchi	Lusoga	North African	Sarahule
Kham	Maasai	Arabic	Sarpo
Khmer	Macedonian	Norwegian	Serbian
Cambodian	Malagasy	Nubian	Serbo-Croatian
Khmu	Malay	Nuer	Serer-Sine
Kikuya	Malayalam	Nyankore	Shanghai
Kinyarwanda	Malinke	Nzema	Shina
Kirghiz	Maltese	Ogoni	Shona
Kiribati/Gilbertese	Mam	Onyanja	Sicilian
Kirundi	Mandarin	Oriya	Sindhi
Kisii from Kenya	Mandingo	Oromo	Sinhalese
Kongo	Mandinka	Palauan	Slovak
Kikongo	Mandinko	Pampangan	Slovenian
Konjobal	Maninka	Pangasinan	Somali
Konkani	Mano	Pidgen English	Soninke
Konyanka	Marathi	Papiamento	Soto
Korean	Marshallese	Pennsylvanian	Spanish
Kosovo	Mayan	Dutch	Sranan Tongo
Kosraean	Maymay	Plautdietsch	Sri Lankan Tamil
Kotokoli	Mende	Pocomam	Sudanese
Kouranko	Metta-Moghamo	Pohnepaen	Susu
	Mien	Polish	Swahili



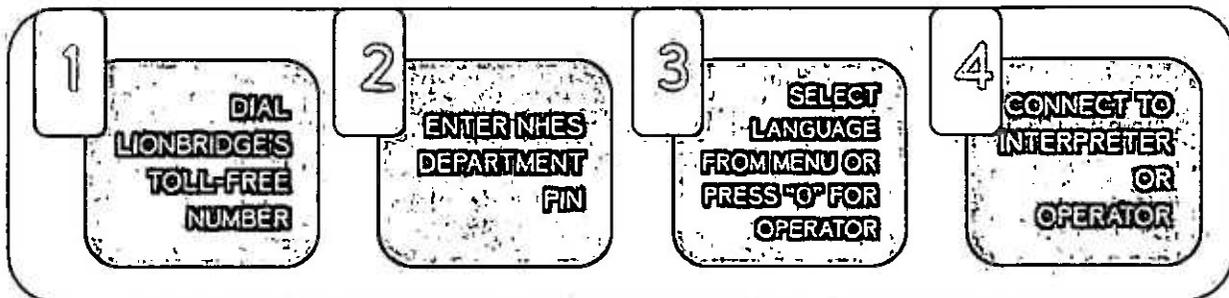
The graph below contains examples of how Lionbridge prepares our pool of interpreters for legal, and other industry, specific interpretation scenarios.



F. PRE-CONNECTION PROTOCOL AND CUSTOMER SUPPORT PROCESS

As mentioned below, Lionbridge's telephony platform will support NHES with a clearly defined pre-connection protocol to connect with an interpreter or live customer support.

Lionbridge's dial-in process to connect with an interpreter, or a customer support operator is described in the chart below and, on average, takes less than 10 seconds from beginning to end.





LIONBRIDGE'S 24/7/365 CUSTOMER SERVICE

To ensure that NHES has around-the-clock access to customer service, and to augment support for your dedicated Program Manager John Drugan, Lionbridge will be supporting a proposed contract with our team of customer service agents available 24/7/365, including holidays and weekends, to be of service to any location, employee, or staff who requires assistance.

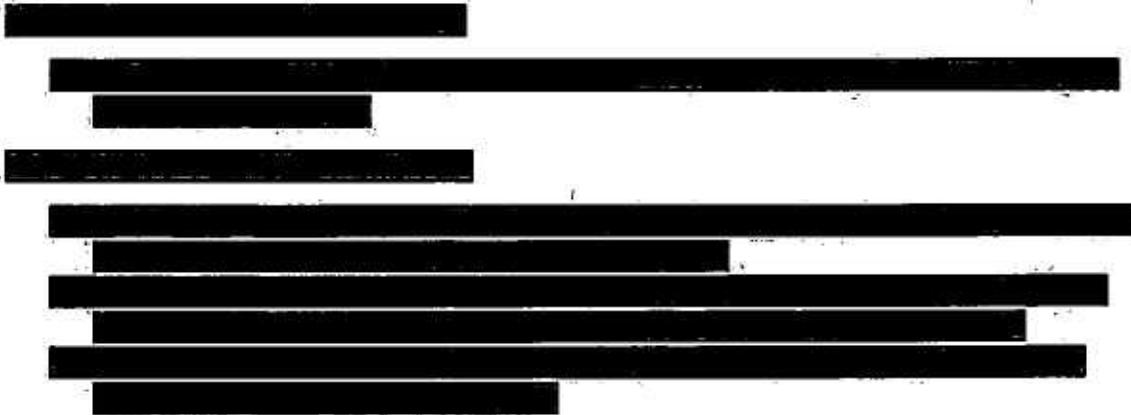
Lionbridge's operators are trained to assist with any number of questions, complaints, or requests from Access and are available via our toll-free numbers 24/7/365. Specifically, our 24/7/365 operators are available to assist with:

- Language identification where language is not known
- Connecting with Interpreters
- Service-related complaints or questions
- Scheduling of interpretation calls
- Technical support



G. CONFERENCE CALL CAPABILITY

Lionbridge's platform and interpreters have conference calling capability, at no additional cost to NHES. Please see below for the two different ways that Lionbridge can facilitate these dial-outs.



H. SERVICE AVAILABILITY

As a provider of over-the-phone and video remote interpretation services to government partners across the United States, Lionbridge not only has the capacity and ability to deliver services 24/7/365, but also routinely provides these services during weekends, holidays, and outside of working hours where other language service providers may not have as many resources available.



Unlike other providers, Lionbridge's 24/7/365 availability is a service level requirement on our agreements and is routinely demonstrated on some of our largest and most demanding federal level clients who expect service coverage during all hours of the day.

Lionbridge's ability to support 24/7/365 over-the-phone interpretation coverage in large part due to:

TELEPHONY PLATFORM

[Redacted content]

EXISTING CAPACITY

[Redacted content]

24/7/365 OPERATORS

[Redacted content]

I. PIN CODE SYSTEM

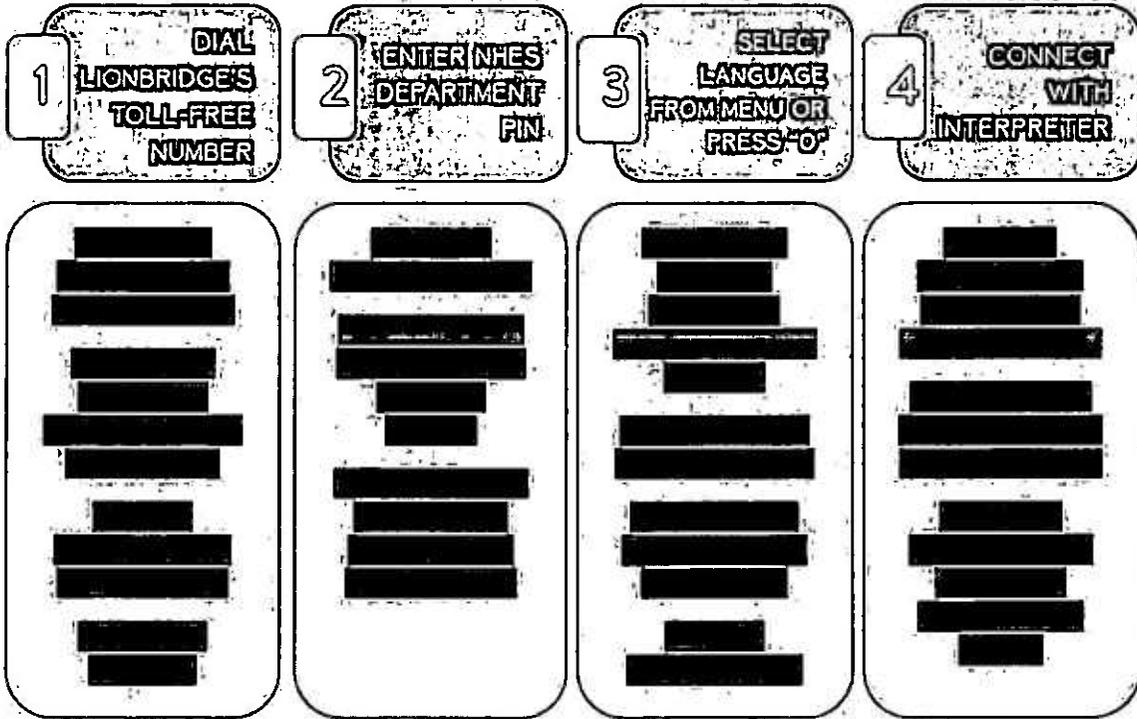
Lionbridge's cutting edge telephony platform will support a pre-connection protocol of asking NHES employees for their department/sections 9 digit PIN or code. Pursuant to the RFP, this 9 digit code will be included on the appropriate line of each billing statement shared with NHES.

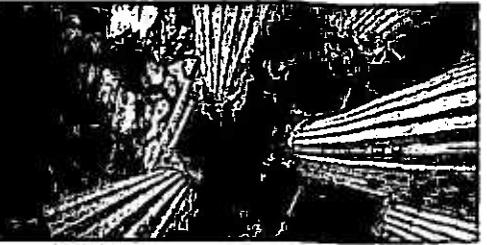
Lionbridge's flexible platform also offers NHES with the option to completely rethink and customize their interpretation experience for every department, department, and location from beginning to end.

Available call-in process customizations can help NHES enhance their customer's experience, reduce connection times, enhance their reporting data, and more.



As an example, below is a representation of Lionbridge's standard over the phone interpretation call flow and the available customization features within each step.





[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

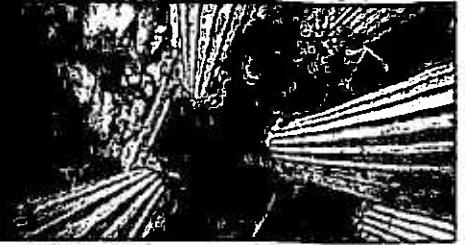
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



III. LIONBRIDGE'S QUALITY ASSURANCE PROCESSES

Per the request of the RFP, see below for Lionbridge's quality assurance process to monitor for interpreter accuracy and our process to monitor key performance indicators under a proposed agreement.

INTERPRETATION QUALITY ASSURANCE PROCESS

To ensure Lionbridge interpreters' performance meets quality standards and support all NHES employees and customers with accurate, professional, and clear interpretation, our Quality Assurance and Operations teams conduct a 24/7/365 live call monitoring program on a percentage of all calls.

With NHES's approval, Lionbridge will monitor a percentage of call volume for quality assurance purposes. No calls are recorded and no customer information will be retained in our system-the program is 100% live monitoring. Monitors join the calls live but remain muted throughout and do not in any way interfere with the call in progress.

Lionbridge's Quality Assurance team will record on our evaluation sheets the interpreter's performance across several different categories such as:



The score sheet will then be uploaded into the interpreter's master record. Interpreters whose evaluations were marked for additional training or Quality Assurance follow up are then contacted by a member of the QA team for further training and counseling.

An internal team meets on a regular basis to review scores and interpreter performance and makes proactive decisions regarding ongoing relationships with resources based upon evaluation metrics.

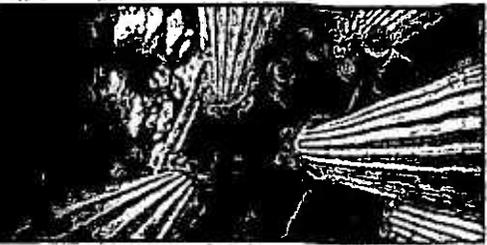
CONTRACT MANAGEMENT PROCESS

As part of Lionbridge's approach to contract management and delivery of over the phone and video remote interpretation services, it will be our team's responsibility to consistently monitor key performance indicators of our contract and respond appropriately so that we serve NHES as best as possible.

The key performance indicators that our Program Manager monitors for, and our operations teams act upon, are found below. This list is not exhaustive but does include key components of how Lionbridge measures the success and customer satisfaction on our interpretation and translation service contracts.



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[REDACTED]

[REDACTED]

PERFORMANCE STANDARD	LIONBRIDGES EXPECTED PERFORMANCE STANDARD	MECHANISMS TO ENSURE STANDARD IS MET	RESPONSIBLE PARTY(S)
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

IV. CERTIFICATIONS AND CREDENTIALS OF INTERPRETERS

Prior to undergoing Lionbridge’s proprietary interpretation skills testing process described below, our recruitment team will first screen each linguist’s application to ensure that they meet all baseline requirements to serve as an interpreter:

[REDACTED]

INTERPRETER TESTING AND TRAINING CURRICULUM

[REDACTED]



[REDACTED]	✓

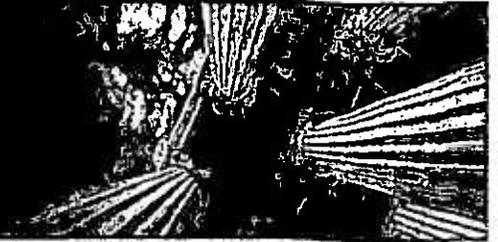
V. ENSURING CONSISTENCY OF INTERPRETATIONS

To ensure the consistency of interpretation for legal concepts and terminology across all interpreters, Lionbridge will leverage the below as part of screening, recruitment, testing, and monitoring process.

MECHANISM	DESCRIPTION
[REDACTED]	[REDACTED]

VI. AVERAGE TIME TO AN INTERPRETER

[REDACTED]



G. Price Proposals

Please see below and completed Appendix B for Lionbridge's price proposal for all offered services.

Language	Rate Per Minute
Spanish via Over the Phone Interpretation	\$0.56 per minute
All Others via Over the Phone Interpretation	\$0.56 per minute
ASL via VRI	\$2.50 per minute
Spanish via VRI	\$1.50 per minute
All Others via VRI	\$1.50 per minute



H. References

Please see below and completed Appendix C for references to be used by the NHES evaluation committee.

Organization Name	
Address	
Name of Contact Person	
Telephone Number	
Email Address	

Organization Name	
Address	
Name of Contact Person	
Telephone Number	
Email Address	

Organization Name	
Address	
Name of Contact Person	
Telephone Number	
Email Address	

APPENDIX B

VENDOR PRICE PROPOSAL

PLEASE RETURN THIS COMPLETED PAGE

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

	Rate per Minute
Language	Monday – Friday 8:00 AM – 4:30 PM EST Plus Nights, Weekends, and Holidays
Spanish	\$ 0.56 per minute
All Others	\$ 0.56 per minute
ASL via VRI	\$ 2.50 per minute
Spanish via VRI	\$ 1.50 per minute
All Others via VRI	\$ 1.50 per minute
Rates are all inclusive	

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

Respondent/Bidder (Company) Name: Lionbridge Technologies LLC	
Signature of Company Representative: <i>John Drugan</i>	
Name and Title of Company Representative: John Drugan / Government Sales Director	
Address: 890 Winter Street, Suite 225, Waltham, MA, 02451	
E-mail Address: John.Drugan@lionbridge.com	Telephone Number: 781.801.2929

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

APPENDIX C

REFERENCES

PLEASE RETURN THIS COMPLETED PAGE

REFERENCES: List Name, Email, Address, Telephone # of three (3) Customer/Client References.

Organization Name	Lakeland Electric
Address	Lakeland, FL
Name of Contact Person	Jessica Stanphill
Telephone Number	863.834.1201
Email Address	jessica.stanphill@lakelandelectric.com
2.	
Organization Name	Department of Homeland Security
Address	Washington, D.C.
Name of Contact Person	Margaret Mayers
Telephone Number	202-272-1566
Email Address	Margaret.m.mayers@uscis.dhs.gov
Organization Name	Massachusetts Executive Office of Labor and Workforce Development
Address	Boston, MA
Name of Contact Person	Marisa de la Paz
Telephone Number	617-626-5471
Email Address	marisa.delapaz@mass.gov

Respondent/Bidder (Company) Name: Lionbridge Technologies LLC

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY

REQUEST FOR PROPOSAL
RFP# NHES 2024-04
Telephone Interpreter Services

ADDENDUM #1

On April 9, 2024, New Hampshire Employment Security posted RFP# NHES 2024-04 Telephone Interpreter Services.

This Addendum #1 shall serve as notice to prospective respondents of the following amendment

Section 1.B Schedule is amended as follows:

EVENT	DATE	LOCAL TIME
RFP Released (Advertisement)	4/9/2024	12:00 PM
Vendor Inquiry Period Ends	4/19/2024	5:00 PM
Final Agency Responses to Inquiries	4/30/2024	5:00 PM
Proposal Due	5/10/2024	4:30 PM
Estimate Timeframe for Oral Presentations and Interviews (if applicable)		TBD
Estimated Notification of Selection		TBD

All other terms and conditions of RFP# NHES 2024-04 Telephone Interpreter Services remain effective and unchanged.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY

REQUEST FOR PROPOSAL
RFP# NHES 2024-04
Telephone Interpreter Services

ADDENDUM #1

Please include a signed copy of this signature page with your proposal.

Vendor Lionbridge Technologies LLC

Address 890 Winter Street, Suite 225, Waltham, MA, 02451

By: John Drugan
(This document must be signed)

Government Sales Director
(Title)

John Drugan
(Please print or type name)

Tel.No. 781-801-2929

CONTACT: Erik Bal, Counsel
New Hampshire Employment Security
(603) 228-4084

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY

REQUEST FOR PROPOSAL
RFP# NHES 2024-04
Telephone Interpreter Services

ADDENDUM #2

Please include a signed copy of this signature page with your proposal.

Vendor Lionbridge Technologies LLC

Address 890 Winter Street, Suite 225, Waltham, MA, 02451

By: John Drugan
(This document must be signed)

Director of Govt Sales
(Title)

John Drugan
(Please print or type name)

Tel.No. 781.801.2929

CONTACT: Erik Bal, Counsel
New Hampshire Employment Security
(603) 228-4084

State of New Hampshire
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that LIONBRIDGE US, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on November 08, 2013. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 700211

Certificate Number: 0006699609



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 5th day of June A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

LIONBRIDGE

CERTIFICATE Signature Authority

Company

Lionbridge US, Inc.
890 Winter Street, Suite 225
Waltham, MA 02451

Beneficiary of Certificate

New Hampshire Employment Security
45 S. Fruit Street
Concord, NH 03301
ATTN: Erik Bal
Counsel

I, Brian O'Donnell, in my capacity as Treasurer of Lionbridge US, Inc., a corporation organized in the State of Delaware, with its principal office located at 890 Winter Street, Suite 225, Waltham, Massachusetts 02451, do hereby certify that:

- John Drugan is duly authorized and empowered by Lionbridge US, Inc. ("Lionbridge") in his capacity as Government Sales Director to singly execute any agreement or statement of work document in connection with the telephonic interpretation services arising out of the anticipated business relationship between Lionbridge and New Hampshire Employment Security or
- Susan Gryder is duly authorized and empowered by Lionbridge in her capacity as Vice President, Government Contracts and Proposals to singly execute any agreement or statement of work document in connection with the telephonic interpretation services arising out of the anticipated business relationship between Lionbridge and New Hampshire Employment Security.

IN WITNESS WHEREOF, I have hereunto set my hand this the 11th of June 2024.



Brian O'Donnell
Treasurer



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
10/04/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services, Inc of Florida 701 Brickell Avenue Suite 3200 Miami FL 33131 USA	CONTACT PHONE (A.C. No. Ext): (866) 283-7122 FAX (A.C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURED Lionbridge Technologies, LLC 890 Winter St. Suite 225 Waltham MA 02451-1468 USA	INSURER(S) AFFORDING COVERAGE	
	INSURER A: American Zurich Ins Co	NAIC # 40142
	INSURER B: American Guarantee & Liability Ins Co	26247
	INSURER C: AIG Specialty Insurance Company	26883
	INSURER D: Steadfast Insurance Company	26387
	INSURER E: INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570102085695 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADOL. INSD	SUBR. YR/D	POLICY NUMBER	POLICY EFF. DATE(MM/DD/YYYY)	POLICY EXP. DATE(MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL. AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CP0868530202	09/30/2023	09/30/2024	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPROP AGG \$2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY			BAP 9957480 - 02	09/30/2023	09/30/2024	COMBINED SINGLE LIMIT (Per accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION: \$10,000			AUC868367402	09/30/2023	09/30/2024	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC971944402	09/30/2023	09/30/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
c	E&O - Professional Liability - Primary			014980491 E&O / Cyber - Claims-Made SIR applies per policy terms & conditions	09/30/2023	09/30/2024	Aggregate \$5,000,000 SIR \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Cyber Liability is included under Policy # 014980491. Evidence of Insurance.

CERTIFICATE HOLDER Lionbridge Technologies, LLC 890 Winter St., Suite 225 Waltham MA 02451-1468 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Inc. of Florida</i>
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Certificate No : 570102085695