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## **SECTION 4**

### **PORT MASTERPLAN - VISION FOR DEVELOPMENT**

#### **4.1 Introduction**

The objective of the Port Masterplan is to produce a flexible blueprint for the future of the Port of Maputo. The approach taken has been wide-ranging and innovative, with all options for the rehabilitation of existing facilities, and development of new facilities considered. The plan was then refined in line with the guidelines of the projected demand curve for cargo throughput, and the physical restraint of the various berths. The main requirements used when considering the various options included:

- Ability to expand to meet future requirements
- Flexibility of landside operations to allow for the introduction of new cargo streams
- Long term vessel requirements and ability to access berths.

The masterplan has been considered in three stages, each with the following objectives:

Phase One - This phase relates to the main rehabilitation period, and concentrates on the improvement of existing facilities, whilst supporting existing operations and tenants. The concepts of creating individual access points for different terminals has been used, alongside the clear delineation of properties by increased security fencing. The advantages of this approach include an end of the necessity to transport cargo by road or rail through adjacent berths, in order to access the required terminal. Effective security and safety management are also facilitated by this approach.

Maintenance dredging to existing design depths and required berth depths would be included in this phase.

Phase Two - This phase links with increased traffic forecasts indicated in the demand analysis, and makes allowances for increased traffic, on vessels and road transport. Development of existing berths would be required at this stage. New industrial projects which have been identified will be realised in this phase, and new facilities will be created, possibly in joint ventures with shippers / manufacturers. Container traffic would also grow alongside industrial development and economic growth.

Phase Three - This is effectively a vision of the Port of Maputo as a thriving bulk, breakbulk, and container port. There will be a need for a number of new berths with access to larger bulk and container vessels.

The development of the masterplan is based on the growth of traffic indicated in the demand analysis, commencing with an analysis of the necessary berth requirements.

## **4.2 Specification of Facilities**

The required facilities must be calculated and specified in order for the various rehabilitation and development options to be evaluated. The main details to be specified are:

- Berth Requirement
- Water Depth
- Back-up Land Requirement

### **4.2.1 Berth Requirement**

Utilisation of berths was initially considered along the following guidelines:

- Current berths dedicated to specific cargoes or leased to separate terminal operators

- The grouping of compatible cargoes, in terms of handling requirements, storage methods, and where 'parcels' of various cargoes may be shipped in one vessel, e.g. steel products and ferro-alloys in handy-size bulkers.

- Berth length required for typical vessels.

The base case of the traffic forecast has been used to calculate berth requirements; it is felt that this is a positive and achievable target on which to base developments. For the majority of general and breakbulk cargoes, the figures peak by the year 2002. These figures have therefore been used for calculating optimum requirements.

Berth requirement has been calculated by considering average hourly production rates for various cargo operations, in line with the handling methods envisaged, and some improvement in performance. Two and Three shift operations have been considered to give indications of average yearly production. Actual production will depend upon the berth occupancy ratio that will give acceptable turnaround time to shippers, without producing unacceptable waiting times for occupied berths. For this calculation, several ratios have been used, dependant upon the type of trade and vessels employed. These ranged from 30% in the case of refrigerated vessels, 40% for bulk carriers, and up to 50% for smaller general cargo vessels.

When combined with total demand for annual throughput of various cargo combinations, a range of berth requirements has been generated, allowing an acceptable solution for terminal layouts to be made.

## 4.2.2 Depth of Water

Depth of water at each terminal has been specified in line with anticipated vessel sizes for the given trade. Where possible, deeper berth requirements were allocated to the most suitable jetty. Where limitations have been reached, this has been considered alongside the overall limitations of the terminal, in terms of future relocation options.

## 4.2.3 Back-Up Land

Back-up land requirement has also been calculated, particularly where storage demands have been indicated to escalate. This particularly refers to container traffic, where storage requirement is likely to exceed the current availability before berth capacity is reached. Otherwise, storage area is not a major problem, and the masterplan concentrates on the phased reclamation of existing back-up areas.

## 4.3 Current Physical Conditions

### 4.3.1 Meteorology

Information about the meteorological conditions has been found in:

- Master plan of Port of Maputo from 1952
- British Admiralty, Africa Pilot, Volume III.

#### 4.3.1.1 Winds

The wind conditions are of importance when considering the berthing of ships and also unloading and loading of cargoes. Strong winds may influence berthing of vessels and influence the number of tugs to be used. Very strong winds, speeds above 15 m/s, may obstruct working with cranes.

The winds at Maputo according to climate tables between 1935-64 show that land and sea breezes are regular. The average winds are blowing from the eastern sector. In the mornings the wind directions are more uniform, but in the afternoon when the sea breezes occur the winds are mainly in the sector NE-SE.

The calms take place around dawn and sunset. The wind speeds are small and strong winds are infrequent. According to climate table wind speeds above 17 m/s occur less than 1 % of the year.

Cyclones may occur at Maputo but are very infrequent.

#### 4.3.1.2 Fog

According to Africa Pilot fog occur at about 15 days a year in the area around Maputo. Fog appears mainly between April and September.

### 4.3.2 Hydrographic conditions

The hydrographic conditions as tides, currents and waves are of a great importance when evaluating the possibilities to use a port and its facilities. Information sources - British Admiralty Tide Tables and Master Plan Report on the Port of Maputo from the late 1950's.

#### 4.3.2.1 Tides

According to British Admiralty Tide Tables the characteristic tidal levels for Port of Maputo are:

Mean High Water Spring, MHWS +3.5

Mean High Water Neap, MHWN +2.4

Mean Low Water Neap, MLWN +1.6

Mean Low water Spring, MLWS +0.5.

The tidal conditions at Matola are similar except that MHWS is at level +3.6 m.

The maximum and minimum tides during the period 1939-57 were at Maputo +3.90 and +0.12 m respectively.

The tidal water levels are also influenced by the atmospheric pressures. This influence is considered to be small except at arrival of the very infrequent cyclones.

#### 4.3.2.2 Currents

The harbours of Maputo and Matola are effected by the currents outside the quays. The currents are mainly driven by the tides. The flows of the river Rio Esposito Santo also influence the currents.

According to British Admiralty Chart 646 the tidal currents at spring tides at dry season are 1.3 and 1.4 m/s respectively in the area between the quays of Maputo and Ponta Chaluquene.

Measurements by flow meters have been carried out during the 1950's. The measurements show that the currents along the quays at Maputo are smaller than presented above. However, at Matola the currents are strong with a maximum current recorded of about 3.3 m/s.

#### 4.3.2.3 Waves

According to the Master Plan report from the 1950's the waves conditions will not impede the arrival and departures of ships to the port of Maputo.

The area east of the harbour of Maputo is shallow and the waves from the Indian Ocean will be reduced before entering the harbour area at Maputo. It is considered that only in a few days during the year the waves at the quays of Maputo will interrupt the handling of cargoes from small ships.

### 4.3.3 Soils

Information about the geological conditions and also about soils in the harbour area is found only in a Master Plan report from the 1950's and SOROS's Master Plan of 1980. Even in these reports the information is meagre.

Along the quays in Maputo the soils consist of a primarily sandy layer on sandstone. The soil conditions are favourable for construction of quays, which can be seen from the state of the existing quays. There are not any noticeable settlements of the quay fronts, which indicates beneficial soil conditions.

It is considered that the soil conditions are similar at the coal quay at Matola.

Between the granite quay in Maputo and the facilities at Matola an ancient river has its outlet. The river has eroded the bedrock down to a depth of 30-50 m below water level. The cavity thus created has been filled by sediments, mainly clay, which gives unfavourable conditions for foundation of quays and other structures. At land reclamation projects, large settlements may occur.

#### 4.3.4 Infrastructure

A visual general inspection of the infrastructure, mainly the quay structures and the adjacent quay areas, was carried out during November 1997. Moreover, information about the infrastructure has been found in the Portia Master plan report from 1991 and in the Paribas privatisation documents.

The description of the infrastructure covers:

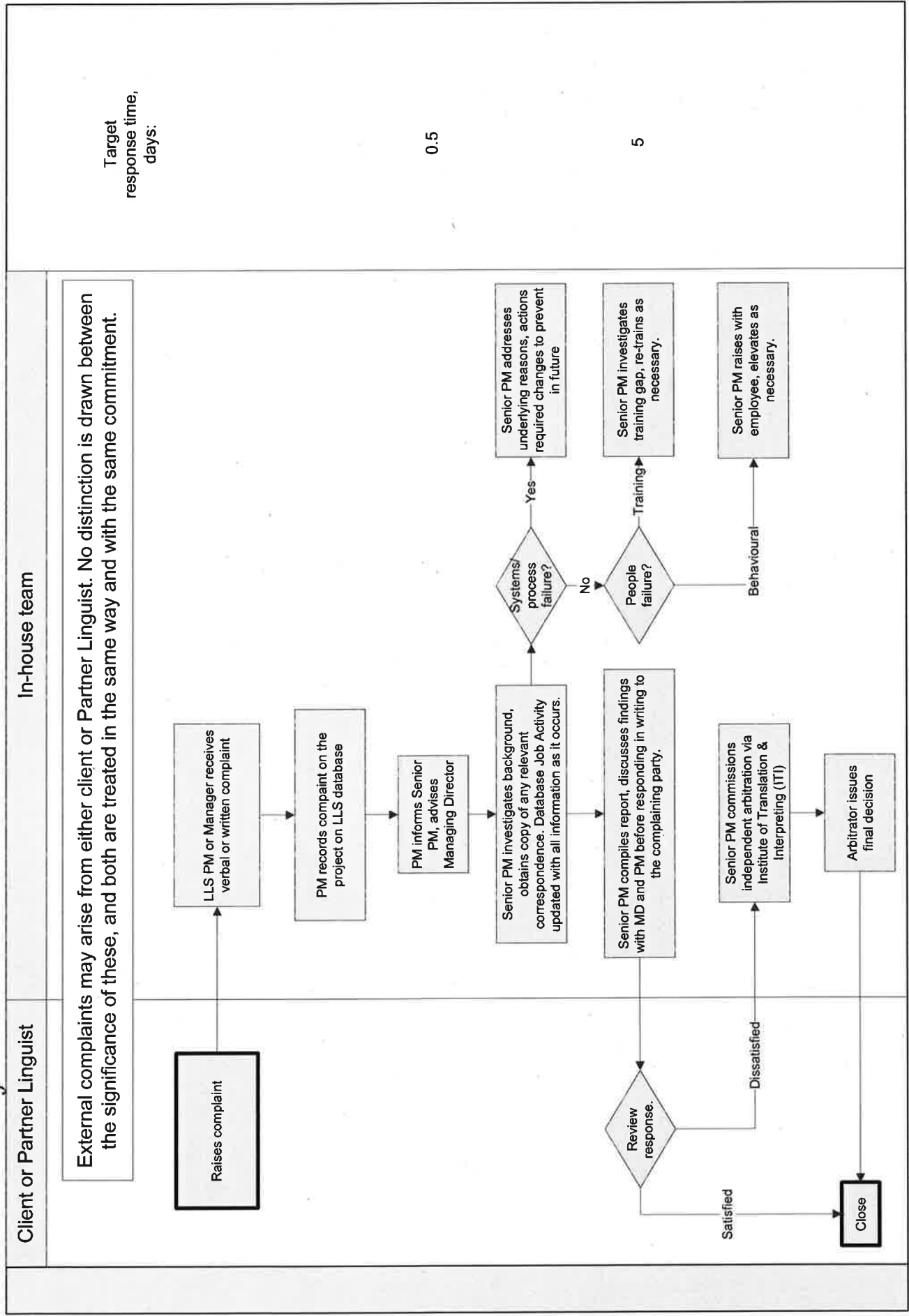
- Quays
- Areas behind quays
- Warehouses
- Roads in the harbour area.

##### 4.3.4.1 Quays

The quays of Maputo Harbour cover a long part of the northern shore of Rio Esposito Santo, about 3.2 km, see **Drawing 01**. The cargoes handled over the quays are:

- General cargo
- Break-bulk
- Dry bulk cargoes
- Containers.

The oldest quay structures of the Maputo harbour date from 1910's and the latest quays were constructed in 1977. In **Table 4.1** below the main characteristics of the different quays are presented. Some quays may have different types of structures. In Table 4.1 below the main quay structure is presented.









Notes on the Sample translations enclosed with Tender MAZ94/003/107

The sample translations are representative of regular work with clients in the maritime sector.  
The notes below give some context for the documents.

| CLIENT                                | PROJECT                              | LANGUAGE                   | DESCRIPTION   |
|---------------------------------------|--------------------------------------|----------------------------|---|
| OCIMF                                 | 30,000 words                         | English > French & Spanish | Various information sheets, including "International Safety Guide for Inland Tank Barges and Terminals". In the English source text we have shown the annotations given to our translators as part of our routine preparation process prior to translation.   |
| Ovation Data DPTS Ltd                 | 4,000 words                          | Swedish > English          | DPTS produce data loggers, transcribers and readers for geological/seismic measurements. This project was an urgent translation of an invitation to tender. We also translated the response into Swedish (15,000 words over the Christmas period).  |
| MERSEY DOCKS & HARBOUR COMPANY (MDHC) | 2,500 words (one of 5 presentations) | English > Chinese          | This was produced in Quark format. In the English source text we have shown the annotations given to our translators as part of our routine preparation process prior to translation. This high-level project required our frequent liaison with the client and coordination with the Chinese authorities.                                  |
| Portia                                | 100,000 words                        | English > Portuguese       |   |
| UK Chamber of Shipping                | 62,000                               | English                    | Not translation; we were asked to edit and revise 3 overlapping North Sea operational documents into one comprehensive indexed and simplified format. Final document contained 34,000 words with much of the original content simplified into flowcharts and short bulleted text. CoS very pleased and came back to us for an update later. |

We also work regularly for IOPC Funds, transcribing their Working Group sessions. These confidential transcriptions form the basis for IOPC Funds' reporting and policy on compensation procedures, treaties and the impact of governmental measures on shipping.

**TRANSLATION • INTERPRETING • VOICEOVER • SUBTITLING • TYPESETTING • TRANSCRIPTION**

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www.lifelinelanguageservices.co.uk

Managing Director  
Registered in

Member of the North & Western Lancashire Chamber of Commerce







Notes on the Sample translations enclosed with Tender HA294/005/167

The sample translations are representative of regular work with clients in the maritime sector.  
The notes below give some context for the documents.

| CLIENT | PROJECT                              | LANGUAGE                   | DESCRIPTION   |
|--------|--------------------------------------|----------------------------|---|
|        | 30,000 words                         | English > French & Spanish | Various information sheets, including "International Safety Guide for Inland Tank Barges and Terminals". In the English source text we have shown the annotations given to our translators as part of our routine preparation process prior to translation.   |
|        | 4,000 words                          | Swedish > English          | produce data loggers, transcribers and readers for geological/seismic measurements. This project was an urgent translation of an invitation to tender. We also translated the response into Swedish (15,000 words over the Christmas period).   |
|        | 2,500 words (one of 5 presentations) | English > Chinese          | This was produced in Quark format. In the English source text we have shown the annotations given to our translators as part of our routine preparation process prior to translation. This high-level project required our frequent liaison with the client and coordination with the Chinese authorities.  |
|        | 100,000 words                        | English > Portuguese       | This was response to an ITT on port privatisation from Mozambique. The English source documents were received from 5 consortium members in the UK, Europe and Africa. As well as assembling a team of maritime specialists for the translation, we coordinated and embodied extensive verbal and written amendments and updates to the English documents during the translation process. The project took 3 months, 6 translators and 2 specialist reviewers/ project managers at Lifeline. |
|        | 62,000                               | English                    | Not translation; we were asked to edit and revise 3 overlapping North Sea operational documents into one comprehensive indexed and simplified format. Final document contained 34,000 words with much of the original content simplified into flowcharts and short bulleted text. very pleased and came back to us for an update later.   |

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Registered in England No 4082782 • VAT Reg No 647 9066 01



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Geological Survey of Sweden

Author: Isaksson number

1 91

**INVITATION TO TENDER**

Date

*Date printed out, if different*

Ref No.

2009-11-24

2009-11-24

130-2148/2009

Tender designation (to be indicated on the tender envelope)

**Procurement—transcription of seismic data**

Tenderer

Name of the firm  
 Contact person  
 Delivery address  
 Postcode and postal address

The tender must have been received at the latest by

**2010-01-07**

Type of procurement procedure

The tender must be binding until

**2010-02-28 (inclusive)**

Simplified procurement procedure

Specification (description, designation)

**Procurement—transcription of seismic data from old magnetic reel-to-reel tapes onto modern media**

With this invitation to tender, Geological Survey of Sweden (SGU) is offering interested suppliers the opportunity to take part in the invitation to tender which has now been launched for the reading and processing of seismic data from older magnetic reel-to-reel tapes and related text documents onto modern media.

Geological Survey of Sweden is tasked with providing geological information to meet the needs of society by surveying rock, earth, and groundwater. SGU is also the public authority responsible for trading in minerals and liquidating and ensuring environmental safety in relation to Sweden's civil stockpiles of oil. Today, SGU employs approx. 290 people, of whom approx. 220 work at the head office in Uppsala, with the remainder working at our branches in Stockholm, Lund, Gothenburg, and Malå. SGU is the supervising authority for the Mining Inspectorate of Sweden, which previously constituted a separate authority, with offices in Falun and Luleå.

The information about rock, earth, and groundwater collected through SGU's surveying and documenting activities on land and at sea is stored in various databases which can then be presented in the form of maps etc.

The task, to be carried out on behalf of SGU, is to read and process seismic data from a fairly large number of older magnetic reel-to-reel tapes and related text documents and to transfer the data onto modern media.

**Structure of the tender**

The tender must respond to the requirements imposed in relation to both the supplier and the service. The reporting must be structured in such a way that it corresponds to the requirements imposed in the tender reference document. The tenderer is encouraged to limit its answers to the information requested.

| Postal address              | Visitors' address | Telephone    | Fax          | Email |
|-----------------------------|-------------------|--------------|--------------|-------|
| Box 670<br>S-751 28 UPPSALA | Villavägen 18     | 018-17 90 00 | 018-17 92 10 |       |

Date  
2009-11-24

Reference number  
130-2148/2009

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**General terms for the tender**

The tender must be submitted in writing and in full duplicate—an original and a copy. All annexes as may be appended must be listed in the tender and labelled with SGU's reference number and the name of the tenderer.

The tender must be in Swedish, although parts, e.g. the technical specification, may be in English, and must be received by SGU at the latest by the date indicated. The pack submitted must be neutral and must not be marked with anything identifying the firm but must show the text '*Anbud Upphandling—Transkribering av seismisk data, 130-2148/2009*' [PROCUREMENT TENDER—TRANSCRIPTION OF SEISMIC DATA 130-2148/2009] as confirmation that it contains the tender. SGU shall not examine tenders submitted late.

The tenderer may submit an advance copy of the tender by fax or email.

If an advance copy of the tender is sent by fax or email, this must be sent to the manager at SGU's registry, on +46 (0)18-17 92 10, such tender must be immediately confirmed by sending the original version. A faxed or emailed tender must be complete and must be identical, in content, to the hard-copy tender. NB the hard-copy tender must be received at the latest by the final deadline for tenders, or it will be deemed to have been submitted late and will be disregarded.

Otherwise, this procurement is governed by the terms set out in the Swedish Public Procurement Act (SFS 2007:1091). The tenderer must provide its offer on the basis that it can be accepted without further negotiation. Note that any negotiation may take place only on the initiative of SGU.

The opportunities to supplement the information set out in the tender are limited. In order that SGU may review and assess the tender, it is therefore extremely important that it contains all information requested.

**Assessment of the tenders**

The assessment of the tenders submitted will take place in three stages. First of all, an assessment will be carried out as to whether the tenders fulfil the requirements imposed on the suppliers. The tenders that are shown to fulfil the requirements are then reviewed to ensure that all the requirements imposed in relation to the task—including the terms—are fulfilled. Of those remaining tenders, SGU will accept the tender offering the lowest price.

**Notification of the decision**

The tenderers will receive written notification of the result of the invitation to tender as soon as SGU has made its procurement decision. The tenderer whose tender has been accepted must be ready to sign the contract in the form of an order acceptance ten days after the decision is notified.

Date  
2009-11-24

Reference number  
130-2148/2009

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**Questions? Please contact SGU!**

The tender reference document has been drawn up with the intention that it clearly and unambiguously describes the prevailing conditions and the requirements we are imposing in relation to the task and the supplier who will be performing the task. Nevertheless, queries may still arise. Therefore, please contact the undersigned by telephone or if anything in the procurement is unclear. If clarification becomes necessary, please also submit any questions in writing, to fax number 92 10 or by email to

If the recipient of this tender reference document does not intend to submit a tender, we would be grateful if this could be notified to the undersigned, preferably together with the reasons.

With kind regards,







30 July 2012

Your reference: HA294/005/167

Our reference: Enquiry 1866u

Mr Stuart Speer  
Senior Buyer – Procurement  
The United Kingdom Hydrographic Office  
Admiralty Way  
Taunton  
Somerset  
TA1 2DN

Dear Mr Speer

We have pleasure in submitting our response to your Invitation to Tender for the provision of translation services.

Your Bidders' Conference was invaluable in helping us prepare for this stage of the process and we would like to thank you for organising it.

We look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read "Stuart Speer", is written in a cursive style.

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TRANSCRIPTION

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## Mark

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**To:** [redacted]@ukho.gov.uk  
**Cc:** [redacted]  
**Subject:** QUOTATION: UK Hydrographic Office reference ukho00006

|                |  |
|----------------|--|
| TO:            | UK Hydrographic Office                                       |
| Your ref:      | ukho00006  |
| Our ref:       | 1012086/6  |
| Document type: | Extract from legislation                                     |
| From:          | Ukrainian  |
| To:            | English  |
| Description:   | 3 pages re. new legislation from Decree No 1544 of 12/10/00; |
| Cost:          |  |

If you would like us to proceed under the terms of the agreed contract, please reply to this email stating this and advising any additional references you would like us to quote in correspondence. Alternatively, if you prefer or should there exist any email problems, please print this email, add your signature and printed name, and fax back to us on 01772 558878.

Thanks in advance

**Best regards,**



email: [redacted]  
1800 3284149  
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INVOICE TO:

The United Kingdom Hydrographic Office  
Admiralty Way  
Taunton  
Somerset  
TA1 2DN



Lifeline Language Services Ltd  
3rd Floor, Victoria House  
9-11 Ormskirk Road  
Preston  
PR1 2QP  
VAT No 647 9066 01

Terms of Payment: 30 days from date of invoice

Item      Cust Ref      Document type      Customer Name

Order date + time      Delivered date + time  
Work performed + costs

Invoice No      1012086  
Tax Date      31/07/12  
Translation charges      Other costs      Certifi'n costs

1      ukho000001      Portolano extract

Update to Rimini light and fog signal data pub. Ministero della Difesa 2/6/12

£0.00

2      ukho000002      NM

RT4  
1234NM99\_Week17\_2012:

£0.00

3      ukho000003      Banner - Kuwait GIS Conference

Banner text + DTP in Illustrator;  
2 pages

£0.00

4      ukho000004      Contract

Certified contract extract from "Service Hydrographique et Océanographique de la Marine" update July 2012

£30.00

5      ukho000005      Extract from Japan Pilot

RT4  
5 pages from Vol 5 re. vessel traffic service for Hakata port

£0.00

| Item | Cust Ref | Customer Name | Order date + time | Delivered date + time | Translation charges | Other costs | Certif'n costs |
|------|----------|---------------|-------------------|-----------------------|---------------------|-------------|----------------|
|------|----------|---------------|-------------------|-----------------------|---------------------|-------------|----------------|

|  |           |  |                |                |  |  |  |
|--|-----------|--|----------------|----------------|--|--|--|
|  | ukho00012 |  | 30/07/12 17:00 | 31/07/12 12:00 |  |  |  |
|  | Chart     | Requested revision to Chart 518:<br>Approaches to Puerto de Valencia |                |                |  |  |  |

Payment may be made by BACS direct to:  
HSBC Bank plc, 40 Fishergate, PRESTON PR1 2DE  
Sort Code: 40-37-25  
Account number: 52503158 Account name: Lifeline Language

Totals: Translation.

Total excl. VAT:

VAT:

TOTAL:

Skips from item 5 to item 7 as for the purposes of this demonstration, item 6 (reference ukho00006) still awaits confirmation to proceed by UKHO so is neither delivered nor invoiced. Item 6 forms the content of the provided Quotation Example  
email\_quotation\_sample.pdf

### **Question 3 of ITT questionnaire at section 5.3 of ITT Reference HA294/005/167**

*Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits*

#### **1 Capability**

Established in **1990** we have **22** years of experience in handling a wide range of technical and marketing translation, with **1323** technical translation projects to date (*detailed report available from our database on request*) from and into English in sectors covering auto engineering, aviation, defence, chemical technology, civil engineering, electrical and electronic engineering, machine tools, mechanical engineering, medicine, marine engineering & offshore technology, patents, plastics, telecoms, water treatment and welding, in **35** language combinations. We've also delivered many hundred marketing material translations including tourism, engineering, ceramics, education, information technology and telecoms, logistics services and much more.

Most of these projects employed **Trados**; we hold and maintain TMs in **36** language combinations with the largest of these (French to English) containing around **70,000** translation units. We have been using Trados since **2001** and work with over **500** Trados-equipped translators.

Of around **2800** active translators on our database, 156 are specialists in marine engineering and offshore technology; many more are available from our partner translation companies worldwide. As advised with client references at point 21 of our PQQ submission, we have specific geophysical translation experience (for **Ovation Data DPTS** and **Centric**) as well as a wide range of other technical translation expertise; we're also unique in the UK language industry in having **in-house** a qualified Transport Manager with years of Deep Sea logistics experience, and a Chartered Engineer, giving us exceptional insight into and understanding of technical material.

We possess extensive in-house maritime experience; an example is the 2005 project for the **Chamber of Shipping** requiring the integration into one text, editing and revision, of English language North Sea marine operations documentation comprising "UKOOA/CoS Guidelines for the Safe Management and Operation of OSVs", "OLF/NSA Guidelines for Safe Operation of OSVs 061 + 061A" and "SNS Pool Members Marine Operations Manual". The project involved the correlation, re-writing, summarising and integration of over 200 pages of highly technical marine operational text, which was reviewed (and complimented!) by Dutch and English mariners representing the Chamber of Shipping. They were impressed enough to come back to us for an update in 2009. A second example is the French and Spanish translation of oil tanker Safety Checklists for the **Oil Companies International Marine Forum** last year.

**IT and systems capability** is obviously essential to effective delivery of this type of material, particularly in view of developments in text encoding of maritime notation (there's ongoing discussion in the international Unicode forum on the topic, most recently in February 2012 - <http://www.unicode.org/~asmus/ChartSymbolsInRunningText/>). These developments will require good systems management to implement properly in translation, and we have extensive experience of font management in this in PostScript, TrueType, and OpenType forms in both Unicode and the older "character substitution" 8-bit formats. With exceptional background in character encoding in translation we're well placed to assist UKHO in rolling-out these developments.

**Other specific client evidence of capability includes:**

**BAE Systems** translating over 500,000 words since 2000 in a dozen languages in a wide range of mainly technical material; we also provided typesetting services and audio recording, as well as extensive interpreting services in the UK and many locations abroad.

**IOPC Funds** (the International Oil Pollution Compensation Funds) for whom we've been working since 2008, handling the transcription of their oil shipping conference proceedings; we've now been asked to look at handling their translation as well, handling high volumes of maritime and offshore material.

**Centric Energy Corporation**, the oil/gas exploration company recently acquired by Africa Oil Corporation, handling geocoordinate survey and seismic data reports translation since 2007.

**Mersey Docks & Harbour Company** and **Portia Management Services Ltd** since 1997, handling translation covering port infrastructure and commerce in China, Mozambique, Spain, the Gulf and Germany among others.

## **2 Additional benefits & potential savings relevant to requirement**

As well as providing well-established translation in this field, we can also bring to bear a number of additional capabilities which will benefit UKHO and bring savings in both long- and short-term.

### **2.1. Savings from simplicity - monthly invoicing**

Most translators bill a "minimum charge" for translation of a small project; for ongoing small jobs such as NMs these "minimum charges" quickly accumulate into extortionately high amounts. We would suggest instead a **single monthly invoice** for main languages, as we do for other clients with similar requirements, accumulating wordcounts by language combination into one single total figure each month based on the rate per 1000 words for each language combination. Lower volume languages may however attract a minimum charge. The invoice would include a complete breakdown by project, language etc; an example is provided with ITT submission as "**Response\_to\_Q9\_Invoice\_layout**". This report is generated from our database; layout/content can be revised/extended at UKHO's request.

To illustrate the level of savings resulting, if w then invoicing this on a typical "minimum" ba



projects on a monthly basis at an example than half the "minimum charge" basis.

This also **minimises UKHO administrative costs** in processing invoices, as only a single document will be issued monthly.

It would however be necessary to separate the large "Sailing Direction" volumes, or other exceptionally large items, from this monthly invoicing; these would be invoiced separately, as is also done for other clients.

## 2.2. Savings from volume rebates

We normally provide a volume discount for translation projects. For UKHO however since the work will mainly comprise many small items spread over time, we've no visibility of volume in advance so this is not an option.

Instead we would propose to provide a **volume rebate** at the end of a period (period at UKHO's preference; we'd suggest either 3-, 6- or 12-monthly). Monthly invoicing above will keep track of total wordcount by language combination and rebates would then be provided at period end, of:

|                |  |
|----------------|--|
| >30,000 words  | 2% of total period volume in that language combination |
| >50,000 words  | 4% " " " " " " " "                                     |
| >100,000 words | 8% " " " " " " " "                                     |

## 2.3. Savings from legacy material

From the conference, we understand that the TMs for UKHO product are the property of UKHO and would be made available to the successful bidder..

In addition to these however there are likely to be volumes of older translated material pre-dating Trados use; depending on work/language mix, considerable savings may be possible if relevant translations and source texts could be converted into Trados TMs. We're very familiar with the required toolset, and would be able to quickly and easily **import useful legacy material** to allow it to be leveraged for future use.

- Benefits:*
- *Immediate translation savings from re-using existing material*
  - *Enhanced consistency of new translation with legacy material*
  - *Potential cost reduction from termbase content (see next point)*

## 2.4. Savings on other formats - DTP & Presentation with Trados

As well as Word, we also directly handle in **Trados** material in **InDesign, Quark, Illustrator** and other press-ready formats (*potentially for e.g. Sailing Direction translation from English*) plus **Excel** and **Powerpoint**. Integrated tools allow us to fully leverage Trados within the source files, allowing translations to be returned to the customer EITHER "placed" in the native file format, requiring only final formatting by the customer to be publication ready, OR fully-typeset and proof-read as press-ready product. Some examples are available on our Typesetting webpage, at [http://www.lifelinelanguageservices.co.uk/LLS\\_Media.htm](http://www.lifelinelanguageservices.co.uk/LLS_Media.htm); more can be provided on request. In addition our extensive experience in high-profile training and company **presentation** material also enables us to ensure that **animations** and other content such as **multimedia** are correctly retained in translated Ppts, ensuring material in this format is delivered ready to use.

- Benefits:*
- *Reduced customer cost and effort compared to re-typesetting conventionally-provided Word translations*
  - *Translated images to the same presentation standard as originals*

- *Reduced risk of typesetting errors at client end*
- *Optional fully-typeset and proofed delivery, reducing workload on stretched UKHO resources and eliminating potential issues with erroneous customer setting of provided translation*
- *Reduced customer cost and effort correcting damaged or improperly formatted Ppt material*

## 2.5. Savings on terminology; termbase management – “Trados +”

Trados uses a TM to match sentences or phrases; effectiveness depends on the frequency with which identical or near-identical sentences arise.

A second aspect to Trados, actually more powerful but less widely understood and used, is Multiterm which is a **termbase management system**. This matches individual words/short phrases, irrespective of surrounding sentence, from a glossary or “termbase” held on the system. As early as possible we would import whatever bilingual glossaries were available – for example the “UKHO Commercial Terms Glossary” embedded in the Statement of Requirements - into this tool for provision to translators, which would help ensure very high consistency of translation for these without resorting to searching Trados concordance (which often contains conflicting versions anyway) or time-consuming glossary referral.

- Benefits:*
- *Automated enhanced translation consistency, speed and accuracy independent of the translator employed, managed centrally*
  - *Simplified implementation of global changes - updating of single reference termbase instead of a myriad of TM segments (termbase will take priority over TM entries for terminology).*

## 2.6. Savings for legal material

With 2 translators on our team qualified as Sworn Translator or MITI (Member of the Institute of Translation and Interpreting) we can **certify translation in-house** and regularly **notarise** documents via the services of our local partner Notary Public, allowing us to deliver documents for legal use considerably more cost-effectively than many language providers. We have delivered over **2000** certified and notarised translations to date.

- Benefits:*
- *Potential savings where translation is required for legal use.*
  - *Legal translation from the same trusted partner simplifies procurement*

## 2.7. Savings from better PDF and image handling.

With powerful in-house **PDF conversion and OCR capabilities** we can work directly from virtually all hard or soft copy material (assuming adequate legibility); even where source is provided as pure image, e.g. JPEG or TIFF, we can immediately convert to PDF and from there OCR effectively into Word for translation. We can accordingly handle hard copy and other formats more effectively than most providers.

- Benefits:*
- *Increased flexibility and responsiveness.*

## 2.8. Proof reading

Where client prefers to, or must, typeset translations themselves (e.g. into charts) we offer a full **proof-reading service** to ensure that no issues have arisen due to e.g. incompatible fonts. This is

particularly important in languages such as Georgian or Indian languages, for which many commercial fonts are error-prone.

*Benefits:* - *Enhanced customer confidence and mariner safety at sea*

## 2.9. Web translation

Printed publication is increasingly complemented by web presence, usually as HTM or PHP pages. We work directly in both formats, again **fully leveraging Trados**, to deliver finalised, proofread and ready-to-upload webpages, including all metatext. Depending on complexity, this can often be achieved at no additional cost over straight translation in Word.

We also provide full webpage re-engineering for translation of right-to-left languages where the screen layout needs to be reversed.

Where both Word and HTM versions of text are required, since Trados is fully leveraged the HTM web versions of printed Word pages can usually be produced at only a small incremental cost over the original translation.

*Benefits:* - *One-stop translation and web-engineering reduces/eliminates third-party webpage work saving cost and time.*  
- *Fully-proofread webpages enhance end-user confidence, mariner safety and UKHO market image*

## 2.10. Reporting + budget control

We regularly produce complex **customer-specific cost and performance reporting** and have in-house capability to generate this from our bespoke database or Sage systems as required; an example was the 3-year 10-language EHS project for a global food producer in which we provided detailed monthly reporting, saving the client clerical support costs and providing clear and immediate KPIs. The same functionality would be available to UKHO.

*Benefits:* - *Reduced administrative costs and better budgetary control.*

## 2.11. Brand handling

The new UKHO brand was discussed; as experienced typesetters we're familiar with working in brand environments and DTP packages, and are able to produce translated materials such as flyers, posters, advertisements etc **100% UKHO-branded**; we would need only the necessary fonts, imagery, stylesheets and templates. We feel it would be advantageous to UKHO to have translated marketing material provided **fully proof-read** and **publication ready**, saving internal UKHO workload and/or external design agency costs.

*Benefits:* - *Quality-assured fully-formatted UKHO branded multilingual marketing at reduced cost and/or reduced effort*

## 2.12. In-house language

By employing well-qualified linguists as PMs (our bar for PM recruitment is set at **MA in Translation Studies** or better) we handle main UKHO languages in-house, rather than simply farming them out to translators as many agencies do. This brings obvious benefits in responsiveness and quality assurance. We have in-house Spanish, French, German, Italian and Portuguese and will be recruiting additional languages in due course; Chinese is the most likely. The Italian Portolanos were identified as needing to be handled by the language provider directly on UKHO's behalf, something obviously facilitated by our having this language in-house. The "Portolano" approach could readily be extended to other countries/languages in future.

*Benefits:* - *Responsiveness, quality assurance, potential "Portolano" type material extension to other languages/countries*

### 2.13. Dedicated UKHO Project Manager + named second

In view of the scale of the project we would be appointing a **dedicated Project Manager** for UKHO, linguistically-qualified to at least *Master of Arts in Translation Studies*. S/he would be your primary contact here and would handle all aspects of UKHO work with responsibility for accuracy, cost reduction, delivery and customer satisfaction.

If acceptable to UKHO we suggest that it would be very valuable if at project outset s/he were able to spend a couple of days with you at UKHO (at our cost, obviously) to become familiar with your material, processes and teams.

S/he would also have a named second here who would act on her/his behalf during absence.

*Benefits:* - *Immediate availability and response for incoming material*  
- *High awareness of UKHO processes and systems increases potential for identifying areas for cost saving and improves QA*

## 3 Other additional benefits & potential savings not immediately relevant to requirement

With 22 years of experience and a global network covering a broad range of sectors we're able to also offer a range of additional services which, while not immediately relevant to the requirement, may prove of benefit in the longer term or as the requirement changes. These are outlined below.

### 3.1. In-country support

With many well-established international language partners we're able to provide well-briefed **professional resources in most countries** including those of UKHO's RT5 (identified as a key growth target area), RT3 and RT4 ; for example we've provided Mandarin interpreting to UK Motorsport in China for the Beijing Grand Prix, Korean interpreting for the Teaching Agency in Seoul, French interpreting and translation for Boots, Shell and Heinz in Africa, and on-site interpreting and translation support for BAE in various locations and languages.

This may provide considerable benefit to UKHO (or partner) resources, particularly in view of ECDIS developments currently underway.

*Benefits:* - *Reliable resources in place from trusted provider as and when needed*

### 3.2. Telephone interpreting

For short discussions with remote personnel telephone interpreting can be a very cost-effective solution. While it suffers from remoteness – so the interpreter cannot for example interact with service users over documentation – within these constraints it provides a **quickly-accessible low-cost** solution for informal discussion. We provide telephone interpreting in a wide range of languages, and since we'll again be handling interpreter briefing they'll be well versed in terminology making the interpreting more accurate than would be the case from an ad-hoc supplier.

*Benefits:* - *Well-briefed low-cost interpreting available at short notice and globally in most languages.*  
- *Effective and accurate emergency communication quickly deployable in event of a maritime or other incident.*

### 3.3. Conference support

ECDIS developments and other technological advances will increasingly require international cooperation and liaison often in the form of conferences. While English is the international language of maritime operations the ability to provide delegate material and interpreting in other languages is a **significant plus** in conference organisation. As experienced conference language providers we can offer the full range of services, be it simple delegate pack translation, full conference interpreting provision in multiple languages, or an individual chuchotage interpreter for 1-3 delegates, and since they'll be coming from us the interpreters will be fully briefed on UKHO terminology and background. The fluency and immediacy of interpreting will thus be considerably better than would be obtained from interpreters sourced ad-hoc from a local agency inexperienced in UKHO material.

*Benefits:* - *Trusted well-briefed conference resources available worldwide in a wide range of languages.*

### 3.4. Copywriting

Writing material that is to be subsequently translated really demands extensive experience of the translation process if it is to render **clearly and unambiguously** into other languages while retaining good style; we frequently re-write copy for clients where the original would simply not work effectively, or provides significant scope for misunderstanding, in translation. Additionally, many clients do not have the time or expertise to write good copy for e.g. marketing, and their internally-produced material is over-wordy and lacks impact.

As experienced copywriters we can edit/revise client's texts, or write from scratch against a provided brief, either using our own resources or well-established and trusted partners.

*Benefits:* - *Effective copywriting often reduces wordcount so saving translation cost.*  
- *Writing copy from the perspective of an experienced translator produces less ambiguous material, which we can also pre-annotate for translator, ensuring accurate and effective translations.*

### 3.5. Multilingual multimedia

Looking ahead, we anticipate UKHO will be deploying **streaming media** (video, spoken instruction) as part of its product offering. We already provide multimedia services, and since we are primarily language translators the standard of our multimedia translation is the same as that of our mainstream translation product; this is frequently not the case with video or voiceover providers who work mainly in English. This provides a ready source for future developments as and when UKHO wishes to move this aspect forward.

*Benefits:* - *Trusted multilingual multimedia resources in place as and when needed*

## 4 Conclusion

We believe Lifeline Language Services is exceptionally well placed to handle UKHO's language needs, now and in the future, and will bring significant added value and cost savings to the client through the course of the contract. While we trust the provided information is comprehensive, please don't hesitate to contact us for any clarification.



**Lifeline Language Services**  
**Translation Quality Assurance Process**



All translation follows similar processes, as below. Within "Quality Assurance" is included **on-time delivery, product formatting, client support and advice**, and other key aspects related to the customer's total experience of the translation activity with us.

LLS "In-House Check Sheet" (Annex 1) is used by PMs for both revision and review stages; master is held on the server and (uncontrolled, for information) copy at Annex 1 to this Process. The Check Sheet ensures that key QA items are checked, and confirmed as checked, and is filed with the project when project is completed. Chase List (Annex 2) is used to progress and expedite all activities.

**QUOTATION PHASE – aim to complete within 1 day MAXIMUM**

1. Confirm by email receipt of project to client.
2. For a new project, an enquiry is created on Lifeline's database by a Project Manager (PM). This remains visible to all PMs until it is converted to a project, and is discussed at our daily Chase List review. Regular clients are allocated a named Primary + Secondary contact at Lifeline, who will oversee all projects and manage the relationship.  
A Primary PM is responsible for each project from beginning to end, and maintains the customer relationship (database upkeep, routine contacts, project management, updating of client-specific glossaries/TM). A Secondary PM handles these projects in the absence of the Primary PM or to assist when necessary, due to workload etc. The Primary PM is responsible for correct completion of this process.
3. Many clients are unfamiliar with obtaining translation and the key points surrounding use of the translation (*Skopos* - eg if for a website, software, publication, for voice recording etc); Primary PM will ensure the application of the translation is fully understood, and that the client appreciates key factors in using the translation (character set issues, fonts, Windows/Mac compatibility, re-formatting for right-to-left languages etc.). Primary PM will also offer client relevant additional services, such as typesetting.
4. Primary PM opens Project file and initiates Project Review with Senior Project Manager.
5. Primary PM assesses material for content and technicality. If applicable/appropriate, convert source text for Trados and analyse, leveraging any applicable TM content. From (3) any additional factors in the project are built-in – typesetting, recording etc
6. Primary PM interrogates database to identify optimal translator(s) + other suppliers.
7. Primary PM contacts translator(s) to agree lead times. Where appropriate, client confidentiality permitting, provide sample text to translators to confirm their suitability.
8. Primary PM contacts other involved suppliers (e.g. typesetters, voices) to agree additional required lead times for these extra activities if applicable.
9. Primary PM liaises with Senior Project Manager and in-house team on additional lead times required for translation review and product revision/finalisation. From information at (5-8), agree pricing and overall lead time with Senior Project Manager.

10. If client requires quotation, Primary PM issues formal quotation to client (including our Terms and Conditions for new clients) quoting our system Enquiry No. from (2).  
If not, confirms lead time is acceptable to client quoting our system Enquiry No. from (2).
11. If client rejects quotation or lead time, Primary PM assesses whether any improvement can be offered and re-quotes if possible. If not, closes the Enquiry on the database.

#### EXTERNAL TRANSLATOR PHASE

12. On receipt of client's go-ahead, if within Quotation validity period Primary PM obtains Job No. from "Red Book". If not, goes back to translator(s) to confirm availability and lead time.
13. Primary PM converts Enquiry to Job on database. Enters all details and agreed **Due Date**, together with all other information required.
14. For translation from English, or if we have source language in-house, Primary PM will clarify any ambiguities, in liaison with client if required. Primary PM identifies, in liaison with client if appropriate, any additional reference material (eg website links, existing translation) that may assist translator with context or terminology and annotates source appropriately.  
For translation into English, ambiguities are addressed at the revision/review stages.
15. Primary PM identifies and prepares any additional supporting material for translator (typically a glossary or TM, or previous translation if relevant) and assembles this.
16. Primary PM prepares PO(s) for translator(s) specifying word count to translate, cost, agreed delivery date, and any specific instructions. Agreed date entered to Job-Vendor record(s).
17. Primary PM sends annotated source text, PO and supporting material (TM, glossary, other relevant documents) to translator and requests that receipt be confirmed.
18. If no receipt confirmation received from translator Primary PM will check with translator and ask for this; confirmation of receipt will be logged on database Job Activity.
19. Primary PM sets-up Project Management data on the Job, identifying key in-house activities **and dates** for the project. These will include date due from translator, planned date for in-house translation review 1 (and by who), planned date for in-house translation review 2 (and by who), planned date(s) for any additional activities (e.g. typesetting, recording).
20. During translation, Primary PM liaises with translator(s) and client to advise on queries, assist with terminology etc, in liaison with client as appropriate, and expedites translation with translator to ensure it is received **on time**.

#### IN-HOUSE REVIEW/REVISION

21. All in-house activities are monitored on a daily basis by Senior Project Manager via our database-generated **Chase List**, which interrogates Project Management data entered at (19) to produce a daily schedule of activities and resulting workload for each PM. An example page is at Annex 2. This facilitates detailed Capacity Planning, with work being re-balanced between PMs (subject to skills) to best utilise available resources; any revisions are updated on the database Project Management. This ensures all planned activities are performed **on-time**, or provides early warning where revisions to plans are required.
22. **Revision stage** managed by primary PM; translation is checked for completeness and revised for accuracy, grammatical correctness and appropriate style. Depending on the language combination and purpose of the translation, revision may be handled:  
- at Lifeline where we have the source and target languages in house



UNCONTROLLED COPY – REFER TO SERVER FOR LATEST

This sheet amends and replaces version 1 drafted on  
15/03/08  
Updated 29/11/11 lve



## TRANSLATION CHECK SHEET

Where possible, correct any errors. If there are omissions, please tell the Project Manager immediately so that the translator can be informed.

SPECIAL COMMENTS:

CHECK 1 performed by: [PM NAME] completed on [DATE]

Before doing anything, save file as same filename but with \_chk1 suffix.

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Is the translation in Trados? See "Options" and activate field codes. See separate Procedure. Ascertain which TM is to be used.             |
| <input type="checkbox"/> | Check that the font matches the font in the original document   |
| <input type="checkbox"/> | Check page numbers against the Table of Contents  |
| <input type="checkbox"/> | Check headings in the doc against the headings in the Table of Contents   |
| <input type="checkbox"/> | Check that the number of paragraphs matches the original  |
| <input type="checkbox"/> | Check that the bullet points match the original (same number of bullets, same format)   |
| <input type="checkbox"/> | Spell-check the document – NB to do this, you have to select the whole document, select the language from the menu and then spell-check it. |
| <input type="checkbox"/> | Check that the headers and footers have all been translated   |
| <input type="checkbox"/> | Check that all numbers are correct  |
| <input type="checkbox"/> | Check that all proper names are correct   |
| <input type="checkbox"/> | Check that anything left untranslated is handled consistently (eg in brackets, before or after translated term)                             |
| <input type="checkbox"/> | Check layout of diagrams  |
| <input type="checkbox"/> | Check that the punctuation matches the source text  |
| <input type="checkbox"/> | Check that the general layout is the same as/ better than the original.   |
| <input type="checkbox"/> | If in PowerPoint, make sure the presentation still works! (eg slide transition)   |
| <input type="checkbox"/> | If in Excel, spell check each Worksheet separately!   |
| <input type="checkbox"/> | Check the ST + TT pagination match  |
| <input type="checkbox"/> | Ensure headers/footers are translated   |
| <input type="checkbox"/> | Highlight any comments regarding cultural/linguistic/sense issues   |

Comments from Checker (CHECK 1)

- at the translation partner where we do not have the languages in-house
- by an independent second trusted translator where we feel it necessary

On completion **Check List Check 1** section is completed.

23. Revision stage Project Management activity is flagged as complete on database by Primary PM, who passes the file to Secondary PM for Review stage. Primary PM enters required feedback from reviewing process to database job and supplier record, so this is immediately apparent for subsequent projects.
24. **Review stage** is always done by a second PM for independence. Translation is converted back from Trados to source format if applicable, and formatted to match source layout. Trados TM updated for future use. Formatted product is then reviewed to address e.g. where context may not have been fully apparent in Trados, so may include additional revision (with translator, if applicable); this also finalises completeness, formatting and layout. We aim to deliver product presented as well as, or better than, the original. On completion **Check List Check 2** section is completed.
25. Review stage Project Management activity is flagged as complete on database by Secondary PM, who also enters required feedback from review process to database job and supplier record, so this is immediately apparent for subsequent projects.

#### **DELIVERY**

26. The database-generated **Chase List** also provides a schedule of all due delivery dates by PM, ensuring they act promptly to deliver.
27. PM delivers translation to client and updates database to show delivery complete.
28. Completed file is passed to Accounts for invoicing.

#### **FEEDBACK**

29. Translation feedback requested from client at an appropriate frequency, and fed back in to our processes and data.

Process approved for use by

V.5 updated: 14 June 2012



**CHECK 2** performed by: **[PM NAME]** completed on **[REDACTED]**

- Before doing anything, save file as same filename but with \_chk2 suffix.
- Accept changes, remove track changes
- Resolve any queries/ comments with Check 1 person
- Review all stages of Check 1:

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Check that the font matches the font in the original document   |
| <input type="checkbox"/> | Check page numbers against the Table of Contents  |
| <input type="checkbox"/> | Check headings in the doc against the headings in the Table of Contents   |
| <input type="checkbox"/> | Check that the number of paragraphs matches the original  |
| <input type="checkbox"/> | Check that the bullet points match the original (same number of bullets, same format)   |
| <input type="checkbox"/> | Spell-check the document – NB to do this, you have to select the whole document, select the language from the menu and then spell-check it. |
| <input type="checkbox"/> | Check that the headers and footers have all been translated   |
| <input type="checkbox"/> | Check that all numbers are correct  |
| <input type="checkbox"/> | Check that all proper names are correct   |
| <input type="checkbox"/> | Check that anything left untranslated is handled consistently (eg in brackets, before or after translated term)                             |
| <input type="checkbox"/> | Check layout of diagrams  |
| <input type="checkbox"/> | Check that the punctuation matches the source text  |
| <input type="checkbox"/> | Check that the general layout is the same as/ better than the original.   |
| <input type="checkbox"/> | If in PowerPoint, make sure the presentation still works! (eg slide transition)   |
| <input type="checkbox"/> | If in Excel, spell check each Worksheet separately!   |
| <input type="checkbox"/> | Check the ST + TT pagination match  |
| <input type="checkbox"/> | Ensure headers/footers are translated   |
| <input type="checkbox"/> | Send any queries/ amendments to the translator for their approval   |



| <b>If in Trados:</b>     |   |
|--------------------------|---|
| <input type="checkbox"/> | Clean it – if in Tag Editor, the source file must be in the same folder as the final translation  |
| <input type="checkbox"/> | Correct any encoding problems ("Fix" document)  |
|                          |   |
| <b>THEN</b>              |   |
| <input type="checkbox"/> | Check layout, fonts, diagrams etc   |
| <input type="checkbox"/> | Check pagination matches ToC  |
| <input type="checkbox"/> | Select whole document [control A], set the language, spell check it   |
| <input type="checkbox"/> | Update file Properties – ensure these show the client's details, not LLS' or those of the translator!   |
| <input type="checkbox"/> | Change filename to client's preferred filename format or to something they will recognise. Prefix with language in full (eg French_claim document). |
| <input type="checkbox"/> | Insert word count on d/base   |
| <input type="checkbox"/> | On the d/base job record, add any pertinent comments re the translation   |
| <input type="checkbox"/> | Send feedback to the translator, if required  |

|                                 |
|---------------------------------|
| Comments from Checker (CHECK 2) |
|---------------------------------|

### Database Chase List - example page

| NAME                           | Job  | Int? | V/o? | Due      | Chase-up for:  | Hours:        | From:       | To: |
|--------------------------------|--|------|------|----------|--|---------------|-------------|-----|
|                                | SI0912041  | Yes  | No   | 13/06/12 | JOB DUE!   | 0             | en          | sl  |
|                                | Interpreting provision BSL/English on 13/06/2012 at 10:00. Purpose: To interpret during a meeting with (housing related support) Venue: Contact at venue:  |      |      |          |  |               |             |     |
|                                | MY0912078  | Yes  | No   | 13/06/12 | JOB DUE!   | 0             | en          | my  |
|                                | Interpreting provision Malayalam/English on 13/06/2012 at 11:30. Purpose: To interpret during a pre-disciplinary meeting approx 2 hours Venue: Contact at venue:   |      |      |          |  |               |             |     |
|                                | TA0912087  | Yes  | No   | 13/06/12 | JOB DUE!   | 0             | ta          | en  |
|                                | Interpreting provision Tamil/English on 13/06/2012 at 13:00. Purpose: To assist during a conference for approx 2 hours Venue:  |      |      |          |  |               |             |     |
| <b>lve</b>                     |  |      |      |          |  | <b>Hours:</b> | <b>9.75</b> |     |
|                                | ENQ-1871u  | No   | No   | 26/04/12 | ring back to chase quote   | 0.25          | en          | du  |
| <b>lve</b>                     |  |      |      |          |  |               |             | fr  |
|                                | EN0412093  | No   | No   | 21/06/12 | checking video, inserting Liz's sections                                   | 1             | en          | en  |
| <b>lve</b>                     | Transcription and summarising of Proceedings. Trime = EUR2520 + Editing and content management: 30 hours @   |      |      |          |  |               |             |     |
|                                | 0812032  | No   | No   | 22/06/12 | pls chk2 fr, sp, pr. Look at other lang queries for suppliers with ao.     | 1             | en          |     |
| <b>ao</b>                      | Translation and panel typesetting of the declaration for (no sw da ic sp gr pr it du fr en po ge ru). Panel dimensions: see 0712184  |      |      |          |  |               |             |     |
|                                | 0812102  | No   | No   | 15/06/12 | pls chk ar, ge, it & cs  | 0.5           | en          | sp  |
| <b>ao</b>                      | Translation and panel typesetting of the declaration for (sp it ge du cs ar). Brief rec'vd 10/05/12; same declaration to be used for (see 0812103) - duplicate languages sp, du. Panel dimensions: 180mm wide x 50mm max depth |      |      |          |  |               |             |     |
|                                | 0812103  | No   | No   | 14/06/12 | pls chk sp pr du & gr and then panel. *delivery of panel by eob Thurs 14th | 2             | en          | sp  |
| <b>ao</b>                      | Translation and panel typesetting of the declaration for (sp pr gr du). Brief rec'vd 10/05/12; same declaration to be used for (see 0812102) - duplicate languages sp, du. Panel dimensions: 180mm wide x 35mm max depth       |      |      |          |  |               |             |     |
|                                | fr0812195  | No   | No   | 15/06/12 | chk trans pls  | 1             | en          | fr  |
| <b>ao</b>                      | Translation into European French of the Tin 375g. Word format only   |      |      |          |  |               |             |     |
|                                | SP0912042  | No   | No   | 14/06/12 | finish checks in Trados  | 2             | sp          | en  |
| <b>lve</b>                     | Translation from Spanish to English of the CSR manual, needed for 14 June latest   |      |      |          |  |               |             |     |
| Lifeline Language Services Ltd | customers  | No   | No   | 31/12/12 | letter to clients - Lynn: client_mailshot.xls                              | 1             |             |     |
| <b>lve</b>                     | General work on sales, marketing, invoicing etc  |      |      |          |  |               |             |     |
|                                | PO0912052  | No   | No   | 15/06/12 | please start check 2 if possible   | 1             | it          | en  |
| <b>lve</b>                     | URGENT Certified Translation from Italian and English to Polish of company registration documents re   |      |      |          |  |               |             |     |
| <b>ME</b>                      |  |      |      |          |  | <b>Hours:</b> | <b>0</b>    |     |
|                                | SW0912077  | No   | No   | 13/06/12 | JOB DUE!   | 0             | en          | sw  |
|                                | Translation of "Pro Technology"  |      |      |          |  |               |             |     |
| <b>mf</b>                      |  |      |      |          |  | <b>Hours:</b> | <b>0.5</b>  |     |
| Lifeline Language Services Ltd | Language   | No   | No   | 31/12/12 | create a table for   | 0.5           |             |     |
| <b>mlc</b>                     | LANGUAGE: glossaries etc.  |      |      |          |  |               |             |     |

14 June 2012

14 June 2012

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The UKHO ITT for the Provision of Translation Services for the UKHO

**Provision of Translation Services Questionnaire**

Please complete all questions and, where requested, provide additional documentation. Please ensure additional documentation file names and titles refer to the tender question number and brief content description

The Format of this Spreadsheet must not be altered. Individual cells may be increased in size to accommodate your answer but please do not add or delete columns or rows.

| Question Number | Organisation Identity                                    | Tenderer Response            | Evaluation Criteria |
|-----------------|--|------------------------------|---------------------|
| 1               | Name of the company in whose name the PQO was submitted. | Perception Solutions Limited | Information         |





| Question Number | Specification Questions   | Tenderer Response  | Score | Weighting | Weighted Score | Evaluation Criteria      | SOR or ITT Reference                           |
|-----------------|---|--|-------|-----------|----------------|--------------------------|--|
| 2               | Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A   | <p>Please see attached full list of language currently registered on our database. Our database is constantly expanding and we are continuously building the language combinations we are able to provide to our clients.</p> <p>marketing-related information into English and from English into a range of various languages listed, using translation memory software wherever possible.</p> <p>We have robust quality assurance and verification process highlighting the desire for accuracy and attention to detail. A copy of our Quality Assurance system Manual is provided.</p> <p>We have the capability and experience to handle the type, range and volumes of work given as well as providing a guaranteed response within the key timescales of any order.</p> <p>We also have a fully tested and maintained FTP site which is reliable and always available. Prompt response times to any IT issues (relating to the FTP portal or email access), including dedicated IT point of contact is provided to all clients.</p> <p>A dedicated Account Manager will be provided as a point of contact for general issues with orders or conduct.</p> <p>As well as fulfilling the above mandatory requirements, Perception Solutions Limited proposes to offer a bespoke client portal for live tracking of the status of the translation. The benefits of using our completely bespoke system will allow UKHO staff to logon and see at what stage the translation is: Whether with the translator, the proof reader, final quality checking stages etc. This will enable staff to have access to continuous updates whenever required.</p> <p>At contract award, Perception Solutions Limited proposes to meet with UKHO key staff to identify any languages trends from past requirements, if deemed appropriate to either party, we endeavour to employ an in-house translator for languages it deems will have the greatest volume of work. In turn, this will reduce the costs charged for that language, giving additional savings to the UKHO.</p> <p>If the language is not already covered in the list on Annex A and we have the language on our database, a translator can be sourced immediately. We have efficient and reliable search criterion which enables us to establish the desired translator without delay. Pricing and delivery lead times will be provided within 1 hour of sourcing the translator.</p> <p>If the language required is not covered in the list on Annex A and is not on our database then we will aim to source the required language combination translator within 24 hours. Once a translator has been sourced pricing and delivery lead times will be provided within 1 hour.</p> |       | N/A       |                | Information              |  |
| 3               | Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits |  |       | 5         |                | Specification Compliance | 1.1, 1.3, 1.4, 1.4.1, 1.4.2.1 to 1.4.2.12, 3.9 |
| 4               | How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?   |  |       | N/A       |                | Information              |  |



|   |   |   |     |                          |                                |
|---|---|---|-----|--------------------------|--------------------------------|
| 5 | <p>Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?</p>  | <p>We currently use "mother of tongue" translators within our organisation. We only use mother tongue translators for translation projects to ensure quality and accuracy. Specifically the languages we have the most mother tongue language translators includes Spanish, French, Chinese (Cantonese and Mandarin), Arabic, Polish, Vietnamese, Tigrinya, Kurdish, Bengali and Urdu.</p> <p>Perception Solutions Limited only use and register linguists that live in the UK and meet our specification requirements.</p>   | N/A | Information              |                                |
| 6 | <p>How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.</p>   | <p>At present we have 523 translators with navigational and/or maritime knowledge who have experience in and have an understanding of maritime terminology. We have translators with the above mentioned expertise in all languages covered in Annex A of the statement of requirement. In addition to those not covered by Annex A we also can cover European and Indian/Asian languages covered on the enclosed list of languages.</p> <p>Perception Solutions Limited has previously translated maritime related audio, on a subcontractor basis to K-international. An example of a project supplied was an Icelandic recording taken from a Captain's bridge ( boat) during a mooring accident in a harbour.</p> <p>We have no authority to provide these documents to outside sources given that we are not the main contractor and therefore cannot provide work examples, however many of our translators are freelance who are experienced in this field and have knowledge of the requirements desired by a government organisation such as the UKHO.</p> | 15  | Specification Compliance | 1.3, 1.4.1 & 1.4.2.9           |
| 7 | <p>Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.</p>   | <p>We can confirm that we will provide at least one dedicated translator for each piece of work issued.</p> <p>If in the circumstances a large document is required within a 24hour turnaround and it would be unachievable for one translator to deliver within the required timescale then 2 translators will be assigned to the project.</p>   | N/A | Information              |                                |
| 8 | <p>How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.</p>                                     | <p>Each translation will be assigned a Project Manager who will have overall management of the translation process. Final quality checks will be conducted by the Account Manager before delivery to the client.</p> <p>In accordance with our Quality Management System (attached) Perception Solutions Limited conducts monthly management reviews and quarterly internal audits. We continuously monitor and measure all our processes and procedures to ensure consistent quality and the highest possible standards. Changes are implemented immediately if non conformances are identified. please find attached our monitoring and measurement procedure.</p>  | 15  | Quality Procedures       | 1.4., 1.4.1, 1.4.2.4 & 1.4.2.6 |
| 9 | <p>Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?</p> | <p>Please find attached our standard quotation form and an example of our standard invoice including discounts. Our system is completely bespoke and any additional information required by the UKHO will be implemented upon contract award.</p>   | N/A | Information              |                                |



|              |   |  |          |  |
|--------------|---|--|----------|--|
| 10           | <p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.</p> | <p>We undertake regular tests on our FTP site, which includes setting up test accounts (user IDs) and test translations to ensure the site is working efficiently. This testing scenario enables our designated IT team to check for anomalies or errors.</p> <p>Currently, there is no scheduled maintenance to be performed that would result in any down time or unavailability of our FTP website. In addition, we have no plans to change our FTP website at present.</p> <p>Of course, there are occasions where FTP maintenance is essential to the critical function of this technology and business needs. Our designated IT Manager and point of contact, ensures that team undertake such maintenance in such a manner where minimal disruption occurs. Your Project Manager will inform you of any planned disruption of this nature prior to the email notification (as described below) being sent.</p> <p>Operating System updates are generally run weekly, out of office hours on Friday evenings, unless patches are released with urgent updates requiring immediate action.</p> <p>Log files are inspected and maintained if required, once per month, on the 1st working day of each month.</p> <p>What we consider to be important is the general upkeep of the FTP site, ensuring data is cleansed regularly to avoid overloading the system unnecessarily. Therefore, files which are no longer required are removed from the site daily, and stored in a password protected folder on our server, where back-ups of these documents are taken once per week, again, on Fridays.</p> <p>All User Accounts are disabled when not required, thus ensuring security of the FTP site and any data contained within. All access to the site is limited to those parties who require access.</p> <p>Please find attached a full list in which our memory software can be used.</p> <p>We are aware that the only circumstances in which SDL Trados cannot be used is with scanned image PDF documents in which the memory software cannot detect characters.</p> | 5        | 1.4.1 & 1.4.2.4<br>Technical Operational Support     |
| 11           | <p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>   | <p>See separate details on Translation Trial - para 3.9 of ITT<br/>*Confirmed</p>  | 5        | 1.4.1, 1.4.2.3 & 1.4.2.7<br>Specification Compliance |
| 12           | <p>Translation timed trial - Please confirm that you have returned all trial samples by the trial stipulated timescales</p>   | <p>See Pricing Schedule table below</p>  | 25       | Timed Translation trial results                      |
| 13           | <p>Tender Price (MEAT price)</p>  | <p>See Pricing Schedule table below</p>  | 30       | Price  |
| <b>TOTAL</b> |   |  | <b>0</b> | <b>100</b>   |
|              |   |  | <b>0</b> | <b>0</b>   |

**Pricing Schedule**  
The Contractor shall provide firm prices per 1000 words (each translation will be based on these prices on a pro rata system), per country, irrespective of delivery timescale for each order.

| Language          | Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested | Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested |
|-------------------|--|--|
| Chinese Cantonese |  |  |
| Chinese Mandarin  |  |  |
| Korean            |  |  |
| French            |  |  |
| Russian           |  |  |



|                       |  |  |
|-----------------------|--|--|
| Spanish               |  |  |
| Indonesian            |  |  |
| Norwegian             |  |  |
| Croatian              |  |  |
| Brazilian Portuguese  |  |  |
| Japanese              |  |  |
| Greek                 |  |  |
| German                |  |  |
| Portuguese (European) |  |  |
| Italian               |  |  |
| Romanian              |  |  |
| Dutch                 |  |  |
| Taiwanese             |  |  |
| Serbian               |  |  |
| Arabic                |  |  |
| Polish                |  |  |
| Thai                  |  |  |
| Burmese               |  |  |
| Lithuanian            |  |  |
| Vietnamese            |  |  |
| Serbian Latin         |  |  |
| Persian               |  |  |
| Cambodian             |  |  |
| Swedish               |  |  |
| Malay                 |  |  |
| Estonian              |  |  |
| Georgian              |  |  |
| Welsh                 |  |  |
| Turkish               |  |  |
| Danish                |  |  |
| Latvian               |  |  |
| Bulgarian             |  |  |
| Finnish               |  |  |
| Icelandic             |  |  |
| Ukrainian             |  |  |
| Slovene               |  |  |
| Hebrew                |  |  |
| Tagalog               |  |  |

| Translation Memory Software |  |  |
|-----------------------------|--|--|
|                             | Match Types  | % Discount - Tenderer to confirm what discount applies |
| Repetition                  | The same text is contained elsewhere in the document   |  |
| 100% match                  | Text translated previously and contained partly in the translation memory                      |  |
| 90% - 99% match             | Text translated previously and contained partly in the translation memory                      |  |
| 80% - 89% match             | A similar text was translated using the memory tools previously and is available in the memory |  |





|                 |  |  |
|-----------------|--|--|
| 60% - 79% match | A similar text was translated using the memory tools previously and is available in the memory |  |
| 1% to 59% match | A similar text was translated using the memory tools previously and is available in the memory |  |

| Examples: |  | Pricing |
|-----------|--|---------|
| A         | 100 word document (Spanish into English) with 75 words translated by memory software i.e. 60% to 79% match         |         |
| B         | 1,000 word document (Russian into English) with 850 words translated using memory software i.e. 80% to 89% match   |         |
| C         | 2,000 word document (Japanese into English) with 1,000 words translated using memory software i.e. 1% to 59% match |         |

Note: Tenderers shall clearly state by way of priced examples above how the % discount will be applied and how much discount in terms of value will be taken off total price





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## F005.2.2 – Quotation Form

**Our Ref:**

**You're Ref\*:**

*\*PO Number, client number, case reference number, etc*

|                     |  |
|---------------------|--|
| <b>Contact Name</b> |  |
| <b>Organisation</b> |  |
| <b>Address</b>      |  |
| <b>Postcode</b>     |  |
| <b>Telephone</b>    |  |
| <b>Fax</b>          |  |
| <b>Email</b>        |  |

### Translation

|                        |  |                        |  |
|------------------------|--|------------------------|--|
| <b>Source Language</b> |  | <b>Target Language</b> |  |
| <b>Source Locale</b>   |  | <b>Target Locale</b>   |  |

|                             |  |                          |  |
|-----------------------------|--|--------------------------|--|
| <b>Subject Field</b>        |  |                          |  |
| <b>Document Type</b>        |  |                          |  |
| <b>Format</b>               |  | <b>Graphic included?</b> |  |
| <b>Word Count</b>           |  |                          |  |
| <b>Price per 1000 Words</b> |  |                          |  |
| <b>Repetitions</b>          |  |                          |  |
| <b>100% Match</b>           |  |                          |  |
| <b>90% - 99% Match</b>      |  |                          |  |
| <b>80% - 89% Match</b>      |  |                          |  |
| <b>60% - 79% Match</b>      |  |                          |  |
| <b>1% - 59% Match</b>       |  |                          |  |

### **Quote Terms**

1. All quotes are valid for a period of **14days**.
2. Invoices for services provided must be paid **within**        **days** or if otherwise stated in the Terms and Conditions.
3. Please check the information above and fax/email or post back to Perception Solutions Limited in order for us to proceed with your order. By signing this form you confirm that you accept these quote terms as well as our Terms of Business.

Signed.....

Date.....



| Language          | Alternative  | Language         | Alternative | Language         | Alternative | Language   | Alternative |
|-------------------|--------------|------------------|-------------|------------------|-------------|------------|-------------|
| Afar              |              | Georgian         |             | Manyika          |             | Thai       |             |
| Afrikaans         |              | German           |             | Marwari          |             | Tibet      |             |
| Albanian          |              | Gorani           |             | Mauritian Creole |             | Tigre      |             |
| Amharic           |              | Goun             |             | Mina             |             | Tigrinya   |             |
| Arabic            |              | Greek            |             | Mirpuri          |             | Tsonga     |             |
| Armenian          |              | Gujurati         |             | Mongolian        |             | Tswana     |             |
| Azerbaijani       |              | Hakka            |             | Ndebele          |             | Turkish    |             |
| Azeri             |              | Hausa            |             | Nepalese         |             | Twi        |             |
| Bajuni            |              | Hebrew           |             | Norwegian        |             | Ukranian   |             |
| Bariba            | Baruba       | Hindi            |             | Nyanja           |             | Umbundu    |             |
| Bengali           |              | Hokkien          |             | Oriya            |             | Urdu       |             |
| Berber            |              | Hungarian        |             | Oromo            |             | Uzbek      |             |
| Bilen             |              | Ibo              | Igbo        | Papiamento       |             | Vietnamese |             |
| Bosnian           |              | Icelandic        |             | Pashto           | Pushto      | Welsh      |             |
| Bravanese         |              | Indonesian       |             | Pidgin English   |             | Wolof      |             |
| BSL               |              | Italian          |             | Polish           |             | Xhosa      |             |
| Bulgarian         |              | Japanese         |             | Portuguese       |             | Yiddish    |             |
| Burmese           |              | Javanese         |             | Pular            |             | Yoruba     |             |
| Cantonese         |              | Kalanga          |             | Punjabi          |             | Zarma      | Djerma      |
| Cape-Verdi Creole |              | Karen            |             | Roma Gypsy       |             | Zulu       |             |
| Chichewa          |              | Kazakh           |             | Romanian         |             |            |             |
| Chinese           |              | Khmer            | Cambodian   | Russian          |             |            |             |
| Creole            |              | Kikongo          |             | Saho             |             |            |             |
| Croatian          |              | Kinyarwanda      |             | Serbian          |             |            |             |
| Czech             |              | Kirundi          |             | Shona            |             |            |             |
| Danish            |              | Korean           |             | Sinhalese        | Sinhala     |            |             |
| Dari              |              | Krio             |             | Siraiki          |             |            |             |
| Darija            |              | Kurdish          |             | Slovak           |             |            |             |
| Dendi             |              | Kurdish Bahdini  |             | Slovenian        |             |            |             |
| Dinka             |              | Kurdish Kurmanji |             | Somali           |             |            |             |
| Dioula            |              | Kurdish Sorani   |             | Sotho            |             |            |             |
| Dutch             |              | Kutchi           |             | Spanish          |             |            |             |
| Edo               |              | Kyrgyz           |             | Susu             |             |            |             |
| Estonian          |              | Latvian          |             | Swahili          |             |            |             |
| Farsi             |              | Lingala          |             | Swati            |             |            |             |
| Finnish           |              | Lithuanian       |             | Swedish          |             |            |             |
| Flemish           |              | Luganda          |             | Sylheti          |             |            |             |
| Fon               |              | Malay            |             | Tagalog          |             |            |             |
| French            |              | Malayalam        |             | Taiwanese        |             |            |             |
| French Creole     | Sierra Leone | Malaysian        |             | Tamil            |             |            |             |
| Fulla             |              | Mandarin         |             | Telugu           |             |            |             |
| Ga                |              | Mandinka         |             | Teochew          |             |            |             |





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# QP009 – Monitoring, Measurement & Improvement Procedure

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### **Purpose**

This procedure describes the processes for:

- Customer satisfaction monitoring.
- The monitoring and measurement of processes
- The implementation of corrective and preventive actions (including the management of customer complaints).
- The continual improvement of Management System (MS) effectiveness.

### **Responsibility**

The Business Development Executive is responsible for the overall implementation of this procedure, including the gathering of customer satisfaction data and the implementation of improvement activity.

The Quality Management Representative is responsible for the monitoring of the Management System effectiveness through audit and process review.

### **Procedure**

#### **Customer Satisfaction**

All feedback from clients is monitored and analysed to ascertain client satisfaction. Any service problems or improvement suggestions can be received by any member of staff. A record of correspondence related to significant feedback is maintained on a Non-conformance Report (F009.5).

All client feedback resulting from perceived dissatisfaction in relation to the supply of services is recorded on a Non-Conformance Report form (F009.5).

Appropriate information is recorded on the Non-conformance report to identify:

1. The client.
2. Problem type
3. Initial corrective action required.

The Non-Conformance Report is completed with corrective and preventive actions resulting from the analysis of the issue raised. Results of the investigation and where required, subsequent corrective action is fed back to the client. All corrective action is to be reviewed by the Assistant Director before full implementation.

If a client wishes to make a formal complaint against a staff member or in regards to service provision then a Client Complaint Form (F009.2) is submitted by the client and is logged on the Complaint Log (F009.3). The Operations Team Leader and the Business Development Executive shall investigate the complaint and submit a Complaint Resolution Form (F009.4) back to the client. Any corrective or preventive action required shall be recorded and carried out.

#### **Process monitoring and measurement**

Quality processes and procedures are verified by internal audit and process monitoring. This includes key characteristics of the business that can have a significant impact on quality. These measures are used to:



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- Monitor quality and operational processes to determine that planned results have been achieved including conformity with Perception Solutions Limited quality objectives and targets.
- Audit non-conformities and their associated corrective actions are recorded on an Audit Report form (F008.5). Further details are given in QP008 - Internal Audit Procedure.

Where process monitoring and review identify that planned results are not being achieved or performance could be improved, the improvement suggestion is recorded on a Corrective Action Request form (F009.7).

Where appropriate, corrective or preventive action is taken to ensure continued conformity of service.

### **Analysis of data and evaluation of compliance**

Appropriate data is determined, collected and analysed to demonstrate the effectiveness of the Management System and operational processes. This data is then used to evaluate where improvements in management system effectiveness can be made.

The data generated from monitoring and measurement or other relevant sources is analysed to provide performance information relating to:

- Client satisfaction.
- Conformity of service requirements.
- Trends/ characteristics of processes and services, and opportunities for preventive action.
- Sub-contract / service provider performance.

Results of data analyses are reviewed at six monthly Management Review meetings.

The evaluation of compliance with applicable legal requirements is included in the internal auditing activity and Management Review.

### **Control of non-conformity**

Where non-conformity is identified with the activities and services provided by Perception Solutions Limited, this will be recorded on a Non-Conformance Report form (F009.5), investigated and acted upon as appropriate. All such instances are subject to review in line with the degree of concern. Records of non-conformity are maintained and analysed as part of Management Review. Services are reviewed by authorised staff in order to determine any remedial action and any remedial work is subsequently inspected.

In the unlikely event that a service may not fully meet specified requirements, but is still acceptable to the client, this will be reported on a concession Non-Conformance Report (F009.5) as appropriate. Records of any concessions will be held by the Management Representative.

### **Continual improvement**

The effectiveness of the Management System is continually improved through the review of the Quality Policy Statement and Quality Objectives, the analysis of audit results, corrective and preventive actions, customer feedback and associated data.

Improvement suggestions can also be documented by any member of staff on a Corrective/Preventive Action Request form (F009.7). Improvement actions are also reviewed and documented as an output of the Management Review.

If the Quality Objectives have been reached and can be maintained, then the targets are stretched to ensure that the company meets its objective of continual improvement and performance growth.





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### Corrective action

Any non-conformities are analysed to develop corrective actions which eliminate root cause and prevent re-occurrence.

This reporting procedure includes the activities and requirements for:

- Reviewing Non-Conformances, including customer complaints.
- Determining the cause of Non-Conformances.
- Evaluating the need for action to prevent re-occurrence.
- Determining and implementing action needed.
- Recording results of action taken.
- Review of corrective action implemented.

Records of corrective actions are reviewed at six monthly Management Review meetings to establish if any trends can be identified. If so, these trends are used to allocate resources for corrective actions and improvement activities.

Any changes to management system procedures found necessary are implemented, verified and recorded as appropriate.

### Preventive Action

A review of key processes is conducted through audit or as indicated by quality data. This review is used to identify and eliminate potential nonconformities. The implementation and maintenance of effective management system procedures is also part of preventive action planning.

In addition, a process of continuous review is applied to all services and processes to identify possible improvement opportunities.

Appropriate sources of information such as management system procedures and instructions, audit results, project records, Non Conformance Report Logs (F009.6) and satisfaction surveys (F009.1) are used to detect, analyse and eliminate potential causes of nonconformity.

Preventive actions and improvement suggestions are recorded on the Preventive Action Request form (F009.7). The Preventive Action Log (F009.8) is reviewed at Management Review meetings and the need for action to prevent nonconformity is evaluated. The results of any preventive action taken are recorded on the Preventive Action Report Log (F009.8) and the effectiveness of the preventive action reviewed.

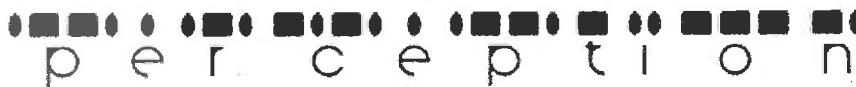
### References

|  |               |
|--|---------------|
| Quality Management Systems Manual            | Section 6.2.3 |
| Quality Management Systems Manual            | Section 7.1   |
| Quality Management Systems Manual            | Section 7.2.1 |
| Quality Management Systems Manual            | Section 7.5   |
| Client Satisfaction Survey                   | F009.1        |
| Client Complaint Form                        | F009.2        |
| Client Complaint Resolutions form            | F009.3        |
| Client Complaint Log                         | F009.4        |
| Non-Conformance Report                       | F009.5        |
| Non-Conformance Report Log                   | F009.6        |
| Corrective Action/ Preventive Action Request | F009.7        |
| Corrective Action / Preventative Request Log | F009.8        |



| Language                  | Language                 |
|---------------------------|--------------------------|
| Afrikaans                 | Russian                  |
| Albanian                  | Sami (all variants)      |
| Arabic (all variants)     | Sanskrit                 |
| Azeri (all variants)      | Serbian (all variants)   |
| Basque                    | Slovak                   |
| Bengali                   | Slovenian                |
| Bosnian                   | Sorbian                  |
| Bulgarian                 | Spanish (all variants)   |
| Belarusian                | Swedish (all variants)   |
| Cambodian                 | Syriac                   |
| Catalan                   | Tagalog                  |
| Chinese (all variants)    | Tamil                    |
| Croatian (all variants)   | Tatar                    |
| Czech                     | Telugu                   |
| Danish                    | Thai                     |
| Divehi                    | Tsonga                   |
| Dutch (all variants)      | Tswana                   |
| English (all variants)    | Turkish                  |
| Estonian                  | Ukrainian                |
| Faeroese                  | Urdu                     |
| Farsi                     | Uzbek (Cyrillic & Latin) |
| Finnish                   | Vietnamese               |
| French (all variants)     | Welsh                    |
| Gaelic (all variants)     | Xhosa                    |
| Galician                  | Zulu                     |
| Georgian                  |                          |
| German (all variants)     |                          |
| Greek Gujarati            |                          |
| Hebrew                    |                          |
| Hindi                     |                          |
| Hungarian                 |                          |
| Icelandic                 |                          |
| Italian (all variants)    |                          |
| Japanese                  |                          |
| Kannada                   |                          |
| Kazakh                    |                          |
| Kishwahili                |                          |
| Konkani                   |                          |
| Korean (all variants)     |                          |
| Kyrgyz                    |                          |
| Latvian-Lettish           |                          |
| Lithuanian                |                          |
| Macedonian                |                          |
| Malayalam                 |                          |
| Malaysian                 |                          |
| Maltese                   |                          |
| Maori                     |                          |
| Marathi                   |                          |
| Mongolian                 |                          |
| Northern Sotho            |                          |
| Norwegian (all variants)  |                          |
| Persian                   |                          |
| Polish                    |                          |
| Portuguese (all variants) |                          |
| Punjabi                   |                          |
| Quechua (all variants)    |                          |
| Rhaeto-Romance            |                          |
| Romanian                  |                          |





## Translation & Interpreting solutions

### **The Process**

Our normal translation process consists of translation, editing and proofreading performed by different certified linguists. Once the proofreading step is complete, the deliverables must pass a final quality assessment test before they are released to the client.

In other words, three successive quality verification checkpoints follow the first step of each translation to ensure the highest quality output possible.

If artwork or graphics are involved and the project requires a mirror of the original materials, an expert desktop publishing (DTP) manager will be responsible for overseeing the completion of all the design and formatting work necessary.

### **Translation Process Overall Task Management**

Perception Solutions Limited's high-volume translation strategy is built upon an integral task management approach which facilitates communication and collaboration across all of the translation teams to ensure that the client receives consistent, high-quality output.

Each project is assigned a senior Project Manager who supervises the following:

#### **Terminology Management:**

A comprehensive glossary of terms specific to the client's project is created in collaboration with the client. This process is managed by a terminology/content manager whose sole function is to receive, interpret, convert and implement terms via a dynamic glossary that is distributed to our translators. This process provides consistency in the project and is crucial to maintaining a high level of quality on large projects.

#### **Quality Verification and Process Checks:**

Our verification procedures and tools track quality across all of the documents, thereby allowing us to deliver accurate translations with fast turnaround times. Each document will be reviewed by a translator and a proofreader. In addition, these individuals will have access to all of our in-house resources for consultation.

#### **Selection of the Translator Teams**

The translators assigned are determined by experience and specialty. All of our translators are native speakers in the target language. For highly technical content, we rely on subject-matter experts to ensure the correct use of industry terms. We will work in close collaboration with client representatives to ensure that the translation is done in accordance with the clients' preferred terminology.

#### **Desktop Publishing Management:**

Assuming that desktop publishing is required, a desktop publishing (DTP) manager will be assigned and will pass the work to a design team responsible for returning all translated documents in the required design format.

#### **Translation Memories:**

We do not rely on any computer translations and use only human translators. Memory tools, if employed, are only to facilitate the management of human translated words and phrases. Depending



Translation & Interpreting solutions

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## Information for Translation Project Managers – Post Translation

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Our Quality Policy is to ensure conformance to client specifications, respect the confidentiality of the work entrusted, strict adherence to delivery commitments, keep the client fully informed of project progress throughout the project timeline. We recruit mother tongue translators through a rigorous testing process.

The company management ensures that the Quality System will be continuously monitored and updated as necessary.

### **What is the purpose of the post-translation review?**

After any project has been translated, it is important to ensure the translation is accurate, localised and adheres to the clients' organisation's branding and style requirements.

The benefits of having a client review phase include:

- Greater confidence that the end result will be well-received by the target audience
- Ability to address any concerns before the project is finished and distributed
- Assurance that the translation will not be a cause of poor results

### **How to select a strong proof reader.**

The individual you select to review any translation should be:

- A native speaker of the target country or language for which the translation is intended
- Proficient in English in order that the translated text can be accurately compared to the English version
- Detail-oriented and skilled in grammar, punctuation, and spelling in the native language

In order to achieve the desired final outcome – a translation that has been carefully proofed for clarity and usage of local, company-specific language - the proof reader should understand:

- How the review process fits into the project timeline
- The goal of the client review
- How to handle disagreements regarding translations

It is important for a proof reader to understand that one of their primary responsibilities is to check for discrepancies in terminology. This is one reason why using an in-country proof reader is a wise choice as they not only have knowledge about local phrases, sayings and colloquialisms but are subject matter experts on client-specific terminology.

A proof reader should not make changes to a translation based solely on personal preferences or try to improve the translation without first consulting the translator.

In addition to ensuring that proof readers clearly understand the task at hand, it may be beneficial to provide some guidelines to help them stay on task. For example: Read the translation for clear and accurate meaning and compare it to the English version; Do not suggest different terminology based on personal preference; Insert local company terminology where appropriate; Mark errors in punctuation, spelling, or grammar; Make a list of comments and suggestions – these will be reviewed by the translator; Provide a brief explanation for any change made



## Translation & Interpreting solutions

on the deadlines involved, we utilise memory tools to save time on high-volume translations that have been proofed by translators. We do not rely on translation memory tools that merely copy and relocate sentences and/or paragraphs from one document to another at random. Our translators exert man-hours in evaluating every translation. We take language assets very seriously and do not outsource quality to save time.

### **Post Translation Quality Review Process**

The project's requirements, progress and quality is consistently checked at each of the 5 main production stages (Pre-translation check/review, Translation, Editing, Post-translation check/review, Finalising) in 5 main areas: terminology, grammar, style, spelling, formatting.

Perception Solutions Limited actively manages communication on two levels:

1. Between the client and the translation team to ensure that all questions/doubts are clarified
2. Among translator(s) and proofreader(s) to ensure that they collaborate closely, exchange knowledge and information, review the linguistic production together and agree on the final version

Once the translation project is delivered, we initiate the post translation process. This stage consists of managing all linguistic data previously agreed amongst all experts involved in the project and storing it into two different databases for future use – a translation memory and a terminology database.

To provide faster turnaround times the translators(s) send(s) each translated document immediately for proofreading/editing so that the proof reader/editor can initiate the revision process whilst the translation process is still ongoing.

- Proofreading/editing is completed by another translation professional who is a specialist in the given subject area.
- Second revision by the initial translator(s) of all documents and changes.
- Final quality check by Account Manager before delivery.

Post-translation editing is defined as a series of post-translation checks during which the translator verifies that all agreed requirements and accepted quality standards have been met in the target language.

Post-translation editing typically consists of the following checks:

#### **Language Features**

- Translation is linguistically correct
- Translation accurately conveys the information in the source text
- The terminology used in the target language is consistent with: Glossaries; Existing software; Translation memories; Reference materials (e.g. existing translations that are not contained in translation memory, or client preferences); Established terminology within the field; Other files and components within the same project
- A spell-check has been carried out (if not available in the CAT tool, the text should be copied into Word in order to do a spell check)

#### **File Features**

- Body text has been translated in all files
- Other relevant text has been translated, such as: Picture callouts; Captions; Graphics; Marginalia; Table of Contents (TOC) (if not automatically generated); Index (if not automatically generated); Text in boxes/frames; Headers/footers; Footnotes, endnotes.



## Translation & Interpreting solutions

- Fields are in place and updated
- Jumps/hyperlinks are in place and functional

Instructions on whether or not non-body text should be translated are project-specific. This is sometimes done in separate files, sometimes in-file.

Any other (non-textual) file features are not changed without first checking with the Project Manager. This

Includes:

- Character formatting
- Style formatting
- Paragraph formatting
- Page formatting
- Table formatting
- For MS Word files: text in the Properties dialogue

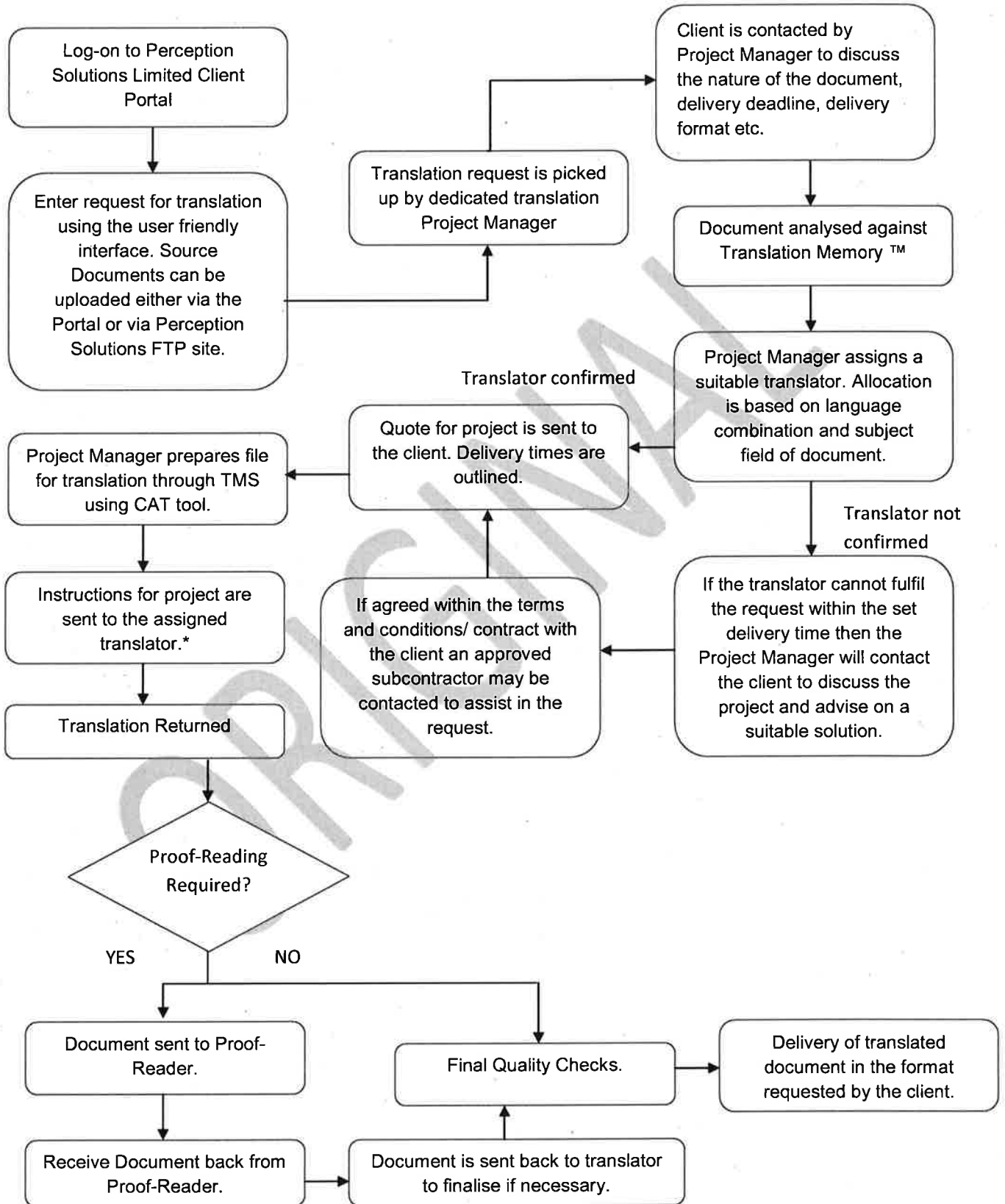
### Formal Features

- Local usage rules or project-specific rules have been followed, such as: Decimal/thousands separator; Units of measurement Punctuation; Quotation marks; Capitalisation; Table/list entries; Topic/chapter titles; Section headers
- Chapter titles, section headers, TOC, cross-references, headers and footers are consistent throughout the translated materials
- In SDL Trados Studio, verification has been performed using the Quality Assurance Checker. The correct settings for this tool are part of the project settings, and may differ from project to project, depending on the project's requirements. The actual check is performed by selecting Tools | Verify (or by pressing F8).
- Any other project-specific instructions have been followed

In addition, we remain at the client's disposal after the project has been delivered should any amendment or update be necessary.



Translation Process



\*Clients can log on to the client portal at any point and view live status updates on their request.



**INVOICE**

[Client Name]  
[Client Address]

|                |  |                 |  |
|----------------|--|-----------------|--|
| Service by     |  | Invoice date    |  |
| Invoice number |  | Invoice Details |  |
| Reference      |  | Date completed  |  |

This invoice relates to Interpreting and Translation Services

| Detail          | ID   | Week Ending | Quantity | Price             | Total Cost |
|-----------------|------|-------------|----------|-------------------|------------|
| Russian>English | 2456 | 29/07/2012  | 1000     |                   |            |
| Discount        |      |             |          |                   |            |
| tch             | 2456 | 29/07/2012  | 850      |                   |            |
|                 |      |             |          | <b>Net Amount</b> |            |

|            |  |
|------------|--|
| VAT @ 20%  |  |
| Amount Due |  |





Translation & Interpreting solutions

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## Quality Manual

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**p e r c e p t i o n**

**Translation & Interpreting solutions**

**Approvals**

The signatures below certify that this quality manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

|             | Name | Signature | Position  | Date |
|-------------|------|-----------|---|------|
| Prepared by |      |           | Business Development Executive                    |      |
| Reviewed by |      |           | Quality & Environmental Management Representative |      |
| Approved by |      |           | Assistant Director                                |      |

**Amendment Record**

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

| Page No. | Context                      | Revision | Date       |
|----------|------------------------------|----------|------------|
| 1-23     | Entire manual was re-written |          | 26/03/2012 |



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- A3. Quality Objectives
- A4. Organisation Chart



## Translation & Interpreting solutions

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# Introduction

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### Overview and Company History

Perception Solutions Limited is a nationwide provider of Translation and Interpreting Solutions, providing a personal, intelligent and professional service. We offer clients a guarantee of fast turnaround times with experienced and qualified linguists for every occasion: All languages. All sectors.

The company was formed in April 2003 and has since seen an increase in growth year on year. One factor is seen from the increasing demand for these services, another is considered that the company ethos and values of client satisfaction and quality of service has been a major factor in the company achieving a greater proportion of the market.

### Our main aims are...

- To provide a responsive, reliable and cost effective service.
- To maintain professional, easy access and fast, reliable response times.
- To only use vetted, experienced and professional interpreters and translators.
- To offer high quality and peace of mind when using interpreters and translators.

At present, Perception Solutions Limited provides mainly to the private sector, charities and on a subcontract basis to a number of public sector organisations.

Daily operations are co-ordinated from our head office location based in Birmingham where the company employs 12 permanent staff members and over 2000 freelance language specialists including: Interpreters, translators and transcribers who are based in various locations across the country.

Perception Solutions Limited has developed and implemented a quality management system in order to document best business practices, to better satisfy the requirements and expectations of its clients and to improve the overall management of the company.

The quality management system of Perception Solutions Limited meets the requirements of the international standard ISO 9001: 2008.

This manual describes the quality management system, delegates authorities, inter relationships and responsibilities of personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the quality management system to ensure compliance to the necessary requirements of the standard.

This manual is also used externally to introduce our quality management system to our clients and other external organisations or individuals. The manual is used to familiarise them with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and focused on client satisfaction and continuous improvement.





## Translation & Interpreting solutions

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### Scope

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The International Organization Standard ISO 9001:2008 describes the requirements for a quality management system by addressing the principles and processes surrounding the design development and delivery of a general product or service. The activity covered by Perception Solutions Limited is for the provision of and supply of Language Services

The Quality Management System complies with all applicable requirements contained in ISO 9001:2008, covers the design and provision of all products and/or services and encompasses all operations at our facility located at Mercian House, 40 Great Charles Street, Birmingham, B3 2AT.

The following table identifies ISO 9001:2008 requirements not applicable to Perception Solutions Limited and provides a brief narrative justifying their exclusion from the scope of the Quality Management System:

| Clause  | Justification   |
|---|---|
| 6.3 Design and Development                      | Perception Solutions Limited are a service provider therefore there is no design and development activities currently carried out by the company. |
| 6.5.5 Preservation                              | Perception Solutions Limited are a service provider therefore there is no preservation of a product required.                                     |
| 6.6 Control of Monitoring and Measuring Devices | Perception Solutions Limited does not issue any equipment/ vehicles in order to provide Language services.  |



Translation & Interpreting solutions

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## Quality Management System

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### 3.1 Introduction

Perception Solutions Limited has implemented a Quality Management System that exists as part of a larger, overall management system which has established, documented and implemented our quality policy and related processes for providing Language Services which meet or exceed client requirements, whilst satisfying the requirements of ISO 9001:2008.

The Quality Management System is designed to assist in defining and managing process inputs, controls and outputs to ensure the desired results are achieved.

Perception Solutions Limited monitors, measures and analyses relevant processes and takes action to achieve planned results and ensures the continual improvement of our Quality Management System. Any outsourced process or activity is controlled as per applicable ISO 9001 requirements.

### 3.2 Document Requirements

#### General

This Quality Manual contains documented statements of our Quality Policy and quality objectives and references the documented procedures required by ISO 9001:2008 and other documents needed to ensure effective planning, operation and control of our key processes.

The level and type of quality management system documentation established for our business is continually reviewed to ensure it remains appropriate for the complexity of the interactions of our core processes and the competence of our employees. Quality management system documents and data exist in hard copy and electronic format.

#### Quality Manual

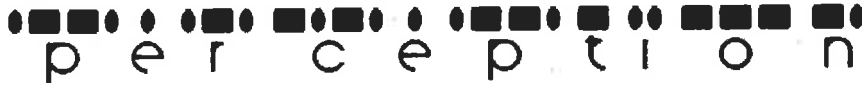
This manual has been prepared to describe Perception Solutions Limited' quality management system; its associated procedures, and the processes needed to implement our quality policy in order to achieve our quality objectives. Each section of the manual makes reference to various procedures, forms and process maps relating to the requirements outlined in that section.

#### Document Control

The Company's Quality Management documents are stored in an electronic format on the company network and on our web based software – RDB ProNet. In line with this management of electronic documents, a computer backup system is used to provide appropriate document and data protection.

All controlled documents are approved, reviewed, updated and controlled in accordance to the **Document Control Procedure**. Only the latest issue of any document is maintained. If it is necessary to hold superseded documents, these will be identified accordingly.

Changes to controlled documents are made in accordance with the **Document Control Procedure**. A register of documents is kept for all controlled documents and hard copies of the Manual and associated procedures / process documents are maintained as reference controlled copies.



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## Management Responsibilities

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### 4.1 Management Commitment

Management commitment to the development, implementation and improvement of the management system is demonstrable through the continual communication of quality requirements, establishing and support of quality policy and objectives, the full participation in management reviews, and the provision of resources.

### 4.2 Client Focus

Client satisfaction is monitored and enhanced through ensuring client requirements for the services offered are determined and understood (whether fully specified or not). Client satisfaction is monitored using appropriate and documented measures

### 4.3 Quality Policy

A Quality Policy has been produced, reviewed and approved to ensure it is appropriate to the business, demonstrates commitment to the achievement of quality and supports continual improvement. The policy is also used to provide a framework for quality objectives. The policy details in Appendix 2 and a signed copy of this policy statement is displayed and communicated to all staff and is reviewed at periodic Management Review.

### 4.4 Planning

#### Quality Objectives

Measurable objectives have been formulated and communicated to all personnel as appropriate. Procedures, processes and management system controls have been developed to help ensure that these objectives are met. The results of management system effectiveness and client satisfaction monitoring is analysed and reviewed in conjunction with these objectives.

#### Quality Management System Planning

Planning activities are undertaken to ensure the requirements for quality will be met through the implementation and improvement of the management system. This includes maintaining the integrity of the system during any significant changes.

### 4.5 Responsibility, Authority and Communication

#### Responsibility and Authority

The responsibilities of Key Staff are generally defined by job role description. Core responsibilities are detailed below. Individual operational responsibilities of other personnel are defined in the relevant Operational procedures.

#### Assistant Director

The Assistant Director is ultimately responsible for quality of service delivery and ensuring all company employees are aware of the Company's Quality Policy. Responsibilities include:



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Documents which are controlled include but are not limited to the following examples:

- Quality manual
- Company Policies
- Procedures
- Records

Controlled documents are identified with a document name and document number:

- Policies are prefixed P
- Procedures are prefixed QP
- Forms are prefixed F

External documents which the company deems necessary for the planning and operation of the Quality Management System are also appropriately controlled.

### Control of Records

The control of records and data that provide evidence of conformance to requirements and the effective operation of the quality of services and its documents in the **Control of Records Procedure**.

All documents referenced from **Control of Records Procedure** are stored in either hard copy or electronic form for the retention time specified. The retention time is based on business, regulatory and client requirements. The data is stored in such a way as to allow easy cross-reference and retrieval, with key records stored on RDB ProNet and the Company Network which is backed up on a daily basis.

Records which are controlled include but are not limited to:

- Corrective Action Reports
- Management Review Reports
- Client Complaints



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- Establishing the long term strategy and policy for the company's operations.
- Ensuring that the company has the competence and resources to fulfil its business and management system objectives, and to deliver against agreed strategy.
- Monitoring, measurement, analysis, review and improvement of the performance of the company's operations against core measurable quality objectives and against overall company objectives.
- Health and safety as defined within the Health and Safety policy.
- Personnel / provision of adequate resources.
- Subcontract services / supplier evaluation

Both the Assistant Director and Business Development Executive are responsible for the auditing of management system processes and reporting audit findings to management.

### Quality Management Representative

The Assistant Director has appointed a Quality Management Representative with responsibility and authority for managing the integrated Management System. Responsibilities include:

- Overseeing the internal auditing process
- Providing appropriate input to periodic management reviews
- The implementation and active participation in individuals awareness and understanding of the companies health & safety system
- Health and safety – implementation of the health and safety regime, ensuring safe working practises are satisfactorily implemented to individuals understanding and training. Risk assessments.

### Business Development Executive

The Business Development Executive is responsible for the operational activities within the company and on-site locations. – includes quality of work/requirements, allocation of suitably trained and qualified staff, adherence to procedures, co-ordination of all site related activities/requirements, health and safety concerns and legislative and regulatory requirements. Other Responsibilities include:

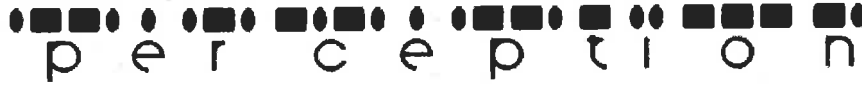
- Ensuring the company's quality system remains effective and continues to meet the quality policy, quality objectives and requirements of the business.

Both the Assistant Director and Business Development Executive are responsible for the auditing of management system processes and reporting audit findings to management.

### Employees

It is the duty of all employees to act within the legal responsibilities imposed upon them and the company Quality Policy. All employees are to be familiar with the environmental policies and procedures of the company.

Additional responsibilities are described in the company quality procedures. A list of these is in Appendix 1 of this manual. Appropriate resource will be made available essential to the implementation, maintenance and improvement of the integrated management system. The company structure is documented in an organisation chart located on the network.



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### **Quality Management Representative & Business Development Executive**

In addition to other responsibilities the Quality Management Representative and the Business Development Executive both have the authority and responsibility for the implementation and maintenance of the Quality Management System in accordance with ISO 9001 requirements.

In respect, they both have general responsibility for:

- Implementation, operation and maintenance of the Quality Management System.
- Reporting the effectiveness of the Quality Management System to the Assistant Director.
- Promoting client awareness throughout the organisation.
- Identifying areas of business and Quality Management System improvement.
- Facilitating the implementation of preventive and corrective actions.

### **Internal Communication**

The Assistant Director will ensure that the information regarding the performance and effectiveness of the Management System is communicated to the organisation. Key business information, performance against targets and effectiveness of the Quality Management System is communicated to the organisation at weekly meetings. This information is made available as appropriate by hardcopy and electronic means.

### **4.6 Management Review**

The continued suitability, adequacy and effectiveness of the Management System is reviewed by Senior Management at least annually. This will include an assessment of any improvement opportunities and the need for any changes to the Quality Management System, including policy and objectives. A record of all Management Review Meetings is maintained.

### **Review input**

The review inputs include, but are not limited to:

- Follow up actions from previous reviews
- Results of internal audits
- Client feedback, complaints and analysis
- Process performance and service conformity
- Status of corrective and preventive actions
- Changes affecting the Management System
- Improvement recommendations

### **Review Output**

The outputs from this review will include actions and decisions in relation to:

- Improvements in the effectiveness of the Quality Management System
- Required resources / training requirements.
- Required audits
- Customer service and delivery improvements

Further details are given in the **Management Review Procedure**.



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## Resource Management

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### 5.1 Provision of Resources

Senior Management are responsible for providing the necessary resources in terms of both personnel and equipment to ensure that the process outlined in the Quality Management System are carried out throughout the entire service realisation process.

The Assistant Director is responsible to ensure that the Quality Management System is followed and that improvements that enhance client satisfaction are carried out in a controlled manner.

### 5.2 Human Resources

#### General

It is Perception Solutions Limited policy that all freelance linguists performing work affecting quality are competent based on appropriate qualifications, training, skills and experience. This is verified through initial application stage, audit and review, and is recorded on each individuals file on the companies' database software RDB ProNet.

#### Competence, Awareness and Training

The resource and competency requirements for tasks or roles that affect quality are evaluated and recorded by the way of Job descriptions for internal staff, by placement requirements for Linguists; these are listed as Tier 1, Tier 2 and Tier 3 and the relevant quality records i.e. skills matrixes and training and qualification records. The effectiveness of training carried out is recorded and evaluated through the competence that has been achieved.

All new internal employees are taken through an induction process to comply with quality and Health & Safety requirements. The induction also covers company background, service awareness and client familiarisation.

All new linguists are communicated with the quality requirements and any health and safety requirements at the various client locations. Upon registration the linguists are sent an induction pack which covers company background, service requirements and all other relevant information.

Training is available for all employees and Linguists and is planned and recorded by the use of skills matrices and individual qualification/training records. The effectiveness of both internal and external training is evaluated and recorded, and subsequent corrective actions are implemented as required.

A review of training effectiveness and ongoing requirements is carried out at least annually and training records are maintained. Further details on recruitment and training can be found in the **Resource Management Procedure**.



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### 5.3 Infrastructure

All functional areas are provided with the infrastructure required to achieve conformity to business and quality requirements. This includes buildings, workspace, equipment, communications, information systems and supporting services.

The suitability of buildings, equipment and workspace is reviewed during management review and periodic internal management meetings.

### 5.4 Work Environment

Appropriate working environments have been considered and implemented in achieving service conformity. These include appropriate office space, IT infrastructure, the use of RDB ProNet, utilities and facilities. Health & Safety issues are considered and appropriate practises implemented to ensure safe working conditions. For Linguists we undertake a risk assessment at locations in which they will be required to attend.

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## Service Realisation

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### 6.1 Planning

Planning service realisation is carried out at the initial phase of a major contract or the introduction of a new service.

During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the service
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements
- Criteria for service satisfaction

The output of quality planning includes documented quality plans, processes, procedures and service outputs.

### 6.2 Client Related Processes

#### Determination of client requirements

Perception Solutions Limited review all enquiries and requests received from clients to ensure that their requirements can be met in full and any ambiguities resolved. This determination and capture of requirements includes the clarification and agreement of client requirements including activity scope and service requirements. Any requirements not specified by the client but is deemed necessary for service implementation or compliance with any related statutory and regulatory requirements are also considered to be a part of this process.

Client requirements are documented according to the **Customer Processes Procedure**.

#### Review of client requirements

All client requests and contracts are reviewed to ensure that service, quantity and delivery requirements can be satisfied. Raw data taken from our software database RDB ProNet is reviewed to ensure alignment with existing enquiries and requests. Any conflicts with the standard operational processes are referred back to the client for resolution.

Requests or enquiries for new or non standard Language services are reviewed and referred to the Assistant Director to establish whether current processes and controls are suitable. Any changes to request requirements are reviewed and communicated to other areas within the Languages department.

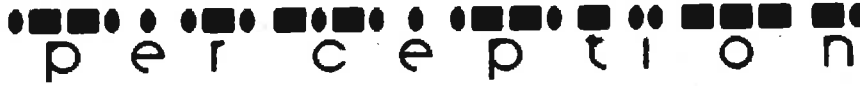
Records of these reviews are maintained and outlined in the **Customer Processes Procedure**.

#### Client Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales.

Communications such as enquiries, quotes, requests and amendment details are appropriately stored and identified by client and client id number on RDB ProNet.

Client feedback is proactively sought via direct contact and satisfaction monitoring.



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Complaints are documented and recorded in accordance with the **Monitoring, Measurement and Improvement Procedure**.

### 6.3 Design and Development

Excluded – no design or development activities are currently carried out by Perception Solutions Limited.

### 6.4 Purchasing

#### Purchasing Process

Suppliers and Subcontractors are selected on their ability to provide quality goods and services, delivered on time and at the right price. All suppliers, including outsource partners, are subjected to a supplier quality assurance process.

The level and depth of this process depends on the impact the supplied product or service has on the service realisation. A list of approved suppliers is maintained and their performance monitored.

Subcontractors are reviewed on an annual basis to establish their suitability to act on Perception Solutions Limited behalf. Perception Solutions Limited realise the importance of fostering good supplier relationships. All key suppliers have been made aware of requirements in terms of quality and regulatory requirements, delivery and price and they are encouraged to highlight any concerns they may have about meeting these requirements.

Further information on purchasing is outlined in the **Purchasing Procedure**.

#### Purchasing Information

Numbered purchase orders are used to purchase all key services. Order numbers are generated and recorded via RDB ProNet. Purchase Orders contain sufficient details to accurately describe the service required, and will be supported by detailed purchasing information such as supply agreements or specifications where appropriate.

#### Verification of Purchased Service

Suitable verification documentation is required from subcontractors as appropriate. This documentation is requested prior to any sent purchase orders and can include certificates of conformity and associated data.

If required within the contract, arrangements for the client to verify subcontracted work will be written into the purchase order.

Where appropriate, an inspection will be carried out in accordance with the **Purchasing Procedure**.

### 6.5 Service Provision

#### Control of Service Provision

Service implementation is separated by manual and electronic means with routine inspection at all stages of the process. These services are performed under controlled conditions. This includes:

- The use of work instructions (where necessary)
- Monitoring and verification of service providers
- Standard working methods
- Identification of standard of acceptable work to be achieved by staff.



## Translation & Interpreting solutions

### Validation of Processes

While the output from service provision processes are verified through subsequent monitoring, the capabilities of all service processes are regularly monitored to achieve ongoing improvement and re-evaluation.

An in-process reject/hold system is in place and is used to identify linguists services that do not comply with specification, customer requirement or environmental directives at any stage. Records are kept of all supplied language services by registered linguists to demonstrate conformance of service.

### Identification and traceability

A unique job number identifies all jobs/ projects, and is allocated on receipt of request. This number is given to the client upon quotation/ fulfilment. Once a job is complete a placement number is issued, this is linked to the original job number and is then further linked to a timesheet id number which is recorded on both the timesheet for face to face interpreting and on all invoices. The linking of all 3 id number makes it quick and easy to identify and trace a project/job.

All staff members working on RDB ProNet are documented and are traceable via UserID.

### Client Property

When a clients' property, site, material, samples, products etc. are made available to the company and its linguists, they will be treated as a supplier for the purpose of the Management System requirements.

Client's property that is lost, damaged or otherwise unsuitable for collection/ disposal is recorded and reported to the client and senior management.

All employees and self-employed linguists are responsible for taking care of client's property at all times.

Free issue material or property is treated as if received from a supplier

Further details of service provision, validation of processes, identification and trace-ability and client property can be found in the **Service Provision and Operation Procedure**.

### Preservation

Excluded – no preservation of a product is currently carried out by Perception Solutions Limited.

### 6.6 Control of Monitoring and Measuring Devices

Excluded – no devices are issued in the provision of the service by Perception Solutions Limited



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## Measurement, Analysis and Improvement

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### 7.1 General

Monitoring, measurement, analysis and improvement activities are implemented to demonstrate conformity of processes and services from initial client contact through to final acceptance of implemented services.

Monitoring, measurement, analysis and improvement processes will also be implemented to demonstrate conformity and potential improvement of the management systems. Further details are given in the **Monitoring, Measurement and Improvement Procedure**, which includes Corrective and Preventive Action.

### 7.2 Monitoring and Measurement

#### Client Satisfaction

The requirements of the client are taken into account at all stages of service delivery, by the recording of client requests, and monitoring of client satisfaction. This is achieved by regular client contact, monitoring of feedback and client satisfaction surveying in accordance with the **Monitoring, Measurement and Improvement Procedure**.

The data obtained from the above monitoring is reported in the form of metrics detailing client satisfaction against targets set out by management review.

#### Internal Audit

Internal audits are performed periodically to verify the use and effectiveness of the of the quality systems. The audit programme is planned and published, taking into account the status and importance of the processes to be audited as well as previous audit results. Internal audits are carried out in accordance with the **Internal Audit Procedure**.

#### Process monitoring and Measurement

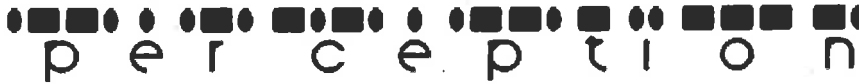
Monitoring and measurement of processes is implemented to demonstrate their ability to achieve planned results. Where planned results are not achieved; corrective action is taken in a timely manner.

Where a process can be monitored and measured directly, it will be conducted through measurement of process characteristics. A process that is unsuitable for direct measurement will be monitored through activities such as internal audit and review of client satisfaction data (where appropriate). The trends recorded through process monitoring and measurement is reviewed at management reviews.

Linguists are selected for jobs/ projects based on feedback from previous work history and suitability to the clients requirements. On completion of a job/project feedback is obtained from the client in relation to the Linguist's performance and accuracy.

### 7.3 Control of Non-Conformity

Non-conforming service providers are suitably identified by flag text, and a change to the linguists' status to "hold". The Linguist is informed of non-conformances and details are recorded in non-conformance forms, which are retained and reviewed by the Assistant Director, a copy of each of these reports is kept on the Linguists file. When client complaints are received, they will be recorded, investigated and corrected to the satisfaction of the client and the company.



## Translation & Interpreting solutions

Records of non-conformity are maintained and analysed as part of Management Review. Service non-conformities are reviewed by authorised staff in order to determine any remedial action.

In the event that a Linguist may not fully meet specified requirements, this may be reported on a concession (quality report). Records of concession will be held by the Business Development Executive.

### 7.4 Analysis of Data

Appropriate data is collected and analysed to demonstrate the effectiveness of the management system processes and the evaluation of where improvements in the system can be made.

The data generated from monitoring and measurement or other relevant sources is analysed to provide performance information relating to;

- Client Satisfaction
- Conformity of services
- Trends / characteristics of processes / services and preventive action opportunities
- Linguistic performance

### 7.5 Improvement

#### Continual Improvement

Opportunities for continual improvement will be identified through the review of the quality policy, objectives, audit results, analysis of data, corrective and preventive actions and management review.

Improvements identified and implemented, and the resulting benefits are monitored and the results reported at the management review.

#### Corrective Action

Any non-conformity will be analysed to develop corrective actions that eliminate cause and prevent recurrence. **Monitoring, Measurement and Improvement Procedure** outlines requirements for:

- Reviewing non-conformities, including client complaints
- Determining the cause of non-conformities
- Evaluating the need for action to prevent re-occurrence
- Determining and implementing action needed
- Recording results of action taken
- Reviewing corrective action implemented

Client complaints are recorded via the Quality Reporting System and are prioritised accordingly. The effective and timely implementation of corrective actions and complaint resolution is monitored.

#### Preventive Action

A review of key processes will be conducted through audit or as indicated by quality data. This review will be used to identify and eliminate potential non-conformities. The implementation and maintenance of effective procedures is also part of preventive action planning.

Development of preventive measures also occurs as part of the service provision and contract planning process (risk analysis). Risk assessments are produced for all new service operations/contracts. In addition, a process of continuous review is applied to all services and processes to identify possible improvement opportunities. Further details of Corrective and Preventive action is given in the **Monitoring, Measuring and Improvement Procedure**.



| <u>Mother Tongue</u> | <u>No. of Suppliers</u> | <u>Country of Residence</u> |
|----------------------|-------------------------|-----------------------------|
| Albanian             | 1                       | Canada                      |
| Albanian             | 2                       | England                     |
| Albanian             | 1                       | Germany                     |
| Albanian             | 1                       | United Kingdom              |
| Albanian             | 1                       | USA                         |
| All Languages        | 2                       | USA                         |
| All Languages        | 1                       | South Africa                |
| All Languages        | 1                       | South Africa                |
| All Languages        | 1                       | Spain                       |
| All Languages        | 1                       | Sweden                      |
| All Languages        | 1                       | Turkey                      |
| All Languages        | 3                       | United Kingdom              |
| All Languages        | 1                       | Greece                      |
| All Languages        | 3                       | India                       |
| All Languages        | 1                       | Italy                       |
| All Languages        | 1                       | Poland                      |
| All Languages        | 1                       | France                      |
| All Languages        | 9                       | England                     |
| All Languages        | 2                       | China                       |
| All Languages        | 1                       | Bulgaria                    |
| Arabic               | 1                       | Australia                   |
| Arabic               | 1                       | Belgium                     |
| Arabic               | 30                      | Egypt                       |
| Arabic               | 1                       | England                     |
| Arabic               | 1                       | France                      |
| Arabic               | 1                       | Palestine                   |
| Arabic               | 2                       | Saudi Arabia                |
| Arabic               | 1                       | Lebanon                     |
| Arabic               | 2                       | Morocco                     |
| Arabic               | 3                       | Israel                      |
| Arabic               | 1                       | Germany                     |
| Arabic               | 1                       | Tunisia                     |
| Arabic               | 3                       | UAE                         |
| Arabic               | 8                       | United Kingdom              |
| Arabic               | 5                       | USA                         |
| Armenian             | 1                       | Russia                      |
| Azerbaijani          | 1                       | United Kingdom              |
| Azerbaijani          | 1                       | USA                         |
| Bengali              | 1                       | India                       |
| Bengali              | 1                       | Bangladesh                  |
| Bosnian              | 3                       | Bosnia & Herzegovina        |
| Bosnian              | 1                       | France                      |
| Bosnian              | 1                       | USA                         |
| Bulgarian            | 2                       | United Kingdom              |
| Bulgarian            | 2                       | Spain                       |
| Bulgarian            | 5                       | Germany                     |
| Bulgarian            | 8                       | Bulgaria                    |
| Bulgarian            | 3                       | England                     |
| Catalan              | 1                       | Spain                       |

|                       |    |                |
|-----------------------|----|----------------|
| Catalan               | 1  | United Kingdom |
| Chinese               | 8  | United Kingdom |
| Chinese               | 2  | Taiwan         |
| Chinese               | 5  | USA            |
| Chinese               | 1  | England        |
| Chinese               | 30 | China          |
| Chinese               | 3  | Canada         |
| Chinese               | 1  | Australia      |
| Chinese               | 1  | Germany        |
| Chinese               | 1  | Malaysia       |
| Chinese (Mandarin)    | 5  | China          |
| Chinese (Mandarin)    | 3  | United Kingdom |
| Chinese (Mandarin)    | 1  | Taiwan         |
| Chinese (traditional) | 2  | Taiwan         |
| Chinese (traditional) | 1  | China          |
| Croatian              | 15 | Croatia        |
| Croatian              | 1  | England        |
| Croatian              | 1  | New Zealand    |
| Croatian              | 2  | Germany        |
| Czech                 | 2  | Germany        |
| Czech                 | 1  | France         |
| Czech                 | 14 | Czech Republic |
| Czech                 | 2  | England        |
| Czech                 | 2  | Slovakia       |
| Czech                 | 8  | United Kingdom |
| Czech                 | 3  | USA            |
| Danish                | 2  | United Kingdom |
| Danish                | 8  | Denmark        |
| Danish                | 1  | Germany        |
| Danish                | 1  | Ireland        |
| Danish                | 2  | Italy          |
| Dutch                 | 20 | Netherlands    |
| Dutch                 | 1  | France         |
| Dutch                 | 2  | England        |
| Dutch                 | 1  | Canada         |
| Dutch                 | 1  | Australia      |
| Dutch                 | 1  | Algeria        |
| Dutch                 | 8  | Belgium        |
| Dutch                 | 3  | United Kingdom |
| Dutch                 | 1  | South Africa   |
| Dutch                 | 4  | Spain          |
| Dutch                 | 1  | Sweden         |
| Dutch                 | 3  | USA            |
| English               | 83 | USA            |
| English               | 2  | Sweden         |
| English               | 2  | Taiwan         |
| English               | 6  | Switzerland    |
| English               | 19 | Spain          |
| English               | 2  | South Africa   |
| English               | 1  | Slovenia       |



|                    |     |                |
|--------------------|-----|----------------|
| English            | 249 | United Kingdom |
| English            | 2   | Turkey         |
| English            | 1   | Barbados       |
| English            | 5   | Belgium        |
| English            | 1   | Austria        |
| English            | 1   | Bangladesh     |
| English            | 4   | Algeria        |
| English            | 1   | Argentina      |
| English            | 2   | Australia      |
| English            | 10  | Canada         |
| English            | 1   | Cameroon       |
| English            | 2   | Bulgaria       |
| English            | 7   | Brazil         |
| English            | 3   | China          |
| English            | 12  | France         |
| English            | 2   | Finland        |
| English            | 1   | Estonia        |
| English            | 6   | Czech Republic |
| English            | 1   | Croatia        |
| English            | 53  | England        |
| English            | 2   | Egypt          |
| English            | 6   | Netherlands    |
| English            | 1   | Morocco        |
| English            | 1   | Malaysia       |
| English            | 4   | Malta          |
| English            | 1   | Mexico         |
| English            | 1   | Japan          |
| English            | 4   | Latvia         |
| English            | 3   | Luxembourg     |
| English            | 1   | Norway         |
| English            | 3   | New Zealand    |
| English            | 1   | Pakistan       |
| English            | 1   | Serbia         |
| English            | 1   | Russia         |
| English            | 4   | Poland         |
| English            | 4   | Portugal       |
| English            | 2   | Romania        |
| English            | 1   | Indonesia      |
| English            | 3   | Israel         |
| English            | 12  | Ireland        |
| English            | 11  | Italy          |
| English            | 2   | India          |
| English            | 1   | Guatemala      |
| English            | 2   | Hungary        |
| English            | 2   | Greece         |
| English            | 40  | Germany        |
| English (American) | 1   | France         |
| English (American) | 1   | Germany        |
| English (American) | 1   | Japan          |
| English (American) | 1   | Jordan         |

|                             |    |                    |
|-----------------------------|----|--------------------|
| English (American)          | 7  | USA                |
| English (American)          | 1  | United Kingdom     |
| English (American), Tagalog | 1  | Canada             |
| English, Chinese            | 1  | USA                |
| English, German, Bulgarian  | 1  | Bulgaria           |
| English, Greek              | 1  | Greece             |
| English, Italian            | 1  | Italy              |
| English, Spanish            | 1  | Spain              |
| Estonian                    | 1  | USA                |
| Estonian                    | 2  | Germany            |
| Estonian                    | 1  | Australia          |
| Estonian                    | 13 | Estonia            |
| Estonian                    | 1  | France             |
| Estonian                    | 1  | England            |
| Farsi                       | 1  | England            |
| Farsi                       | 1  | Algeria            |
| Farsi                       | 1  | Canada             |
| Farsi                       | 1  | Germany            |
| Finnish                     | 2  | Germany            |
| Finnish                     | 1  | Netherlands        |
| Finnish                     | 1  | New Zealand        |
| Finnish                     | 1  | Austria            |
| Finnish                     | 9  | Finland            |
| Finnish                     | 1  | USA                |
| Finnish                     | 3  | United Kingdom     |
| French                      | 20 | United Kingdom     |
| French                      | 8  | Spain              |
| French                      | 1  | South Africa       |
| French                      | 6  | USA                |
| French                      | 89 | France             |
| French                      | 11 | England            |
| French                      | 1  | Columbia           |
| French                      | 1  | Czech Republic     |
| French                      | 1  | Denmark            |
| French                      | 1  | Dominican Republic |
| French                      | 1  | Australia          |
| French                      | 9  | Belgium            |
| French                      | 1  | Argentina          |
| French                      | 1  | Cameroon           |
| French                      | 2  | Canada             |
| French                      | 2  | Luxembourg         |
| French                      | 1  | Greece             |
| French                      | 2  | Italy              |
| French                      | 1  | Guadeloupe         |
| French                      | 5  | Germany            |
| French Canadian             | 6  | Canada             |
| French Canadian             | 1  | United Kingdom     |
| French, Arabic              | 1  | Germany            |
| French, French Canadian     | 1  | Canada             |
| Galician                    | 1  | Spain              |

|                |     |                |
|----------------|-----|----------------|
| Georgian       | 1   | USA            |
| German         | 16  | United Kingdom |
| German         | 24  | USA            |
| German         | 2   | Spain          |
| German         | 1   | Slovenia       |
| German         | 1   | UAE            |
| German         | 2   | Canada         |
| German         | 2   | Brazil         |
| German         | 4   | Austria        |
| German         | 2   | Czech Republic |
| German         | 17  | England        |
| German         | 3   | France         |
| German         | 120 | Germany        |
| German         | 2   | Ireland        |
| German         | 2   | Greece         |
| German         | 5   | Italy          |
| German         | 1   | Netherlands    |
| German         | 1   | New Zealand    |
| German         | 1   | Portugal       |
| German         | 1   | Romania        |
| German, Danish | 1   | Austria        |
| Greek          | 1   | England        |
| Greek          | 1   | Cyprus         |
| Greek          | 16  | Greece         |
| Greek          | 2   | Germany        |
| Greek          | 2   | United Kingdom |
| Hebrew         | 2   | USA            |
| Hebrew         | 5   | Israel         |
| Hebrew         | 1   | England        |
| Hindi          | 1   | England        |
| Hindi          | 1   | India          |
| Hindi          | 1   | United Kingdom |
| Hungarian      | 1   | USA            |
| Hungarian      | 4   | United Kingdom |
| Hungarian      | 1   | Switzerland    |
| Hungarian      | 14  | Hungary        |
| Hungarian      | 1   | Greece         |
| Hungarian      | 1   | Germany        |
| Hungarian      | 1   | Romania        |
| Hungarian      | 1   | England        |
| Hungarian      | 1   | Canada         |
| Icelandic      | 3   | Iceland        |
| Indonesian     | 5   | Indonesia      |
| Indonesian     | 1   | Malaysia       |
| Indonesian     | 1   | USA            |
| Italian        | 6   | USA            |
| Italian        | 14  | United Kingdom |
| Italian        | 2   | Spain          |
| Italian        | 1   | Sweden         |
| Italian        | 1   | UAE            |

|                  |    |                    |
|------------------|----|--------------------|
| Italian          | 1  | Netherlands        |
| Italian          | 90 | Italy              |
| Italian          | 1  | Ireland            |
| Italian          | 3  | Germany            |
| Italian          | 1  | Belgium            |
| Italian          | 1  | Algeria            |
| Italian          | 3  | England            |
| Italian          | 1  | France             |
| Japanese         | 1  | England            |
| Japanese         | 2  | Germany            |
| Japanese         | 2  | Japan              |
| Japanese         | 5  | United Kingdom     |
| Japanese         | 2  | USA                |
| Kannada          | 1  | India              |
| Khmer            | 1  | USA                |
| Korean           | 1  | USA                |
| Korean           | 4  | Korea              |
| Korean           | 1  | Canada             |
| Latvian          | 1  | France             |
| Latvian          | 11 | Latvia             |
| Latvian          | 1  | Germany            |
| Latvian          | 1  | USA                |
| Latvian          | 1  | United Kingdom     |
| Latvian, Russian | 1  | United Kingdom     |
| Lithuanian       | 5  | United Kingdom     |
| Lithuanian       | 5  | Germany            |
| Lithuanian       | 17 | Lithuania          |
| Lithuanian       | 1  | England            |
| Macedonian       | 2  | Macedonia          |
| Macedonian       | 1  | Germany            |
| Malay            | 1  | Malaysia           |
| Maltese          | 7  | Malta              |
| Maltese          | 1  | Australia          |
| Maltese          | 1  | United Kingdom     |
| Mandarin         | 1  | United Kingdom     |
| Mongolian        | 1  | United Kingdom     |
| Mongolian        | 1  | USA                |
| Mongolian        | 1  | Mongolia           |
| Nepali           | 1  | United Kingdom     |
| Norwegian        | 2  | USA                |
| Norwegian        | 1  | United Kingdom     |
| Norwegian        | 1  | Spain              |
| Norwegian        | 4  | Norway             |
| Norwegian        | 1  | Germany            |
| Norwegian        | 1  | Austria            |
| Norwegian        | 1  | England            |
| Norwegian        | 1  | Dominican Republic |
| Persian          | 1  | Iran               |
| Polish           | 3  | Germany            |
| Polish           | 20 | Poland             |

|                 |    |                |
|-----------------|----|----------------|
| Polish          | 4  | England        |
| Polish          | 1  | Austria        |
| Polish          | 20 | United Kingdom |
| Polish          | 4  | USA            |
| Portuguese (Br) | 5  | USA            |
| Portuguese (Br) | 5  | United Kingdom |
| Portuguese (Br) | 1  | Algeria        |
| Portuguese (Br) | 1  | Argentina      |
| Portuguese (Br) | 1  | Canada         |
| Portuguese (Br) | 16 | Brazil         |
| Portuguese (Br) | 3  | England        |
| Portuguese (Br) | 2  | Portugal       |
| Portuguese (Br) | 1  | Italy          |
| Portuguese (Lu) | 26 | Portugal       |
| Portuguese (Lu) | 2  | Germany        |
| Portuguese (Lu) | 1  | Ireland        |
| Portuguese (Lu) | 1  | Italy          |
| Portuguese (Lu) | 2  | England        |
| Portuguese (Lu) | 1  | Brazil         |
| Portuguese (Lu) | 4  | United Kingdom |
| Punjabi         | 1  | United Kingdom |
| Romanian        | 1  | USA            |
| Romanian        | 3  | United Kingdom |
| Romanian        | 1  | Switzerland    |
| Romanian        | 1  | Canada         |
| Romanian        | 1  | Austria        |
| Romanian        | 1  | England        |
| Romanian        | 2  | France         |
| Romanian        | 4  | Germany        |
| Romanian        | 15 | Romania        |
| Romanian        | 1  | Moldova        |
| Russian         | 2  | Luxembourg     |
| Russian         | 15 | Russia         |
| Russian         | 2  | Germany        |
| Russian         | 4  | France         |
| Russian         | 1  | Belarus        |
| Russian         | 2  | Canada         |
| Russian         | 4  | United Kingdom |
| Russian         | 5  | Ukraine        |
| Russian         | 8  | USA            |
| Serbian         | 1  | United Kingdom |
| Serbian         | 1  | USA            |
| Serbian         | 1  | England        |
| Serbian         | 3  | Serbia         |
| Serbian         | 1  | Macedonia      |
| Slovak          | 5  | Slovakia       |
| Slovak          | 1  | France         |
| Slovak          | 2  | England        |
| Slovak          | 2  | Czech Republic |
| Slovak          | 1  | United Kingdom |

|                         |    |                    |
|-------------------------|----|--------------------|
| Slovenian               | 9  | Slovenia           |
| Slovenian               | 2  | USA                |
| Slovenian               | 1  | England            |
| Slovenian               | 1  | Australia          |
| Slovenian               | 1  | Germany            |
| Somali                  | 1  | Belgium            |
| Somali                  | 1  | China              |
| Somali                  | 1  | United Kingdom     |
| Spanish                 | 3  | Uruguay            |
| Spanish                 | 12 | USA                |
| Spanish                 | 61 | Spain              |
| Spanish                 | 1  | Switzerland        |
| Spanish                 | 19 | United Kingdom     |
| Spanish                 | 1  | China              |
| Spanish                 | 1  | Canada             |
| Spanish                 | 1  | Algeria            |
| Spanish                 | 15 | Argentina          |
| Spanish                 | 4  | England            |
| Spanish                 | 1  | Columbia           |
| Spanish                 | 1  | Ecuador            |
| Spanish                 | 4  | Germany            |
| Spanish                 | 3  | Portugal           |
| Spanish                 | 1  | Peru               |
| Spanish                 | 2  | Mexico             |
| Spanish (Latin America) | 4  | Peru               |
| Spanish (Latin America) | 1  | Germany            |
| Spanish (Latin America) | 2  | Ecuador            |
| Spanish (Latin America) | 1  | Dominican Republic |
| Spanish (Latin America) | 29 | Argentina          |
| Spanish (Latin America) | 1  | Chile              |
| Spanish (Latin America) | 2  | Spain              |
| Spanish (Latin America) | 5  | USA                |
| Spanish (Latin America) | 1  | Venezuela          |
| Spanish (Latin America) | 2  | Uruguay            |
| Spanish (Latin America) | 1  | United Kingdom     |
| Swedish                 | 1  | United Kingdom     |
| Swedish                 | 20 | Sweden             |
| Swedish                 | 1  | Switzerland        |
| Swedish                 | 1  | England            |
| Tagalog                 | 1  | Canada             |
| Tagalog                 | 1  | Philippines        |
| Thai                    | 1  | England            |
| Turkish                 | 1  | England            |
| Turkish                 | 1  | Spain              |
| Turkish                 | 12 | Turkey             |
| Turkish                 | 10 | United Kingdom     |
| Ukrainian               | 1  | USA                |
| Ukrainian               | 10 | Ukraine            |
| Ukrainian               | 1  | United Kingdom     |
| Ukrainian               | 1  | France             |

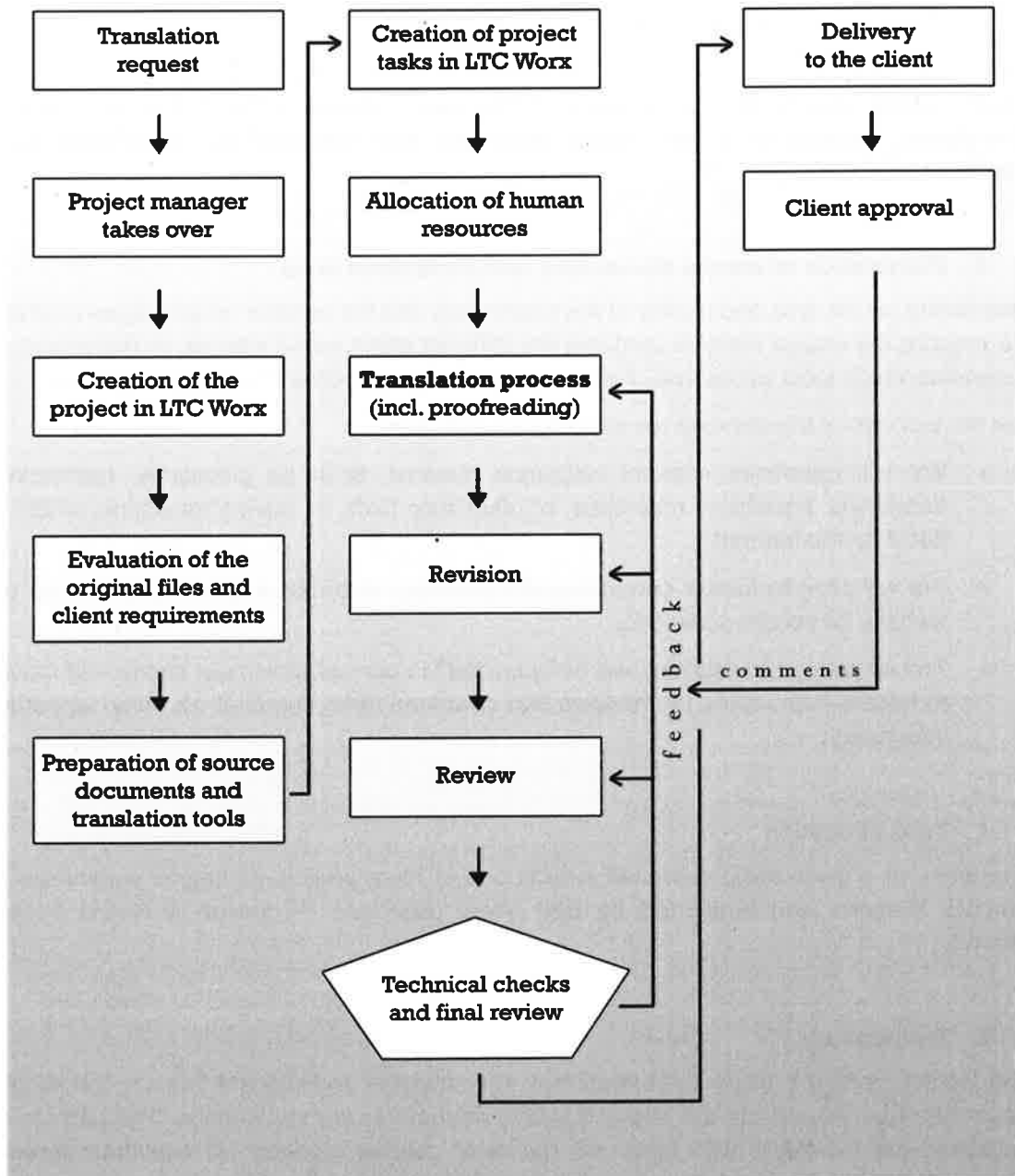
|            |   |                |
|------------|---|----------------|
| Ukrainian  | 1 | Czech Republic |
| Ukrainian  | 1 | England        |
| Ukrainian  | 2 | Germany        |
| Urdu       | 1 | Germany        |
| Urdu       | 1 | India          |
| Urdu       | 2 | Pakistan       |
| Urdu       | 1 | United Kingdom |
| Vietnamese | 1 | United Kingdom |
| Vietnamese | 1 | USA            |





High-quality linguistic service including quality assurance

### Project management and translation workflow



### **1. Translation request**

When we receive a translation request, we check the client history in our LTC Worx database. We then evaluate the requirement in terms of volume and structure of material to be translated, any reference material received, the degree of repetition within the linguistic data delivered to us (to determine the most appropriate tools to be used), and any formatting and tag checking tools required in the revision process.

### **2. Appointing appropriate translators**

Having received an order or contract, we use LTC Worx to identify a team comprising the most suitable experts for the language combination, subject matter and type of activity (translation, revision etc.); the various tasks are then allocated to the different team members.

### **3. Preparation of source documents and translation tools**

Depending on the type and quality of the source text and the number of languages involved, we prepare the source material, and test the different steps with a sample. In this phase we determine which tools we will use, if any, and write project-related macros and routines.

For the purpose of this contract we will proceed as follows:

- We will determine relevant reference material, such as glossaries, terminology databases, translation memories, or other help texts, or advise translators where to find it on the Internet.
- We will provide folders containing all necessary materials to the translators via our website for secure download.
- The completed translations will be uploaded via our website to our server and moved to folders from where the revisers can download them, together with any supporting information.

### **4. Task allocation**

The team for a given assignment will include one or more project managers, supervised by Barbara Wagner, and supported by LTC Worx (also see "Proposed In-House Project Team").

### **5. Translation**

The project managers divide the overall task into subtasks and allocate these to translators. Each translator downloads the relevant source documents via our website. The parts to be translated are indicated, with tools and database content required, all relevant reference material (including any guidelines from the European bodies concerned), and a delivery date for the completed work.

During the translation process, the project managers co-ordinate the work carried out by the translation team, and deal with any issues (linguistic, administrative or other) that arise. One of their main tasks consists of providing guidance at a central level throughout the project lifecycle until completion.

Each translator needs to submit his/her completed translation, again via our website, to the corresponding folder in our system, together with any glossaries he/she created, and the terminology and translation databases he/she used and updated. The project managers receive automatic notification of file uploads.

## **6. Revision**

The files are then sent to the relevant revisers for each language combination for a thorough linguistic revision. Each reviser compares source and target text for:

- spelling and typing errors, and wordbreak and hyphenation errors;
- grammatical, terminological and semantic correctness;
- stylistic quality;
- strict observance of technical and procedural instructions;
- appropriate use of names, country codes, abbreviations etc.

The reviser double-checks that any specific guidelines provided by the Translation Centre have been strictly observed. The reviser corrects any deviations and communicates them to the translators and the project manager, to ensure full adherence in the future.

If the Translation Centre has delivered any modifications or additions to the source text, the reviser is responsible for integrating these. Any target text provided by the Translation Centre is also integrated at this stage.

## **7. Technical checks**

After revision, the finalised documents are delivered to a technical specialist, who:

- assembles a full target text version from the parts he receives from the revisers, using appropriate routines (where applicable);
- applies all relevant formal checking tools, for example checking that tags in the target text match those in the source text;
- checks any norms and standards relating to presentation and naming;
- passes the result to the final reviser.

## **8. Final review**

The final reviser downloads the revised translations and glossaries via our website for a final quality check; the project manager is automatically notified of this. The final reviser checks the quality of the translation for:

- completeness;
- corresponding sequence of all elements in source and target text;
- strict observance of all technical and procedural instructions;
- consistency of style, names of persons, countries etc throughout the target documents.

### **9. Translation Memory Update**

Where possible, our in-house and all external translators work into one central translation memory. The translators deliver all translations to LTC as bilingual files. All changes made by revisers are integrated into the bilingual files, and the final versions are saved in the translation memory concerned.

### **10. Quality check**

Files are checked by our technical specialist responsible for quality control of the terminology databases and the translation memories. This work consists of the following activities:

- application of format and tag checking tools;
- cleaning the document of any code (other than code that needs to appear in the document, further to client instruction);
- conversion of checked glossaries to the relevant terminology database format;
- update of translation memories with the checked translations (if applicable);
- automatic translation of at least 2000 words of source text from each project using the corresponding updated translation memory (if applicable).

The automatically translated text sample should be identical with the target text delivered by the translator/reviser. If the two target documents differ significantly, then the translation memory is not up-to-date. The steps to be taken will be determined at a meeting with the team members involved.

### **11. Delivery**

The translated, revised and reformatted documents are then passed to the project manager for a final formal quality check and then delivered to the client together with the corresponding database contents, where applicable. The entire process is controlled with the help of the LTC Worx.

### **12. Communication**

We guarantee fast and reliable real-time communication, and the immediate distribution of all necessary information by secure file upload and download via LTC Worx, or alternatively by email or FTP (File Transfer Protocol). If preferred, we can also communicate by telephone, mail and fax. Training, testing and meetings always take place at LTC premises.

### **Quality assurance**

LTC obtained BS EN 15038 in April 2010 and adheres to the requirements of DIN 12345. Quality control is built into our methodology at all stages, in the procedures we follow and in the tools we use.

LTC uses standardized QA procedures including software based quality checkers, such as ErrorSpy and the quality assurance modules in SDL Trados and MemoQ in order to deliver a uniform quality level.

### **Terminology databases**

We build and manage terminology databases to ensure the systematic use of specialised terminology and hence deliver top translation quality in all subject areas. Technical support is available to the team of translators and revisers involved in each project.

LTC employs a terminologist to ensure the consistent use of knowledge available, to keep that knowledge updated and accurate, and to constantly expand our databases in a consistent way.

### **Translation memories**

We use translation memories as reference material and to enable reuse of already translated (repetitive) material.

### **Preparing source material (where applicable)**

If a document is very large and the translation work needs to be shared, we process the source material to indicate to each translator which part he/she needs to translate. Depending on the type of project we may deliver "hybrid" material to the translators, containing target language terminology and/or partially pre-translated text. This is inserted by means of a batch translation run from terminology databases and/or translation memories.

### **Revision / Review**

We collaborate with highly qualified senior translation experts, who apply thorough quality assurance to the translated texts at two stages in the project lifecycle; after initial translation each text is revised against the source, and after assembly of complete texts prior to delivery, a final review of the target text takes place. This not only ensures that the target text is of the best possible quality linguistically, but also guarantees adherence to European Union standards and guidelines.

The revisers / reviewers for this project will:

- Evaluate translators who apply to translate into the relevant language.

- Revise all translations against the source text.
- Carry out a final review to ensure consistency and correctness throughout the documents.

It is our strategy to return the revised files to the translators, to give them feedback and contribute to continued improvement in the quality of work delivered. All client feedback is also evaluated in detail and communicated back to all team members concerned.

If the reviser has changed more than 10% of the original translation, a meeting is arranged between the project manager, the reviser and the translator, to discuss any issues and help the translator to deliver translations of adequate quality. If it is felt that improvement is unlikely, the translator's details will be removed from the database for this type of work.

**Database update**

All terminology searches and translations produced by properly trained translators are always recorded in the terminology and translation memory databases. We ensure consistent and regular database updates, and retest after each update as described above.

**Proposed team (project managers and translators)**

LTC's proposed project management team for the contract envisaged consists of the project managers who will coordinate all communication with the ORFO and our freelance suppliers. They will ensure quality requirements and deadlines are met according to the methodology and workflows described above.

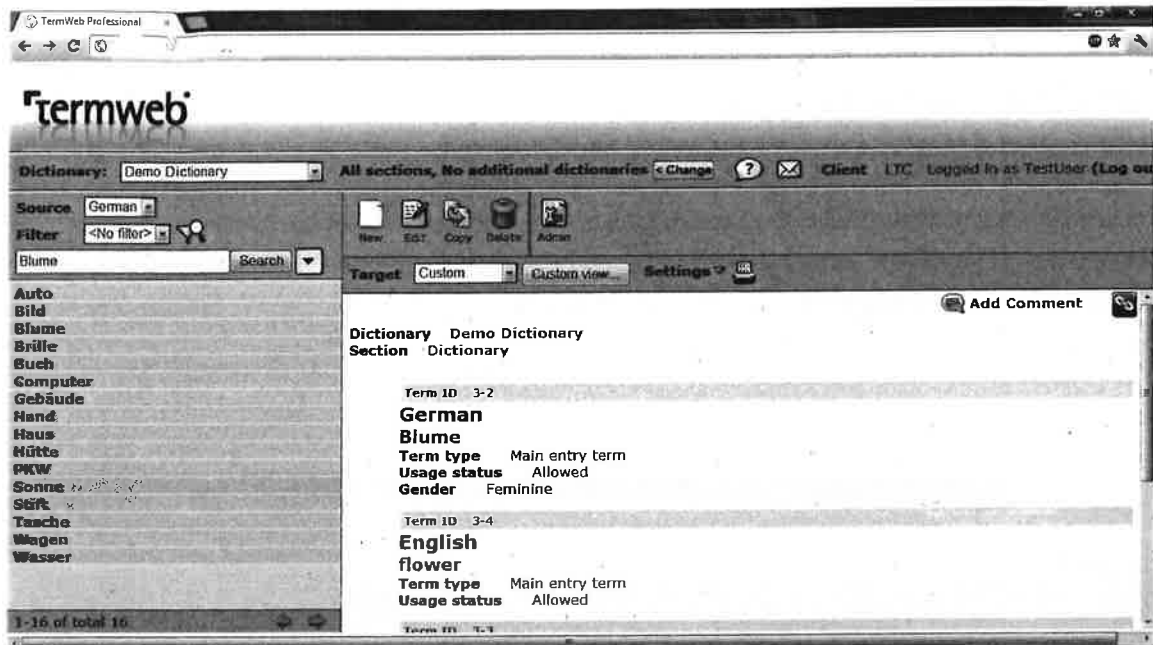
| Name | Contractual status                   | Responsibilities       | Educational/professional qualifications     |
|------|--------------------------------------|------------------------|---|
|      | Staff project manager                | First point of contact | BA Multilingual Communication               |
|      | Staff project manager and translator | Deputy                 | MA Translation, Media and Cultural Transfer |
|      | Staff project manager and reviser    | Second deputy          | German translation diploma                  |

**How is feedback from the clients handled?**

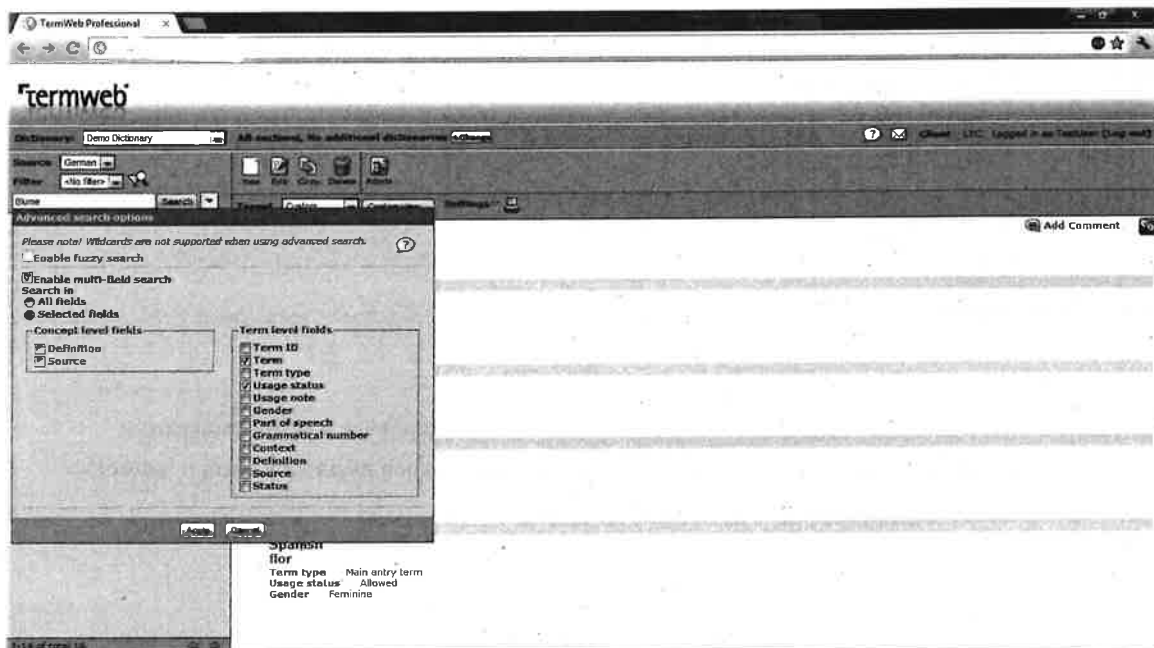
With each delivery, LTC provides a feedback form to all those customers who do not provide feedback as a matter of routine and via a portal (such as the European Commission). In the next version of our LTC Worx management system, we will also provide a feedback template directly in our client portal. All feedback is checked by the project managers and if the feedback is exceptionally positive, management is informed, especially when in-house linguists have contributed to the success. If feedback is below the expected standard, a meeting is arranged between the project manager concerned and the linguists responsible for the assignment. The root causes of the quality issue are identified and eliminated. The most drastic method imposed would be removal of the person responsible from our database.







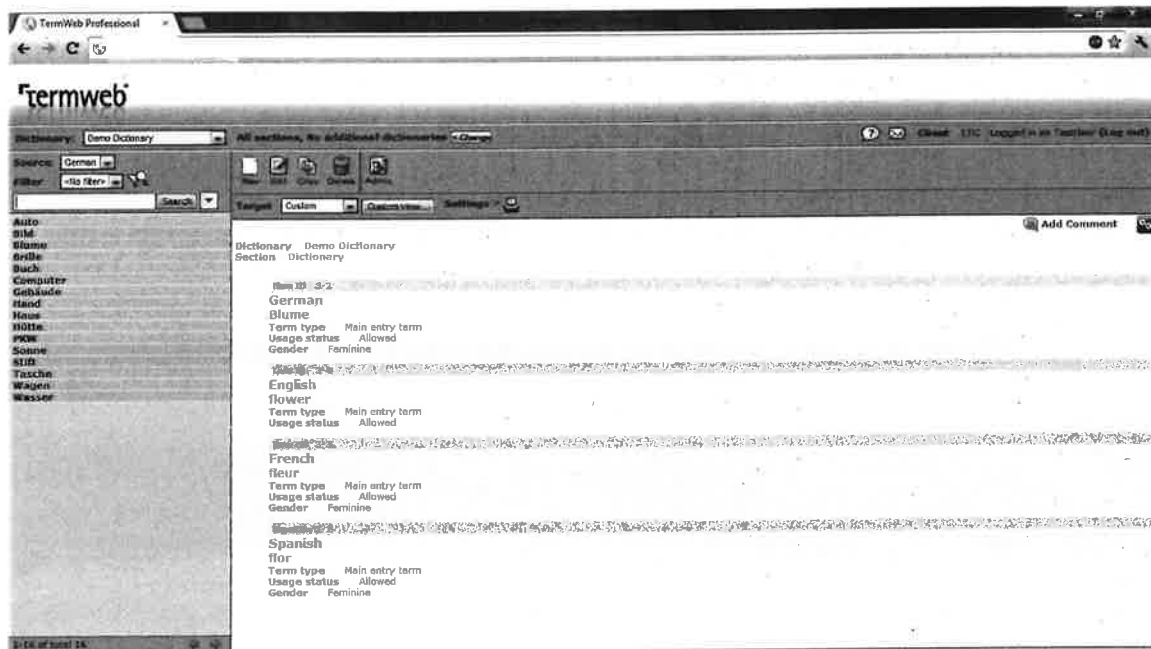
Individual entries can be found and displayed easily using the search function in the top left corner.



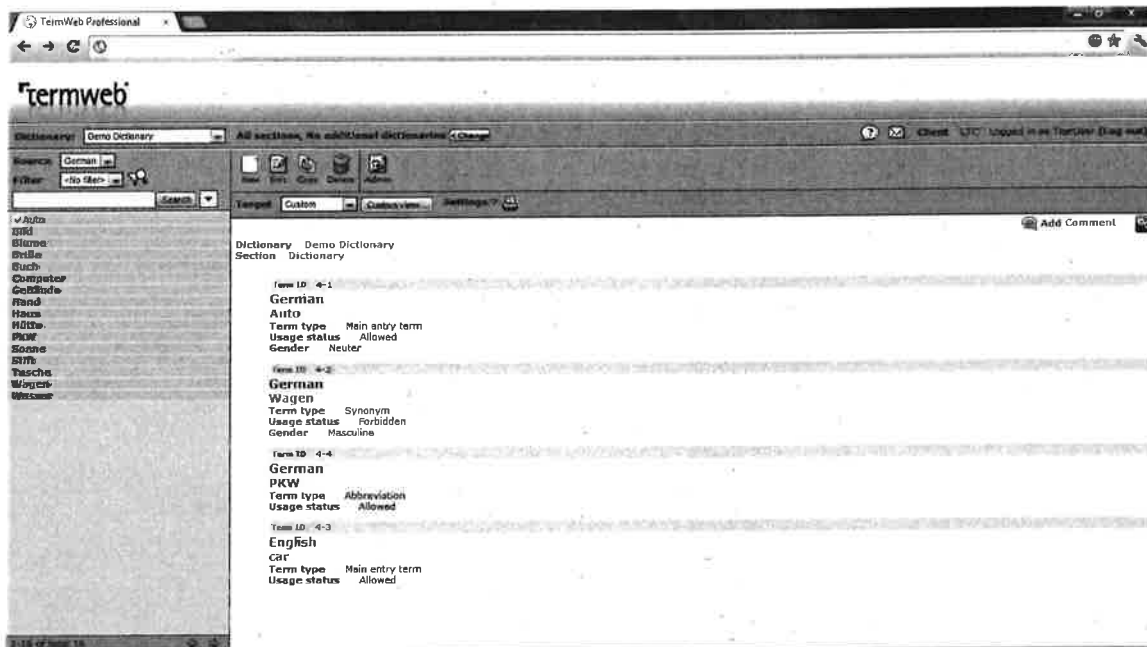
The extended search function also offers the possibility of searching for different categories and of displaying, for instance, all entries with the status "new".

## Annex 2: Terminology solution "Termweb"

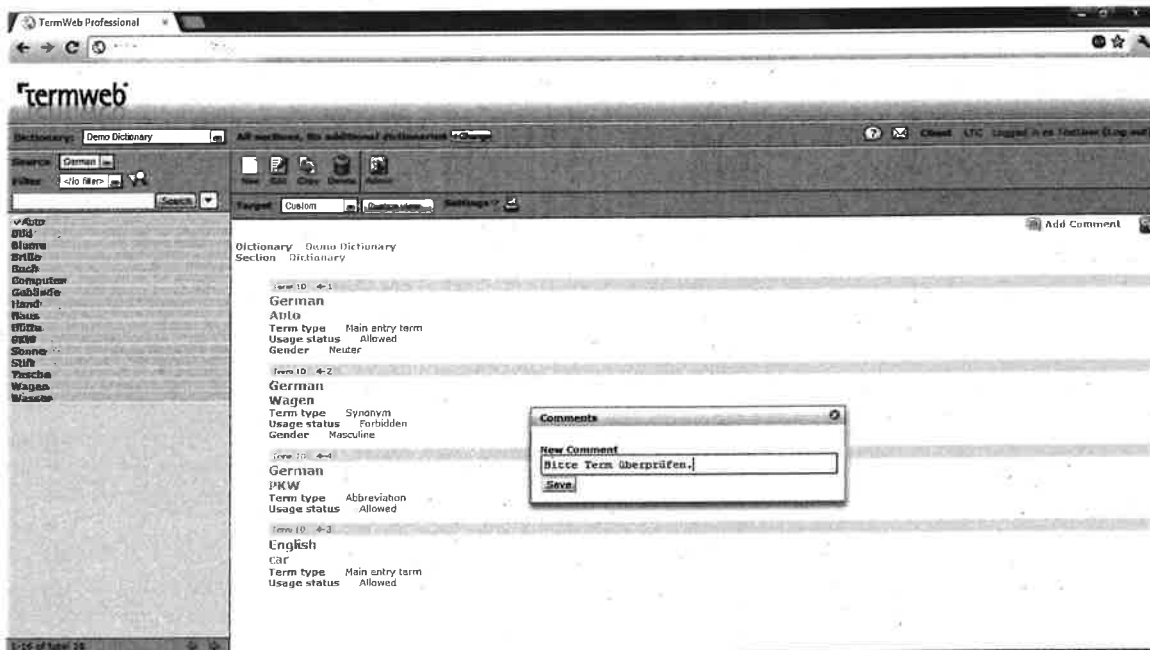
Our terminology database solution Termweb is web-based and works just like a simple online dictionary. It is very user friendly and intuitive. Please see below a few screenshots of the Termweb user interface demonstrating the ease of use of the system.



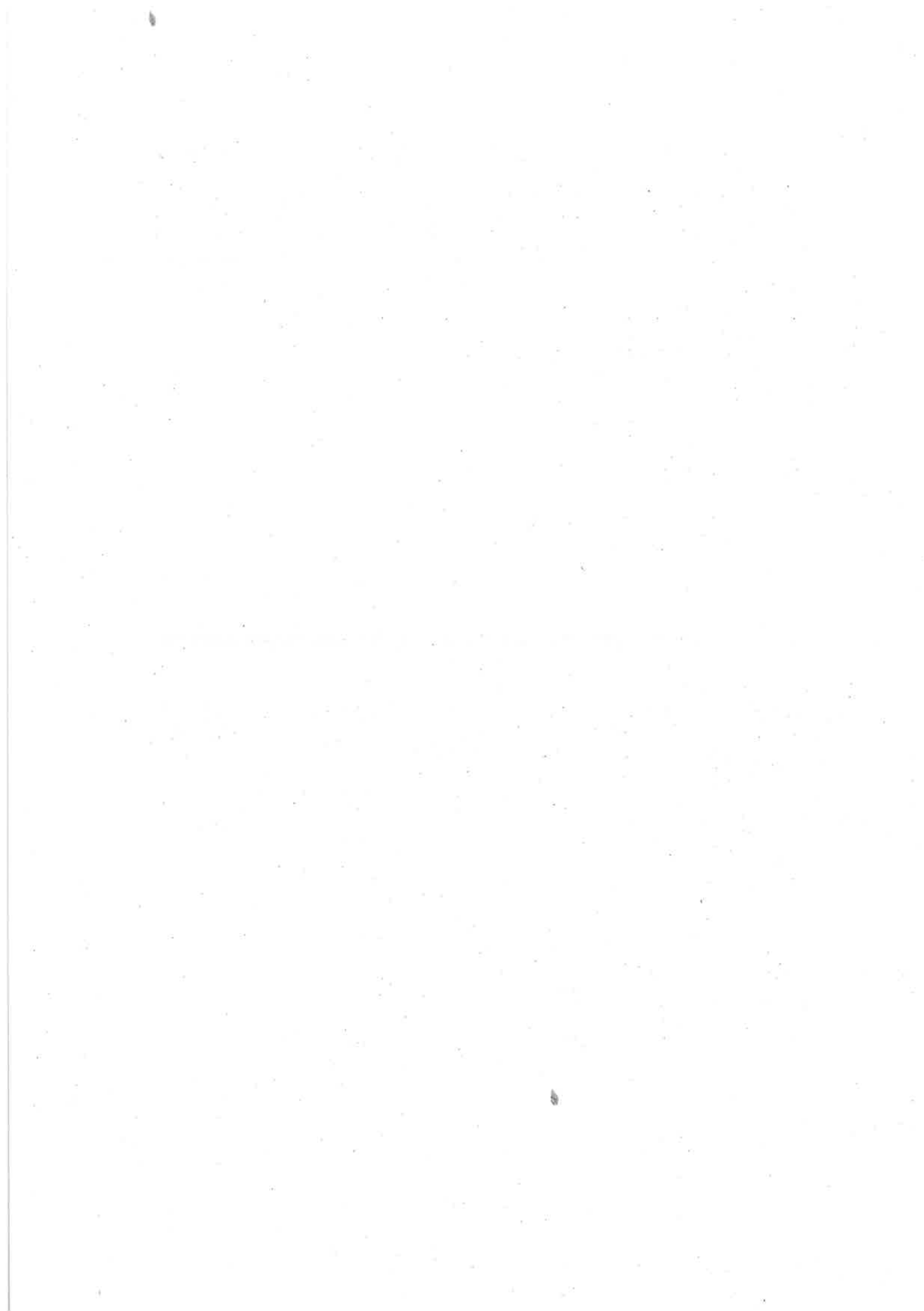
On the left hand side, all entries are listed alphabetically. When you click a term, the entry is displayed in the different languages with additional information such as part of speech, source or context. The source language can be changed as preferred.



Entries can also be extended by synonyms or acronyms that are then also displayed. In case a term is NOT to be used, this is marked in red, as here in our example "Wagen".



If something is unclear regarding an entry, this can be noted via the comment function in the top right corner.



## Examples of highly technical translations

Please see question 21 (Experience and contract examples) for information on the customers below and the type of work they ask us to translate.

### Translations for European Commission

| Order form no.   | Language combination | Short description   | Volume       |
|--|----------------------|---|--------------|
| 2012/01955   | BG-EN                | Regulation on the procedures and technical conditions governing the supply of heat, for the operational management of heating systems, for connecting producers and suppliers to the heat transmission network, for terminating the supply of heat and for the apportionment of heat in multiple-occupancy buildings and the nature, conditions and methods by which heat suppliers are required to provide heat under contracts with heat transmission enterprises | 14,143 words |
| <b>Samples</b>   |                      |   |              |
| <p>В случаите, когато за новоприсъединена сграда няма данни за количеството топлинна енергия по ал. 2, прогнозното количество топлинна енергия, необходимо за загряване на 1 куб. М вода за битово горещо водоснабдяване, включващо и технологичните разходи по сградната инсталация-собственост на потребителите, се приема 1,2 x 52 kWh/m<sup>3</sup> и се коригира с температурен коефициент К, определен по реда на т. 5.2 от приложението по чл. 61, ал. 1.</p> |                      | <p>In the event that there are no data for the heat energy used in accordance with Paragraph 2 for a newly connected building, the forecast heat energy required to heat 1 cubic metre of domestic hot water, including the operational costs for the building installation owned by the users is assumed to be 1.2 x 52 kWh/m<sup>3</sup> adjusted by the coefficient K, is determined in accordance with Point 5.2 of the annex referred to in Article 61(1).</p> |              |
| <p>4.1. Технологичните разходи се коригират към осреднените температурни условия за отчетен период по зависимостта:</p> $Q_{m.o.} = n * q_{a.c.}^n \left[ \frac{t_{1sp.} + t_{2sp.} - 2 * t_n}{85 + 45 - 20} \right],$   |                      | <p>4.1. Operational costs are adjusted for the mean temperature conditions during the metering period using the formula:</p> $Q_{t.o.} = n * q_{a.s.}^n \left[ \frac{t_{1sr.} + t_{2sr.} - 2 * t_n}{85 + 45 - 20} \right],$   |              |

|   |   |
|---|---|
| <p>където:</p> <p><math>Q_{т.о.}</math> са технологичните разходи от топлоотдаване на съоръженията в абонатната станция за приспадане от отчетената по топломера топлинна енергия за съответния отчетен период, kWh; n - работните часове на абонатната станция за отчетния период;</p> <p><math>q_{а.с.}^n</math> - технологичните разходи от топлоотдаване за единица време от съоръженията в абонатната станция по данни от производителя или експериментални резултати от топлопреносното предприятие;</p> <p><math>t_{1.ср.}</math> е средната стойност на температурата на топлоносителя на подаващата магистрала на съответния топлоизточник за съответния отчетен период;</p> <p><math>t_{2.ср.}</math> - средната стойност на температурата на топлоносителя на връщащата магистрала на съответния топлоизточник за съответния отчетен период;</p> <p><math>t_n</math> - средната стойност на температурата на почвата на дълбочина 125 cm (за съответния отчетен период), по данни от НИХМ към БАН.</p> | <p>where:</p> <p><math>Q_{i.o.}</math> are the operational costs for the provision of heat at the substation facilities to be deducted from the heat energy read from the heat meter for the relevant metering period in kWh; n is the operating hours of the substation during the metering period;</p> <p><math>q_{a.s.}^n</math> is the operational costs from heat emission per unit of time from the equipment in the substation according to the data of the manufacturer or the experimental results of the heat transmission enterprise;</p> <p><math>t_{1.sr.}</math> is the mean temperature value for the heat medium at the trunk supply line of the heat source for the metering period;</p> <p><math>t_{2.sr.}</math> is the mean value of the heat medium temperature in the return trunk line of the heat source for the metering period;</p> <p><math>t_n</math> is the mean ground temperature value at a depth of 125 cm (for the relevant metering period) according to the Academy of Sciences Institute of Hydrology and Meteorology.</p> |
|---|---|

| Order form no.  | Language combination | Short description  | Volume       |
|---|----------------------|--|--------------|
| 2012/00866  | BG-EN                | Table of conformity of the Regulation on periodic vehicle roadworthiness tests with the provisions of Commission Directive 2010/48/EC of 5 July 2010 adapting to technical progress Directive 2009/40/EC of the European Parliament and of the Council on roadworthiness tests for vehicles and their trailers | 33,747 words |
| <b>Samples</b>  |                      |  |              |
| 1.1.6. Механизъм за задействане на ръчната спирачка, лост за управление, палец на ръчната спирачка, електронна ръчна спирачка |                      | 1.1.6. Parking brake, lever control, parking brake ratchet, electronic parking brake<br>Visual inspection of the components while the braking system is operated.  |              |

|  |   |
|--|---|
| <p>Визуална проверка на елементите при задействане на спирачната уредба</p> <p>а) палецът на ръчната спирачка не задържа правилно</p> <p>б) прекомерно износване на пръта на спирачката или на механизма на палеца</p> <p>в) прекомерен ход на лоста, показващ неправилна настройка</p> <p>г) липсващ, повреден или нефункциониращ механизъм за задействане</p> <p>д) неправилно функциониране – предупредителният индикатор показва неизправност</p>  | <p>a) ratchet not holding correctly</p> <p>b) excessive wear at lever pivot or ratchet mechanism</p> <p>c) excessive movement of lever indicating incorrect adjustment</p> <p>d) activating mechanism missing, damaged or not functioning</p> <p>e) incorrect functioning – warning indicator shows malfunction</p>   |
| <p>6.1.6. Прикачни механизми и оборудване за теглене</p> <p>Визуална проверка за износване и правилно функциониране, като се обърне особено внимание на монтираните устройства за безопасност и/или на използването на измервателен уред.</p> <p>а) повреден, дефектен или пукнат елемент</p> <p>б) прекомерно износване на елемент</p> <p>в) дефектно закрепване</p> <p>г) липсващо или нефункциониращо правилно устройство за безопасност</p> <p>д) нефункциониращ индикатор</p> <p>е) закриване на регистрационна табела или на лампа (когато не се използва)</p> <p>ж) неправилен ремонт или изменение</p> | <p>6.1.6. Coupling mechanisms and towing equipment</p> <p>Visual inspection for wear and correct operation with special attention to any safety device fitted and/or use of measuring gauge.</p> <p>a) component damaged, defective or cracked</p> <p>b) excessive wear in a component</p> <p>c) attachment defective</p> <p>d) any safety device missing or not operating correctly</p> <p>e) indicator not working</p> <p>f) obstruction of registration plate or any lamp (when not in use)</p> <p>g) inappropriate repair or modification</p> |

| Order form no. | Language combination | Short description   | Volume      |
|----------------|----------------------|---|-------------|
| 2012/00756     | SK-EN                | Report on progress towards increasing the share of high-efficiency cogeneration | 5,985 words |
| <b>Samples</b> |                      |   |             |

|   |   |
|---|---|
| spařovacia turbína s komb. cyklom, P <sub>e</sub> £50 MW, uvedené do prev. po 1.1.2005  | combined cycle combustion turbine, P <sub>e</sub> £50 MW, commissioned after 1.1.2005   |
| spařovacia turbína s komb. cyklom   | combined cycle combustion turbine   |
| spařovacia turbína s regeneráciou tepla   | combined cycle combustion turbine   |
| spařovací motor - zemný plyn  | combustion engine - natural gas   |
| spařovací motor - vykurovací olej   | combustion engine – heating oil   |
| spařovací motor - zemný plyn uvedený do prev. po 1.1.2007 v existujúcej výrobní tepla   | combustion engine - natural gas commissioned after 1.1.2007 in existing heat plant  |
| spařovací motor - zmes vzduchu a metánu   | combustion engine – mixture of air and methane  |
| spařovací motor - kataliticky spracovaný odpad  | combustion engine – waste processed catalytically   |
| spařovací motor - bioplyn   | combustion engine – biogas  |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - zemný plyn   | steam backpressure turbine and steam-condensing extraction turbine - natural gas  |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - vykurovací olej  | steam backpressure turbine and steam-condensing extraction turbine – heating oil  |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - hnedé uhlie  | steam backpressure turbine and steam-condensing extraction turbine – brown coal   |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - čierne uhlie   | steam backpressure turbine and steam-condensing extraction turbine – black coal   |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - čierne uhlie, Q <sub>t</sub> >50 MW, v roku 2010 P <sub>e</sub> >50 MW | steam backpressure turbine and steam-condensing extraction turbine – black coal, Q <sub>t</sub> >50 MW, in 2010 P <sub>e</sub> >50 MW |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - čierne uhlie, Q <sub>t</sub> £50 MW, v roku 2010 P <sub>e</sub> £50 MW | steam backpressure turbine and steam-condensing extraction turbine – black coal, Q <sub>t</sub> £50 MW, in 2010 P <sub>e</sub> £50 MW |
| protitlaká parných turbína a kond. parná turbína s odberom tepla - komunálny odpad  | steam backpressure turbine and steam-condensing extraction turbine – communal waste   |
| mikroturbína  | Micro-turbines  |
| Stirlingov motor  | Stirling motor  |
| palivový článok   | Fuel cell   |
| Rankinov organický cyklus   | Organic Rankine cycle   |

| Order form no.   | Language combination | Short description   | Volume      |
|--|----------------------|---|-------------|
| 2012/00549   | FI-EN                | Risk assessment:<br>Security of supply of natural gas   | 6,847 words |
| <b>Samples</b>   |                      |   |             |
| Asetuksen liitteeseen I neljännessä kohdassa esitetty laskentakaava infrastruktuurinormin laskennalle on seuraava; |                      | The calculation formula set out in point (4) of Annex I for calculation of the infrastructure standard is as follows: |             |



|   |  |
|---|--|
| $N - 1 (\%) = \frac{EP_m + P_m + S_m + LNG_m - I_m}{D_{max} - D_{eff}} \times 100, \quad N - 1 \geq 100\%$ <p>Jossa:</p> <p><math>EP_m</math> = Maakaasun syöttökyky Suomen verkkoon<br/> <math>P_m</math> = Maakaasun oma tuotanto<br/> <math>S_m</math> = Varastokapasiteetti<br/> <math>LNG_m</math> = LNG-kapasiteetti<br/> <math>I_m</math> = Suurin yksittäinen kaasuinfrastruktuuri<br/> <math>D_{max}</math> = Päivittäinen kokonaiskaasukysyntä (1/20 a)<br/> <math>D_{eff}</math> = Nopeasti markkinapohjaisesti leikattavissa oleva kysyntä.</p> <p>Suurin yksittäinen kaasuinfrastruktuuri on Venäjältä Suomeen tuleva DN1000 kaasuputki (kuva 6). Arvioitu suurin mahdollinen häiriövaikutus on sellainen, jossa Suomeen tulevasta suurimmasta infrastruktuurista on poissa käytöstä yksi venttiiliväli. Tässä laskelmassa on oletettu, että putkiväli Komsomolskoje – Imatra (n. 29 km) ei olisi teknisestä viasta johtuen käytettävissä. Tämän putkivälin poissaolo vaikuttaa kapasiteettiin n. 10,5 Mm<sup>3</sup>n/d (<math>I_m</math>).</p> | $N - 1 (\%) = \frac{EP_m + P_m + S_m + LNG_m - I_m}{D_{max} - D_{eff}} \times 100, \quad N - 1 \geq 100\%$ <p>Where:</p> <p><math>EP_m</math> = Natural gas feed capacity into the Finnish network<br/> <math>P_m</math> = Own production of natural gas<br/> <math>S_m</math> = Storage capacity<br/> <math>LNG_m</math> = LNG capacity<br/> <math>I_m</math> = Largest single gas infrastructure<br/> <math>D_{max}</math> = Total daily gas demand (1/20 years)<br/> <math>D_{eff}</math> = Demand that can be rapidly cut by market-based measures.</p> <p>The largest single gas infrastructure is the DN1000 gas pipe from Russia to Finland (figure 6). The estimated largest possible disruption impact is one where one valve-to-valve section of the largest infrastructure leading to Finland is out of operation. In this calculation it is assumed that the pipe section Komsomolskoye – Imatra (c. 29 km) would be unavailable due to a technical fault. The absence of this pipe section would have an impact on capacity of c. 10.5 Mm<sup>3</sup> n/d (<math>I_m</math>).</p> |
| <p>Kaasuverkoston linepack ajanhetkellä nolla oletetaan olevan 14,3 Mm<sup>3</sup>n (kuva 8). Kaasu-verkoston linepack on 2,2 Mm<sup>3</sup>n kun kaasun paine on 7 barg ja ilmapropanilaitos voidaan käynnistää Porvoossa. Edellä mainituilla oletuksilla voidaan ilmapropanilaitos käynnistää 4 vrk 9 tunnin kuluttua katkoksen alkamisesta.</p>  | <p>The gas network's linepack at moment zero is assumed to be 14.3 Mm<sup>3</sup>n (figure 8). The gas network's linepack is 2.2 Mm<sup>3</sup>n when the gas pressure is 7 barg and the air-propane mixing plant can be started up in Porvoo. With the above-mentioned assumptions in place, the air-propane mixing plant can be started up after 4 days and 9 hours have elapsed from the commencement of the cut-off.</p>   |

| Order form no. | Language combination | Short description   | Volume      |
|----------------|----------------------|---|-------------|
| 2012/01130     | LV-EN                | Report by Latvia on the progress of achieving indicative national targets on the promotion of electricity | 9,323 words |
| <b>Samples</b> |                      |   |             |

|     |     |
|-----|-----|
| --- | --- |
|-----|-----|

| Order form no. | Language combination | Short description   | Volume      |
|----------------|----------------------|---|-------------|
| 2012/11582     | SV-EN                | Final report on the promotion of electricity produced from renewable energy sources in the internal electricity market. | 2,319 words |

**Samples**

Under år 2010 uppgick den elcertifikatberättigade elproduktionen till 18,1 TWh. Torv är inte ett förnybart bränsle men ingår i elcertifikatsystemet och är stödberättigat som ett kraftvarmebränsle. Då den förnybara elproduktionen anges ska därför mängden torv (0,792 TWh) räknas bort. Elproduktionen från förnybara energikällor inom elcertifikatsystemet var 17,3 TWh år 2010 varav 6,5 TWh fanns redan år 2002. I jämförelse med år 2002 är det en ökning med 10,8 TWh.

Electricity production that was eligible for electricity certificates amounted to 18.1 TWh in 2010. Peat is not a renewable fuel but is included in the electricity certificate system and is eligible for aid as a CHP fuel. Since renewable electricity production is to be indicated, the electricity derived from peat (0.792 TWh) should therefore be excluded. Electricity production from renewable sources under the certificate system amounted to 17.3 TWh in 2010; 6.5 TWh of this already existed in 2002. In comparison with 2002 this is an increase of 10.8 TWh.

| Order form no. | Language combination | Short description   | Volume      |
|----------------|----------------------|---|-------------|
| 2012/02384     | DA-EN                | Various executive orders dealing with electricity and natural gas | 7,824 words |

**Samples**

*Benyttelsestid:* Den årlige drifttid omregnet til ækvivalente fuldlasttimer.

*CH<sub>4</sub>:* Luftarten metan.

*C<sub>m</sub>:* Forholdet mellem el- og varmeproduktionen på et kraftvarmeværk. Hvis anlægget er af udtagstypen, angiver C<sub>m</sub> forholdet mellem el- og varmeproduktionen i et veldefineret modtrykspunkt, hvor anlægget ikke har nogen kondensproduktion.

*CO<sub>2</sub>:* Luftarten kuldioxid.

*C<sub>v</sub>:* Tabet i elproduktionen på et kraftvarmeværk af udtagstypen ved en forøgelse af varmeproduktionen med én enhed ved 100 % output.

*Indfyret brændsel:* Nedre brændværdi af den samlede

*Utilisation time:* The annual operating time converted into the equivalent full load hours.

*CH<sub>4</sub>:* Methane gas.

*C<sub>m</sub>:* The ratio of power production to heat production at a cogeneration plant. If the plant is of the extraction type, C<sub>m</sub> indicates the ratio of power to heat production at a well-defined counter-pressure point, where the plant has no condensing production.

*CO<sub>2</sub>:* Carbon dioxide gas.

*C<sub>v</sub>:* The loss of power production at a

brændselsmængde, der indfyres i elproduktionsanlægget angivet i GJ (giga-joule).

*Netto-elproduktion:* Produktionsanlæggets elproduktion i MWh (Megawattimer) fratregnet egetforbruget.

*N<sub>2</sub>O:* Luftarten lattergas.

*Skrotning:* En fysisk nedrivning eller fjernelse af et anlæg eller væsentlige dele heraf, som umuliggør fortsat drift af anlægget.

*Væsentlig ændring:* en ændring, der i væsentligt omfang påvirker anlæggets miljøforhold, tekniske forhold nævnt i § 5, anlæggets levetid eller forsyningssikkerheden.

cogeneration plant of the extraction type on an increase in heat production of one unit at 100 % output.

*Input fuel:* The lower calorific value of the combined amount of fuel input into the electricity production plant, expressed in GJ (giga-joules).

*Net power production:* The electricity production of the production plant in MWh (Megawatt hours) excluding own consumption.

*N<sub>2</sub>O:* Nitrous oxide gas.

*Scrapping:* Physical demolition or removal of a plant or significant parts thereof, rendering continued operation of the plant impossible.

*Significant alteration:* an alteration that significantly affects the plant's environmental conditions, technical conditions referred to in Section 5, the service life of the plant or security of supply.

Total sales for European Commission in the last 12 months:

Total word count for European Commission in the last 12 months:

Translations through ETC

| Order form no.   | Language combination | Short description   | Volume      |
|--|----------------------|---|-------------|
| 2012/02370   | LV-EN                | Regulations on the quality requirements for petrol and diesel fuel offered on the Latvian market and used for road vehicles, and non-road mobile machinery (including inland waterway vessels when not at sea), agricultural and forestry tractors, and recreational craft when not at sea, spark ignition and compression-ignition engines, taking account of the technical requirements of those engines in respect of health and environmental protection                  | 7,701 words |
| <b>Samples</b>   |                      |   |             |
| Bezsvina benzīnu, kura pētnieciskais oktānskaitlis (POS) ir 95 vai lielāks, bet mazāks par 98, un motora oktānskaitlis (MOS) ir 85 vai lielāks, bet mazāks par 89, alkēni (olefīni) nepārsniedz 18 % no kopējā benzīna tilpuma (95.markas benzīns), atļauts realizēt tikai tad, ja pievienotā bioetanola saturs ir 4,5-5 tilpumprocenti no kopējā benzīna tilpuma (ja nepieciešams, etanolu saturošiem benzīniem pievieno stabilizatorus). |                      | The sale of unleaded petrol for which the research octane number (RON) is 95 or more, but below 98, and the motor octane number (MON) is 85 or more, but below 89, and where the alkenes (olefins) do not exceed 18% of the total volume of petrol (for 95 mark petrol) shall only be permitted if the added bio-ethanol content is 4.5 -5 percent by volume of the total volume of petrol (where necessary, stabilising agents shall be added to petrol containing ethanol). |             |

| Order form no. | Language combination | Short description          | Volume      |
|----------------|----------------------|----------------------------|-------------|
| 2012/00447     | BG-EN                | Project closure report for | 9,459 words |

|                |  |                          |  |
|----------------|--|--------------------------|--|
|                |  | 2005/BG/16/R/RE/003<br>" |  |
| <b>Samples</b> |  |                          |  |
| ---            |  | ---                      |  |

| Order form no.   | Language combination | Short description   | Volume      |
|--|----------------------|---|-------------|
| 2012/01241   | LV-EN                | Waste Management<br>Law   | 8,548 words |
| <b>Samples</b>   |                      |   |             |
| <p>1) gāzveida emisijām atmosfērā;<br/>           2) oglekļa dioksīdu, kas uztverts un transportēts ģeoloģiskai uzglabāšanai un ģeoloģiski uzglabāts atbilstoši normatīvajiem aktiem par oglekļa dioksīda ģeoloģisko uzglabāšanu;<br/>           3) radioaktīvajiem atkritumiem;<br/>           4) sprāgstvielām;<br/>           5) neizraktu zemi, arī piesārņotu augsni un būvēm;<br/>           6) nepiesārņotu augsni un citiem minerālresursiem, kuri izrakti būvniecības rezultātā un kurus to dabiskajā stāvoklī izmantos būvniecības procesā tajā pašā vietā, kur tie izrakti;<br/>           7) kūtsmēsliem, ja uz tiem neattiecas šā panta otrās daļas 2.punkts, salmiem un citiem dabīgiem nekaitīgiem lauksaimniecības vai mežsaimniecības izcelsmes materiāliem, ko izmanto lauksaimniecībā, mežsaimniecībā vai enerģijas ražošanā no biomasas, neapdraudot vidi un cilvēku veselību;<br/>           8) grunti, kuru pārvieto virszemes ūdeņos, lai kontrolētu ūdeņus un ūdensceļus, novērstu plūdus vai mazinātu plūdu, sausuma vai zemes meliorācijas ietekmi, ja grunts nav uzskatāma par bīstamu atbilstoši normatīvajiem aktiem par virszemes ūdensobjektu un ostu akvatoriju tīrīšanas un padziļināšanas kārtību;<br/>           9) baterijām un akumulatoriem, ko izmanto iekārtās, kuras paredzētas valsts drošībai un kuras izmanto ieročos, munīcijā un militārajā aprīkojumā, kā arī iekārtās, kas paredzētas sūtīšanai kosmosā, izņemot ražojumus, kuri nav paredzēti konkrētiem militāriem nolūkiem.</p> |                      | <p>1) gaseous effluents emitted into the atmosphere;<br/>           2) carbon dioxide captured and transported for geological storage and stored geologically in compliance with legislation on the storage of carbon dioxide;<br/>           3) radioactive waste;<br/>           4) explosives;<br/>           5) unexcavated land, as well as contaminated soil and buildings;<br/>           6) uncontaminated soil and other mineral resources excavated in the course of construction activities and which will be used for the purposes of construction in their natural state on the site from which they were excavated;<br/>           7) faecal matter, if not covered by Article 3(2)(2), straw and other natural non-hazardous agricultural or forestry material used in farming, forestry or for the production of energy from biomass that does not harm the environment or endanger human health;<br/>           8) ground relocated inside surface waters in order to manage waters and waterways or prevent floods or mitigate the effects of floods and droughts or land reclamation if the ground is not considered hazardous in accordance with legislation on the procedures for cleaning and deepening surface water bodies and port basins;</p> |             |

|  |   |
|--|---|
|  | 9) batteries and accumulators used in equipment intended for national security and which are used in weapons, ammunition and military equipment, as well as in equipment designed for deployment into space, except for products that are not intended for specific military purposes.  |
| <p>1) notekūdeņiem;</p> <p>2) dzīvnieku izcelsmes blakusproduktiem un atvasinātiem produktiem, kuri nav paredzēti cilvēku patēriņam (turpmāk — blakusprodukti) un uz kuriem attiecas normatīvie akti par dzīvnieku izcelsmes blakusproduktiem un atvasinātiem produktiem, kuri nav paredzēti cilvēku patēriņam, izņemot tos blakusproduktus, kas paredzēti sadedzināšanai, apglabāšanai poligonā vai izmantošanai biogāzes ražošanas vai kompostēšanas iekārtās;</p> <p>3) dzīvnieku līķiem, ja dzīvnieki miruši citādā veidā, nevis tos nokaujot;</p> <p>4) epizootijas uzliesmojumu likvidēšanas nolūkos nogalinātu dzīvnieku līķiem, no kuriem atbrīvojas saskaņā ar normatīvajiem aktiem par dzīvnieku izcelsmes blakusproduktiem un atvasinātiem produktiem, kuri nav paredzēti cilvēku patēriņam;</p> <p>5) atkritumiem, kuri radušies ģeoloģiskās izpētes, derīgo izrakteņu ieguves, apstrādes un glabāšanas, kā arī karjeru izstrādes rezultātā un uz kuriem attiecas normatīvie akti par ieguves rūpniecības atkritumu apsaimniekošanu.</p> | <p>1) waste waters;</p> <p>2) animal by-products and derived products not intended for human consumption (hereinafter “by-products”) and to which legislation on animal by-products and derived products not intended for human consumption apply, except those by-products which are destined for incineration, landfilling or use in a biogas or composting plant;</p> <p>3) carcasses of animals that have died other than by being slaughtered;</p> <p>4) carcasses of animals killed to eradicate epizootic diseases, and which are disposed of in accordance with legislation on animal by-products and derived products not intended for human consumption;</p> <p>5) waste resulting from prospecting, extraction, treatment and storage of mineral resources and the working of quarries and to which legislation on the management of waste from extractive industries applies.</p> |

| Order form no.  | Language combination | Short description  | Volume      |
|---|----------------------|--|-------------|
| CEOCOR April 2012   | DE-EN                | Renewal of the free-running pipe between the sources in Gaichel and the pumping station Koerich –<br>Diagnosis of the condition -<br>Renovation measures   | 1,428 words |
| <b>Samples</b>  |                      |  |             |
| Bei diesen topographischen Arbeiten wurde die Leitung mittels Tiefenortung vermessen. Das aus diesen Daten erstellte Höhenprofil ergab, dass die Leitung an vielen Stellen nur wenig Gefälle hat (durchschnittlich 0,36 %). |                      | The pipeline was surveyed during this topographical work using depth sounding. The result of the elevation profile obtained from this data is that the pipeline runs with only a minimal fall in many places (0.36% on average). |             |

**THE LANGUAGE TECHNOLOGY CENTRE LTD**

|   |   |
|---|---|
| Durch differentielle Setzungen im Laufe der Zeit ist daher die Wahrscheinlichkeit hoch, dass die Freilaufleitung heute an verschiedenen Muffenverbindungen undicht ist.   | Due to differential settlement over the course of time, it is therefore highly probable that the pipeline now leaks at various socket joints.   |
| Der Vorteil dieser Fassungsart besteht darin, dass der Fassungsbereich auf Distanz zu den Vorflutern verlegt wird. Auf diese Weise ist die Bodenüberdeckung über den Horizontalsträngen viel grösser was zur Folge hat, dass kein Oberflächenwasser bei ergiebigen Regengüssen ungefiltert in die Quellfassung gelangen kann. Mit diesem Fassungskonzept kann eine Verschlechterung der Bakteriologie des Quellwassers bei starken Regenfällen weitestgehend ausgeschlossen werden. | The advantage of this type of tapping is that the protected catchment zone is moved away from the receiving waters. Thus there is a much greater depth of ground above the horizontal strands, with the result that no surface water can be tapped unfiltered during heavy downpours. This tapping method practically eliminates any deterioration in the bacteriology of the spring water during heavy rainfall. |

| Order form no.  | Language combination  | Short description                | Volume      |
|---|---|----------------------------------|-------------|
| Bericht-Audit-Meise   | DE-EN   | Supplier Audit Inspection Report | 2,550 words |
| <b>Samples</b>  |   |                                  |             |
| Die Herstellung der Schlauchverbindungen (s. als Bsp. Abbildung 1) mit den notwendigen Anschlüssen (Luer-Lock, Spike, Vacutainer) erfolgt durch manuelle Klebung an einem gesonderten Fertigungsbereich. Die Widerstandsmessungen der eingesetzten Filter wird systematisch abgesichert und gemäß Vorgaben überprüft. | The tube connections (see Figure 1 as an example) are manufactured with the necessary connections (luer-lock, spike, Vacutainer) by manual bonding at a separate production area. The resistance measurements of the filters used are systematically confirmed and verified in accordance with regulations. |                                  |             |
| Vertrieb von Kathetern, Dialysatoren, Plasma- und Kaskadenfiltern, Haemofiltrationsfiltern, Bicarbonatlösungen, NaCl-Lösungen, Kanülen, Dialyse-Konzentraten, Mischbeuteln, Absaugsystemen und Hämofiltrationsgeräten   | Sale of catheters, dialysers, plasma and cascade filters, haemofiltration filters, bicarbonate solutions, NaCl solutions, hypodermic needles, dialysis concentrates, mixing bags, suction systems and haemofiltration equipment.  |                                  |             |

| Order form no. | Language combination | Short description   | Volume      |
|----------------|----------------------|---|-------------|
| 2012/00387     | BG-EN                | Questionnaire to be carried out in Bulgaria in order to evaluate controls on pesticides | 5,568 words |
| <b>Samples</b> |                      |   |             |
| ----           | ----                 | ----  | ----        |

Total sales for ETC in the last 12 months:

Total word count for ETC for the last 12 months: 4.6 million

**Translations for Deutsche Post**

LTC has a framework contract with Deutsche Post and supplies them with translations (according to BS EN 15083). Due to the highly confidential nature of these translations, LTC is not permitted to provide examples, however, please find descriptions of the types of translations we have done for Deutsche Post below:

| <b>Job number</b> | <b>Language combination</b> | <b>Short description</b>  | <b>Volume</b> |
|-------------------|-----------------------------|---|---------------|
| 0138-12           | DE-EN                       | Agreements on the lease and maintenance of standard software (legal documents).   | 28,752 words  |
| 0874-12           | DE-EN                       | This document was created to provide help and support in order to fill in the security concept to be set up for client-specific projects. | 11,850 words  |
| 2915-11           | DE-EN                       | Requirements specification, results documents, schedules, project organization, remuneration agreements and definitions                   | 26,894 words  |
| 1146-12           | DE-EN                       | Wage regulations for non-pay scale HQ employees   | 5,060 words   |
| 0941-12           | DE-EN                       | Service processes for an airhub   | 5,454 words   |
| 0929-12           | DE-EN                       | Technical solution design for smart sensors   | 3,774 words   |
| 0557-12           | DE-EN                       | Description of product features of a solution used in the logistics and transport industry.   | 7,237 words   |

Total sales for Deutsche Post in the last 12 months: £268,712.95

Total word count for Deutsche Post for the last 12 months: 2.3 million



Quote no.: RN-UK-000957

Issue date: 12/07/2012

Validity : 30 days



Stuart Speer  
United Kingdom Hydrographic Office  
Admiralty Way  
Taunton Somerset  
TA1 2DN  
United Kingdom

**Quote description**

**Request name:** Test request UKHO  
**Due date:** 27/07/2012 16:00:00  
**Manager:**

Please note that this quote is only to show you which details we can provide with our quotes. Please also note that the word counts given refer to source words. The number of target words would have to be confirmed upon completion of the translation for each assignment.

**Quote details**

**Chinese>English**

| Task      | Workload    | Adjustment type | Unit fee | Charged fee |
|-----------|-------------|-----------------|----------|-------------|
| TRA-ZH>EN | 1,000 Words | Normal          |          |             |
|           | 500 Words   | repetitions     |          |             |
|           | 250 Words   | 100%            |          |             |
|           | 200 Words   | 90-99%          |          |             |
|           | 150 Words   | 80-89%          |          |             |
|           | 100 Words   | 60-79%          |          |             |

**English>French**

| Task      | Workload    | Adjustment type | Unit fee | Charged fee |
|-----------|-------------|-----------------|----------|-------------|
| TRA-EN>FR | 1,000 Words | Normal          |          |             |
|           | 200 Words   | 100%            |          |             |
|           | 350 Words   | 80-89%          |          |             |

**Sub total**

**Grand total**

**This quote does not include VAT**

Any liability on the part of the Language Technology Centre Ltd shall be limited to the value of the contract price. The quotation is valid for 30 days from the date of issue



**Translations for Deutsche Post**

LTC has a framework contract with Deutsche Post and supplies them with translations (according to BS EN 15083). Due to the highly confidential nature of these translations, LTC is not permitted to provide examples, however, please find descriptions of the types of translations we have done for Deutsche Post below:

| <b>Job number</b> | <b>Language combination</b> | <b>Short description</b>  | <b>Volume</b> |
|-------------------|-----------------------------|---|---------------|
| 0138-12           | DE-EN                       | Agreements on the lease and maintenance of standard software (legal documents).   | 28,752 words  |
| 0874-12           | DE-EN                       | This document was created to provide help and support in order to fill in the security concept to be set up for client-specific projects. | 11,850 words  |
| 2915-11           | DE-EN                       | Requirements specification, results documents, schedules, project organization, remuneration agreements and definitions                   | 26,894 words  |
| 1146-12           | DE-EN                       | Wage regulations for non-pay scale HQ employees   | 5,060 words   |
| 0941-12           | DE-EN                       | Service processes for an airhub   | 5,454 words   |
| 0929-12           | DE-EN                       | Technical solution design for smart sensors   | 3,774 words   |
| 0557-12           | DE-EN                       | Description of product features of a solution used in the logistics and transport industry.   | 7,237 words   |

Total sales for Deutsche Post in the last 1  
 Total word count for Deutsche Post for th



**Invoice no.: XXX**

Issue date :27/07/2012



To:

United Kingdom Hydrographic Office  
Admiralty Way  
Taunton Somerset TA1 2DN  
United Kingdom

### Invoice details

**Project name: Test request UKHO**

**Project number: PN-UK-012675**

| Task                   | Workload       | Unit fee | Charged fee |
|------------------------|----------------|----------|-------------|
| Translation ( ZH, EN ) | 1,000.00 Words |          |             |
| Translation ( ZH, EN ) | 500.00 Words   |          |             |
| Translation ( ZH, EN ) | 250.00 Words   |          |             |
| Translation ( ZH, EN ) | 200.00 Words   |          |             |
| Translation ( ZH, EN ) | 150.00 Words   |          |             |
| Translation ( ZH, EN ) | 100.00 Words   |          |             |
| Translation ( EN, FR ) | 1,000.00 Words |          |             |
| Translation ( EN, FR ) | 200.00 Words   |          |             |
| Translation ( EN, FR ) | 350.00 Words   |          |             |

**Subtotal:**

### Invoice summary

|                      |
|----------------------|
| <b>Subtotal</b>      |
| <b>V.A.T. @20.00</b> |
| <b>Grand total</b>   |

Payment is due by : 24/08/2012

---

Registered office : LTC Ltd • Ward House •5-7 Kingston Hill • Kingston-upon-Thames • Surrey • KT2 7PW  
Tel. +44 (0) 20 8549 2359 • Fax. +44 20 8974 6994 • Website. [www.ltcinnovates.com](http://www.ltcinnovates.com) • Email. [info@ltcinnovates.com](mailto:info@ltcinnovates.com)  
Registered in England • Registration No: 2748678 • VAT No: GB 609121566



## Welcome to the LTC Client Portal

---

Your user name:

Your password:

Link:

The Client portal offers the following features:

- 1) *Quick entry of new requests*
- 2) *Quick transfer of large files*
- 3) *Secure file transfers via https*
- 4) *Approval of quotes without the need for emails*
- 5) *Tracking of new requests and quotes*
- 6) *Tracking of running projects*
- 7) *Download of delivered files quickly and securely*

The Client portal is very easy to use. If, however, you would like to check individual functions, we have prepared detailed information on the following pages for you. We are of course available in case of any queries.

If you have any questions, please send an e-mail to:





- Mr Sudhakar Reddy (Helpdesk): [helpdesk@ltc-support.com](mailto:helpdesk@ltc-support.com)

## The login screen

Please enter the above-mentioned user credentials here. You will then be taken to the homepage of the LTC Client portal. Additionally, you will be able to choose which language you would prefer to view the Portal in.

**Login**

Language

User name

Password

Version: 2.3.1 [Forgot password](#)

By logging in, you agree to our terms and conditions.

## Quick entry of new requests

To send us a new request, please select the required service type from the Request panel on the left side of Homepage. If you have been provided access to templates that can be used to submit frequent request types more quickly, an additional link "[Request using Template](#)" will appear at the top of this panel.

You will then be automatically taken to the appropriate request form where you will also be able to upload files.

**Request**

[Translation](#)

[Proofreading](#)

[Localisation](#)

[Interpreting](#)





## Tracking and approving requests and quotes

Your requests can be immediately accessed via the homepage. The request name is displayed together with the reference number. The approval status is shown in the right hand column. The approval status relates to the approval of the quote which we would be preparing in response to your request.

| Request name | Request number | Approval status |
|--------------|----------------|-----------------|
| Report Jan11 | 00000370       | In progress     |

There are three approval statuses:

- *In progress* → We have received your request. It is currently in progress.
- *Waiting for approval* → We have prepared a quote. You can now view and approve the quote (see below). As soon as the status changes you will be notified by email.
- *Approved* → You have already approved the request, however, it is yet to be converted to a project.

## Approving quotes

When you click on a request name with approval status *Waiting for approval*, you will be taken to an overview of the request information and a panel which allows you to approve the quote.

|   |                      |  |  |
|---|----------------------|--|--|
| Name: Report Jan11  |                      | Approval Status: Awaiting approval           | Number: 00000370                             |
| <b>Quotation approval</b>                                 |                      |  |  |
| Order number  | Approval comments    |  |  |
| <input type="text"/>                                      | <input type="text"/> |  |  |
| Rejection reason  |                      |  |  |
| Other (Please enter more info in co) <input type="text"/> |                      |  |  |
|   |                      | <input type="button" value="Approve quote"/> | <input type="button" value="Decline quote"/> |

- 1) To view the quote click the **Print** button.
- 2) To accept the quote click the **Approve quote** button.
- 3) Should you wish to have any changes made to the quote these can be entered in the **Approval comments** field and then click the **Decline quote** button.
- 4) You can use the **Order number** field to enter an internal reference number if required.



## Project tracking and message board

To view current projects simply click on the project name from the Homepage. Alternatively, these can be accessed via project tracking.

All received messages related to your open requests and projects are also displayed on the homepage. Clicking on the Message board tab will take you to the message board of the related request or project from where you can send a response.

## Receiving delivered files

We will inform you as soon as delivered files are available in the LTC Client portal.

These can be accessed by clicking on the project name from the homepage. The project details will then be displayed:

**Project details**

|                       |            |                                    |                             |
|-----------------------|------------|------------------------------------|-----------------------------|
| Home                  | My Account | Request Tracking                   | Project Tracking            |
| <b>Summary</b>        |            | <b>Name:</b> Report Jan11          | <b>Status:</b> Prep & Check |
| Report Jan11          |            | <b>Number:</b> 00000360            |                             |
| Files                 |            | <b>General</b> Tasks Message board |                             |
| <b>Type</b>           |            | <b>Start date</b>                  |                             |
| Quick Translation     |            | 21/01/2011 10:49:28                |                             |
| <b>Client contact</b> |            | <b>Due date</b>                    |                             |
|                       |            | 28/01/2011 23:00:00                |                             |
| <b>Order number</b>   |            | <b>Delivery date</b>               |                             |
|                       |            |                                    |                             |

Select the **Files** folder from the top left.

In the File manager you will be able to view the **Delivered files** folder. Click on the file name to download the file.

Request Tracking Project Tracking

| File name   | Size | Updated          |
|-------------|------|------------------|
| Target.docx | 0 KB | 21/01/2011 10:53 |

You can still view the project for 7 days after completion from the start page. After that the project will be considered closed but can still be viewed via project tracking.

## ANNEX A - Tenderer's Commercial Sensitive Information Form

|  |
|--|
| ITT Ref No: HA294/005/167  |
| <b>Description of Contractor Sensitive Information:</b><br>The commercially sensitive information included in our ITT response is related to our web-based client portal, Worx, our web-based terminology management, our language auditing including, LTC's expertise in deploying machine translation systems and LTC's knowledge management system, Organik. It also relates to pricing, and the information found in Annex 2, i.e. the Worx login details for Mr Stuart Speer, including the password issued to him. |
| <b>Reference(s) of where can be found in ITT response:</b><br>The commercially sensitive information can be found in our responses to questions 3 and 13 of the ITT response and in Annex 2.   |
| <b>Explanation of Sensitivity:</b><br>LTC offers a range of highly specialised bespoke and computer-assisted services and we would like to retain our lead in this area. This includes the pricing in relation to our services. Disclosing the details of Annex 2 would make available Mr Speer's private login details, risking his account being accessed by unauthorised people.  |
| <b>Details of potential harm resulting from disclosure:</b><br>LTC would like to ensure competitors do not copy our genuine approach to multilingual data processing and services offered around this area of expertise.   |
| <b>Period of Confidence (if applicable):</b>   |
| <b>Contact Details for Transparency/Freedom of Information matters:</b><br>Name<br>Position: Managing Director<br>Address: 5-7 Kingston Hill, Kingston upon Thames, Surrey, KT2 7PW, UK<br>Telephone Number: +44 (0) 20 8549 2359<br>E-mail Address:   |



## Provision of Translation Services Questionnaire

Please complete all questions and, where requested, provide additional documentation. Please ensure additional documentation file names and titles refer to the tender question number and brief content description

The Format of this Spreadsheet must not be altered. Individual cells may be increased in size to accommodate your answer but please do not add or delete columns or rows.

| Question Number | Organisation Identity                                   | Tenderer Response                   | Evaluation Criteria |
|-----------------|---|-------------------------------------|---------------------|
| 1               | Name of the company in whose name the POQ was submitted | The Language Technology Centre Ltd. | Information         |



| Question Number | Specification Questions  | Tenderer Response   | Score | Weighting | Weighted Score | Evaluation Criteria      | SOR or ITT Reference                           |
|-----------------|--|---|-------|-----------|----------------|--------------------------|--|
| 2               | <p>Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A.</p> <p>Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits</p> | <p>LTC also translates into and out of Czech, Slovak, Hungarian and Irish.</p> <p>LTC's proposal definitely meets the Authority's requirements. We have considerable experience in translating technical texts. In our proposal, we have included supporting documents which describe our translation workflow and sophisticated quality assurance, as required by the UKHO ("Annex 1 - Project management and translation workflow"). Excellent organisation and attention to detail prove that we are capable of handling any type, range and volume of work given. We also confirm the ability to scan books using high quality OCR equipment.</p> <p>Additional benefits resulting in potential savings</p> <p>1. LTC Work our web-based client portal. As you will have realised during the trial, LTC provides a client portal for secure upload and download of source and target files which are to be transmitted electronically by UKHO. In addition, you can check the history of requests posted, the progress of work assigned, and receive and approve quotes and invoices. All information you provide within the client portal is immediately available to our account and project managers assigned to you, and any UKHO requests are managed within the comprehensive project management module of LTC Work. This software system also includes a supplier portal, a report module, a finance module and an admin module which allows our technology customers to configure the software to their precise requirements. Please get in touch with if you are interested in optimising the management of your multilingual production chain. For more information please refer to the brochure which we have included in the proposal pack.</p> <p>2. Web-based terminology management. LTC hosts and maintains multilingual terminology on behalf of our customers. We would configure the service for you, upload all terminology already validated by your (in-country) experts or service providers, research additional terminology on your behalf, and maintain and regularly update the database. All staff at UKHO to whom a consolidated and centralised approach to standard terminology is relevant, would get access to the software. In-house installation and deployment is obviously also possible if preferred. Please refer to the screen shots in "Annex 2 - Web-based terminology management" for further information.</p> <p>3. Language audit. LTC performs language audits in organisations requesting this service in order to help them optimise their multilingual process management. As a long standing multilingual technology and service provider with an excellent international reputation, we would be delighted to evaluate possible areas of streamlining your processes in collaboration with your in-house expert team.</p> <p>4. LTC is also an expert in deploying rule-based and statistics-based machine translation systems. As part of the above mentioned language audit we can evaluate whether or in which areas our LTC Communicator could be of interest to you. This system can be plugged into any workflow system or web platform and provides real-time or near real-time translation output in multiple languages.</p> <p>5. LTC has also developed a knowledge management system called Organik. This software can be combined with LTC Communicator to provide a multilingual web platform for international information exchange. One pilot is currently under way under the code name of MORMED, as part of an EU-funded project for the medical domain (<a href="http://www.morimed.eu">www.morimed.eu</a>). This depends on the language; if it is a rare language (esp. an African or less common Asian language, etc.), it might take a couple of days to source a qualified translator. As soon as we have sourced a translator, we can provide the pricing and confirm the delivery date. We have, however, established a comprehensive network with qualified translators working in more exotic languages.</p> | N/A   | N/A       |                | Information              |  |
| 3               |  | <p>LTC confirms that we use mother tongue translators within the organisation to ensure the high quality of our services. For language pairs or specialist subjects that we do not cover in-house, we have a trusted network of experienced language experts. For European languages, these are all mother tongue translators. For some Asian languages, where qualified native English speakers are hard to find, we ensure that the final review is done by a mother tongue translator while the translation might be done by a non-native speaker who has, however, proven fluency in English and expert knowledge in both languages in the subject area concerned. LTC also takes into account freelance translators' membership of professional associations, such as ATA, ITI, BDÜ or similar. To be considered as valid resources, freelancers must have at least 3 years of professional experience and have lived in the country of the language from which they translate for at least 6 months. They are given an initial test to check the quality of their work, and their performance is re-evaluated after the completion of each job to ensure that standards are maintained. Furthermore, freelance translators must have suitable equipment, appropriate and up-to-date translation tools and access to communication tools in order to guarantee efficient communication with LTC. Please see the attached spreadsheet "Annex 3 - Report- mother tongue suppliers and their countries of residence" for specific information relating to how many mother tongue translators we have and in which languages specifically, and how many of our translators are based abroad and in which countries.</p>  | 5     | N/A       |                | Specification Compliance | 1.1, 1.3, 1.4, 1.4.1, 1.4.2.1 to 1.4.2.12, 3.9 |
| 4               | <p>How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new languages and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?</p>  |   |       | N/A       |                | Information              |  |
| 5               | <p>Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?</p>   |   |       | N/A       |                | Information              |  |
| 6               | <p>How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.</p>  | <p>LTC works with 174 translators and/or revisers who have navigational and/or maritime knowledge and experience in the language combinations listed in the pricing table below. We confirm that we have previously translated hydrographic and/or maritime-related documents and data, and a lot of highly technical texts; for some samples, please refer to the attached document "Annex 4 - Sample translations UKHO".</p>  | 15    |           |                | Specification Compliance | 1.3, 1.4.1 & 1.4.2.9                           |





|    |  |  |     |  |  |                                 |                           |
|----|--|--|-----|--|--|---------------------------------|---------------------------|
| 7  | Please confirm that your company will provide at least one dedicated translator for each piece of work issued. This applies to any work, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.   | We confirm that we will provide at least one dedicated translator for each piece of work issued as required by the Authority.  | N/A |  |  | Information                     |                           |
| 8  | How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint (i.e. the full audit trail of each order and how lessons are learnt and built in for future reference).                                   | Please refer to "Annex 1 - Project management and translation workflow", attached as a separate document.  | 15  |  |  | Quality Procedures              | 1.4.1, 1.4.2, 4 & 1.4.2.6 |
| 9  | Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this Contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated? | Please see "Annex 5 - Sample quote UKHO" and "Annex 6 - Sample invoice UKHO".  | N/A |  |  | Information                     |                           |
| 10 | With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.   | LTC Worx is a web based business management solution that handles project-management tasks and other business-related functions for an integrated, end-to-end approach to your communication tasks. LTC Worx features a robust module for project management, as well as components to handle other business functions such as budgeting, resource allocation and invoicing. LTC Worx is ideally suited for producing and managing vast amounts of multilingual content. It is available around the clock, with any maintenance for upgrades or other server maintenance by Rackspace done only on an ad hoc basis and scheduled outside of core office hours (evenings or weekends) to minimise impact. Work is an online management portal which is much more powerful than a normal FTP website because it allows the client to keep track of projects. Worx is very unlikely to change within the contract period. | 5   |  |  | Technical Operational Support   | 1.4.1 & 1.4.2.4           |
| 11 | Please confirm which languages your memory software can be used for? Are Tenders aware in advance of any languages where memory software is unlikely to be employed by your translators?   | see "Annex 7 - Welcome to the LTC Client portal_UKHO" for more information on the Work Client Portal.  | 5   |  |  | Specification Compliance        | 1.4.1, 1.4.2.3 & 1.4.2.7  |
| 12 | Translation timed trial - Please confirm that you have returned all trial samples by the trial stipulated timescales   | *Confirmed   | 25  |  |  | Timed Translation trial results |                           |
| 13 | Tender Price (MEAT price)  | See Pricing Schedule table below   | 30  |  |  | Price                           |                           |
|    |  |  | 0   |  |  | TOTAL                           | 0                         |



| Pricing Schedule      |  | The Contractor shall provide firm prices per 1000 words (each translation will be based on these prices on a pro-rata system), per country, irrespective of delivery timescale for each order. |
|-----------------------|--|--|
| Language              | Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested | Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested   |
| Chinese Cantonese     |  |  |
| Chinese Mandarin      |  |  |
| Korean                |  |  |
| French                |  |  |
| Russian               |  |  |
| Spanish               |  |  |
| Indonesian            |  |  |
| Norwegian             |  |  |
| Croatian              |  |  |
| Brazilian Portuguese  |  |  |
| Japanese              |  |  |
| Greek                 |  |  |
| German                |  |  |
| Portuguese (European) |  |  |
| Italian               |  |  |
| Romanian              |  |  |
| Dutch                 |  |  |
| Taiwanese             |  |  |
| Serbian               |  |  |
| Arabic                |  |  |
| Polish                |  |  |
| Thai                  |  |  |
| Burmese               |  |  |
| Lithuanian            |  |  |
| Vietnamese            |  |  |
| Serbian Latin         |  |  |
| Persian               |  |  |
| Cambodian             |  |  |
| Swedish               |  |  |
| Malay                 |  |  |
| Estonian              |  |  |
| Georgian              |  |  |
| Welsh                 |  |  |
| Turkish               |  |  |
| Danish                |  |  |
| Latvian               |  |  |
| Bulgarian             |  |  |
| Finnish               |  |  |
| Icelandic             |  |  |
| Ukrainian             |  |  |
| Slovene               |  |  |
| Hebrew                |  |  |
| Tagalog               |  |  |

| Translation Memory Software |   | % Discount - Tenderor to confirm what discount applies |
|-----------------------------|---|--|
| Match Types                 |   |  |
| Repetition                  | The same text is contained elsewhere in the document                      |  |
| 100% match                  | Text translated previously and contained partly in the translation memory |  |
| 90% - 99% match             | Text translated previously and contained partly in the translation memory |  |
| 80% - 85% match             | A similar text was translated using                                       |  |



|                 |  |
|-----------------|--|
|                 | the memory tools previously and is available in the memory                                     |
| 60% - 79% match | A similar text was translated using the memory tools previously and is available in the memory |
| 1% to 59% match | A similar text was translated using the memory tools previously and is available in the memory |

| Pricing          |  |
|------------------|--|
| <b>Examples:</b> |  |
| A                | 100 word document (Spanish into English) with 75 words translated by memory software i.e. 60% to 79% match         |
| B                | 1,000 word document (Russian into English) with 850 words translated using memory software i.e. 60% to 89% match   |
| C                | 2,000 word document (Japanese into English) with 1,000 words translated using memory software i.e. 1% to 59% match |

Note: Tenderers shall clearly state by way of priced examples above how the % discount will be applied and how much discount in terms of value will be taken off total price



## Provision of Translation Services Questionnaire

Please complete all questions and, where requested, provide additional documentation. Please ensure additional documentation file names and titles refer to the tender question number and brief content description

The Format of this Spreadsheet must not be altered. Individual cells may be increased in size to accommodate your answer but please do not add or delete columns or rows.

| Question Number | Organisation Identity   | Tenderer Response  | Score | Weighting | Weighted Score | Evaluation Criteria      | SOR or ITT Reference                           |
|-----------------|---|--|-------|-----------|----------------|--------------------------|--|
| 1               | Name of the company in whose name the PQQ was submitted.  | Eclipse Translations Limited   |       |           |                | Information              |  |
| Question Number | Specification Questions   | Tenderer Response  | Score | Weighting | Weighted Score | Evaluation Criteria      | SOR or ITT Reference                           |
| 2               | Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A   | Please see attached list detailing the current languages available from Eclipse Translations Limited ( <a href="#">Q2_Eclipse_available_languages.pdf</a> )  |       | N/A       |                | Information              |  |
| 3               | Please provide details which demonstrate that your proposals meet the Authority's requirements. Please also state what other additional benefits and potential savings, in terms of products or services, your company is including within its ITT response and is offering to the Authority, and which are relevant to the requirement. Please state the advantages of these additional benefits and savings and what, if anything, the Authority has to provide in order to obtain these further benefits | Eclipse Translations Limited will provide a highly responsive, accurate and commercially beneficial translation service to the Authority and has all of the necessary technical infrastructure and personnel in place to ensure full compliance with this ITT.<br><br>Please see our attached document ( <a href="#">Q3_Eclipse_technical response to the requirement.pdf</a> ) which provides full details of our approach to delivery of this requirement.<br><br>Eclipse is committed to providing additional benefits and potential savings to the Authority. Details of the additional products and services offered by Eclipse, including their advantages are included in the attached document ( <a href="#">Q3_Eclipse_additional benefits and savings.pdf</a> ). We have also included a sample of our management information for information as attachment <a href="#">Q3_Eclipse_Sample Management Information.xls</a>   | 5     |           |                | Specification Compliance | 1.1, 1.3, 1.4, 1.4.1, 1.4.2.1 to 1.4.2.12, 3.9 |
| 4               | How quickly, in terms of hours or days, can your company source a translator for a new language not already covered in the Authority's Statement of Requirements at Annex A? How quickly can you provide firm pricing (per 1,000 words) for the new language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?   | Eclipse is in a position to match additional language requirements including pricing and confirmation that delivery time can be met in < 1 hour for languages not already covered in Annex A of the Statement of Requirements. This can be achieved as a result of our extensive approved database of qualified mother tongue translators. We currently have in excess of 2000 approved translators within our system which can be matched to the Authority's language requirement. In addition to this, we can also draw upon the additional resources from within the RWS Group which extends our available resources to in excess of 4,000 approved translators available immediately to the Authority. We actively recruit translators with additional language combinations and specialist areas and have dedicated resources for this purpose. In the extremely unlikely event that Eclipse does not offer the language combination requested, we will be able to source a solution within 2-3 hours using our dedicated team of resource staff from within both Eclipse and the RWS Group. If we are successful in this tender we will allocate resource to identifying and testing potential new translators in languages not currently requested by the UKHO. We are not aware of any factors which will delay responses. |       | N/A       |                | Information              |  |

|   |  |   |     |                          |                               |
|---|--|---|-----|--------------------------|-------------------------------|
| 5 | <p>Please confirm if you use "mother of tongue" translators within your organisation and if so, how many "mother of tongue" translators do you have and in which languages specifically. How many of your translators are based abroad and in which countries?</p>   | <p>I can confirm that Eclipse uses only mother tongue translators for the translations that it will deliver to UKHO in accordance with best industry practice.</p> <p>We have provided a breakdown of our current mother tongue translators in the form of two tables in the attached documents (<b>Q5_Eclipse_breakdown_of_resources_Table1_current_languages.pdf</b>) and (<b>Q5_Eclipse_breakdown_of_resources_Table2_additional_languages.pdf</b>). Table 1 shows our translators for current languages specified in the Statement of Requirement which total 1,460. Table 2 shows the number of mother tongue translators available for additional languages which total 923. Both tables show the countries in which these translators are located which demonstrates our ability to utilise different time zones to achieve faster turnarounds. The total number of approved mother tongue resources is therefore currently 2,383.</p>   | N/A | Information              | 1.3, 1.4.1 & 1.4.2.9          |
| 6 | <p>How many of your translators have navigational and/or maritime knowledge and experience and can understand maritime terminology and in which languages? Please confirm if your company has translated hydrographic and/or maritime related documents and data. If yes, please provide actual hard or soft copy examples in tender response. Please confirm if your company has undertaken any of maritime related documents or graphics. If so, please state and provide hard or soft copy examples of the work carried out.</p>  | <p>Eclipse has extensive resources (284) in the specialist field of navigational and maritime translation. Please see attached document which provides a breakdown of the number of translators by language who have experience and knowledge translating in this field (<b>Q6_Eclipse_Translators with maritime experience.pdf</b>).</p> <p>Please see attachment <b>Q6_Eclipse_Overview of profiles.pdf</b>. This document provides an overview of the sample profiles that are detailed below for ease of reference.</p> <p>Please also see the attachment <b>Q6_Eclipse_Translator Profiles.zip</b>. This attachment contains sample profiles of some of our translator's experience, qualifications and volumes of hydrographic/maritime translation work undertaken. We have included a sample for each of the languages included in the Statement of Requirement.</p> <p>Eclipse has a long record of translating hydrographic information and maritime-related documents and data, including graphics. Please see attached zip file (<b>Q6_Eclipse_Sample translations.zip</b>) containing examples of our work in this field over the last year. For clarity, Eclipse has accurately translated in excess of 24 million words of maritime information over the past 9 years under 2 contracts to the UKHO. The requirement under these 2 contracts has involved the translation of Notices to Mariners from information received from Foreign Government Hydrographic Offices, Port Authorities and Mariners, Sailing Directions, Lights Lists and related safety information in the form of Charts and graphics, bilateral agreements, marketing and product information, technical guides, promotional leaflets, training materials and website texts. The type, length and format of this information is therefore highly relevant to the current ITT opportunity. In addition to these specific documents, Eclipse has also translated maritime information under a contract with the European Maritime Agency. Further examples of maritime-specific translation experience include translation work for a number of oil and gas and sub-sea exploration companies, translation work for government agencies including Defra and Marine Management Organisation. Please see document <b>'Overview of sample material.xls'</b> within the zip file for an overview of the folder contents. We would be happy to provide further examples upon request.</p> | 15  | Specification Compliance | 1.3, 1.4.1 & 1.4.2.9          |
| 7 | <p>Please confirm that your company will provide at least one dedicated translator for each piece of work issued, unless the lead time is unusually short (less than 24 hours) or larger than normal in volume.</p>  | <p>I can confirm that Eclipse will provide one dedicated translator for each piece of work issued. Eclipse has a dedicated team of experienced translators, checkers and support staff in the form of technical production staff and account managers to ensure that each project is delivered consistently and in accordance with the deadlines required by the Authority. This will achieve consistency throughout the duration of the contract. We will only use a team of translators for very large volumes of work required urgently. We would discuss this with the UKHO on a case by case basis if more than one translator was required to complete a translation due to urgency.</p>  | N/A | Information              |                               |
| 8 | <p>How many quality assurance checks do your staff carry out on each piece of customer's work, to ensure 100% accuracy is met, and before being sent back to the UKHO. Please provide full details of the processes carried out at each stage/check and who by. Please specify which members of staff are involved, their post titles, and what checks they carry out specifically. State also how stages are audited in the event of issues with a customer's order or complaint (i.e. the full audit trail of each order and how lessons are learnt and built in for future reference.</p> | <p>Eclipse has a proven Quality Assurance process in place which consistently delivers accurate translations for our customers. We have many years of experience processing hydrographic data in particular and have specific measures in place for this type of work. These include pre-processing checks, robust linguistic checks and post translation validation checks. In total there are 6 checking stages and 12 checks in total during our process to minimise the risks associated with delivery of safety-critical information. Our attached document <b>Q8_Eclipse_Quality Assurance.pdf</b> provides a full response to the areas highlighted in this question. Please also see our specific Quality Plan which will apply to all work undertaken for the UKHO (<b>Q8_Eclipse_UKHO Quality Plan.pdf</b>). The following uploads are also included in relation to this question and are referred to in our full response: <b>Q8_Eclipse_Staff CPD Training in 2012</b>, <b>Q8_Eclipse_Translator Monitoring</b>, <b>Q8_Eclipse_UKHO JOB RECORD Issue 3</b>, <b>Q8_Eclipse_complaint handling</b>, <b>Q8_Eclipse_Vision and Values.pdf</b></p>   | 15  | Quality Procedures       | 1.4, 1.4.1, 1.4.2.4 & 1.4.2.6 |



|  |   |            |  |                                     |
|--|---|------------|--|-------------------------------------|
| <p>9</p> <p>Please provide hard or soft copies of your standard request for quotation form and also your standard invoice which you would be submitting under this contract. Please state what level of detail you provide and what information is inserted on each form e.g. quotation form - does it include discreet task reference, language from and into, target word count, price per 1,000 words, and any discount for using memory software? With the invoice, does this include similar details and ex VAT and inc VAT pricing, and clearly shows any discount for using memory software and how this has been calculated?</p> | <p>Requests for quotation are submitted by clients via our portal solution described in our response to Question 3 which is available to the UKHO to use to request quotations quickly and securely. Once received, our Account Managers will prepare a quotation. Please see attached file (Q9_Eclipse_Standard Quotation.pdf) for an example of the detail contained in our quotation forms. Our standard quotation form includes as a minimum discreet task reference (UKHO reference), source and target languages, agreed contract rate, deadlines, and Trados discount, target word count and pricing ex. VAT. We will be happy to update our standard quotation form to show VAT calculation under a contract with the UKHO. A breakdown of Trados discounts is also provided in a separate table. See attached example Q9_Eclipse_Trados breakdown for quote and invoice.pdf. Additional information can be added to this quotation form on request. Please see attached file (Q9_Eclipse_Sample UKHO Invoice.pdf) for a copy of our standard cumulative invoice. This invoice shows similar details to the quotation and provides pricing excluding and including VAT and details Translation Memory discounts where applied. The Trados discount breakdown provided here as an attachment will be supplied to detail how each item is calculated. Each Translation Memory prepared source text is analysed in our TM tool which is then saved in a log file which can also be supplied with the quotation and invoice. See attached Q9_Eclipse_Sample log file.bt</p>   | <p>N/A</p> | <p>Information</p>                           |                                     |
| <p>10</p> <p>With your FTP website, how often do you perform maintenance on the website and on what days? Are you likely to be changing your FTP portal within the contract period? If so please advise when this may happen where known? If not already stated, please confirm FTP website address, Account Manager and IT Manager (for the timed trials process), and provide their full contact details.</p>  | <p>Our portal requires very little maintenance. Routine maintenance is scheduled to take place outside office hours (either overnight or at weekends). Emergency intervention is rarely required because we invest in the latest technology to ensure maximum availability of our services to our clients. A back-up system is permanently in operation and in the event of failure of any system component this back-up system would be made available immediately to avoid any non-access to services whilst the faulty component is replaced. We have centralised IT services and support infrastructure within our RWS Group. This means that the Authority will be supported by a team of 19 experienced IT engineers who manage and maintain the hardware, software, support and maintenance requirements for the whole RWS Group. Their responsibility includes not only the production facilities but also the accounts and invoicing systems and contact management databases used by all administrative staff. This expert knowledge of all hardware and software in our infrastructure enables timely troubleshooting to be offered as and when required. We are, therefore, not reliant upon third-party support to monitor and manage our systems.</p> <p>We have no plans to change our portal solution following a recent successful upgrade and roll out to a new portal system completed in 2012. Additional features will be added over the duration of any contract but these will not impact on the availability of services.</p> <p>We have already provided details of our dedicated IT contact for the purposes of the trial. Our portal is located at <a href="https://portal.eclipse-translation.co.uk">https://portal.eclipse-translation.co.uk</a></p> | <p>5</p>   | <p>Technical<br/>Operational<br/>Support</p> | <p>1.4.1 &amp; 1.4.2.4</p>          |
| <p>11</p> <p>Please confirm which languages your memory software can be used for? Are Tenderers aware in advance of any languages where memory software is unlikely to be employed by your translators?</p>  | <p>Our Trados Translation Memory software can be used for a wide range of languages. Please see attached document (Q11 Trados language compatibility.pdf) which lists the languages that our software can be used for. Our software can be used by our translators in all languages listed in the attached language compatibility document provided that a file format (correctly formatted editable document) can be provided by the Authority/its available to Eclipse which will allow the processing of documents using Trados. Discounts provided for translation memory usage will be clearly stated in our invoicing to UKHO.</p>  | <p>5</p>   | <p>Specification<br/>Compliance</p>          | <p>1.4.1, 1.4.2.3 &amp; 1.4.2.7</p> |
| <p>12</p> <p>Translation timed trial - Please confirm that you have returned all trial samples by the trial stipulated timescales</p>  | <p>See separate details on Translation Trial - para 3.9 of ITT Confirmed</p>  | <p>25</p>  | <p>Timed Translation trial results</p>       |                                     |
| <p>13</p> <p>Tender Price (MEAT price)</p>   | <p>See Pricing Schedule table below</p>   | <p>30</p>  | <p>Price</p>                                 |                                     |

|       |   |     |   |
|-------|---|-----|---|
| TOTAL | 0 | 100 | 0 |
|-------|---|-----|---|

The Contractor shall provide firm prices per 1000 words (each translation will be based on these prices on a pro rata system), per country, irrespective of delivery timescale for each order.

| Language              | Firm Price per 1,000 words (into English) - target words - regardless of turn round time requested | Firm Price per 1,000 words (from English) - target words - regardless of turn round time requested |
|-----------------------|--|--|
| Chinese Cantonese     |  |  |
| Chinese Mandarin      |  |  |
| Korean                |  |  |
| French                |  |  |
| Russian               |  |  |
| Spanish               |  |  |
| Indonesian            |  |  |
| Norwegian             |  |  |
| Croatian              |  |  |
| Brazilian Portuguese  |  |  |
| Japanese              |  |  |
| Greek                 |  |  |
| German                |  |  |
| Portuguese (European) |  |  |
| Italian               |  |  |
| Romanian              |  |  |
| Dutch                 |  |  |
| Taiwanese             |  |  |
| Serbian               |  |  |
| Arabic                |  |  |
| Polish                |  |  |
| Thai                  |  |  |
| Burmese               |  |  |
| Lithuanian            |  |  |
| Vietnamese            |  |  |
| Serbian Latin         |  |  |
| Persian               |  |  |
| Cambodian             |  |  |
| Swedish               |  |  |
| Malay                 |  |  |
| Estonian              |  |  |
| Georgian              |  |  |
| Welsh                 |  |  |
| Turkish               |  |  |
| Danish                |  |  |
| Latvian               |  |  |
| Bulgarian             |  |  |
| Finnish               |  |  |
| Icelandic             |  |  |
| Ukrainian             |  |  |
| Slovene               |  |  |
| Hebrew                |  |  |
| Tagalog               |  |  |

| Translation Memory Software |  | % Discount - Tenderer to confirm what discount applies |
|-----------------------------|--|--|
| Repetition                  | Match Types  |  |
| 100% match                  | The same text is contained elsewhere in the document |  |
|                             | Text translated previously                           |  |

|                 |  |
|-----------------|--|
|                 | and contained partly in the translation memory   |
| 90% - 99% match | Text translated previously and contained partly in the translation memory                      |
| 80% - 89% match | A similar text was translated using the memory tools previously and is available in the memory |
| 60% - 79% match | A similar text was translated using the memory tools previously and is available in the memory |
| 1% to 59% match | A similar text was translated using the memory tools previously and is available in the memory |

| Pricing          |  |
|------------------|--|
| <b>Examples:</b> |  |
| A                | 100 word document (Spanish into English) with 75 words translated by memory software i.e. 60% to 79% match         |
| B                | 1,000 word document (Russian into English) with 850 words translated using memory software i.e. 80% to 89% match   |
| C                | 2,000 word document (Japanese into English) with 1,000 words translated using memory software i.e. 1% to 59% match |

Note: Tenderers shall clearly state by way of priced examples above how the % discount will be applied and how much discount in terms of value will be taken off total price



ITT Ref No: HA294/005/167

Description of Contractor Sensitive Information:

1. Commercially sensitive pricing information
2. Confidential translation material
3. Confidential information on resources
4. Confidential information on Processes

Reference(s) of where can be found in ITT response:

**Pricing methodology**

- Section 3.19 on Pricing in file Q3\_Eclipse\_Technical response to the requirement
- The pricing matrix in ITT Questionnaire
- Q3\_Eclipse\_additional benefits and savings.pdf
- Q9\_Eclipse\_Trados breakdown for quote and invoice.pdf

**Translation material**

- Q6\_Eclipse\_Sample translations.zip
- Q3\_Eclipse\_Sample Management Information.xls

**Resources**

- Q5\_Eclipse\_breakdown of resources\_Table1\_current languages.pdf
- Q5\_Eclipse\_breakdown of resources\_Table2\_additional languages.pdf
- Q6\_Eclipse\_Translators with maritime experience.pdf
- Q6\_Eclipse\_Overview of profiles.pdf
- Q6\_Eclipse\_Translator Profiles.zip

**Processes**

- Q3\_Eclipse\_technical response to the requirement.pdf
- Q8\_Eclipse\_Quality Assurance.pdf
- Q8\_Eclipse\_UKHO Quality Plan.pdf
- Q8\_Eclipse\_Translator Monitoring
- Q8\_Eclipse\_UKHO JOB RECORD Issue 3
- Q8\_Eclipse\_complaint handling

Explanation of Sensitivity:

- Pricing information disclosed would provide an advantage to competitors in future tendering exercises.
- The translated material supplied should be treated in confidence and for the purposes of evaluating this tender only.
- Information relating to are resources is part of our company's intellectual property and represent a considerable investment of our company time and money.
- The processes disclosed are specific to the UKHO and reflect our specialist approach to this contract.

Details of potential harm resulting from disclosure:

Disclosure of the above could lead to a failure to secure contracts based on pricing

information and attempts to copy of our methods and processes.

Period of Confidence (if applicable):

Contact Details for Transparency/Freedom of Information matters:

Name:

Position: Managing Director

Address: Eclipse Translations Limited, Lionheart Enterprise Park, Alnwick,  
Northumberland, NE66 2EP

Telephone Number:

E-mail Address:

| Folder name in Zip file             | Language combination |                                | Document type                        | Word count |
|-------------------------------------|----------------------|--------------------------------|--------------------------------------|------------|
|                                     | Source               | Target                         |                                      |            |
| French Sailing Directions           | French               | English                        | French FGHO Sailing Directions       | 217410     |
| Italian Sailing Directions          | Italian              | English                        | Italian FGHO Sailing Directions      | 81724      |
| Polish NM                           | Polish               | English                        | Polish FGHO NM                       | 949        |
| Russian Sailing Directions          | Russian              | English                        | Russian FGHO Sailing Directions      | 142210     |
| Chinese Marketing samples           | English              | Chinese (Cantonese & Mandarin) | UKHO Marketing brochure              | 7314       |
| Polish Marketing sample             | English              | Polish                         | UKHO Marketing brochure              | 1128       |
| Dutch Maritime tender specification | Dutch                | English                        | Tender specification - vessel supply | 14296      |
| German waterways legislation        | German               | English                        | Waterways legislation                | 773        |
| German Maritime legislation         | German               | English                        | Maritime Shipping Ordinance          | 2072       |
| Croatian NM                         | Croatian             | English                        | Croatian FGHO NM                     | 347        |
| Swedish NM                          | Swedish              | English                        | Swedish FGHO NM                      | 353        |
| Chinese Chart                       | Chinese              | English                        | Chinese FGHO Chart                   | 1051       |
| Japanese typeset UKHO brochures     | English              | Japanese                       | UKHO brochures                       | various    |





Eclipse Translations Limited  
May 2012

| List of available languages |                                     |
|-----------------------------|-------------------------------------|
|                             | <b>Priority languages</b>           |
| 1                           | Arabic                              |
| 2                           | Bulgarian                           |
| 3                           | Burmese                             |
| 4                           | Cambodian                           |
| 5                           | Chinese Simplified                  |
| 6                           | Chinese Traditional-incl. Taiwanese |
| 7                           | Croatian                            |
| 8                           | Danish                              |
| 9                           | Dutch                               |
| 10                          | Estonian                            |
| 11                          | Finnish                             |
| 12                          | French                              |
| 13                          | Georgian                            |
| 14                          | German                              |
| 15                          | Greek                               |
| 16                          | Hebrew                              |
| 17                          | Icelandic                           |
| 18                          | Indonesian                          |
| 19                          | Italian                             |
| 20                          | Japanese                            |
| 21                          | Korean                              |
| 22                          | Latvian                             |
| 23                          | Lithuanian                          |
| 24                          | Malay                               |
| 25                          | Norwegian                           |
| 26                          | Persian                             |
| 27                          | Polish                              |
| 28                          | Portuguese                          |
| 29                          | Portuguese -Brazilian               |
| 30                          | Romanian                            |
| 31                          | Russian                             |
| 32                          | Serbian                             |
| 33                          | Slovenian                           |
| 34                          | Spanish                             |
| 35                          | Swedish                             |
| 36                          | Tagalog                             |
| 37                          | Thai                                |
| 38                          | Turkish                             |
| 39                          | Ukrainian                           |
| 40                          | Vietnamese                          |
| 41                          | Welsh                               |

**Eclipse Translations Limited  
May 2012**

| Additional languages |                  |     |                     |     |                   |
|----------------------|------------------|-----|---------------------|-----|-------------------|
| 42                   | Abkhazian        | 93  | Igbo                | 144 | Sesotho           |
| 43                   | Afan Ormomo      | 94  | Javanese            | 145 | Setswana          |
| 44                   | Afar             | 95  | Kannada             | 146 | Seychelles-Creole |
| 45                   | Afrikaans        | 96  | Kapampangan         | 147 | Shona             |
| 46                   | Akan             | 97  | Karen               | 148 | Sindhi            |
| 47                   | Akan -Fante      | 98  | Kashmiri            | 149 | Singhalese        |
| 48                   | Albanian         | 99  | Kazakh              | 150 | Siswati           |
| 49                   | Alcholi          | 100 | Kikongo             | 151 | Slovak            |
| 50                   | Amharic          | 101 | Kikuyu              | 152 | Somali            |
| 51                   | Armenian         | 102 | Kinyarwanda         | 153 | Sotho             |
| 52                   | Assamese         | 103 | Kirghiz             | 154 | Sundanese         |
| 53                   | Aymara           | 104 | Kiro                | 155 | Swahili           |
| 54                   | Azerbaijani      | 105 | Kirundi             | 156 | Sylheti (Bengali) |
| 55                   | Bahdini          | 106 | Kisii               | 157 | Syrian            |
| 56                   | Bajuni           | 107 | Kuku                | 158 | Tajik             |
| 57                   | Bajuri           | 108 | Kurdish Bahdni      | 159 | Tamil             |
| 58                   | Bantu            | 109 | Kurdish Kurmanji    | 160 | Tatar             |
| 59                   | Bashkir          | 110 | Kurdish Sorani      | 161 | Telugu            |
| 60                   | Basque           | 111 | Kyrgyz              | 162 | Tibetan           |
| 61                   | Bengali          | 112 | Lao                 | 163 | Tigrinya          |
| 62                   | Bete             | 113 | Laotian             | 164 | Tigris            |
| 63                   | Bhutani          | 114 | Latin American Span | 165 | Tigro             |
| 64                   | Bihari           | 115 | Laur                | 166 | Tonga             |
| 65                   | Bislama          | 116 | Lingala             | 167 | Tsonga            |
| 66                   | Byelorussian     | 117 | Lingala -French     | 168 | Turkmen           |
| 67                   | Catalan          | 118 | Lugandan            | 169 | Twi -Akuapen      |
| 68                   | Corsican         | 119 | Luo                 | 170 | Twi -Asante       |
| 69                   | Creole           | 120 | Lutora              | 171 | Urdu              |
| 70                   | Czech            | 121 | Macedonian          | 172 | Uzbek             |
| 71                   | Dari             | 122 | Malagasy            | 173 | Visaian           |
| 72                   | Dinka            | 123 | Malayalam           | 174 | Volapuk           |
| 73                   | English -US      | 124 | Maltese             | 175 | Wolof             |
| 74                   | Faroese          | 125 | Mandinka            | 176 | Xhosa             |
| 75                   | Farsi            | 126 | Maori               | 177 | Yiddish           |
| 76                   | Fijian           | 127 | Marathi             | 178 | Yoruba            |
| 77                   | Flemish          | 128 | Mirpuri             | 179 | Zulu              |
| 78                   | French -Canadian | 129 | Moldavian           |     |                   |
| 79                   | Frisian          | 130 | Mongolian           |     |                   |
| 80                   | Gaelic Irish     | 131 | Nauruan             |     |                   |
| 81                   | Gaelic Scotts    | 132 | Ndebele             |     |                   |
| 82                   | Galician         | 133 | Nepalese            |     |                   |
| 83                   | Ghanaian         | 134 | Nepali              |     |                   |
| 84                   | Guarani          | 135 | Oriya               |     |                   |
| 85                   | Gujarati         | 136 | Oromo               |     |                   |
| 86                   | Gurmukhi         | 137 | Papiamento          |     |                   |
| 87                   | Hakka            | 138 | Punjabi             |     |                   |
| 88                   | Hausa            | 139 | Pushto              |     |                   |
| 89                   | Hindi            | 140 | Quechua             |     |                   |
| 90                   | Hindko           | 141 | Samoan              |     |                   |
| 91                   | Hungarian        | 142 | Sangho              |     |                   |
| 92                   | Ibo              | 143 | Sanskrit            |     |                   |



## **BENEFITS AND SAVINGS**

### **RESPONSE TO QUESTION 3**

OF

**Invitation to Tender**

**Tender Reference: Contract Number HA294/005/167**

### **PROVISION OF TRANSLATION SERVICES FOR THE UNITED KINGDOM HYDROGRAPHIC OFFICE (UKHO)**

Submitted by:

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Website: [www.eclipse-translation.co.uk](http://www.eclipse-translation.co.uk)

**This tender is valid for 90 days from 31 July 2012**



Eclipse is offering the following additional services, benefits and potential savings as part of this tender response to the UKHO which we can demonstrate represent considerable added value over the life of the contract.



**2. Service offered:**

Processing of translations using Translation Memory.

Eclipse invests in Translation Memory software and maintenance and provides on-going training to its staff to ensure this can be provided on its contracts.

**Benefit to UKHO:**

The use of Translation Memory will support the delivery of a quality service by ensuring consistency across similar texts. It will also yield discounts as specified in the pricing table.

**How will this be achieved:**

Eclipse will use its Trados Translation Memory on files that can be processed using Translation Memory. Files need to be editable files with the correct formatting and file segmentation.

**UKHO action required:**

The UKHO will be required to supply editable files in Word, Excel or other suitable format for processing. Translation Memory tools cannot be used directly from the PDFs currently available based on both the samples provided in this ITT and on our experience of our current contract.

**Added Value:**

We incur the following costs to operate our Translation Memory solutions:

**Licenses:**

A single license of Trados costs                    x a minimum of 10 users required for this contract

A single CAL license per server is                    x a minimum of 10 users required for this contract

**Total cost**

We pay                    in annual maintenance fees for our Trados solution.

Cost of Translation Memory solution is

The proportionate added value provided to UKHO based on the anticipated contract size of  
,                    is x                    per annum. Total added value is therefore :                    over 4  
years.

**Savings:**

Discounts will be based on our pricing table. The UKHO does not currently provide editable files for FGMNs or Sailing Directions.



**1. Service offered:**

Review and update service for Sailing Directions.

**Benefit to UKHO:**

The UKHO will not have to pay Eclipse for full translation of Sailing Directions when new versions of existing reference works are published. Revision of a Sailing Direction when compared with a complete translation can represent considerable savings.

**How will this be achieved:**

We are able to use our document management system to search for similar work completed on SDs in a particular language and offer a revision service instead of simply counting the words and charging a unit fee.

Example:

UKR 625 1209 SM: Ukrainian SD completed 2010

We had translated an earlier edition of the UKR SD a few years earlier and identified this to UKHO. By updating this previous translation and charging on the time this took, rather than translating the new edition from scratch, we were able to offer a saving for this project to UKHO.

**UKHO action required:**

None.

This service is possible because Eclipse has maintained an bespoke archive of UKHO translations which we will be able to search and quickly identify previous versions.

**Added Value:**

per year based on the costs associated with hosting and maintaining our archive and scanning and adding files.

over a maximum contract duration of 4 years (3+1).

**Savings:**

per year (estimated minimum based on 2-3 sailing directions being updated rather than translated per year). This is realistic based on our experience of this contract to date. We are currently processing 2 Sailing Directions using this method which we have identified from orders that dated back to 2007. Total savings achievable is approximately over 4 years.



**3. Service offered:**

Conversion and pre-processing of PDFs to allow Translation Memory use from PDFs.

**Benefit to UKHO:**

The UKHO will not be required to source or prepare editable files (e.g. Word or Excel) and can enjoy the benefits of Trados outlined in item 2 above on a greater number of files than would otherwise be possible from supplying PDF file types.

**How will this be achieved:**

Our current experience is that 99% of files delivered for translation are in PDF rather than in editable Word format or another format that is required for Translation Memory software use. In order to enable the use of this TM technology, Eclipse will carry out file conversion, formatting and preparation steps. A charge will be made for pre-processing of PDFs to prepare these for Translation Memory use if the UKHO is not able to provide an editable file. This charge will be based on time taken at £100 per hour and deducted from the Translation Memory savings offered. In the event that the time required to format a file is greater than the level of Translation Memory savings available, the UKHO will not be asked to pay an additional amount for file preparation and will pay the cost of translation only. Therefore, in all instances the UKHO will receive Translation Memory discounts, even if editable files are not received directly which is currently the case for all NMs. We have demonstrated this approach under our current contract which has yielded savings as shown below.

**UKHO action required:**

None.

**Added Value:**

The added value would be derived from additional savings created for future work by enlarging the Translation Memory available.

**Savings:**

Current average savings are £100,000 per year using this method. The minimum estimated savings over a 4 year contract are therefore £400,000.



**4. Service offered:**

Translation of hard copy Sailing Directions using Translation Memory Software.

**Benefit to UKHO:**

Currently it is not possible to deploy Trados on Sailing Directions due to the format received (hard copy).

**How will this be achieved:**

Eclipse has invested in conversion software and resources which can allow conversion of scanned files in certain languages (Spanish, French, Italian, German, Dutch). However, this requires significant pre-processing time which would need to be taken into consideration to allow Translation Memory to be deployed. Further discussion and testing is required with the UKHO.

**UKHO action required:**

The UKHO would be requested to review file conversions with Eclipse to test the cost v benefit of this service.

**Added Value:**

The added value would be derived from additional savings created for future work by enlarging the Translation Memory available.

**Savings:**

Analysis of files shows a potential for reduction in price on Sailing Directions in the languages indicated above is in the region of . This would yield additional savings of per year based on the French and Spanish Sailing Directions completed in 2011.

Total savings estimated at over a maximum of 4 years.





**5. Service offered:**

Freephone contact number.

**Benefit to UKHO:**

The UKHO will not incur any telephone charges when dealing with the Eclipse UKHO Account Manager.

**How will this be achieved:**

We have provided a Freephone telephone number within our tender response.

**UKHO action required:**

None.

**Added Value:**

per year.

**Savings:**

per year saving on telephone calls.

Total savings estimated at £100,000 over a maximum contract period of 4 years.



**6. Service offered:**

Glossary management service and Translation Memory maintenance.

**Benefit to UKHO:**

Eclipse will maintain a multilingual glossary of maritime and commercial preferred terms for the UKHO to ensure consistency across translations. This will be available to the UKHO for its own use.

The use of Translation Memory requires the management of Trados memories to ensure the content is accurate and updated. Eclipse will maintain Translation Memories for the UKHO including updating and cleaning translations stored in the memories based on feedback. This will ensure the UKHO has accurate Translation Memory for future use and savings.

**How will this be achieved:**

Eclipse will allocate resources to compile a multilingual glossary and collate feedback from the UKHO and its overseas agents to maintain a glossary. Eclipse will request feedback on terminology in order to update this glossary during the contract. Eclipse will allocate resources to maintain our Translation Memories for the UKHO.

**UKHO action required:**

The UKHO will be asked to provide feedback on our translated terms contained in the glossary.

**Added Value:**

This value is based on the staff cost required to provide this service.

Total added value is over a maximum contract period of 4 years.

**Savings:**

N/A



**7. Service offered:**

Bulk discount on Sailing Directions.

**Benefit to UKHO:**

The UKHO will enjoy additional savings on larger Sailing Direction publications.

**How will this be achieved:**

Eclipse will discount Sailing Directions where the word count is above 200,000 words.

**UKHO action required:**

None.

**Added Value:**

per year based on savings in 2011.

**Savings:**

Eclipse will offer a 2.5% discount on Sailing Directions over 200,000 words. Based on 2011 volumes, that would have yielded additional savings of per year based on the French volumes translated in 2011 that were in excess of 200,000.

Total savings estimated at a minimum of over the maximum contract period of 4 years.



**8. Service offered:**

Review of developments in translation processes and how these can apply to UKHO business processes.

**Benefit to UKHO:**

The UKHO will be updated on the latest developments, particularly in the area of translation technology and where this could deliver future savings by looking at UKHO business processes with relevant staff.

**How will this be achieved:**

Eclipse will monitor and review the latest developments in translation processes and technology and discuss these with the UKHO. Eclipse will review the documentation processes used within the UKHO as they relate to the translation service provided and provide a report annually on areas where savings and efficiencies could be introduced based on technology available.

**UKHO action required:**

Participation in a review of business process on an annual basis.

**Added Value:**

per year based on staff time to review and prepare report.

**Savings:**

Unknown.



**9. Service offered:**

Provision of discounted interpreting services.

**Benefit to UKHO:**

The UKHO will have a reliable partner for interpreting services and will not need to spend time sourcing this service from a new supplier.

**How will this be achieved:**

Eclipse provides interpreting services form meetings, business negotiations and conferences throughout the world.

Eclipse has already provided interpreting services to the UKHO under its current contract.

**UKHO action required:**

None

**Added Value:**

Single point of contact for all language related services.

**Savings:**

Eclipse will provide a discount on all interpreting work.

Estimated saving in the region of based on 3 typical 1 day requests per year. We have fielded 3 interpreting requests for the UKHO in 2011-2012.



**10. Service offered:**

Provision of Translation Memory workshops.

**Benefit to UKHO:**

These workshops will explain how Translation Memory works and how files need to be provided in order to deliver files that can be processed in this software. This will ensure that the UKHO has a full understanding of how to achieve the maximum possible discounts.

**How will this be achieved:**

Eclipse will provide a training session at UKHO for staff covering the functionality of the software available and how Translation Memory processes files.

**UKHO action required:**

Participation in the workshops.

**Added Value:**

based on costs for preparation, delivery and travel.

**Savings:**

N/A



**Additional added value:**

- Eclipse will not charge for attending contract meetings with the UKHO. The value of this is per annum based on travel and accommodation costs for 2 people to attend meetings.
- Removing the requirement for lists/blocks of coordinates to be reproduced will yield an additional saving. It is difficult to provide an accurate estimate on the level of saving because this depends entirely on each individual text. However, analysis of a Sailing Direction which contained a glossary shows that inserting the 6 pages as an image would have yielded a saving of . We estimate that savings of can be achieved per year of a maximum 4 year contract.

Eclipse would be happy to explore this savings opportunity and test the results with the UKHO.

**Summary of added value and savings:**

| Service  | Added Value | Savings |
|--|-------------|---------|
| Review and update service for Sailing Directions   |             |         |
| Processing of translations using Translation Memory  |             |         |
| Conversion and pre-processing of PDFs to allow Translation Memory use from PDFs                    |             |         |
| Translation of hard copy Sailing Directions using Translation Memory Software                      |             |         |
| Freephone contact number   |             |         |
| Glossary management service and Translation Memory maintenance                                     |             |         |
| Bulk discount on Sailing Directions  |             |         |
| Review of developments in translation processes and how these can apply to UKHO business processes |             |         |
| Provision of discounted interpreting services  |             |         |
| Provision of Translation Memory workshops  |             |         |
| Cost of travel and accommodation for meetings  |             |         |
| Savings from coordinates   |             |         |
| <b>Total contract</b>  |             |         |



Standard monthly reports for Translation services

Delivery/Performance report

| PROJECT NAME | UKHO REF | SOURCE LANG       | TARGET LANG | WORD COUNT* | DUE DATE         | DATE DELIVERED   | EARLY / LATE DELIVERY | BEGIN DATE       | TIME TAKEN (HRS) | COMMENT                       |
|--------------|----------|-------------------|-------------|-------------|------------------|------------------|-----------------------|------------------|------------------|-------------------------------|
| PN047231     | 3221/05  | French            | English     | 864         | 03/05/2012 14:30 | 03/05/2012 14:16 | -13 Mins              | 01/05/2012 14:30 | 47               | FRA_3221_0512_IE_Bulletin.pdf |
| PN047233     | 3222/05  | Spanish (Uruguay) | English     | 280         | 02/05/2012 14:00 | 02/05/2012 13:07 | -53 Mins              | 02/05/2012 11:09 | 1                | URU_3222_0512_IE_Other.docx   |
| PN047245     | 3224/05  | English           | Spanish     | 211         | 03/05/2012 16:42 | 03/05/2012 11:36 | -6 Hours 55 Mins      | 02/05/2012 16:42 | 18               | SPA_3224_0512_IE_Other.doc    |
| PN047271     | 3223/05  | Chinese           | English     | 52          | 04/05/2012 11:57 | 04/05/2012 11:24 | -32 Mins              | 02/05/2012 11:57 | 47               | PRC_3223_0512_IE_Other.pdf    |
|              |          |                   |             |             |                  |                  |                       |                  |                  |                               |

|  |    |
|--|----|
| TOTAL ORDERS (for month)                 | 4  |
| EARLY                                    | 4  |
| LATE                                     | 0  |
| Average time (hours) for general orders  | 28 |
| Average time (hours) for specific orders | 28 |

|  |    |
|--|----|
| TOTAL ORDERS (for contract period to date)     | 4  |
| EARLY  | 4  |
| LATE   | 0  |
| AVERAGE TURNAROUND for general orders (hours)  | 28 |
| AVERAGE TURNAROUND for specific orders (hours) | 28 |

\* = Word count is the source word count



**Savings report**

**Trados Savings**

| Period | Client ref     | Invoice No | Invoice date | Lang(T)               |
|--------|----------------|------------|--------------|-----------------------|
| 201209 | ITA_3274_0612_ | 721206221  | 29/06/2012   | Italian to English    |
| 201209 | ITA_3274_0612_ | 721206221  | 29/06/2012   | Italian to English    |
| 201209 | POR_3277_0612_ | 721206221  | 29/06/2012   | Portuguese to English |
| 201209 | POR_3277_0612_ | 721206221  | 29/06/2012   | Portuguese to English |
| 201209 | FRA_3288_0612_ | 721206221  | 29/06/2012   | French into English   |
| 201209 | FRA_3288_0612_ | 721206221  | 29/06/2012   | French into English   |
| 201209 | ITA_3294_0612_ | 721206221  | 29/06/2012   | Italian to English    |
| 201209 | ITA_3294_0612_ | 721206221  | 29/06/2012   | Italian to English    |
| 201209 | FRA_3301_0612_ | 721206221  | 29/06/2012   | French into English   |
| 201209 | FRA_3301_0612_ | 721206221  | 29/06/2012   | French into English   |

| Project | Unit descr        | Qty | Amount Ex VAT |
|---------|-------------------|-----|---------------|
| 1000112 | 1000 Words Target |     |               |
| 1000112 | Trados Discount   |     |               |
| 1000139 | 1000 Words Target |     |               |
| 1000139 | Trados Discount   |     |               |
| 1000239 | 1000 Words Target |     |               |
| 1000239 | Trados Discount   |     |               |
| 1000407 | 1000 Words Target |     |               |
| 1000407 | Trados Discount   |     |               |
| 1000515 | 1000 words target |     |               |
| 1000515 | Trados Discount   |     |               |

**Savings**

**Total Savings            £0.00**  
(ex.vat)



## **TECHNICAL RESPONSE TO QUESTION 3**

OF

Invitation to Tender

Tender Reference: Contract Number HA294/005/167

### **PROVISION OF TRANSLATION SERVICES FOR THE UNITED KINGDOM HYDROGRAPHIC OFFICE (UKHO)**

Submitted by:

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E-mail: [projects@eclipse-translation.co.uk](mailto:projects@eclipse-translation.co.uk)  
Website: [www.eclipse-translation.co.uk](http://www.eclipse-translation.co.uk)

**This tender is valid for 90 days from 31 July 2012**

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- 1.2 Scope of service offered

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  - 3.1.1 Requests for Quotation
  - 3.1.2 Confirmation of Order
  - 3.1.3 Translation Production
  - 3.1.4 Delivery to UKHO
  - 3.1.5 Quality Assurance
  - 3.1.6 Estimated Volumes
  - 3.1.7 Delivery Targets
  - 3.1.8 Acceptance Criteria
  - 3.1.9 Pricing
  - 3.1.10 Management Information and Review Meetings
  - 3.1.11 Terminology Resources and Management
  - 3.1.12 Security
  - 3.1.13 Risk Management
  - 3.1.14 Implementation

### **4. Our Document Management System and Client Portal**

## 1. Introduction

Eclipse Translations Ltd specialises in technical and commercial translation from and into all languages, with particular attention focused on combinations which have English as the source or target language. All translators working for the company, both in-house and freelance, are experienced professionals who work only from their mother tongue.

The wide range of technical subjects covered includes

- **hydrographic** information, including Notices to Mariners, Sailing Directions and light lists.
- **maritime**-related documentation, including in the fields of shipping insurance, off-shore exploration, sub-sea operations, EU maritime legislation.
- **commercial** and **marketing** information, including brochures, flyers, pamphlets, training information, contracts, financial documents and commercial correspondence. This work includes maritime marketing materials and specifically **Admiralty publications**.
- civil engineering, automotive engineering, electronics, electrical engineering, mechanical engineering, chemical engineering and medical and pharmaceutical subjects and other texts in the form of procedures, specifications, reports, research papers, tenders, operating manuals, service manuals and training materials.

The company uses the latest technology to communicate with its clients and translators and the latest developments in the field of translation and communications are followed closely. Investments are made in commercial products and services that improve the service we offer and we develop our own products where we feel there is a demand. Examples of this include a secure archiving solution and web-enabled project management tool allowing customers to send and receive files securely through an encrypted SSL connection.

### 1.1 Specialist technical services to the Government sector

Eclipse has been providing specialist technical translation services to government organisations since 1998. The following four examples of our government work are particularly relevant to the requirements of this contract.

#### Translations for the United Kingdom Hydrographic Office

Eclipse is an existing and proven contractor to the UKHO and has translated in excess of 100,000 words in 48 language combinations over 2 contracts since 2003 ( ).

Documents translated include Foreign Government Notices to Mariners, Sailing Directions, lights lists and chart data. We have also translated brochures and training materials relating to Admiralty publications for the European and Asian markets.

Other documents have included letters, memos, senior management briefings and agreements.

During the nine contract period Eclipse has demonstrated its ability to provide a high volume of technically accurate translations in a wide range of language combinations. Under our most recent contract we are operating at an average turnaround of 40 hours compared to the contractual 48 hours with some documents returned in less than 24 hours where requested. Large publications are completed within 10 weeks. Our latest quality KPI shows a reported error ratio of less than 0.2%. This demonstrates the effectiveness of our Quality Assurance procedures in delivering a consistently high volume of technical accurate translations.

Eclipse has gained extensive knowledge of the specific requirements of the UKHO since 2003 and has built upon its extensive translation expertise in this specialist field to ensure that we are always able to deliver the level of service required, often ahead of the requested deadline.

We have established and currently manage a wide range of reference materials and glossaries which support our translators and proofreaders throughout the translation process through to delivery to UKHO. We apply Translation Memory to an increasing number of texts in order to offer discounts.

#### Key relevant skills demonstrated:

- ✓ Reliable and consistent provider of translations on large government contracts
- ✓ Extensive knowledge of the hydrographic and maritime sectors
- ✓ Proven ability to perform to challenging timescales (<24, <48 hours, < 10 weeks)
- ✓ Provision of a portal solution
- ✓ Proven Quality Assurance
- ✓ Use of Translation Memory technology
- ✓ Glossary management

#### Translations for Eurojust

Eclipse has an excellent track record of providing accurate, reliable and efficient translation services to Eurojust. Our latest contract involves the provision of translations to the Case Analysis Unit, Press Office and European Judicial Network. We have been providing translations into all member state languages under framework contracts (x2) since 2004. Security is a key aspect of this service.

This contract involves provision of legal (cross-border crime prevention, counter terrorism and related judicial process matters), financial and commercial translation services from and into official EU languages and others including Norwegian, Russian, Macedonian, and Icelandic.

Under the current contract (since 2008) we have translated in excess of [redacted]. The translations include technical and legal terminology and require specific understanding of the different legal systems in each of the member state countries and an ability to manage specific terminology relating to judicial processes across all 23 EU languages. This contract includes urgent requirements (<24 hours in some instances) as it relates to cross-border crime prevention and the issuing of European Arrest Warrants where time taken is a key factor. Translations have to be accurate and use the correct local legal terminology in order to allow for effective policing.





Eclipse has provided a translation service to Eurojust since 2004 and has re-secured contracts in open competition. Failure to provide a highly accurate and responsive translation service would mean that Eurojust's effectiveness would be compromised. Eurojust has continued to be reassured with the service and quality provided by Eclipse since 2003. Current reported error rate is <0.4%.

**Key relevant skills demonstrated:**

- ✓ Reliable and consistent provider of translations on large government contracts
- ✓ Specialist knowledge of technical terminology (legal and commercial)
- ✓ Proven ability to deliver to demanding timescales
- ✓ Proven Quality Assurance
- ✓ Provision of a portal solution
- ✓ Secure translation service
- ✓ Provision of confidential translation service
- ✓ Glossary management

**Translations for the European Central Bank (ECB)**

We currently provide translation services under two framework agreements to the ECB.

The European Central Bank is an Institution of the European Union (EU) which administers the monetary policy of the 17 EU Eurozone member states. This contract covers the provision of technical, legal and financial translation services from official EU languages into English. Occasional translation of texts drafted in languages other than official EU languages, such as Russian, Korean etc. is also provided. The nature of the content is highly technical and specialist and the contract also includes terminology work.

Subjects include (macro-) economic topics such as the regulation of international financial markets, monetary policy and member state legislation relating to financial policy.

This contract requires considerable consultation of specialist terminology, official EU legislation and approved terminology and use of our client's preferred technical terminology from reference materials.

Eclipse has been awarded 2 framework agreements following tendering procedures with this EU institution. This involved technical translation trials. We regularly receive feedback on our work from the Lawyer-Linguists division and our work is closely scrutinised by our client who is itself a language department within this institution. Our framework contract is such that we are rated on our performance and only eligible to provide services to this department (i.e. be the preferred company that work is offered to) if we consistently provide accurate, technically accurate high quality work. We remain ranked number 1 and current reported error rate is <0.1%.

Key relevant skills demonstrated:

- ✓ Reliable and consistent provider of translations on large government contracts
- ✓ Specialist knowledge of technical terminology (legal and financial)
- ✓ Proven ability to deliver to demanding timescales (<24 hours)
- ✓ Proven Quality Assurance
- ✓ Use of Translation Memory technology
- ✓ Glossary management

Contact details for the above three clients were provided at the PQQ stage. We would be happy to supply these details again upon request.

Eclipse has consistently provided translation services to the MoD since 1998 under a number of contracts and also provides translation and interpreting services to a number of NHS Trusts and County Councils.

## **1.2 Scope of service offered**

Eclipse has the infrastructure in place to deliver the requirement as specified in the ITT documentation and already provides these services to the UKHO. As such the services described here are available for immediate deployment.

Under any future contract, Eclipse will deliver translation services from and into English in all of the languages listed in the Statement of Requirement and also in additional languages that may be requested by the Authority. A list of currently available languages is specified in our response to Question 2 of this ITT. Our production team will consist of specialist translators and checking staff who have many years' experience translating hydrographic and maritime information for technical and commercial purposes.

We will provide the UKHO with a dedicated Account Team to fulfil the requirements of this contract. This team will include named individuals responsible for the delivery of key aspects of the contract, including a named individual for requesting work and managing orders. This team will include named support staff for accounts, administration and IT issues and a specific individual responsible for contractual matters.

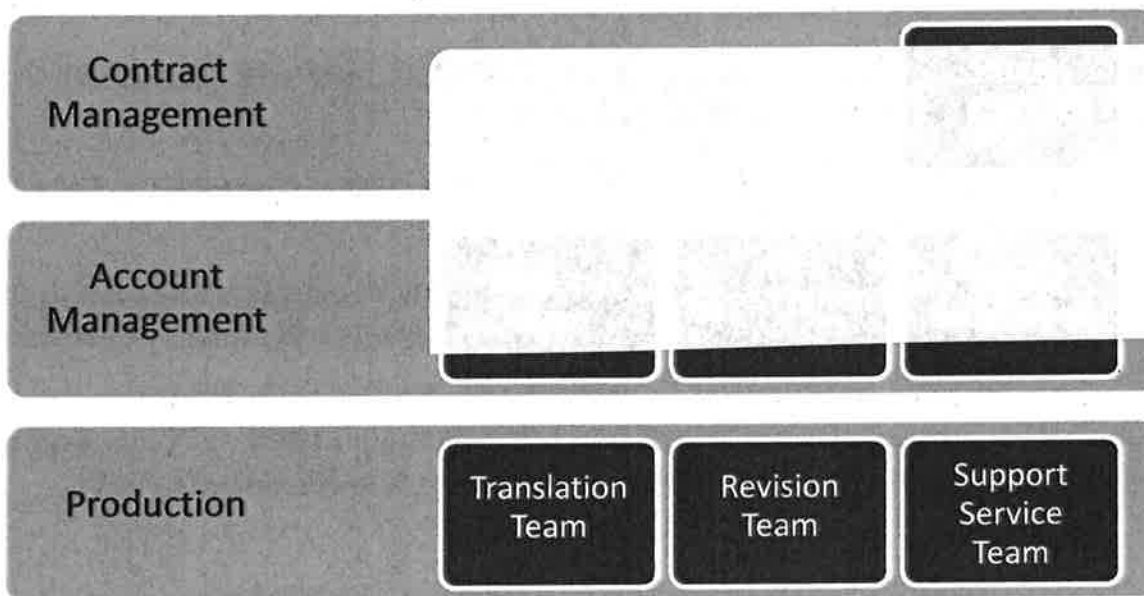
Our dedicated team will be available as a minimum during standard office hours of 0900 to 1700 (Monday to Friday). Urgent requirements will also be accommodated and an alternative out-of-hours contact number will be provided to ensure that UKHO have access to the team outside normal office hours where this is required for fulfilment of specific requirements.

This team will provide the responsive service required by the UKHO and will ensure that timescales are met.

Our service will provide the UKHO with a reliable and user-friendly portal for the purpose of requesting quotes, tracking orders and accessing real-time management information. Completed

## 2. The Eclipse UKHO Delivery Team

We will deploy the following resources to ensure that translation services to the UKHO are delivered promptly, accurately, reliably and to the required quality standard. This team configuration has been selected based on over 15 years' experience delivering highly specialised technical translation services to government and over 9 years' experience delivering hydrographic translation services to the United Kingdom Hydrographic Office.



### Contract Management

#### Stuart Carter – Managing Director

Stuart will assume responsibility for aspects relating to contractual management. He will be the prime contact for the UKHO Contract Managers. Stuart has a background in technical translation and translation management. He has 9 years' experience working directly with the UKHO.

### Account Management

The UKHO will be fully supported by an experienced team of Account Managers.

#### \_\_\_\_\_ – UKHO Lead Account Manager

\_\_\_\_\_ will be the primary contact for UKHO orders (SDR and Marketing). \_\_\_\_\_ is a graduate linguist and has over 4 years' experience managing the translation requirements of the UKHO on a daily basis.



translations can also optionally be downloaded via our portal. Our portal will be maintained by our in-house staff.

We will apply our knowledge and experience of UKHO file formats to apply Translation Memory technologies to both standard Notice to Mariners and where viable also to Sailing Directions.

All translations will be processed by our experienced staff and proven systems in accordance with the workflows outlined in this document to ensure a prompt, accurate, quality-assured, reliable and efficient translation service.

Management information will be shared and discussed with UKHO staff throughout the performance of the contract and at specific contract meetings.

Our service will be independently monitored and audited both in terms of our processes and in terms of our translated work.

Eclipse will work closely with the UKHO and conduct a review of the latest developments in processes and technology to ensure that the UKHO receive value for money which is based on delivery of a quality service.

A report on the latest translation developments will be provided to the UKHO on an annual basis. This report will include a review of areas of UKHO process that could lead to additional savings.

-Senior Project Manager (Translation Memory Development Lead)

brings over 8 years' translation project management experience to the UKHO team and specialises in Translation Memory engineering projects. experience in Translation Memory projects will be a key factor in delivering savings to the UKHO over any future contract.

- UKHO Account Manager (Deputy)

will be the backup contact for UKHO orders (SDR and Marketing) and will support Natasha to ensure enquiries are dealt with efficiently and projects are delivered on schedule. will ensure consistent service delivery in the absence of the UKHO Lead Account Manager. has over 2 years' experience working with the UKHO and is familiar with all aspects of the requirement from SDR and Marketing.

**Production**

Translation team

Eclipse has an established in-house team comprising 10 translators who have several years' experience in translation of hydrographic, maritime, commercial, legal and marketing texts. In addition to this we have a significant resource from within our in-house Group Translation Team with over 90 staff translators available to support when required.

Based on the information provided in the Statement of Requirement, we anticipate that our in-house team will manage 70% of the total requirement into English (NtMs and Sailing Directions).

We have an established and loyal team of freelance translators who will work closely with Eclipse to deliver languages not covered by our in-house teams and will be used where required to deliver translations within agreed timescales. 274 of our freelance translators have experience in maritime and hydrographic information and have direct experience of working on projects for the UKHO for many years.

Revision team

We have a dedicated team of checkers (in-house and freelance) who are responsible for carrying out linguistic checks on the translated texts. The checkers work closely with the translators to ensure that the translations are accurate and use correct terminology. We have an established team of checkers who are familiar with hydrographic terminology and specifically UKHO work.

- Production Manager

's role as Production Manager involves overall responsibility for the efficient operation of the Production Team and for overseeing the performance and development of the team, including training. will work with the Eclipse UKHO Account Manager to ensure that the Production Team fully support the UKHO contract in line with this Quality Plan. has almost 10 years' experience working in translation management.



Support Service Team

*– Administrators (Document preparation team)*

Document preparation is necessary to create documents that can be made available for Translation Memory use. We have a developed conversion processes that enable Eclipse to unlock the potential of Translation Memory on files which are received as PDFs. This is a vital part of our process, key to Translation Memory use and based on several years' experience working with the file formats available from Foreign Government Hydrographic Offices.

*– Resource and Quality Manager*

has worked with the UKHO for almost 10 years and is responsible for testing and vetting new freelance suppliers to meet the needs of our clients. has previously worked as Lead Account Manager for UKHO and has a clear understanding of the exact requirements we need from our suppliers who will work with us on this contract.

*– IT Support*

We will allocate 2 named IT support staff to this contract. will ensure maximum availability of our systems to UKHO at all times. This team will carry out routine and preventative maintenance to ensure that we provide a reliable service.

*– Accounts Controller*

UKHO will have a named contact in our Accounts team to ensure we respond quickly to any queries and ensure a reliable and efficient service after delivery of our translations.

### 3. Meeting the Requirement

The processes that Eclipse will apply to delivery of translation services to the UKHO is described in detail on the following pages. This demonstrates that our approach meets the requirements of the Authority and will continue to deliver:

- ✓ A highly responsive service through a dedicated team
- ✓ A fully compliant request, quotation and sign-off stage (Delivery to Contractor)
- ✓ A service that uses Translation Memory Software (Trados)
- ✓ Compliance with strict timescales (Translator availability)
- ✓ A quality-assured service focussed on accuracy and attention to detail
- ✓ Technically experienced (maritime/hydrographic) translation team
- ✓ Effective terminology management (glossaries)
- ✓ A fully compliant delivery process (Delivery to UKHO)
- ✓ An efficient invoicing process
- ✓ Accurate management information
- ✓ Availability in all languages
- ✓ Clear acceptance stage and complaint procedure

Our approach is based on a proven workflow that will deliver a highly responsive, accurate translation service. This is evidenced in the high levels of customer satisfaction and low error rates recorded for our clients, including the UKHO under a current contract. For example, the results of our last satisfaction survey of our top 100 clients were:

100% rating for customer service

99% rating for quality of service

#### 3.1 Translation Processes and Management (workflow)

##### 3.1.1 Requests for Quotation

The UKHO Translation Manager (the person authorised to place orders) will have direct freephone telephone access to their named Account Manager. We will accept requests for quotes via our portal, email, hard copy by post and by fax.

3.1.1.1 When a translation requirement arises UKHO staff can submit a translation quote request via our translation portal at [\[redacted\]](#) (NtMs, other electronic documentation). This is a user-friendly process and is very quick to complete.

The UKHO can also send files by email to a dedicated email address:

[\[redacted\]](#)

Hard copy documents such as Sailing Directions and Charts can be sent by post or courier to:



Eclipse Translations Limited  
Lionheart Enterprise Park  
Alnwick  
Northumberland  
NE66 2EP

Our team can be telephoned free of charge on 0800 376 5003 at any time during the working day to answer queries. An out-of-hours number will be provided upon request for urgent requirements.

- 3.1.1.2 When the request is submitted, the UKHO user will receive immediate confirmation that the request was received and the Eclipse Account Manager will be notified that a quotation has been requested.
- 3.1.1.3 On receipt of this request, The Eclipse Account Manager will check for duplication against our database and review the requirements specified by the UKHO user and check:
- ordering point;
  - source language;
  - target language;
  - UKHO ref. number;
  - number of words;
  - type of document (subject matter);
  - delivery deadline (date and time);
  - format of source document (electronic/hard copy);
  - method of delivery (including next day delivery courier service);
  - delivery point;
  - special instructions (i.e. any deviation from Standard Layout Instructions or typesetting instruction if applicable);
  - document classification (non-classified / restricted / confidential / secret);
  - Legibility of the source text.
- 3.1.1.4 The Account Manager will determine the number of words contained in the file sent for translation.
- 3.1.1.5 The Account Manager will check for duplication against our database, i.e. confirm that the translation has not been completed before and that the text is not simply an update which could result in discounts.
- 3.1.1.6 The Account Manager will prepare a quotation based on the above information. This proposal will confirm whether Translation Memory will be used for the translation.
- 3.1.1.7 The Account Manager will check the proposal and send this to the UKHO requester by email.

The Eclipse team will then await confirmation to proceed before proceeding to the next stage.