

Country	Count of Suppliers
Afghanistan	14
Albania	28
Algeria	22
Angola	1
Argentina	702
Austria	71
Bangladesh	8
Belgium	179
Bolivia	11
Borneo	1
Botswana	1
Brazil	394
Brunei	1
Bulgaria	255
Burma	3
Burundi	1
Cameroon	24
Canada	503
Canary Islands	2
Central Africa	2
Chile	55
Ukraine	219
CIS	3
Columbia	38
Congo	1
Costa Rica	17
Cuba	4
Cyprus	10
Czech Republic	213
Dahomey	1
Denmark	90
Dominican Republic	14
Ecuador	17
El Salvador	5
Ethiopia	2
Faeroe Islands	1
Fiji	3
Finland	117
France	984
French Guyana	1
Gabon	2
Germany	629
Greece	232
Guatemala	33
Guinea	3
Gulf States	1
Haiti	2
Andorra	2
Honduras	3

Hong Kong	45
Hungary	122
Iceland	19
India	491
Iran	54
Iraq	5
Israel	183
Italy	1200
Ivory Coast	1
Japan	135
Jordan	24
Khmer Rep.	2
Korea	97
Laos	3
Lebanon	36
Luxembourg	12
Malagasy Rep.	3
Malaysia	75
Malta	24
Martinique	1
Mauritania	2
Mexico	155
Mongolia	4
Morocco	25
Mozambique	1
Nepal	5
Netherlands	251
Nigeria	17
Norway	87
Pakistan	41
Panama	10
Paraguay	3
Peru	30
Philippines	56
Poland	301
Portugal	301
Puerto Rico	16
Romania	227
Russia	397
Rwanda	6
S. Africa	65
S.W. Africa	3
Saudi Arabia	24
Senegal	4
Serbia	89
Seychelles	4
Somalia Rep.	5
South Yemen	1
Spain	1093
Sri Lanka	11

Sudan	2
Surinam	1
Sweden	186
Switzerland	84
Syria	14
Tahiti	1
Taiwan	43
Thailand	88
Tibet	1
Tunisia	4
Turkey	279
United Arab Emirates	30
United Arab Rep.	15
Uruguay	44
Venezuela	32
Vietnam	61
Yemen	3
Zaire	3
PRC	25
Belarus	58
Estonia	52
Bahrain	3
Republic of Ireland	9
Singapore	41
Indonesia	126
Republic of China	28
New Zealand	39
Egypt	348
Azerbaijan	17
Slovakia	101
USA	2499
Australia	181
Unknown	43
Latvia	66
Ireland	115
Lithuania	68
Slovenia	63
Armenia	21
Dubai	1
Macedonia	43
United Kingdom	7019
China	477
Qatar	6
Kazakhstan	19
Cape Verde	3
Croatia	44
Bosnia	29
Eritrea	2
Georgia	10
Uzbekistan	12

Kenya	14
Bhutan	2
Uganda	1
Northern Ireland	7
Guernsey	1
Isle of Man	1
Jersey	1
Oman	1
Tajikistan	4
Kyrgyzstan	3
Kuwait	4
Tanzania	2
Moldova	4
Antigua and Barbuda	1

## 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 PQQ was submitted.	GLOBAL VOICES LTD	Information

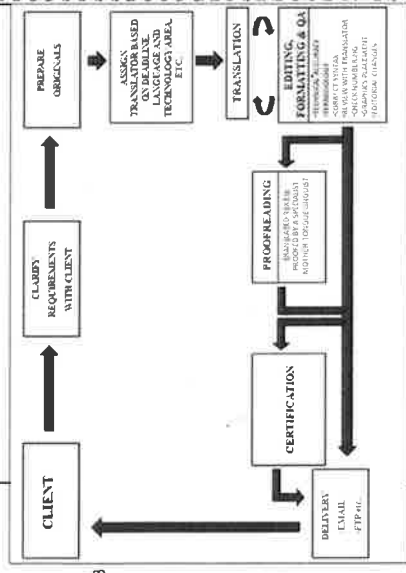


Question Number	Specification Questions	Tenderer Response	Score	Weighting	Weighted Score	Evaluation Criteria	SOR or ITT Reference
2	Please confirm which additional languages does your company translate into English from, and out of English into, and which are not in the Authority's Statement of Requirements at Annex A	We can supply translations in languages other than those mentioned in the Statement of Requirements. We provide translations from and into English in all European, Asian and Indian languages: Estonian, Slovak, Bosnian, Montenegrin, Belorussian, Urdu, Punjabi, Hindi, Czech, Hungarian, to name but a few.		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	<p>We can provide highly technical and marketing translations in various language combinations with English. Examples from past 12 months include technical manuals, user guides, defense and Special Forces materials, boats, boat stock, maritime materials, engineering plans, patents, legislations, norms, tenders, etc. We can use Trados translation software to build up terminology memories for consistency, efficiency and financial savings to the Authority. We have a robust ISO 9001:2008 certified quality assurance and verification process to ensure accuracy and attention to detail. We have the capability to handle the type, range and volumes within specified deadlines. Large size files can be shared via 2 types of cloud-based secure portals. Dedicated technical support is available to resolve any issues with file transfers or document types. In terms of additional benefits, we can offer a 24hour support service for all your urgent requirements and issues, dedicated personnel who will be fully trained in UKHO requirements and specialised terminology, a project manager who will ensure appropriate use of terminology throughout work submitted to you. Additional volume discounts will be offered for jobs over 50,000 words in a single language combination. We can also offer interpreter services for your visits abroad to the international conferences - local interpreters can be sourced saving costs of travel and accommodation. This week alone we had interpreters on jobs in Japan, Denmark, Italy, France, Germany, Russia. We ensure interpreters receive necessary training materials prior to meetings and exhibitions so all goes smoothly during your visits. Apart from this, we offer a pioneering video interpreting service for your video conference meetings with colleagues and potential clients abroad. A three-way link can be established with an interpreter. We can offer to compile glossaries of terminology in various languages and have an easy transition from your current supplier through implementation of existing memories in Trados. We will offer the flexibility to adapt to changing needs of end users and have regular meetings to ensure services are provided smoothly and to their satisfaction. All these services, benefits and savings can be made available to the UKHO as part of this contract.</p>		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?	We currently have over 3000 linguists in the system as well as a well drafted list of online resources where specialist linguists can be found. We can thus find and secure for jobs new translators in an average of 3 hours. The challenge generally is to find specialist translators available for work at short notice. We have 2 dedicated personnel to manage linguist search and registration. Our quotes are issued within 1-2 hours from receipt. Not meeting delivery times is not an option. Our dedicated staff can prioritise workloads according to their urgency ensuring timely deliveries to clients. If necessary, we will work evenings and weekends to make things happen or call in additional staff to help out. If enquiries are marked as URGENT, they will be processed a.s.a.p. There may be a slight delay during lunch period and during staff meetings, however, the office is staffed at all times and a phone-call to the office explaining the emergency will help ensure potential delays are avoided.		N/A		Information	
5	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?	It is our requirement that ALL translators are mother-tongue speakers of the target language. Thus we have over 3000 mother-tongue translators. Out of this list, 200 are English, 60 Spanish, 50 Russian, 60 Polish, 100 Italian, 30 Japanese, 50 French, 50 Arabic, 30 Portuguese, 30 Swedish and so on in a total of 120 languages. On very rare occasions when EN mother-tongue speakers for rarer languages are not available, we will use professional linguists who have studied and lived in EN speaking countries to ensure the quality of their translations is as close to mother-tongue as possible. This can be the case for Arabic, Lithuanian, Tagalog and other languages that are very unusual for mother-tongue EN speakers to know. We remember at all times that it is not just a matter of finding a linguist with the language skills - it is also about finding one with job-relevant experience. Their translations would then get edited by an English speaker to ensure it is up to standards required. Our translators are based all over the world. If it is a requirement of a specific project that a linguist is based in a certain country, our systems allow an easy identification of linguists by location. This tool is particularly useful to us when placing interpreting jobs abroad with locally based linguists to save on travel related expenses.		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>We have a large pool of translators who among other technical subjects specialise in maritime translations. Some of them acquired their expertise through work in related agencies, while others - through years of experience in translating field-specific materials. We currently have app. 200 linguists in the system: French, English, Arabic, Turkish, Spanish, Russian, Ukrainian, Italian, Polish, Japanese, Korean, Danish, Portuguese, etc. We also have access to online resources which are regularly updated with new details and allow search by "shipping/maritime" subject field to bring out a list of linguists with proven experience in the subject when we need to hire new translators for new language combinations. This gives an additional access to over a thousand specialised translators. Global Voices has managed projects related to hydrographic and maritime fields. We have included some samples with this submission. Please note that due to confidentiality restrictions, such examples are limited. These documents contain graphics and are maritime-related.</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>It is one of the steps in the quality assurance process of Global Voices that the job is done by 1 translator. Splitting the work between 2 or several translators will only be considered in cases of very large orders with short delivery turnarounds. The client will be duly notified if this is the only option to achieve the deadline. Thus 2 dedicated linguists will be assigned for each project based on language combination and required experience - translator and proofreader.</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>3 quality assurance checks are standard. In cases where translation has to be returned to the linguist, an additional quality check will be carried out every time it comes back fixed to ensure all issues have been eliminated from the translation until it is considered finalised. In cases where DTP is required, checks are carried out not only on translations, but also on the final design files going front and back to the designer until Project Manager is satisfied with the quality. A quick view of the QA processes can be seen in the illustration below. When a quote request is received by the client account manager ( ), it is role to ensure all necessary info re project is obtained from the customer. This concerns timelines, languages, job type, target audience, support materials. The info with the files then gets passed to administrator, who analyses the original files for word counts and quality of originals, creates a unique quote in the operational system, saves all received materials including client's e-mail in a new folder with same unique ID number as the quote and passes the ready quote to the Account Manager to send back for the Client's approval. When the Client sends a request to proceed via e-mail, the Administrator will convert their quote to a job order with a unique reference number. Once the client is sent their job confirmation, the job goes into the hands of a language degree, analyses the original for any possible inconsistencies or issues and then places the original with the relevant linguists. Translators are encouraged to send in questions and comments in the process of translation, so that these can be passed to the clients for their feedback and advice on terminology, terminology, syntax, numbers, graphics and editorial changes to bring the translation as close as possible to the original in form and layout. If any language issues are spotted, notes are inserted for translator to deal with. When changes are returned, they get checked again and so on and so forth until fully satisfied. At this stage, the project goes for approval to the Senior PM - who double-checks that all is in order. Proofreading may also be carried out as part of this process especially when the translator was used for the first time. Global Voices has a clear process that all staff are trained to utilise and follow in the work. These standard processes are further customised to meet individual client's requirements. We thus are confident that issues do not come up in the process. If any quality issues are reported after delivery, the correspondence is logged into the system and a full investigation is carried out, including comments from translator and proofreader as well as an independent translator. It is impossible for translators to be fully aware of all preferred terms by individual customers and issues can generally be prevented when industry or client specific glossaries are provided to support translators' work. The client is sent e-mails with full information of steps to be taken in each case. Our system keeps logs on any issues and can be returned back to in order to ensure that lessons are learned. Preventative measures are discussed in management meetings. We react to any reports of issues immediately and effectively - again, a tested process is established with steps to take and templates to be used. The quality Manager oversees all quality related issues from start to end including further training of staff and linguists if necessary. All correspondence also gets copied to Director who keeps a close eye on how issues progress and are closed and offers his advice in the process. ISO certificate attached. Full documents on quality control can also be provided. Above is only a short version of processes. Full details attached in a separate folder.</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>QUOTES: A quote request form is available from our website. There is a quick request and a detailed request option. A sample screenshot is provided with this tender submission as requested. Majority of clients choose to submit the requests via e-mail providing required information such as Original language, Target language, Delivery requirements if applicable, formats, support files and any job specific instructions. Information included in a quote: customer details, unique quote number, description of service, document names, languages, estimated target word count or source count (based on individual agreements), cost for the translation, applicable discounts, excl. VAT. INVOICES: information in invoices can be customised according to client requirements and agreements. Trados analysis can be provided together with the invoice if such is your preference, for instance. A standard invoice includes customer details, job number, PO number, dates, document name, languages, word count, discount and VAT. Please see samples included.</p>	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 name and contact details. 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?	The ftp portals are maintained usually on Fridays, and more frequently if large jobs in progress and efficient flow needs to be ensured. We are not likely to change our ftp as it functions very well. There is an optional cloud-based ftp portal in case the usual address is experiencing any issues. Full info has already been supplied inc. password details and IT Manager for the trial period. All trial documents have been sent via e-mail however and this option was not required.	5	1.4.1 & 1.4.2.4
11	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?	We have recently acquired the latest Trados version and thus it will have all languages that are currently part of the system (please refer to a pdf file attached separately to see a full list). There are still many translators out there who do their work the old-fashioned way. Memory softwares tend to be expensive and cannot be applied to scanned documents. These will be the main challenges in terms of securing discounts on as many jobs as possible.	5	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	Technical Operational Support
13	Tender Price (MEAT price)	See Pricing Schedule table below	30	Specification Compliance
<b>TOTAL</b>			<b>0</b>	<b>0</b>

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
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% - 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



## Request for Quotation



**Project Reference:**

**Language Pair:**

	<b>Rate</b>	<b>GBP (£)</b>
Repetitions		£ -
100% in context 0		£ -
100%	0	£ -
95% - 99%	0	£ -
85% - 94%	0	£ -
75% - 84%	0	£ -
50% - 74%	0	£ -
No Match		£ -
<b>Total</b>		<hr/> <hr/>
	<b>Total</b>	£ -
DTP (pages)		£ -
Total cost (inc DTP):		£ -

**Turnaround:**

**Working days**

**Delivery date:**

**Comments:**

Vertical line



Source Language	Target Language	Count of Suppliers
German	Belarusian	1
English - AUS	Arabic (Modern Standard)	3
German	Greek	3
English	Chavacano	1
Slovak	English	3
Danish	English - AUS	1
Romanian	English (US)	1
French (Belgium)	Dutch	1
Danish	Finnish	1
Indonesian	English	1
Swahili	Russian	1
Dari	English	3
Burmese	English	1
Italian	Chinese (Simplified)	2
Vietnamese	English	3
Dutch	Indonesian	1
English	Farsi (Eastern)	2
Russian	Japanese	3
English	Bahasa Malaysian	2
Russian	Czech	3
French	Polish	4
Swedish	Spanish Latin America	1
Urdu	Arabic (Modern Standard)	1
English	Slovak	12
French	Ukrainian	4
Chinese (Simplified)	Russian	2
English	Karen (Thailand)	1
Swedish	Finnish	2
Nepali	Russian	1
Spanish	Croatian	1
Italian	Spanish	6
Bahasa Indonesian	French	1
Italian	Croatian	2
Russian	Finnish	2
Swedish	Greek	1
Yiddish	Russian	1
Cantonese	Chinese (Simplified)	1
Russian	Chinese (Tradit.)	1
Italian	Portuguese (Brazil)	4
English (US)	Japanese	4
Turkish	German	1
English	Tswana	1
Cambodian	Vietnamese	1
Vietnamese	Chinese (Simplified)	1
English	Burmese	4
Greek	English (US)	1
English	Turkish	51
Hindi	Urdu	1
English (US)	Russian	10

Amharic	English	1
German	Spanish Latin America	1
Latin	Swedish	1
Swedish	Catalan	1
Bulgarian	Russian	1
English	Cebuano	3
English (US)	French (Canada)	3
Danish	Norwegian	6
Lao	Thai	1
French (Canada)	English	3
Danish	Icelandic	2
Russian	Ukrainian	2
French	Greek	7
Finnish	Russian	1
Italian	Turkish	5
German	Icelandic	2
Dutch	Italian	1
German	Dutch	7
Icelandic	English	4
Polish	Slovak	1
English	Arabic (Classical)	17
French	Chinese (Tradit.)	1
German	Ukrainian	6
Norwegian	Hungarian	1
English	Spanish	63
Spanish	Italian	14
Ukrainian	Russian	12
Spanish	French	15
Flemish	English	1
English	Hebrew	9
Serbo-Croat	Macedonian	1
English (US)	Malay	1
English	Estonian	14
French	Czech	2
English (US)	Punjabi	1
Dutch	French	2
English (US)	Spanish Latin America	12
Italian	French	7
Swedish	Russian	5
English	English (US)	5
Swedish	Belarusian	1
English	Twi	1
Russian	Norwegian	1
Swedish	Icelandic	2
Afrikaans	Dutch	1
Norwegian	English	8
Swedish	Dutch	1
Italian	Slovak	1
Slovenian	Russian	1
English	Portuguese (Brazil)	27

Russian	Hindi	1
French	Finnish	1
Hungarian	Estonian	1
Azerbaijani	English	1
Swedish	Chinese (Tradit.)	1
Danish	Russian	3
English	Croatian	11
Russian	German	2
Thai	Russian	1
English	French	73
Italian	English (US)	1
French	Bosnian	1
French	Russian	24
Portuguese	Finnish	1
Portuguese (Brazil)	English	5
Burmese	Vietnamese	1
Finnish	German	1
English	Visayan	1
German	Hindi	1
English	Sinhalese	1
English (US)	Amharic	1
Greek	Spanish	1
Spanish	Dutch	4
Croatian	Slovenian	1
English	Swahili	5
English	Frisian	1
English	Ibanag	1
Romanian	Spanish	1
Turkish	Japanese	1
English	Sindhi	2
Polish	Estonian	1
Polish	English (US)	1
English	Romanian	26
English	Tamil	14
Portuguese	Spanish Latin America	1
English (US)	Polish	2
Montenegrin	Macedonian	1
Arabic (Classical)	Arabic (Modern Standard)	8
English	Kurdish	6
Chinese (Tradit.)	English	5
Belarusian	English	1
Chinese (Tradit.)	Cantonese	1
Norwegian	Swedish	2
French (Belgium)	Italian	1
English	Chinese (Simplified)	49
English	Kazakh	2
Georgian	English	2
Hungarian	Romanian	1
English	Uzbek	2
Bengali	Sylheti	1

Italian	Estonian	1
Welsh	Russian	1
Polish	Lithuanian	1
English	Dari	9
German	Bosnian	1
Spanish	Greek	3
English (US)	Chinese (Tradit.)	3
Polish	English	3
English	Swiss French	1
Greek	French	1
Romanian	Italian	1
Czech	Slovak	4
English	Afrikaans	8
Slovenian	Bosnian	1
Japanese	Russian	3
English	Filipino	3
German	Polish	4
Romanian	Turkish	1
Basque	Russian	1
Norwegian	Danish	1
Dinka	English	1
Hindi	Bengali	1
Romanian	French	3
Chinese (Simplified)	Chinese (Tradit.)	2
Kannada	English	2
Kurdish (Sorani)	English	1
Latvian	Russian	5
Chinese Traditional (Taiwan)	Chinese (Simplified)	1
Spanish Latin America	Norwegian	1
Farsi	Russian	2
Italian	Romanian	4
English (US)	Czech	1
English	Khmer	2
English	Thai	11
Portuguese	Russian	2
French	Spanish Latin America	3
Korean	Russian	2
Swedish	Polish	1
English	Indonesian	11
Japanese	German	1
Somali	English	1
Urdu	Pashto	1
Malayalam	English	2
Malagasy	Russian	1
English (US)	French (Belgium)	1
Croatian	English	1
English (US)	Farsi	1
English (US)	Hungarian	3
French (Canada)	Romanian	1
German	Bulgarian	5

Spanish	Russian	10
French	Slovenian	1
English (US)	Norwegian	2
Estonian	Lithuanian	1
Portuguese (Brazil)	English (US)	1
English	Pampangan	1
Ukrainian	Czech	1
English	Georgian	8
Russian	Korean	2
English	Mirpuri	1
Lithuanian	English	1
German	Czech	4
English	Spanish Latin America	33
German	Japanese	1
Hebrew	Russian	2
Italian	Bosnian	1
Spanish	Japanese	1
Danish	Swedish	3
German	Finnish	1
English	Guarani	1
Farsi (Western)	Russian	1
English	Serbo-Croat	1
English	Yoruba	5
Chinese (Tradit.)	English (US)	1
English	Greek	26
Telugu	English	2
English	Punjabi	10
French	German	7
English (US)	Korean	9
Dutch	Russian	1
German	Albanian	1
Russian	Bulgarian	4
Kazakh	Russian	2
English	Ukrainian	16
English	Catalan	1
French (Canada)	French	1
Hindi	Kannada	1
Russian	Swedish	1
Montenegrin	Serbian	1
English - AUS	Chinese (Simplified)	1
Mandarin	Cantonese	1
French	Bulgarian	4
German	Russian	26
Polish	French	2
Russian	Vietnamese	3
Arabic (Classical)	Spanish	1
German	Slovenian	3
Chinese Traditional (Hong Kong)	Cantonese	1
English	Farsi (Western)	2
Malay	English	1

Swedish	German	1
Russian	Danish	1
French	Portuguese	7
Spanish Latin America	English	3
Bengali	Russian	1
English	Oriya	2
German	Norwegian	4
English (US)	Vietnamese	1
Italian	Spanish Latin America	1
Italian	Ukrainian	1
Slovenian	German	1
Japanese	Arabic (Modern Standard)	1
Swedish	Bulgarian	1
English (US)	Swedish	2
Hindi	Tamil	1
Breton	Russian	1
Afrikaans	Russian	1
English	Belarusian	7
English	Hmong	2
Urdu	English	6
Armenian	English	3
English	Dutch	30
Farsi	Arabic (Modern Standard)	2
Portuguese	Japanese	1
English	Telugu	3
Arabic (Modern Standard)	Persian	1
Chinese (Tradit.)	Chinese (Simplified)	7
English	Nepali	2
Spanish	Spanish Latin America	2
English	Chinese (Tradit.)	12
Hungarian	Russian	1
Russian	Azerbaijani	1
Punjabi	Hindi	1
English	Kurdish (Bahdini)	1
French	Albanian	1
English (US)	Slovenian	2
Persian	English	2
English	Javanese	2
Swiss French	English (US)	1
English	Bangla	1
English	Other	1
Russian	Portuguese	1
Bahasa Bali	English (US)	1
Turkish	English	4
Khmer	Russian	1
Mongolian	English	1
Azerbaijani	Turkish	1
English	Faroese	1
Estonian	English	2
French	Hungarian	1

Arabic (Classical)	English	3
English	Sinhala	3
Spanish	Polish	1
English	Akan	1
English	Gaelic	1
French	Norwegian	3
Norwegian	Turkish	1
Spanish	Ukrainian	1
Italian	Polish	1
Slovenian	Macedonian	1
French	Japanese	3
English (US)	German	3
English	Bosnian	6
English	Hindi	16
Italian	Dutch	3
Hindi	English	4
Dutch	Bahasa Indonesian	1
Bahasa Indonesian	Malay	1
German	Macedonian	1
Spanish	German	3
Swedish	Portuguese	1
Uzbek	Russian	1
French	Arabic (Modern Standard)	18
English	Italian	47
Greek	Russian	1
Swedish	Norwegian	7
Portuguese (Brazil)	Spanish	4
Swedish	Japanese	1
Swiss German	Russian	1
Chinese (Tradit.)	French	2
French	Korean	2
Polish	Croatian	1
English	Greenlandic	1
English (US)	Arabic (Modern Standard)	10
Arabic (Modern Standard)	Russian	2
Danish	Hungarian	1
Gujarati	English	1
French (Canada)	English (US)	1
Czech	Russian	1
English	Malay	5
Italian	Greek	5
English (US)	Bulgarian	2
Japanese	Vietnamese	1
Taiwanese	Chinese (Tradit.)	1
Arabic (Modern Standard)	Norwegian	1
English	Amharic	7
Norwegian	Spanish	1
Portuguese	German	1
Portuguese (Brazil)	French	2
French (Canada)	Italian	1

Polish	Bosnian	1
Spanish	Czech	2
English (US)	Portuguese	1
French (Canada)	Turkish	1
Russian	Arabic (Modern Standard)	2
Russian	Farsi	1
English	Sylheti	1
Serbian	Russian	1
English	Kurdish (Kurmanji)	3
English (US)	Somali	1
English	Sotho	1
Polish	Greek	1
Macedonian	English	1
English	Polish	36
French (Canada)	Spanish	1
English	Turkmen	1
Flemish	Dutch	2
German	Arabic (Modern Standard)	13
Spanish	Finnish	1
Slovak	Russian	1
Swedish	Lithuanian	2
Chinese (Simplified)	English	6
Polish	Czech	1
Urdu	French	1
Italian	Albanian	2
Swedish	Danish	1
English (US)	Chinese (Simplified)	11
English (US)	Arabic (Classical)	2
German	Korean	1
Turkish	English (US)	1
Danish	Turkish	1
English	Shona	1
French	Thai	1
Italian	Tigrigna	1
Korean	French	1
Latvian	English	2
Portuguese (Brazil)	Dutch	1
Vietnamese	Russian	1
English	Sanskrit	1
French	Vietnamese	2
English	Finnish	13
English	Afar	1
English	Chechen	1
Thai	Vietnamese	1
Spanish Latin America	English (US)	3
French	Lithuanian	2
English	Bengali	8
English (US)	Khmer	1
English (US)	Portuguese (Brazil)	11
Italian	Japanese	1



English	Slovenian	8
Polish	Russian	3
Romanian	German	2
English (US)	Spanish	7
English	Assamese	2
Russian	Slovak	2
Chinese (Simplified)	Spanish	1
Dutch	Arabic (Modern Standard)	1
Italian	Russian	8
Swahili	English	1
Pahari-potwari	Urdu	1
English	Igbo	3
Spanish	Arabic (Modern Standard)	7
French	Flemish	1
German	Swedish	3
English (US)	Serbian	2
Chinese Traditional (Hong Kong)	Chinese (Simplified)	1
English (US)	English	4
Japanese	English	7
Polish	Ukrainian	1
Latin	Russian	1
Filipino	Tagalog	1
Russian	Portuguese (Brazil)	1
English	Czech	13
Tigrinya	Amharic	1
German	Serbian	2
Korean	Chinese (Simplified)	2
English (US)	Turkish	11
Korean	Indonesian	1
Arabic (Modern Standard)	English	6
English	German	36
English	Kirghiz	1
English	Macedonian	4
Russian	Estonian	5
Turkmen	Russian	1
English	Bahasa Indonesian	2
Swedish	Latvian	1
English (US)	Spanish Mexican	3
Bahasa Malaysian	French	1
Portuguese	Galician	1
Russian	English (US)	4
German	Vietnamese	1
English	Albanian	5
Finnish	Estonian	3
Bosnian	Macedonian	1
English	Marathi	4
Various	Italian	1
Chinese (Simplified)	Cantonese	1
English	Bulgarian	16
Japanese	Chinese (Simplified)	4

English	Gujarati	7
English	Russian	104
Russian	Turkish	4
Dutch	Swedish	1
Indonesian	Malay	1
Danish	Estonian	1
English	Icelandic	4
Russian	Spanish	2
English	Various	1
Malay	Chinese (Simplified)	1
Farsi	English	2
Spanish	Swedish	3
English	Tigrigna	1
Portuguese	English	6
French	Latvian	2
Korean	English	2
Slovenian	Serbian	1
English	Pashto	10
Chinese (Simplified)	Vietnamese	3
Latvian	Lithuanian	1
Thai	English	1
Moldovian	English	1
English	Kazak	3
Spanish Latin America	Spanish	5
English (US)	Burmese	1
English	Dhivehi	2
French	English	30
Punjabi	Urdu	1
Romanian	Russian	2
German	Tamil	1
Spanish	Slovenian	1
German	Portuguese	2
English	French (Canada)	4
English	Tigrinya	2
French (Belgium)	Arabic (Modern Standard)	1
English (US)	Hebrew	1
Catalan	Spanish	2
Tagalog	Turkish	1
Farsi (Eastern)	Russian	1
Lithuanian	Estonian	1
Russian	Romanian	1
English	Balinese	1
English	Southern Sotho (sesotho)	2
German	Latvian	5
Chinese (Tradit.)	Russian	1
English	Tsoonga	1
Italian	German	1
Dutch	German	1
Jakartanese	Bahasa Indonesian	1
English	Tagalog	10

Hindi	Oriya	1
Russian	Latvian	3
Bosnian	Russian	1
Dutch	Flemish	1
English	Wolof	3
Norwegian	Finnish	1
Hindi	Telugu	1
English (US)	Estonian	1
Georgian	Russian	1
German	Armenian	1
English	Norwegian	14
Albanian	Russian	2
Catalan	Italian	1
English	Japanese	18
Galician	Spanish	1
Spanish Latin America	Portuguese (Brazil)	2
Ukrainian	English	1
Bulgarian	English	1
Spanish	Bulgarian	2
Chechen	Russian	1
English (US)	Mongolian	1
Serbian	Macedonian	2
German	English	19
Norwegian	Russian	1
Spanish Latin America	French	1
Icelandic	Russian	1
German	Hungarian	5
Swedish	French (Belgium)	1
Spanish	Portuguese	8
Finnish	English	2
Japanese	English (US)	2
English (US)	Tamil	2
English	Lingala	1
Italian	Bulgarian	4
Russian	English	10
Sindhi	Urdu	1
English	Persian	3
Slovak	Czech	2
Danish	English	7
Lao	Russian	1
English	Tajik	1
Russian	Chinese (Simplified)	2
Dutch	Portuguese	1
English	Zulu	3
Italian	Czech	1
Swedish	English	9
French	Swedish	2
German	Galician	1
Spanish	Albanian	1
English	Ndebele	1

Russian	Lithuanian	11
Azerbaijani	Russian	3
Swedish	Hungarian	1
Albanian	German	1
Bosnian	Slovenian	1
French	Afrikaans	1
Portuguese (Brazil)	Spanish Latin America	3
Slovenian	English	4
Flemish	Russian	1
German	Lithuanian	7
French	Slovak	1
English	Kannada	4
Hebrew	English	1
Italian	Hungarian	1
English	Lithuanian	26
English	Danish	10
French	Estonian	2
Croatian	Russian	1
French	Hebrew	1
Malagasy	English	1
Spanish Mexican	English	1
Punjabi, Eastern (India)	Hindi	1
Greenlandic	Spanish	1
English	Azerbaijani	4
French	English (US)	6
Portuguese	Italian	2
Amharic	Tigrigna	1
Arabic (Modern Standard)	Kurdish	1
Taiwanese	English	1
Indonesian	Russian	1
Spanish	English	29
English	Swedish	17
Serbian	English	2
English	Ilongo	2
Portuguese	French	4
Lithuanian	Russian	2
Spanish	Portuguese (Brazil)	7
English (US)	Bosnian	1
Spanish	Chinese (Simplified)	2
Arabic (Modern Standard)	Italian	1
English	Hausa	4
Farsi	Dari	1
German	Slovak	3
Hindi	Marathi	1
Polish	Bulgarian	1
Chinese Traditional (Taiwan)	Cantonese	1
Arabic (Modern Standard)	French	2
English	Punjabi, Western (Pakistan)	1
English	Pangasinan	1
English	Kurdish (Sorani)	2

Ukrainian	Slovak	1
English	Malayalam	5
English	Austrian (German)	1
French	Dutch	12
English (US)	Croatian	1
French (Belgium)	Turkish	1
Italian	Arabic (Modern Standard)	9
Portuguese (Brazil)	German	1
Italian	English	15
Spanish	Galician	1
Swiss French	Russian	1
Kurdish	English	1
Spanish Mexican	Spanish	3
Catalan	Dutch	1
Dutch	English	9
English	Vietnamese	19
Japanese	French	1
Russian	Belarusian	1
Slovenian	Serbo-Croat	1
Dari	Farsi	1
Swedish	Turkish	2
English (US)	Hmong	1
English	Kinyarwanda	1
Albanian	English	2
English (Pidgin)	Chinese (Simplified)	1
French	Belarusian	1
Kazakh	Turkish	1
German	Estonian	4
Portuguese	Chinese (Simplified)	1
English	Dinka	1
French	Romanian	9
English (US)	Italian	4
Mandarin	Indonesian	1
German	English (US)	4
Dutch	Turkish	1
German	Portuguese (Brazil)	1
English (US)	French	9
English	Oromo	3
Czech	English	3
Kirghiz	Russian	1
Dari	Urdu	1
Spanish	Turkish	4
German	Kazakh	1
Marathi	English	2
Swedish	Spanish	1
English	Latvian	16
Russian	Dutch	1
German	Italian	10
English	Serbian	10
French (Belgium)	English (US)	1

Javanese	Bahasa Indonesian	1
German	Turkish	13
Swedish	Estonian	2
English	Xhosa	4
Russian	Italian	6
Sinhala	Tamil	1
Mongolian	Russian	1
Swedish	English (US)	2
Slovenian	Spanish	1
English	Cambodian	2
Chinese (Simplified)	French	1
Macedonian	Russian	1
Swedish	Portuguese (Brazil)	1
English	Gaelic (Irish)	1
French	Arabic (Classical)	2
German	Spanish	6
Norwegian	English - AUS	1
Pashto	English	3
Spanish	Slovak	1
Portuguese (Brazil)	Finnish	1
Oriya	Hindi	1
French (Canada)	Arabic (Modern Standard)	1
English	Somali	6
Swedish	Croatian	1
Dutch	Afrikaans	1
Swedish	French	2
Tamil	English	4
German	Romanian	5
Spanish	Estonian	1
Turkish	Russian	3
Portuguese (Brazil)	Russian	2
Spanish	English (US)	6
Slovenian	Italian	2
Slovenian	French	1
English	Lao	4
Swiss Italian	Russian	1
English	Ilocano	1
French	Portuguese (Brazil)	4
Khmer	English	1
Spanish Mexican	English (US)	2
Danish	French	1
Chinese (Simplified)	English (US)	1
Arabic (Modern Standard)	Turkish	1
English	Arabic (Modern Standard)	69
Estonian	Russian	3
French	Chinese (Simplified)	5
Punjabi, Western (Pakistan)	English	1
Romanian	Hungarian	1
French	Indonesian	1
Greek	English	2

English (US)	Dutch	3
French	Spanish	22
Japanese	Indonesian	1
English (US)	Swiss French	1
Catalan	Russian	1
French	Croatian	2
Luxembourgeois	English	1
English	Basque	1
Italian	Lithuanian	1
Swedish	Romanian	1
Spanish Latin America	Finnish	1
Hindi	Russian	1
Romanian	English	4
Arabic (Classical)	Norwegian	1
Belarusian	Russian	3
Bahasa Bali	Bahasa Indonesian	1
Russian	French	3
English	Portuguese	25
English	Spanish Mexican	3
Bosnian	English	2
Slovak	German	1
Swedish	Chinese (Simplified)	1
Arabic (Modern Standard)	Arabic (Classical)	3
Bulgarian	French	1
Swedish	Italian	1
Bosnian	Serbian	2
German	French	8
Serbo-Croat	Russian	1
Bengali	English	3
Dutch	Tamil	1
English	Creole	1
Kazak	Russian	1
English	Armenian	3
Icelandic	Swedish	1
English	Galician	3
Spanish	Romanian	3
Arabic (Modern Standard)	English (US)	1
English	French (Belgium)	2
Portuguese	Spanish	8
Spanish Latin America	Russian	2
Russian	Croatian	2
Russian	Polish	2
French	Turkish	11
German	Indonesian	1
English	Farsi	17
French	Italian	17
Punjabi	English	3
English	Esperanto	1
German	Chinese (Simplified)	5
German	Croatian	2

English	Jakartanese	1
English (US)	Greek	3
English	Korean	20
Latvian	Estonian	1
Portuguese	Portuguese (Brazil)	1
Belorussian	Russian	1
Afrikaans	English	3
Italian	Portuguese	5
Armenian	Russian	1
English	Cantonese	2
Hindi	Punjabi	1
Tajik	Russian	1
Slovenian	Croatian	1
Italian	Latvian	1
English	Hungarian	14
Spanish	Latvian	1
English	Urdu	17
Portuguese	English (US)	2
Arabic (Modern Standard)	Spanish	1
Russian	Greek	1
Hungarian	English	2
Portuguese	Dutch	3



**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. 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 Information
1	Name of the company in whose name the PQQ was submitted.	AA Global Language Services Ltd	

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>In addition to the languages set out in Annex A, AA Global also covers the following languages: Afrikaans, Albanian, Amharic, Assamese, Aymara, Azerbaijani, Bashkir, Basque, Bengali, Bhutani, Bihari, Byelorussian, Catalan, Cherokee, Chewa, Corsican, Creole, Czech, Edo, Esperanto, Faeroese, Farsi, Fiji, Flemish, Frisian, Gaelic (Manx), Gaelic (Scott), Galician, Greenlandic, Guarani, Gujarati, Haitian, Hausa, Hawaiian, Hindi, Hungarian, Ibo, Javanese, Kannaada, Kanuri, Kashmiri, Kazakh, Kinyarwanda, Kirghiz, Kirundi, Konkani, Kurdish, Laathian, Latin, Latvian, Lingala, Macedonian, Malagasy, Malayalam, Maltese, Maori, Marathi, Moldavian, Mongolian, Nauru, Nepali, Occitan, Oriya, Oromo, Papiamentu, Pashto, Punjabi, Quechua, Sami, Samoan, Sangro, Sanskrit, Sesotho, Shona, Sindhi, Sinhalese, Siswati, Slovak, Somali, Sundanese, Swahili, Syriac, Tajik, Tamil, Tatar, Telugu, Tibetan, Tigrinya, tonga, Tsonga, Turkmen, Twi, Uighur, Urdu, Uzbek, Venda, Xhosa, Yiddish, Yoruba, Zulu.</p>		N/A		Information	
3	<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>AA Global Language Services was founded by our current CEO, who is a translator, interpreter and a language lecturer with almost 30 years of experience in the field of translation. We currently provide translation and interpreting services to over 85 public sector organisations and more than a hundred private sector companies, including global brands such as Toyota Motor Corporation who relies on us for delivering technical translations and training material to all their European plants.</p> <p>We are able to translate highly technical and marketing related information into English, and from English into the languages listed in Q2 and those stipulated in Annex A, including the use and application of translation memory software. Translation is a profession. Only a qualified and experienced native speaker can capture and re-create the full impact of your ideas, complete with the "between the lines" understanding, for the intended cultural environment. Translation not only requires the top class linguistic skills of a native speaker and their intellectual application but a translator also needs to have an appropriate background or knowledge of the subject being translated.</p> <p>That is why at AA Global Language Services, we keep an extensive database of professionals to ensure that each individual project is undertaken by the most suitable linguist whose educational and professional background is the most appropriate to the project in hand.</p> <p>We understand the UKHO requirements of technical ability, knowledge and experience of subject matter and the importance of timing, and already made preparations for contract implementation and most particularly selected our teams of translators for each language should AA Global be chosen to be awarded this contract. We believe that meticulous forward planning and preliminary work is key to successful operation. In keeping with our tradition of offering the highest quality professional service, when we selected our linguists we ensured that all translation work would be conducted by native speakers of the target language. Furthermore, please note that we never ask a linguist who is not familiar with the subject to undertake a translation even if they have perfect command of the languages involved. We operate an extremely flexible service</p>		5		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 language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?</p>	<p>We believe that we can very quickly select a translator for a new language from our existing database of tried and tested linguists without the need for an external sourcing exercise. As explained above, we would always select a translator who is familiar with the subject matter, comes with the right background education and experience level required. This can take us between a couple of hours to a couple of days but certainly not longer.</p> <p>We can usually confirm pricing and delivery within one hour.</p> <p>As we handle over 250 languages and an extremely diverse range of subjects for our clients on a daily basis, we are confident that there will not be any issues or factors to delay our 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>	<p>As part of our ISO9001:2008 quality management procedures all our translators are mother tongue translators. We currently have over 4,500 translators and interpreters on our operational database with another 5,000 available to us on additional databases. More than 60% of our linguists are based in the UK with the rest being overseas; mostly in European, Asian and Middle Eastern countries. We only use overseas based translators when the subject matter is likely to benefit our client if the translation is handled by an overseas translator (e.g. if we are translating an information leaflet on social housing in the UK then we will always use UK based translators who understand the system here; however if we have a UK based client wanting to promote their goods in Ukraine for example, it is beneficial to use a Ukraine based translator with marketing experience who would appreciate the requirements over in Ukraine better than someone based here).</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>Our linguist database contains comprehensive subject field information which our translators and interpreters are required to update at least once a year. The last update was in September 2011. According to that update we have 213 translators and interpreters with navigational and/or maritime knowledge and experience.</p> <p>We are especially strong in Asian languages such as Mandarin, Korean and Japanese. We have already established a team of translators earmarked for this contract based on languages listed in your SOR Annex A who all have navigational and maritime experience.</p> <p>Over the last 20 years we have handled a large number of maritime related documents, a sample few have been attached. More are available, either in our archives or requiring permission from our clients before we can release them. Should you require more examples, please inform us.</p> <p>With over 4,500 linguists currently on our books and more than 5,000 others available to us, we are able to provide any language, regardless how rare it is. We handle languages such as Amharic and Mongolian, considered "rare" by many of our competitors, daily in our provision of translation and interpreting services. We are constantly updating our list of languages, depending on demand due to changing trends (i.e. currency of immigration and asylum numbers) and changes in local communities due to movements between EU member states. We are very experienced in handling the type, range and volume of work required within the scope of this contract.</p> <p>Our offices are manned between 9am and 5pm Monday to Friday and we also offer a 24/7 arrangement for clients requiring that service. As mentioned above, you will have an individual who will act as a focal point between AA Global and UKHO translation manager. We have already selected one of our most senior members of staff, Laraya Spiers for this role.</p> <p>We confirm that as part of our ISO9001:2008 quality management systems we carefully build and maintain, and share between our teams of translators, a glossary of terms. We will ensure that all relevant personnel make themselves familiar with the Hydrographic</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>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>We confirm that we have already allocated at least one dedicated translator for each language stated in your SOP. It is our common practice for contracts and projects of this type to build a team of at least two dedicated translators for each language and we ensure all team members share and contribute to common information such as glossary of terms, new research etc.</p> <p>We adhere to robust quality assurance and verification processes including accuracy and attention to detail and can provide accurately translated material in increasingly demanding timescales. As part of our ISO 9001:2008 (certificate attached) quality management systems, all our translation processes are formalised with all stages and responsible persons clearly identified. We have attached a Translation Process Flow Chart (Q3) to show our translation stages but our full quality manual (including all our procedures and policies with comprehensive and detailed explanations) can be made available should you wish to inspect it. Our processes are audited every 6 months to ensure they are still fit for purpose.</p> <p>The following bullet points should give you a more detailed summary of these stages and responsible members of staff:</p> <ul style="list-style-type: none"> <li>• Order is received from the client and by the Client Support Officer ( ) who will assess what the project involves.</li> <li>• Client Support officer will liaise with the client to confirm receipt of order, give delivery dates and to clarify points if there are any.</li> <li>• Your Client Support Officer then selects the Project Team (project managers and translation co-ordinators) who will select relevant translator(s) and prepare instructions for the project.</li> <li>• The project team then prepares a schedule for each stage of the process to meet the client's criteria and obtain reference material (if required) to help the translator. Finally, our P.O. is issued for each translator. A copy of our Translation Purchase Order is attached.</li> <li>• The project is then issued to the translator who has been selected as having the relevant technical expertise. Our translators fully understand our QA expectations and adhere to both our code of practice and to the ITI (Institute of Translators and Interpreters) code of practice which clearly identify attention to quality control.</li> <li>• Translation co-ordinators/Project managers will liaise with translators and our clients throughout the translation process to answer queries or any other issues.</li> <li>• All translators conduct their initial Quality Control procedures before they return their translated file to us.</li> <li>• Upon receiving the completed translation back into the office, it is then either proof read</li> </ul>	N/A	Information	1.4., 1.4.1, 1.4.2.4 & 1.4.2.6
8		<p>Our standard quotation form and our invoice form have been attached for your reference. Our Quotation form currently includes the following fields: Date, Quotation Number, Client, Contact Person, Language From, Language Into, Description, Translation Cost, Delivery, Editing/Proof Reading, VAT, Validity, Quality Assurance, Confidentiality, What to do next, Authorisation, Date, Client, Contact Person, Invoice address, Signature, Notes.</p> <p>We can amend this form with any other fields such as word counts, discount information etc, upon being granted the contract.</p> <p>Same fields of information and flexibility also applies to our invoice form.</p>	15	Quality Procedures	
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>		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>There are two types of maintenance we apply to our FTP site: daily maintenance is conducted by our client support officers (in the case of this contract, ) who ensure all files are stored in accordance with our requirements; weekly maintenance is conducted by our IT personnel whose contact details are already provided. Weekly maintenance is done over the weekend. We confirm that we have no plans for changing our FTP portal during the contract period.</p> <p>We have had no problems, down time or incidents recorded since we started using our FTP site. As explained before, all our IT arrangements follow strict MoD compliant IT security, reliability and quality measures and we would also be willing to make specific arrangements to suit our clients' requirements upon being granted this contract.</p>	5	Technical Operational Support	1.4.1 & 1.4.2.4

11	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?	We currently have translators of Chinese (Cantonese and Mandarin) French, Russian, Spanish, Norwegian, Croatian, Brazilian Portuguese, Japanese, Greek, German, European Portuguese, Italian, Dutch, Serbian, Polish, Lithuanian, Serbian, Swedish, Estonian, Welsh, Turkish, Danish, Korean, Latvian, Bulgarian, Finnish, Icelandic, Ukrainian and Slovenian who can provide translations using our memory software (Trados). Upon being granted this contract we will ensure all relevant translators for your list of languages will be able to use Trados. Please note this will only apply to documents that we receive that can be adapted to use memory software.	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	See separate details on Translation Trial - para 3.9 of ITT	25		Timed Translation Trial results	
13	Tender Price (MEAT price)	*Confirmed/ (*delete as applicable) See Pricing Schedule table below	30		Price	
<b>TOTAL</b>			<b>0</b>	<b>100</b>	<b>0</b>	

Pricing Schedule		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
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% - 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

### **QUALITY POLICY**

The continuing Policy of AA Global Language Services Ltd is to provide a professional and efficient service to meet all of the requirements of our customers. We have a comprehensive range of policies and procedures to ensure maintenance of the quality of our services and operations throughout the Company, shared by linguists and in-house staff alike.

Our measures for ensuring quality begin long before our selection of translators and interpreters. All our linguists must satisfy our requirements of qualifications and relevant experience in their field. Our criteria includes but is not limited to Translation and Interpreting Degrees from recognised universities, Diploma in Public Service Interpreting (DPSI), at least level 2 standard in OCN and NVQ and either Qualified Members or working toward Qualified status of the Institute of Translators and Interpreters (ITI). Job applicants are tested for competency in both the mother tongue and English language. We check all qualifications and contact referees. We maintain up-to-date records so that we can allocate the most 'fit for purpose' resource to your requirement.

### **Recruitment & Induction Training**

Once the applicants have proven that they satisfy our strict requirements of qualifications and background expertise, they are tested in accordance with posts they are applying for. In the case of Interpreters, this involves oral tests, face to face or by telephone. In case of written translations, translators are given a test piece which is then marked by a Senior Translator of the same language, and if necessary, improvement points are then discussed with the applicant before any translation jobs are assigned to them. Once the tests are successfully completed, all linguists are issued with our Code of Practice, Code of Ethics (which include confidentiality and data protection) and relevant policies and support documents (please refer to attached "Recruitment and Induction Documentation Checklist" for full listing).

### **On-going Measures and Operational Quality Assurance**

In order to give absolute peace of mind to our clients, we 100% verify all written translations. Every single written translation is proofed before delivering to our clients in accordance with our QA procedures. Depending on the complexity and the nature of text, stages of QA may involve teams of proof readers, editors and formatters as required. All typeset material intended for printing or publishing (i.e. on websites etc) are additionally checked for accuracy of font and script and electronic files produced to ensure compliancy on client's equipment.

Routine checks of interpreter performance are conducted by analysing client job sheet/assignment feedback or sporadic checks through shadowing of assignments. Any cause for concern is discussed with the individual concerned and AA Global may as a result conduct additional assessments of the interpreter's work, suggest additional training, or arrange for shadowing of the interpreter until we are satisfied that any issues are resolved. The interpreter is not deployed on new assignments until we are satisfied they are reaching high standards of interpreting and conduct.

## **AA Global Language Services**

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We encourage CPD and also conduct in-house continuous professional development training. Our regular quarterly survey of linguists aimed at updating our records and capturing continuous professional development also seeks information on training needs for which AA Global facilitate training events on their behalf.

We conduct an annual Client Satisfaction Survey to check the overall satisfaction with our service. This survey is completely anonymous and is sent to all clients who have employed us in the previous 12 months.

### **On-going Support for Workforce**

AA Global Language Services provides comprehensive support to linguists working on projects for our clients. Our back-up support team at the headquarters have access to unlimited resources for terminology, glossaries and research material. These are shared with or made available to translators on call. All our interpreters are issued with a handbook which contains a section in Medical, Legal or Commercial terminology as well as handy tips and useful information to enable them to provide their services in a more professional and efficient way to our clients. Our interpreters, and indeed clients, can always contact us for information which will be provided to them either promptly or by return.

### **Contract Management QA Measures**

For multi-assignment contracts, we will conduct dedicated team briefings with all our local interpreters. These will underscore Codes of Practice and other guidance such as confidentiality and data protection covered in induction training, and will cover all the protocols to be observed in relation to this contract, as well as operational guidance on contract monitoring requirements.

These will include, but are not limited to:

- Overview of the client organisation, locations, authorised officers, nature of assignments.
- Support arrangements from AA Global for bookings, lone working in outreach situations, debriefing arrangements.
- The AA Global Code of Conduct for Interpreters/Translators.
- The AA Global Code of Ethics for working with minority groups.
- The AA Global policies on Health and Safety and on Lone Working, and pre-assignment Risk Assessment procedures for outreach/out-of-hours or other assignments where the interpreter is effectively working alone without recourse to support and where a risk has been identified.
- Data confidentiality and Data Security; including the Ministry of Justice guidelines for External Contractors on the storage, use and transfer of data.
- Current legislation on working with children and vulnerable adults, including any client organisation protocols on incident reporting and child protection.
- Identity badges.
- Briefing on and protocols to be followed in relation to working in High Secure Mental Health settings.



## AA Global Language Services

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- Fire Safety and the Customer Care Code of Practice.
- Diligent care with all goods and equipment belonging to the client organisation.
- Ensuring the security of the client organisation's premises and co-operation with the client's staff in complying with reasonable requests and instructions to ensure the safety and security of the client organisation premises, staff, patients, detainees and visitors.
- Assignment administrative tasks, such as completion of the weekly time/work sheet completed following each interpreting session verified by the authorised officer for the client organisation or conducting lone working Risk Assessment by linguist upon arrival prior to interpreting session.
- Distribution of updated Company Policy Documentation (where relevant), issue of medical terminology glossary for familiarisation/advance preparation, copies of Home Office guidance on interviewing Victims of Torture, url's for on-line medical dictionaries. We can enhance our standard medical terminology to include further acronyms or terminology at the request of the client.
- De-briefing arrangements for interpreters who experience distress as a result of an interpreting session.
- Any arrangements required by the client for a handout providing customised signposting of end users to further counselling or other support if they find the session raised issues they wish to talk over independently.

### Monitoring & Reporting and Client Support

We currently maintain a comprehensive booking and assignment tracking system. We project plan, track and monitor resources and assignment resource using MS Project. We collate this and other monitoring information, including usage data and cost analytics, trend data, complaints, and end of assignment feedback from a variety of sources into a client customised monitoring report in MS Excel. We can provide MI and other tracking and performance data customised to your requirements to formats and frequencies you specify, disaggregated by department, location or other variables you need.

We are currently in the process of overhauling our website and, as part of this, we are developing the potential for linking client features such as Google-type analytics where clients can track usage metrics in a dedicated client area. We have already mentioned, elsewhere in this questionnaire about our secure client online booking facility.

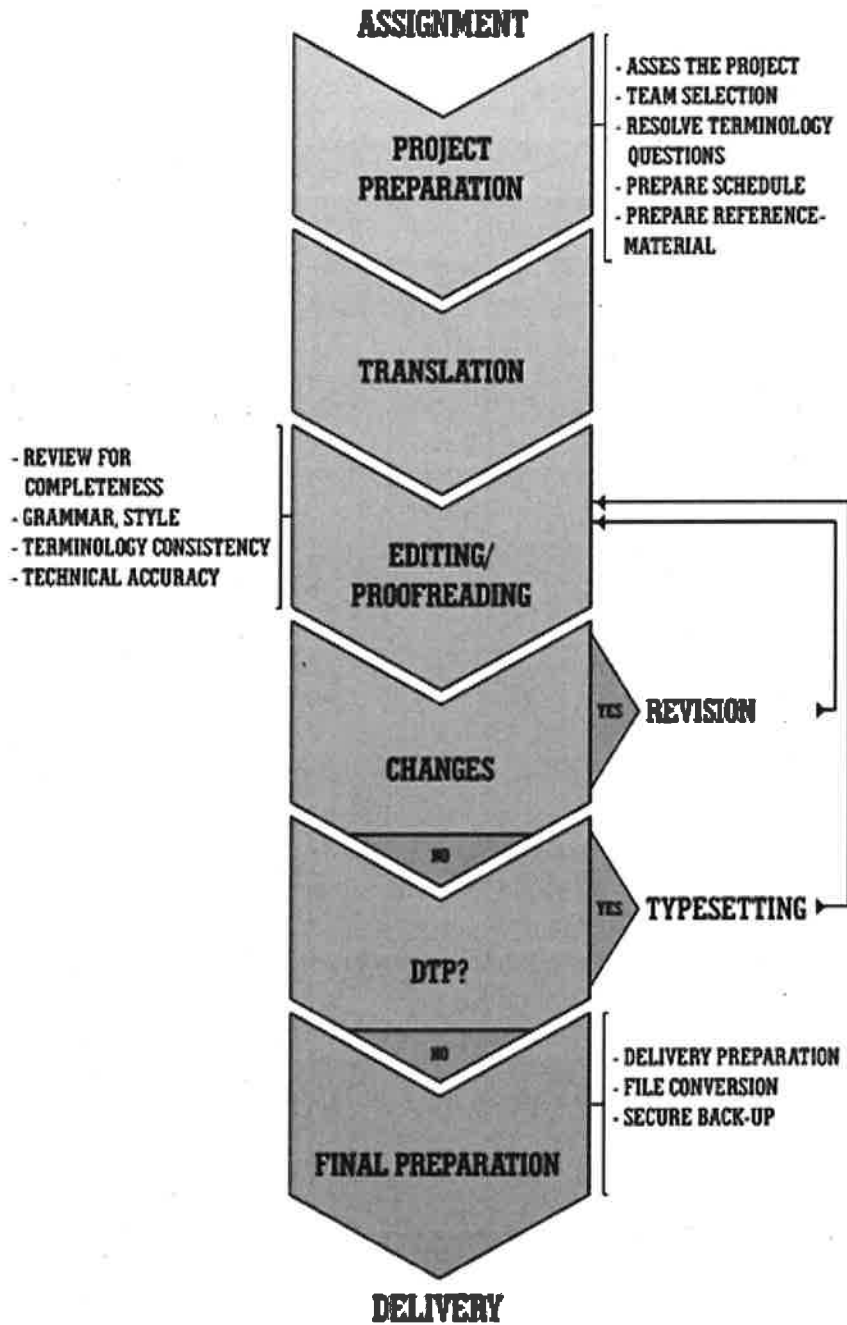
We also have some support material that receives very good feedback by our clients. These include our Client Support Booklet, Language Identifier Charts and Handy Tips When Using Interpreters (a copy of all attached).

### Additional Measures

In addition, we discuss with the client any established working relationships with preferred suppliers or third sector organisations in your area and how we might work effectively in partnership with any existing suppliers to ensure a smooth transition and continuity of provision with minimum disruption.



# FLOW CHART PROCESS - TRANSLATION





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

ITT Ref No: <b>HA294/005/167</b>
Description of Contractor Sensitive Information: <b>All prices contained therein and related statements, figures, procedures and processes.</b>
Reference(s) of where can be found in ITT response: <b>Pricing Schedule within Excel ITT Questionnaire</b>
Explanation of Sensitivity: <b>After careful consideration AA Global Language Services Ltd is of the opinion that the sections stated above must not be disclosed in order to avoid prejudice to the commercial interests of both the official recipient of this bid/tender and AA Global Language Services Ltd who is entrusting its commercially sensitive information to the official recipient of this bid/tender on the basis that it will be kept confidential and not released to third parties.</b>
Details of potential harm resulting from disclosure: <b>Disclosure of the redacted sections would create a risk to AA Global Language Services Ltd's commercial interests as knowledge of the terms of their dealings with any bid/tender recipient may put AA Global Language Services Ltd at a disadvantage in the future.</b>
Period of Confidence (if applicable): <b>AA Global Language Services Ltd believes these considerations outweigh the arguments in favour of disclosure and that the public interest is best served by withholding the specified sections for the duration of the contract plus an additional 2 year period.</b>
Contact Details for Transparency/Freedom of Information matters: Name Position: <b>Managing Director</b> Address: <b>Global House, Blockhouse Close, Worcester, WR1 2BU</b> Telephone Number: E-mail Address





# ***Certificate of Registration***

This document certifies that the Quality Management System of:

## **AA Global Language Services Ltd**

Global House, Blockhouse Close, Worcester WR1 2BU

has been approved by

### **ISO Quality Services Limited**

to the following Standard and Guidelines:-

## **ISO 9001 : 2008**

The approved Quality Management System applies to the following:-

***Provision of Translation and Interpreting Services to both  
Public and Private Sectors***

***Certificate No: JAJF111602***

***Current Certificate: 31<sup>st</sup> May 2012***

***Originally Issued: 1<sup>st</sup> June 2011***

***Certificate Expiry: 30<sup>th</sup> May 2013***

This certificate remains valid while the holder maintains their Quality Management System in accordance with the standard and guidelines stated above which will be audited by Audit Services (UK) Ltd. This certificate remains the property of, and must be returned to, ISO Quality Services Limited on reasonable request.

*On behalf of* **ISO Quality Services Limited**



*On behalf of* **Audit Services**  
**SERVICES**





# AA Global Language Services Limited

Telephone: +44 (0)1905 616262  
Telefax: +44 (0) 8701 992499  
Email: info@aaglobal.co.uk  
Website: www.aaglobal.co.uk



Global House  
Blockhouse Close  
Worcester, UK  
WR1 2BU

## PURCHASE ORDER

**ISSUED BY:**

**TRANSLATOR:**

**JOB NO:**

Please quote this number in any correspondence regarding this job, including your invoice

**ORDER DATE:**

**DELIVERY DATE:**

**LANGUAGE FROM:**

**LANGUAGE INTO:**

**RATE:**

**NOTES:**

## IMPORTANT INFORMATION

1. Please confirm receipt of all jobs from AA Global Language Services as soon as you receive them.
2. Please follow the layout and formatting as close to the original document as possible and use the same font or equivalent to the original if possible.
3. Use Bold, Italics and Capital Letters appropriately. Please make sure to translate all headers and footers, unless otherwise stated. Please do not use capital letters as your writing script.
4. With easy Internet access and translator resources, we do expect you to carry out your own terminology research as much as possible.
5. If the document you received is not in the language stated on the Purchase order you must notify AA Global immediately before starting your translation (even if you are able to translate that language). If you fail to do so you might not be paid for your work.
6. If the document for translation contains duplicate pages you must notify AA Global as you will not be paid for duplicate word counts.
7. Please do not change file names, but save your translation by changing (or adding) the language name at the end.
8. Please EMAIL your translation together with completed checklist which you will find in following pages, to your AA Global contact before the deadline above and your invoice to lesley@aaglobal.co.uk.
9. All work is confidential. By undertaking this job, you are also undertaking not to disclose any part of this assignment to any third parties. You may not sub-contract this job or approach any parties whose details may be found on the documents to be translated or become known to you by any other means without prior written permission of AA Global Language Services. The amount you will be paid is shown above. Payments are made at the end of the month following the month of your invoice. If you have any queries, or if you disagree with the above, please call us on 01905 616262 or email within 24 hours of receiving this purchase order. Otherwise we will assume that you are in agreement with our terms and conditions.

## AA GLOBAL LANGUAGE SERVICES LTD TRANSLATOR'S CHECK LIST

Please read the details below. You are required to tick boxes as appropriate, sign and date the document and return to your contact person at AA Global Language Services. Your invoice will not be accepted without this sheet. Thank you.

I have read, understood and adhered to the instructions given for my translation and I accept all conditions as set out on the P.O.	<input type="checkbox"/>
<b>I HAVE COMPLETED MY TRANSLATION AND HAVE CARRIED OUT THE FOLLOWING CHECKS TO MY WORK:</b>	
I have read my translation against the source text to ensure that there are no omissions or mistranslations	<input type="checkbox"/>
I have not left any source language text in my translation; nor have I left any blanks or question marks	<input type="checkbox"/>
I have read through the translated text, independently of the source, to ensure the text reads / flows appropriately for the target audience	<input type="checkbox"/>
I have undertaken a thorough spelling and grammar check	<input type="checkbox"/>
I have fully understood the source text and where I have had any difficulties or required clarification, I have gone back to my contact at AA Global Language Services for assistance	<input type="checkbox"/>
<b><u>USING TRANSLATION MEMORY TOOLS</u> Please only complete if applicable. Thank you</b>	
I have ensured that any fuzzy matches have been read through and amended completely – <i>and that these have not been ignored</i>	<input type="checkbox"/>
I have ensured that any 100% matches have been checked unless I have been informed not to do so by AA Global Language Services	<input type="checkbox"/>

I understand that AA Global Language Services have chosen me to complete this translation based upon my knowledge and experience in this field of translation. Therefore, I can categorically state that I have completed the translation to my highest standard.

I understand also, that should anyone find appropriate fault in my translation due to the following:

- Misunderstanding of the source text
- Spelling and/or grammatical errors
- Blank spaces, question marks or source text left in the final submitted translation

AA Global Language Services Limited will record the time taken in order to correct these mistakes/omissions. They will re-submit the corrected document to me (the translator) along with a request for discount (amount to be stated) for the time taken to correct the file.

Please understand that if frequent errors of this nature arise time and again, we may need to review using you for any further work.

**PLEASE ANSWER THE FOLLOWING AS APPROPRIATE:**

**I have returned the translation on time.**

**I have returned the translation later than the deadline because:**

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<b>JOB NUMBER:</b>	_____
<b>PRINT NAME:</b>	_____
<b>SIGNATURE:</b>	_____
<b>DATE:</b>	_____



## AA Global Language Services

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### Customer Care and Complaints Procedure

At **AA Global** we endeavour at all times to deliver a professional, caring and courteous service to all our customers.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

If you have a comment to make regarding our service you can email, phone or visit us at any time at the address below. Your comment is important to us and you will receive a written response.

#### What will happen when you complain?

While we work hard to provide a high quality service to our customers, we are aware that sometimes you may feel you did not receive as good a service from **AA Global** as you expected. As a result, and in keeping with our standards, we have in place a Customer Complaints Procedure.

#### Our standards for dealing with complaints

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in the future.

#### Complaints Procedure

##### Stage one

If you are dissatisfied with some aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible, and where possible, on the same day.

##### Stage two

If the first response is not satisfactory, you can write to or email the complaints officer at head office. We will investigate further and you will receive a response within 10 working days from when we receive your letter or email with a resolution or suggested resolution. We will also tell you the name of the manager of the department if you want to take your complaint further.

##### Stage three

If the second response is not satisfactory, you can then write to or email the Managing Director of the AA Global Group. The Managing Director will look into your case and make a detailed investigation. Again you will receive a response within 10 working days from when we receive your letter. The address to write to is: AA Global, Global House, Blockhouse Close, Worcester, WR1 2BU  
Or email: [info@aaqglobal.co.uk](mailto:info@aaqglobal.co.uk)



## **Sustainable Procurement Policy**

*AA Global Language Services Ltd recognise that they have a vital role in furthering sustainable development, through their procurement activities. Procurement decisions have a major socio-economic and environmental implication, both locally and globally, now and for future generations. We will therefore strive to:*

### **People, Education and Awareness**

- Educate, train and encourage our workforce to review their consumption of goods/services, reduce usage and adopt more environmentally friendly alternative products
- Communicate the sustainable procurement policy to our workforce, suppliers and Stakeholders

### **Policy, Strategy & Communications**

- Consider the whole life costs and benefits of environmentally preferable goods/services as alternatives
- Investigate the impact of AA Global's expenditure on goods and services to identify potential environmental impacts
- Investigate opportunities for the recycling and re-use of materials where appropriate and available
- Assess the environmental and corporate risks to the organisation with a commitment to continually improving sustainable performance related to the supply chain in support of ISO140001 accreditation
- Source ethically produced goods and services such as the Fair Trade mark where possible.

### **Procurement Process**

- Promote best practice for sustainable procurement.
- Ensure that where appropriate, suppliers' environmental credentials are, as far as legally practicable, considered in the supplier evaluation process.
- Ensure that consideration is given to inclusion, within all specifications, of a facility for suppliers to submit offers for environmentally friendly alternatives.
- Specify, wherever possible and practicable, the use of environmentally friendly products and services where value for money can be demonstrated on whole life cost grounds.

Specification options will include:

- low carbon or wholly renewable energy sources
- Carbon Trust's Enhanced Technology List
- BREAM Green Guide "A" rated products
- DEFRA "Quick Win" specifications
- Ensure key suppliers are required to provide CO2 information and assist AA Global Language Services Ltd in reducing its carbon impact

### **Engaging Suppliers**

- Educate our suppliers regarding our environmental and sustainability objectives
- Encourage and persuade suppliers to adopt environmentally friendly processes and

## **AA Global Language Services**

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supply environmentally friendly goods/services.

- Work with key suppliers to make changes and thereby extend sustainability improvements throughout the supply chain.

### **Measurements and Results**

- Comply with all relevant environmental legislation





# INVOICE



Invoice To:

Invoice No:

Invoice Date:

Order No.:

Description Price

- TRANSLATIONS
- INTERPRETING
- WEBSITE TRANSLATIONS
- SOFTWARE LOCALISATION
- LANGUAGE TRAINING
- MULTI-LINGUAL DTP
- T/PESETTING
- ALL LANGUAGES
- ALL SUBJECTS

TERMS: STRICTLY NETT

<b>Total</b>	£	-
<b>VAT @ 20 %</b>	£	-
<b>Grand Total</b>	£	-

Please make cheques payable to AA Global Language Services Ltd

**PLEASE NOTE BANK DETAILS FOR BACS PAYMENTS**

**Bank:**  
**Branch:**  
**Sort Code:**  
**Account No:**  
**Account Name:**

**Worcester Branch**

Global House  
Blockhouse Close  
Worcester  
WR1 2BU

**Hull Branch**

Global House  
5 Humber Place  
Hull  
HU1 1UD

Tel: 0800 0273 777  
Fax: 08701 99 24 99

info@anglobal.co.uk  
www.aaglobal.co.uk

Company Registration  
No: 4299764

VAT Registration  
No: 781 2522 36







## **AA Global Language Services**

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We separate all other waste materials such as cardboard, glass, cans, and plastics and they are put in separate recycling bins for local authority collection.

We monitor our suppliers to ensure that adopt environmentally friendly practices.

We do not use a car to get to work and if possible, we use public transport in executing projects and encourage any sub-contractors to do the same.

Wherever possible we hold meetings over the internet using web-based technology to save on fuel consumption and travel.

We monitor our water & energy use – and no equipment such as printers or shredders or computers are left on standby mode out of office hours.

Electric lights are only on in rooms in use and are not left on overnight.

Some old computer equipment (scanners and printers) are offered to local charities for use or through the Freecycle website.

We keep a watching brief on environmental websites such as the Energy Saving Council for new products and methods of environmentally friendly practices and plan to improve our environmental performance and minimise the social impact of activities by periodically reviewing our environmental policy in light of our current and planned future activities.

## **Environmental Policy Statement & Practice**

AA Global Language Services is committed to adopting and promoting environmental good practice in all their operations, and require the same commitment from sub-contractors that are employed on commissioned research projects, thus continually improving the environmental performance. Our policy is fully supported by the Managing Director and employees of AA Global Language Services Ltd and everyone in the company is responsible for the environmental aspects of the company and for reducing their impact.

Specifically, AA Global will:

- comply with all relevant legislation, Government policies and standards of good practice for environmental management;
- seek to minimise the adverse environmental impacts of new buildings, office refurbishments and landscape changes, through good specification and design;
- make efficient use of natural resources, including gas, electricity and water;
- operate effective arrangements for the reduction, reuse and recycling of waste, and for the safe storage and disposal of waste that cannot be avoided;
- work in partnership with contractors to promote effective environmental supply management; to help support our policy to prevent pollution;
- work with contractors to reduce adverse environmental impacts associated with travel, including encouraging the use of more environmentally friendly forms of transport;
- facilitate the effective implementation of any environmental policies and procedures by providing appropriate information and briefings to contractors.

To achieve the above, AA Global Language Services recognises that they must have a good understanding of the environmental impacts of their operations, and has in place realistic objectives and targets for the reduction of any adverse impacts arising from an impact assessment. This policy is reviewed on an annual basis at a quarterly Board Meeting.

### **ENVIRONMENTAL PRACTICE**







Where applicable we recycle paper documents. We recycle computer/electronic equipment and printer ink and shred and compost non-confidential paper printouts and documents.

All our faxes are also received digitally and stored on servers which has dramatically cut paper usage within the office.

We reuse all envelopes and paper, where possible. Most work-in-progress print outs are put through the printer a second time for use on printing working drafts. Confidential print-outs of drafts are shredded and composted.



# AA GLOBAL WORKFLOW CHECK SHEET

<p><b>Quote</b></p> 	<p>Always send <b>written</b> quotes, email or fax ok, but preferably on proper AA Global quotation</p>	<p>Tick here</p>	<p><b>Client:</b></p>
<p><b>Go ahead</b></p> 	<p>Always make sure to get <b>written</b> acceptance of quotes, email or fax ok but preferably AA Global quotation signed and returned</p>	<p>Tick here</p>	<p><b>Client &amp; AA Global Job No(s):</b></p>
<p><b>Confirmation</b></p> 	<p>Always make a written or verbal confirmation and acceptance of job received – and thank them!..</p>	<p>Tick here</p>	<p><b>Language(s) From and Into:</b></p>
<p><b>P.O.</b></p> 	<p>Always send a P.O. with <b>ALL</b> orders and place a copy in the Green</p>	<p>Tick here</p>	<p><b>Translator(s):</b></p>
<p><b>Correspondence</b></p> 	<p>Enclose hard copies of only important correspondence such as price negotiations, instructions, etc in the Green, remaining correspondence to be filed in WIP entry</p>	<p>Tick here</p>	<p><b>Agreed Price/Rate:</b></p>
<p><b>QC/QA</b></p> 	<p>Remember, this is the <b>most important</b> part of your job. <b>Never</b> compromise quality. <b>Always</b> check thoroughly</p>	<p>Tick &amp; Initials here</p>	<p><b>Deadline:</b></p>
<p><b>Delivery</b></p> 	<p>Remember to make deliveries <b>presentable</b>, and always write a <b>“thank you”</b> note to client</p>	<p>Date here</p>	<p><b>Word Count(s):</b></p>



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 PQQ was submitted.	Interlanguage Translation Ltd.	Information



Question Number	Specification Questions	Tenderer Response	Score	Weighting	Weighted	Evaluation Criteria	SOR or ITT Reference
2	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	Bosnian, Macedonian, Montenegrin, Albanian, some African languages (into Afrikaans, Ndebele, Sepedi, Sesotho, Swahili, Swati, Shona, Tsonga, Tswana, Tshivenda, Xhosa, Zulu), Indian languages (Hindi, Urdu) Czech, Slovak.		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	improved pricing structure, since the source analysis prior to the translation start already evidences possible savings due to the set pricing structure. Savings cannot be calculated on a already translated text, save for the repetition rate and 100% match. This is because, once translated, the text is already in the memory, and the analysis would not be able to spot other matching rates (it is all translated if compared to the existing translation memory). <b>Defining a matching structure to save on repeat segments allows - over a time window of 3 yrs - savings between 30% to 60% on the base rate, depending on the repetitiveness of the source files.</b> Savings would clearly show in the quotation ex-ante to the translation phase, easing and consolidating the reporting requirements thanks to analysis log files, which can be exported to CVS or .txt. I would recommend the UKHO to adopt this approach, and not to require quotes on the target text (which cannot be estimated ex-ante and clearly complicates the reporting requirement). If the UKHO is interested in the adoption of machine translation for the translation of the most repetitive texts (NM, portolanos), we are ready to invest in a dedicated machine translation engine, together with the UKHO, tuned on the specific terminology used in the Maritime and Shipping industries (this is subject to a separate agreement with UKHO). This solution could be useful for the highest volume languages. And over time would bring very interesting economic results. Translators would work on MT processed texts, but on a segment by segment basis, allowing them to correct proposals if necessary, and further train the MT engine to the specificities of the language used. Lucy Software, one of our circle partners, is one of the leading MT technology vendors in the current landscape, already working with many PA Offices to support multilingual communication through Machine Translation (please see , for the Catalonian Region).	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?	Interlanguage uses a TMS which allows to quickly retrieve supplier data for a set language combination. The translator selection is under the supervision of our Vendor Manager who checks working methods, assesses quality on a test translation, and rates the relevant result. To find a potential candidate not yet enrolled in our translator portal, usually takes between 4-8 hours. To assess the potential candidate, takes around 3 days (submitting a test translation and submit the returned test translation to a revisor). Further to this, we have also access to our partner's vendor networks, thus being able to cover multiple language combinations with the most different switch languages.		N/A		Information	
5	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? 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.	Our translators are all mother tongue translators. They are based in their relevant country and in the UK. Priority is given to those translators who are accredited members of renowned professional associations (BDUE, ITI, AITI, AIC...), and to all those that successfully take our entry examination, consisting of a written test. We have developed a certification procedure for all free-lance translators, which accurately reflects their degree of technical knowledge and professional development.		N/A		Information	
6		We have at least one lead translator per language combination with maritime knowledge. In some languages. Some have navigational expertise. We have a central knowledge base repository, accessible by all translators, where we keep all documents and know-how relating to the maritime sector (guides by the IHO, guides by the national HOs, glossaries, reference maps, symbol directories, contact details of national HOs for possible queries). The knowledge base is a WIP to which all translators can contribute. Contents are successively monitored (Yammer infrastructure). Our company is experienced in the translation of maritime and shipping documents, including Maritime Law and Charters, chartparties, maritime insurance claims, accidents reports, navigational reports, maritime law. For your reference, we have selected a few texts we have worked upon (please refer to test texts).		15		Specification Compliance	1.3, 1.4.1, 6.1, 4.2.9



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>workflow optimisation, to IT infrastructure optimisation, to communication infrastructure optimisation, up to QA focussed on textual products (revision, editing, second revision when required). Our "kaizen" approach looks for incremental quality throughout, a process which is not limited to the people responsible for QA, but which includes all translators on a project (internal QETTS are a preferred tool to spot-check the productivity and quality of specific translators). The global Project Manager is in charge of formal quality checks on the product to be delivered. The local Project Manager in charge of performing all substantial quality checks relevant to the specific assignment. Both further design and control of the entire project execution. The person who works as PM has considerable experience, very strong organisational skills, is able to coordinate and allocate teamwork and knows the specifics of a multilingual environment. He/she is responsible for project design and planning – initial analysis of project constraints and deadlines, definition of resource capabilities with relevant scheduling, definition of reference materials and glossaries and their dissemination, QA and budgeting activities. The PM role is supported by proprietary software modules which allow for productivity measurement in the different project phases (Analysis, Translation, Editing, Customer Control, Second Editing) and Wox software. QA assurance is currently supported by the use of QA Distiller and other software (i.e. embedded formal checks in studio2009), which do also check against coherent use of terminology (i.e., all terms translated in synonymic ways are brought to the attention of the reviser who can then decide either to unify the term used in the relevant occurrences or recur indeed to the use of synonyms. The use of coherent sets of terminology is a further step towards a qualitative output. Our terminologist (usually the most experienced translators) have administrative rights to update our centralised multiterm glossaries, easily accessible</p>	15	<p>Quality Procedures 1.4, 1.4.1, 1.4.2.4 &amp; 1.4.2.6</p>
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>Our request for quotations contain the project name followed by the language combination, the specific task (translation, revision, editing - or the task name which needs to be performed within a given project), the relevant workload expressed in the chosen unit (in this case 1000 words), the unit fee (price per 1000 words), the invoiced amount, the VAT and the gross amount comprising VAT, the payment terms and possible other references that need to be specified to identify a translation order. If the translation is quoted by analysing the source file, the quotation will indicate all matching percentages (i.e., discounted rate for 95-99%, ....), the exact number of words (or fraction of 1000 words) for a given match, the discounted rate as a % of the base rate, the total amount net and gross, besides the standard information. The invoice will include all details included in the quotation relevant to the invoiced task. Again, if the quotation is based on an analysis log of the source file against the existing TM, the base rate will be discounted according to the matching percentages calculated. Please see files pertaining to sample invoice, sample invoice with matchings, sample PO, quote_sample (please note, data are confidential).</p>	N/A	<p>Information</p>
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 occur.</p>	<p>Our Wox portal is maintained at regular intervals. We can arrange to have the maintenance performed during WE or at most convenient times (post-EOB hours). Our FTP is maintained at regular intervals too, whereby maintenance tasks are performed out of the official business hours.</p>	5	<p>Technical Operational Support 1.4.1 &amp; 1.4.2.4</p>
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>Our centralised TM infrastructure with SDL 2009 supports all languages apart from Burmese and Taiwanese. The memsource application that we are currently evaluating, currently supports a centralised infrastructure for all languages save for Tagalog. But the time necessary to implement a new language is very short (2 weeks). This said, with the 2 solutions, we would cover all languages requested. Memsource is a cloud solution, easy to roll-out, since there are no additional costs for the single translators. This could also overcome some of the resistances in the TM adoption we sometimes face. For memsource, please see <a href="http://wiki.memsource.com/wiki/Supported_Languages">http://wiki.memsource.com/wiki/Supported_Languages</a>. For the TM infrastructure with SDL, please see the included file (languages and filters). Please note: the use of TM presupposes the availability of electronic documents. In case documents are provided in PDF form, this would extend our workflow to include an initial OCR step, to provide documents in the correct format (especially with picture PDFs).</p>	5	<p>Specification Compliance 1.4.1, 1.4.2.5 &amp; 1.4.2.7</p>
12	<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 <b>Confirmed - all translations have been delivered</b></p>	25	<p>Timed Translation trial results</p>
13	<p>Tender Price (MEAT price)</p>	<p>See Pricing Schedule table below</p>	30	<p>Price</p>
			0	0
			100	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 - Tenderer to confirm what discount applies - analysis on source text	
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% - 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

<p><b>Pricing - Please note: you cannot calculate matchings on target text. If you run an analysis on the target text, you get all at 100% matchings, since the text is compared with the existing memory, which, for an already translated text, is at 100%. On target text count, only initial 100% segments and repetitions can be discounted</b></p>	
A	Examples if calculated on source text (please note: calculations show on analysis file, weighted towards the matching rate established: 100 word document (Spanish into English) with 75 words translated by memory software i.e. 60% to
B	1,000 word document (Russian into English) with 850 words translated using memory software i.e.
C	2,000 word document (Japanese into English) with 1,000 words translated using memory software i.e.

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



ANNEX A - Tenderer's Commercial Sensitive Information Form

ITT Ref No: **HA294/005/167**

Description of Contractor Sensitive Information:

The description of our internal processes and working methodologies is confidential.  
The IP of our FTP and the credentials to log into our Worx portal are both confidential.  
Inappropriate use of such credentials could cause damage to our company.

Invoice data provided

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

Description of our procedures/methodologies

Indication of data necessary to access remotely our FTP or Worx portal.

Indication of invoice/quotation/PO templates

Explanation of Sensitivity:

Unauthorised access to our servers could cause damage.

Unauthorised disclosure of invoicing data could harm the company

Unauthorised divulgation of procedures and methodologies could partly impair our competitive advantage.

Details of potential harm resulting from disclosure:

Loss of data

Period of Confidence (if applicable): For the entire duration of the tender

Contact Details for Transparency/Freedom of Information matters:

Name:

Positior

Address:

Telephone Number:

E-mail Address:

A handwritten signature in black ink, consisting of several stylized, overlapping loops and lines.

# CERTIFICATION

The SAP logo, consisting of the letters 'SAP' in a bold, white, sans-serif font, set against a black, trapezoidal background that tapers to the right. A small 'TM' trademark symbol is located to the right of the logo.

**SAP Language Services  
hereby confirm that**

**Interlanguage  
Translation Ltd.**

**has qualified as**

**Certified SAP  
Translation Partner**

**for the language combination:**

**English/German -> Italian**

**As from 09-08-2007**

**SAP AG**  
Neurottstraße 16  
69190 Walldorf, Deutschland  
[www.sap.com](http://www.sap.com)

This certificate is subject to  
SAP Language Services Certification Conditions



**We make communication happen**

**Bank details: Account name: Interlanguage Translation Ltd.**

**Bank name: Barclays Bank PLC • Account number: 78144988**

**Routing/IBAN: GB15 BARC 2029 3778 144988 • Branch code: 202937 • Bic/Swift: BARCGB22**

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**Registered office : Interlanguage Translation Ltd. • 59 Hillfield Road • London • England • NW6 1QD**

**Tel. +442077942929 • Fax. +442077942929 • Website. [www.iltgroup.eu](http://www.iltgroup.eu) • Email. [info@iltgroup.eu](mailto:info@iltgroup.eu)**

**VAT No GB681559991**

**Quote no.:**

Issue date: 18/11/2011



To:

Fondazione IBM Italia  
via de'Lucchesi, 26  
Rome  
00187  
Italy

**Quote description**

**Request name:** MUST\_FIBM\_SEDONA  
**Due date:** 25/11/2011 00:00:00  
**Manager:** --

**Quote details**

Task	Workload	Charged fee
ContractIt_Fr	2,237 Word	
ContractIt_Fr	1 Other	
ContractIt_Fr	1 Other	

**Sub total****Grand total**





Invoice no.: Inv\_UK\_000642012

Issue date :03/07/2012



To:

Centre de Traduction des Organes de l'UE  
Rue du Fort Thuengen  
Luxembourg 1499  
Luxembourg

### Invoice details

Project name: EUROPOL/2012/0016/00/00 (EN->DE)

Project number: 00000512

Task	Workload	Unit fee	Charged fee
EUROPOL/2012/0016/00/00 (EN->DE)	3.00 Page		0

Subtotal: 0

Project name: 07869\_CPVO\_2012\_0026\_00\_00,

Project number: 00000537

Date of delivery: 02/07/2012

Task	Workload	Unit fee	Charged fee
07869_CPVO_2012_0026_00_00	14.00 Page		
07870_EDPS_2012_0076_00_00	33.00 Page		
07942_OHMI_2012_0793_00_00	5.00 Page		

Subtotal:

Project name: EDPS/2012/0077/00/00 (EN->DE)

Project number: 00000538

Date of delivery: 19/06/2012

Task	Workload	Unit fee	Charged fee
Translation ( EN-UK, DE )	3.00 Page		0

**Subtotal: €108.00**

**Project name: EDPS/2012/0080/00/00 (EN->DE)**

**Project number: 00000539**

**Date of delivery: 26/06/2012**

<b>Task</b>	<b>Workload</b>	<b>Unit fee</b>	<b>Charged fee</b>
Translation ( EN-UK, DE )	11.00 Page		

**Subtotal: .00**

**Project name: EDPS/2012/0084/00/00 (EN->DE)**

**Project number: 00000540**

**Date of delivery: 26/06/2012**

<b>Task</b>	<b>Workload</b>	<b>Unit fee</b>	<b>Charged fee</b>
Translation ( EN-UK, DE )	3.00 Page		

**Subtotal:**

**Project name: OHMI/2012/0826/00/00 (EN->DE)**

**Project number: 00000546**

**Date of delivery: 24/06/2012**

<b>Task</b>	<b>Workload</b>	<b>Unit fee</b>	<b>Charged fee</b>
Translation ( EN-UK, DE )	6.00 Page		

**Subtotal:**

**Project name: OHMI/2012/0825/00/00 (EN->DE)**

**Project number: 00000547**

**Date of delivery: 24/06/2012**

<b>Task</b>	<b>Workload</b>	<b>Unit fee</b>	<b>Charged fee</b>
Translation ( EN-UK, DE )	20.00 Page		

**Subtotal:**

**Project name: EDPS/2012/0086/00/00 (EN->DE)**

**Project number: 00000548**

**Date of delivery: 02/07/2012**

<b>Task</b>	<b>Workload</b>	<b>Unit fee</b>	<b>Charged fee</b>
Translation ( EN-UK, DE )	12.00 Page		

Subtotal: €432.00

Project name: EDPS/2012/0089/00/00 (EN->DE)

Project number: 00000549

Date of delivery: 24/06/2012

Task	Workload	Unit fee	Charged fee
Translation ( EN-UK, DE )	4.00 Page		

Subtotal:

Project name: EDPS/2012/0085/00/00 (EN->DE)

Project number: 00000555

Date of delivery: 29/06/2012

Task	Workload	Unit fee	Charged fee
Translation ( EN-UK, DE )	10.00 Page		

Subtotal:

## Invoice summary

Subtotal	
VAT not applicable	
<b>Grand total</b>	<b>0</b>

Payment is due by : 02/08/2012

Exemption from VAT pursuant to Article 151(1)(aa) of Directive 2006/112/EC



Translation Support Department  
Demand Management Section

**INTERLANGUAGE TRANSLATION Ltd**  
HILLFIELD ROAD 59  
LONDON NW6 1QD  
ROYAUME-UNI

**ORDER FORM N° : 08863**

Luxembourg, 29/06/2012

Commitment n°: CDT.20120002

Contract N° : LEG09DE005en

List : 100

Translation : **X**

Revision :

Modification :

Target language : DE

Deadline : **03/07/2012 10:00**

THP : 6000401654

Document N°	Source language	No. of standard translation pages**	Rate per page in €	Variation of rate per page	Final rate per page in €	Total payment due in € *	Title(s)
EDPS/2012/0085/00/00	EN						
<b>TOTAL</b>		<b>10</b>					

P. O. Nuno SOUSA  
Signed on 29/06/2012 - 15:15

**CENTRE DE TRADUCTION DES ORGANES DE L'UNION EUROPÉENNE**

1 rue du Fort Thüngen • L-1499 LUXEMBOURG • Tél. : 352/ 42 17 11 1 • Fax : 352/ 42 17 11 220 • cdt@cdt.europa.eu



Translation Support Department  
Demand Management Section

**INTERLANGUAGE TRANSLATION Ltd**  
HILLFIELD ROAD 59  
LONDON NW6 1QD  
ROYAUME-UNI

**ORDER FORM N° : 08574**

Luxembourg, 22/06/2012

Commitment n°: CDT.20120002

Contract N° : LEG09DE005en

List : 100

Translation : X

Revision :

Modification :

Target language : DE

Deadline : **25/06/2012 12:00**

THP : 6000401654

Document N°	Source language	No. of standard translation pages**	Rate per page in €	Variation of rate per page	Final rate per page in €	Total payment due in € *	Title(s)
EDPS/2012/0089/00/00	EN						Security Scanners Com
<b>TOTAL</b>							

\*

P. O. Nuno SOUSA  
Signed on 25/06/2012 - 15:02

**CENTRE DE TRADUCTION DES ORGANES DE L'UNION EUROPÉENNE**

1 rue du Fort Thüngen • L-1499 LUXEMBOURG • Tél. : 352/ 42 17 11 1 • Fax : 352/ 42 17 11 220 • cdt@cdt.europa.eu



Translation Support Department  
Demand Management Section

**INTERLANGUAGE TRANSLATION Ltd**  
HILLFIELD ROAD 59  
LONDON NW6 1QD  
ROYAUME-UNI

**ORDER FORM N° : 08572**

Luxembourg, 22/06/2012

Commitment n°: CDT.20120002

Contract N° : LEG09DE005en

List : 100

Translation : X

Revision :

Modification :

Target language : DE

Deadline : **03/07/2012 10:00**

THP : 6000401654

Document N°	Source language	No. of standard translation pages**	Rate per page in €	Variation of rate per page	Final rate per page in €	Total payment due in € *	Title(s)
EDPS/2012/0086/00/00	EN						is Opinion
<b>TOTAL</b>							

P. O. Nuno SOUSA  
Signed on 25/06/2012 - 15:02

**CENTRE DE TRADUCTION DES ORGANES DE L'UNION EUROPÉENNE**

1 rue du Fort Thüngen • L-1499 LUXEMBOURG • Tél. : 352/ 42 17 11 1 • Fax : 352/ 42 17 11 220 • cdt@cdt.europa.eu

Declaration by consortium members (the "circle").

We, the consortium members, abide by the Conditions of Tender and the Terms and Conditions of Contract.

We, the consortium members, declare that our processes are in line with industry certification requirements, and that we are all SAP quality certified and SAP Language Services Partners.

We, the consortium members, guarantee that the information given is accurate and up to date, and that we will notify the authority as soon as circumstances change.

We further declare that we have the following:

- Ability to translate highly technical and marketing related information into English, and from English into a range of various languages listed, including the use and application of translation memory software
- Robust quality assurance and verification processes including accuracy and attention to detail
- Capability and capacity of Contractor to handle the type, range and volumes of work given, and provide a guaranteed response within the key timescales given in each order
- Ability of the Contractor to receive work via a FTP site/portal and email. Reliability, Availability and Maintainability of the FTP site/portal shall therefore also be key
- Reliable and dedicated Contractor's point of contact for general issues with any orders placed/to be placed
- Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact

We further agree to the confidentiality requirements stated in para 3.2 of the ITT, which are the following:

Tenderers shall at all times treat the contents of the ITT and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;

Tenderers shall not disclose copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;

Tenderers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender; and

Tenderers shall not undertake any publicity activity of any kind in relation to the Tender.

Tenderers may disclose, distribute or pass any of the Information to the Tenderer's advisers, sub-contractors or to another person provided that either:

This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer; or

The Tenderer obtains the prior written consent of the Authority in relation to such disclosure, distribution or passing of Information; or

The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the ITT or any agreement arising from it; or

The Tenderer is legally required to make such a disclosure.

The Authority may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and the Authority may make any of the documents available for private inspection by its officers, employees, agents or advisers. The Authority also reserves the right to disseminate information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer, subject to the duty to protect each Tenderer's commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the FOIA).

The Authority may consult credit reference agencies to assess the creditworthiness of a Tenderer and such information may be used in the assessment of a Tender.

Signed

, EIN 94-3207335, July 27, 2012

For the Circle:

Company: Logrus International Corporation



**FTP WEBSITES AND E MAIL DETAILS – FOR TIMED TRIAL EXERCISE**

FTP website address	
Contractor Account Manager e mail address and full contact details and telephone/mobile numbers– main point of contact	
Contractor IT Manager e mail and full contact details and telephone/mobile numbers – for any IT and FTP issues	



To:

UKHO

**Declaration**

The undersigned, \_\_\_\_\_ eby confirms to be the legal representative of Interlanguage Translation Ltd. and to be empowered to represent the Tendering Party and entitled to sign the contract if the tender is successful

Date,

15.5.12

Signed





Declaration by consortium members (the "circle").

We, the consortium members, abide by the Conditions of Tender and the Terms and Conditions of Contract.

We, the consortium members, declare that our processes are in line with industry certification requirements, and that we are all SAP quality certified and SAP Language Services Partners.

We, the consortium members, guarantee that the information given is accurate and up to date, and that we will notify the authority as soon as circumstances change.

We further declare that we have the following:

- Ability to translate highly technical and marketing related information into English, and from English into a range of various languages listed, including the use and application of translation memory software
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- Ability of the Contractor to receive work via a FTP site/portal and email. Reliability, Availability and Maintainability of the FTP site/portal shall therefore also be key
- Reliable and dedicated Contractor's point of contact for general issues with any orders placed/to be placed
- Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact

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Tenderers shall not undertake any publicity activity of any kind in relation to the Tender.

Tenderers may disclose, distribute or pass any of the Information to the Tenderer's advisers, sub-contractors or to another person provided that either:

This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer; or

The Tenderer obtains the prior written consent of the Authority in relation to such disclosure, distribution or passing of Information; or

The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the ITT or any agreement arising from it; or

The Tenderer is legally required to make such a disclosure.

The Authority may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and the Authority may make any of the documents available for private inspection by its officers, employees, agents or advisers. The Authority also reserves the right to disseminate information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer, subject to the duty to protect each Tenderer's commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the FoIA).

The Authority may consult credit reference agencies to assess the creditworthiness of a Tenderer and such information may be used in the assessment of a Tender.

Signature

A handwritten signature consisting of a curved line above a horizontal line with a small vertical tick at the end.

For the Circle:

Company:

Declaration by consortium members (the "circle").

We, the consortium members, abide by the Conditions of Tender and the Terms and Conditions of Contract.

We, the consortium members, declare that our processes are in line with industry certification requirements, and that we are all SAP quality certified and SAP Language Services Partners.

We, the consortium members, guarantee that the information given is accurate and up to date, and that we will notify the authority as soon as circumstances change.

We further declare that we have the following:

- Ability to translate highly technical and marketing related information into English, and from English into a range of various languages listed, including the use and application of translation memory software
- Robust quality assurance and verification processes including accuracy and attention to detail
- Capability and capacity of Contractor to handle the type, range and volumes of work given, and provide a guaranteed response within the key timescales given in each order
- Ability of the Contractor to receive work via a FTP site/portal and email. Reliability, Availability and Maintainability of the FTP site/portal shall therefore also be key
- Reliable and dedicated Contractor's point of contact for general issues with any orders placed/to be placed
- Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact

We further agree to the confidentiality requirements stated in para 3.2 of the ITT, which are the following:

Tenderers shall at all times treat the contents of the ITT and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;

Tenderers shall not disclose copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;

Tenderers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender; and

Tenderers shall not undertake any publicity activity of any kind in relation to the Tender.

Tenderers may disclose, distribute or pass any of the Information to the Tenderer's advisers, sub-contractors or to another person provided that either:

This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer; or

The Tenderer obtains the prior written consent of the Authority in relation to such disclosure, distribution or passing of Information; or

The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the ITT or any agreement arising from it; or

The Tenderer is legally required to make such a disclosure.

The Authority may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and the Authority may make any of the documents available for private inspection by its officers, employees, agents or advisers. The Authority also reserves the right to disseminate information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer, subject to the duty to protect each Tenderer's commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the FOIA).

The Authority may consult credit reference agencies to assess the creditworthiness of a Tenderer and such information may be used in the assessment of a Tender.

Signed

For the Cir

Company:





**CIRCLE OF SAP LANGUAGE SERVICE PARTNERS**

**NON-DISCLOSURE AGREEMENT**

**EFFECTIVE DATE:** November 15, 2011

This Agreement includes 6 pages.

6





#### **4. PROTECTION OF CONFIDENTIAL INFORMATION**

- 4.1. Each Participant shall protect the Confidential Information by using a reasonable degree of care by no means inferior to that applied to the degree of care the Participant uses to protect his/her own confidential information.

#### **5. TERM**

- 5.1. The duty to protect Confidential Information disclosed under this Agreement for each and every signor expires two (2) years after the date the entire Circle ceases to exist by dissolution of the Circle by all NDA signors in writing.

#### **6. PENALTIES/REMEDIES**

- 6.1. Notwithstanding the right of the other Participants to use court action against a disclosing Participant, the Circle agrees to take the following two actions if verifiable proof exists that a Participant has disclosed Confidential Information:
- 6.1.1. The disclosing Participant is excluded from the Circle without notice based on a majority decision with 2/3 of the votes with the disclosing Participant having no right to vote.
- 6.1.2. The Circle reserves the right to take collective legal action against the disclosing Participant. The court of jurisdiction will be Mannheim, Germany.

#### **7. COPIES**

- 7.1. Each Participant will receive one copy of this Agreement signed by all participants.

#### **8. PARTICIPANTS' SIGNATURES**

The participants' signatures are included in the next two pages.

## 1. PREAMBLE

- 1.1. The Participants intend to create a Circle of SAP Language Partners in order to provide new, extended, and/or improved services to existing and potential customers.
- 1.2. The Participants listed above enter into this Non-Disclosure Agreement in order to be able to work on all aspects of a potential co-operation between them.
- 1.3. This Non-Disclosure Agreement comes in effect as signed by more than one partner for those who signed, and will be binding for all who signors for the Term, as defined in clause 5.

## 2. CONFIDENTIAL INFORMATION

- 2.1. Any information disclosed by one of the participants in a group meeting (face-to-face) or in a telephone/web conference or in an email or other electronic transmission is to be considered as Confidential Information unless:
  - 2.1.1. The disclosing party agrees in writing that the information can be made public.  
or
  - 2.1.2. The information is in the public domain at the point of disclosure.
- 2.2. In particular, the following information is to be kept strictly confidential:
  - 2.2.1. Any information on prices and costs.
  - 2.2.2. Information on customers & prospects.
  - 2.2.3. Information on competitors.
  - 2.2.4. Information on participants, in particular:
    - 2.2.4.1. Resources
    - 2.2.4.2. Capabilities
    - 2.2.4.3. Systems
    - 2.2.4.4. Services
    - 2.2.4.5. Knowledge
    - 2.2.4.6. Any other type of information pertaining to internal partner operation
  - 2.2.5. Any information disclosed and defined as confidential by one of the Participants.

## 3. USE OF CONFIDENTIAL INFORMATION

- 3.1. Any Confidential Information shall be used within the Circle only unless decided otherwise by the Circle Participants unanimously.

Declaration by consortium members (the "circle").

We, the consortium members, abide by the Conditions of Tender and the Terms and Conditions of Contract.

We, the consortium members, declare that our processes are in line with industry certification requirements, and that we are all SAP quality certified and SAP Language Services Partners.

We, the consortium members, guarantee that the information given is accurate and up to date, and that we will notify the authority as soon as circumstances change.

We further declare that we have the following:

- Ability to translate highly technical and marketing related information into English, and from English into a range of various languages listed, including the use and application of translation memory software
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- Capability and capacity of Contractor to handle the type, range and volumes of work given, and provide a guaranteed response within the key timescales given in each order
- Ability of the Contractor to receive work via a FTP site/portal and email. Reliability, Availability and Maintainability of the FTP site/portal shall therefore also be key
- Reliable and dedicated Contractor's point of contact for general issues with any orders placed/to be placed
- Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact

We further agree to the confidentiality requirements stated in para 3.2 of the ITT, which are the following:

Tenderers shall at all times treat the contents of the ITT and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;

Tenderers shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;

Tenderers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender; and

Tenderers shall not undertake any publicity activity of any kind in relation to the Tender.

Tenderers may disclose, distribute or pass any of the Information to the Tenderer's advisers, sub-contractors or to another person provided that either:

This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer; or

The Tenderer obtains the prior written consent of the Authority in relation to such disclosure, distribution or passing of Information; or

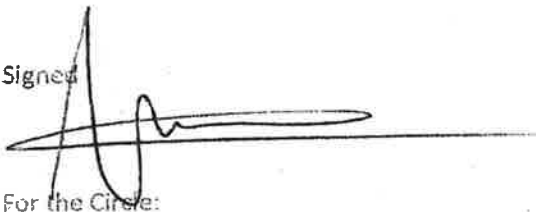
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The Authority may consult credit reference agencies to assess the creditworthiness of a Tenderer and such information may be used in the assessment of a Tender.

Signed

A handwritten signature in black ink, consisting of a large, stylized initial 'A' followed by a series of loops and a long horizontal stroke extending to the right.

For the Circle:

Company:

27-07-2012

Declaration by consortium members (the "circle").

We, the consortium members, abide by the Conditions of Tender and the Terms and Conditions of Contract.

We, the consortium members, declare that our processes are in line with industry certification requirements, and that we are all SAP quality certified and SAP Language Services Partners.

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The Authority may consult credit reference agencies to assess the creditworthiness of a Tenderer and such information may be used in the assessment of a Tender.

Signed

For the Circle:

Company:

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## Quality control

Our company runs a certification program:

### General Description

The ILT certification attests a translator's professional competence in translating from one specific language into another.

It is available to candidates who offer proof of eligibility to take the examination based on education and experience in SAP translation (Online and Offline) and another field of competence.

The certification is awarded after a candidate passes an examination administered under controlled conditions and comes with the obligation to continually improve professional skills through further education.

The ILT Group certification is available only to translators working for ILT Group and is valid for 2 years.

The ILT Group certification is currently available from German and English into Italian.

### Examination Procedures

- The certification examination is a 4-hours exam in a specific language pair (i.e., one specific source language and one specific target language). The exam presents:
  - A SAP Online translation, valuated with the internal online QUETT
  - A SAP Offline translation valuated with internal QUETT
  - An additional passage of approximately 225-275 words. The candidate can choose one of the passages available from the domain of science/technology/medicine or the domain of law/business/finance.
  - The completion of the excel sheet named "CertCriteria Translators" to assess the level of knowledge of the SAP translation environment, in addition to the procedures and the quality of the process used.
  - Before taking the exam candidates are asked to complete a registration module with all their data.
  - At the end the translator will be asked to send the translations (in case of offline translations) and all the documentation in a zipped file named ILTcert\_NAME&SURNAME.zip.
  - Candidates will be informed about the final results and will be given the assessment sheet with the comments of the assessor. The result of the exam will not be published anywhere and will remain property of ILT Group.

### ***ILT certification requirements***

- A degree or postgraduate qualification in a relevant subject or a corresponding qualification accepted by ILT
- At least three years experience in the field of specialization
- At least one year experience in SAP translation (Online, Offline or both)
- A translation degree or equivalent diploma
- Before taking the exam the translator has to sign the ILT Group non-disclosure agreement

### Metrics

The following paragraph contains a list of the main criteria taken into consideration to evaluate the test translation. In case of SAP translation evaluation, such criteria shall be read in conjunction to the requirements contained in the Qett sheet.

- **Accuracy** The assessor may identify a scale of errors ranging from a minor slip, such as the wrong lexical/grammatical choice, to a disastrous blunder. A single grave error may lead to a 'Fail' such as a 'decrease' instead of an 'increase', the confusion of left and right, or a gross misunderstanding of the source text. Assessors should pay particular attention to the transcription of names, dates, numbers, etc.
  - **Omissions** Substantial omissions (e.g. whole paragraphs) should be signalled by the assessor and would normally result in a fail. An omission of a single word must be judged by the effect this has on the accuracy of the translation (e.g. the omission of a negative could be disastrous). Any deliberate omissions by the candidate should be explained in a footnote.
  - **Additions** Some texts may contain additions by the translator, often by way of explanation, which

may interfere with the flow of the text or be off-putting for the reader. If the addition is substantial, the candidate should include a footnote explaining the reason for it.

- **Terminology** Errors under this heading could include:
  - a) Failure to use the generally accepted terminology of the passage in the chosen field.
  - b) Mistranslation of 'false friends'
  - c) Use of terms that, while accurate translations, are inappropriate for the context.
- **Register** When the register chosen is markedly inappropriate for the target audience in the relevant country.
- **Consistency** A minor violation of consistency would be the use of both 'realize' and 'realise', for example, or a mixture of the form of dates and times used, e.g. a.m./p.m. and the 24-hour clock; a major one would be a 'vehicle' which later becomes a 'machine'. The candidate should be consistent in the local language version chosen.
- **Grammar** E.g. a singular subject is used for a plural verb and vice versa.
- **Spelling** The candidate may have omitted an auto-spell check.
- **Punctuation** Examples of poor punctuation are over-use of the semi-colon or too few commas, affecting readability and flow; failure to close brackets; misuse of commas affecting the sense; and not honouring the conventions of the target language.
- **Layout** It is usually assumed that the translator will keep to the original headings, indentation, etc., but some texts have special requirements (e.g. spacing and font size). Minor discrepancies, such as no page numbers, should not be marked up.

### Assessment Results

The exams will be judged as *Pass* or *NoPass*. A positive result means that:

- The translator has passed the internal SAP quett (Online and/or Offline)
- The translator has satisfied the quality criteria of ILT Group based on SAP quality
- The translator has reached a score of at least 70% points in the evaluation excel sheet attached to the translation exam.

If the result is a *No Pass* the translator will be notified together with an assessment report.

**Allegato 1 – Cielo di Salerno – Requisiti di certificazione statutarie e commerciali: stato**

	<b>Certificato</b>	<b>Autorità emittente</b>	<b>Data di emissione</b>	<b>Ultimo intermedio / annuale</b>	<b>Scadenza</b>
<b>1</b>	Certificato di Registro	Liberia	24 maggio 2005	Non interessa	Non interessa
<b>2</b>	Certificato di stazza	RINA	23 aprile 2002	Non interessa	Non interessa
<b>3</b>	Certificato linee di carico	RINA	11 giugno 2002	3 febbraio 2006	28 marzo 2007
<b>4</b>	Certificato di classe - 1	ABS	19 maggio 2005	4 febbraio 2006	31 marzo 2007
<b>5</b>	Certificato di classe – 2	RINA	28 marzo 2002	3 febbraio 2006	28 marzo 2007
<b>6</b>	Certificato di omologazione	RINA	28 marzo 2002	3 febbraio 2006	28 marzo 2007
<b>7</b>	Certificato delle apparecchiature radiotrasmittenti	RINA	11 giugno 2002	3 febbraio 2006	28 marzo 2007
<b>8</b>	Certificato di manutenzione delle attrezzature di sicurezza	RINA	11 giugno 2002	3 febbraio 2006	28 marzo 2007
<b>9</b>	Certificato IOPP	RINA	11 giugno 2002	3 febbraio 2006	28 marzo 2007
<b>10</b>	Certificato di gestione della sicurezza	RINA	13 novembre 2002	28 aprile 2005	2 agosto 2007
<b>11</b>	Documento di conformità	RINA	14 novembre 2002	30 luglio 2006	3 ottobre 2007
<b>12</b>	Certificato di equipaggiamento minimo	Liberia	28 marzo 2002	Non interessa	Non interessa



## **Confidentiality/Security**

Enforcement of strict obligations of confidentiality and secrecy under the tendered contract is guaranteed.

We confirm that the personnel who may be involved in assignments for the Contract performance will sign a declaration of security obligations that information acquired while providing the Services shall be kept confidential and secret and shall be used exclusively for the purposes of the Services' performance.

### ***Policies and guidelines regarding information security***

- We ensure that all contractors who process personal data (as defined by Directive 95/46/EC) on behalf of Interlanguage Translation Ltd. do so in compliance with the law.
- Premises Access Control – There is an access control in place to avoid unauthorised access to the company's premises.
- There is an access control process in place to restrict access to data centres or rooms where data servers are located
- There are partial alarm devices in place with regard to access area
- The service provision for ILT is carried out exclusively on systems of ILT, but access to personal data is carried out remotely also on non-ILT Hardware (e.g. OpenVPN/Astaro)
- All computers that are used to process personal data (including remotely) are password-protected after the boot sequence to prevent someone else accessing any personal data without authorisation.
- Are all computers that are used to process personal data (including remotely) are password-protected when left unattended to prevent someone else accessing any personal data without authorization
- Each user has a dedicated user ID for authentication against TM Server- VPN
- Each user has an individual password assigned to him/her
- There are rules and standards in place regarding password security
- There are rules and standards in place that prohibit the sharing of passwords
- There are rules and standards in place that outline processes after disclosure of a password
- There are rules and standards in place that require the regular changing of passwords
- Only authorized personnel or permitted employees of the company's subcontractors get access to applications which process personal data
- There is a process in place to modify/deactivate user accounts when a user changes job function or leaves company
- There is a process in place to modify/deactivate system administrator permissions, when an administrator changes job function or leaves company
- Only authorized personnel or permitted employees of the company's subcontractors get access to personal data
- Data carriers (like tapes and backup media) are stored in secure areas
- There is a process in place to prevent use and installation of unauthorized hardware and/or software in the company's IT infrastructure
- Personal data that is no longer required for the service provision are permanently and safely erased
- Personal data is encrypted during data transmission
- Removable media are used to transfer personal data (e.g. USB flash drive, CD, DVD, external hard disk, etc.)
- Users' and administrators' activities are logged on systems while processing personal data
- Only authorized personnel is permitted to modify any personal data within the scope of their function
- There are controls in place to monitor the fulfilment of contractual obligations of customers (SLA Monitoring)
- We work according written customer instructions or contracts
- The personal data received from different clients is processed and stored physically or logically separated to ensure that the data of a specific customer can be identified at all times
- Backups are performed regularly and the used backup storages physically stored in specially protected areas
- Restore tests of those backups are performed regularly (every 3 months).
- There are contingency plans or a business recovery strategy in place
- It is ensured that personal data of the client is not used for any purpose other than agreed
- It is it ensured that clients' personal data is processed only on business equipment
- There is a policy in place to ensure that physical documents containing personal data are placed in a safe or secure environment such as a locked desk, drawer, filling cabinet, or other secured storage space when documents are left unattended
- There is a process in place for secure disposal of documents or data carriers containing personal

data (shredding)

- Are firewalls in place on network level to prevent unauthorized access to systems and services on network level
- We ensure that each computer system runs an up-to-date antivirus solution
- There is a specific person responsible for Data Protection and Data Security

- It is ensured that employees processing personal data are trained on Data Privacy.
- It is ensured that employees processing personal data are trained on Data Security
- We employ subcontractors who have access to personal data. But they sign a NDA agreement.
- Internal controls or audits with respect to technical and organizational security measures are performed regularly
- We have not implemented an information security management system (ISMS)
- The service provision (contractual data processing) mainly rendered on behalf of the authority is performed in the UK





## **Equipment**

### **Hardware**

1 Linux server  
2 Windows server  
16 Pentium 4  
1 multitask printer/scanner/fax device  
1 HP multifunction laser printer  
1 colour Minolta printer  
1 colour HP printer  
2 ASDL (20 giga in download, 512 guaranteed in upload, with a total of 16 static public IP addresses)  
4 notebooks  
1 mac pro

### **Software**

Specialized technology for the production of multimedia publications:

**SDL TM Server** Studio 2009 and Workbench with centralised architecture (client server) for the administration of centralised Translation Memories and Glossaries. All our translators can concurrently access the centralised memories. Supported file formats: sdlxliff, ttx, itd, doc, dot, docx, dotx, docm, dotm, ppt, pps, pot, pptx, ppsx, potx, pptm, potm, xlsx, xltx, xlsx, xls, xlt, odt, ods, odp, sxw, sxc, sxi, rtf, html, htm, jsp, asp, aspx, ascx, mif, inx, idml, icml, xtg, tag, xlf, pdf, csv, txt, properties, rexc, xml, dita.

The included Project Management module allows for the distribution and tracing of translation progression (shareable with the customer)

**TM Multiterm Server** Tool used to create and administer centralized terminology databases. It is integrated in the translation environment. We create specialized glossaries that can be accessed on-line by all translators working on a project.

**Memource** – Cloud TM solution

**Catalyst 9.0** Software localization tool for processing Resource files. This tool can be easily combined with SDL Studio.

**SAP Applications** We use SAP's inbuilt translation transactions to complete SAP localization projects. We offer a complete service for customized developments. The connection to SAP is through dedicated VPN. We access SAP's servers remotely.

**Adobe Creative Suite CS5 and CS3** A complete suit of DTP tools for the creation of multimedia material.

**Eset NOD Antivirus Protection**

**Avira Antivirus Protection**

**Worx Management Portal** (with separate Client and Vendor Portal with online access)  
(see Project Cycle Description)

**Microsoft Office** licences (2003 and 2007)

**QA Distiller, for formal quality assurance tests.**

**Backup/Recovery tools**



To ensure that you provide flexibility to your clients, it is essential that you can accept any type of project, regardless of the file type or language.

SDL Trados Studio 2011 supports the widest range of supported languages, as well as all the latest file formats, so that you are fully equipped to work on any project.

### Languages supported by SDL Trados Studio 2011

SDL Trados Studio 2011 will work with virtually any language combination that is also supported by Microsoft Windows. This includes Eastern European, Asian and bi-directional languages such as Arabic or Hebrew.

#### Languages supported by SDL Trados Studio 2011

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

## File types supported by SDL Trados Studio 2011

SDL has invested over 25 years into filter development to provide users with the widest choice of file compatibility. Our filters give you the ability to work with over 70 different file types - you will never have to turn down a translation project due to file compatibility ever again.

### File types supported by SDL Trados Studio 2011

<p><b>Adobe Acrobat</b> PDF (please note that SDL Trados Studio will open a PDF and save it as either a bilingual file or as a Microsoft Word translated file)</p> <p><b>Adobe FrameMaker</b> 7.x*, 8.x, 9.x and 10.x</p> <p><b>Adobe InDesign</b> CS2 - CS5.5 Interchange format files (INX) InDesign Markup Language (IDML)</p> <p><b>Adobe InCopy</b> CS4 - CS5.5 InCopy Markup Language (ICML)</p> <p><b>Generic delimited text</b> CSV, CAT files</p> <p><b>Generic Text</b> TXT</p> <p><b>HTML</b> Including Active Server Pages (ASP), Active Server.NET (ASP.NET), Java Server Pages (JSP) and Include files(INC)</p> <p><b>Interleaf</b> IASCII*</p> <p><b>Java</b> Java Properties</p>	<p><b>Microsoft Excel 2000-2003</b> XLS, XLT</p> <p><b>Microsoft Excel 2007-2010</b> XLSX, XLTX, XLSM</p> <p><b>Microsoft Word 2000-2003</b> DOC, DOT, RTF</p> <p><b>Microsoft Word 2007-2010</b> DOCX, DOTX, DOCM, DOTM</p> <p><b>Microsoft PowerPoint 2000-2003</b> PPT, PPS, POT</p> <p><b>Microsoft PowerPoint 2007-2010</b> PPTX, PPSX, POTX, PPSM, PPTM, POTM</p> <p><b>Microsoft .NET</b> Based on RESX and XAML</p> <p><b>OpenDocument</b> ODT, ODS, ODP Including, Google Docs, LibreOffice, Text Document and IBM Lotus Symphony applications.</p> <p><b>PageMaker</b> Tagged files TXT*</p> <p><b>QuarkXPress7-9**</b> QuarkXPress tagged files QSC, XTG, TTG, TAG</p>	<p><b>QuickSilver 3.0*</b> IASCII versions 8.5 and 8.6</p> <p><b>RESX</b> The .NET XML-based resource</p> <p><b>SDLX files</b> ITD bilingual files</p> <p><b>SDL Trados Studio files</b> SDLXLIFF bilingual files</p> <p><b>SDL Trados Translator's Workbench</b> Legacy bilingual Word documents DOC, DOCX</p> <p><b>SGML*</b> SGM, SGML</p> <p><b>StarOffice</b> SXW, SXC, SXI</p> <p><b>TradosTag files</b> TTX bilingual files</p> <p><b>Ventura*</b> Tagged files TXT Workbench RTF</p> <p><b>XHTML</b> HTML, HTM</p> <p><b>XML, XSL</b> XLIFF documents (XLF) DITA</p>
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\*Supported through SDL Trados 2007 infrastructure (included within SDL Trados Studio 2011 as an integrated component.)

\*\*QuarkXPress 7-9 files, including Unicode encoded files, are supported through the third-party application CopyFlow from Napsys. For more information, please visit <http://www.napsys.com/sdl/>.

## 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 PQQ was submitted.	The Translation People	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 <u>not</u> in the Authority's Statement of Requirements at Annex A	<p>The Translation People translates from and into many different languages, including a number that are not included in the Statement of Requirements. While we regularly translate into languages such as Czech, Hungarian and Slovak, the fact that these languages are landlocked means that they will seldom be required by the UKHO. However, we do also translate from and into other languages that may be required by the UKHO, such as Kurdish, Azeri, Bengali, Gujarati, Hindi, Punjabi, Urdu, Somali, Tamil, Sylheti, Swahili, Afrikaans, Amharic, Shona and Ndebele</p> <p><small>ITT number for assistance with contract processes are in the contract terms contract, 116</small></p> <p>Translation People will implement a set process for UKHO projects incorporating the following stages; a <b>dedicated Account Manager</b> and deputy Account Manager; a <b>dedicated recruitment process for translators</b> working on UKHO documents; a <b>strict review process</b> once the documents have been translated and a process designed to <b>maximise the use of Translation Memory software</b>, with the associated cost and consistency benefits.</p> <p><b>Dedicated Account Manager:</b> We will nominate as the UKHO's dedicated Account Manager, is based in our Birmingham office and is one of our most experienced members of staff. A qualified translator speaks German and Danish, will agree quarterly meetings with UKHO to review the work completed over the period, explain any improvements that may be available and discuss any issues that may arise. who also works in our Birmingham office, will be the deputy Account Manager, on occasions where is unavailable. Although is relatively new to The Translation People (having started at the beginning of 2012), was previously employed at and now handles many of our key accounts;</p> <p><b>Dedicated Recruitment Process for UKHO:</b> The Translation People works with a large number of translators working in many different fields, including translators with skills and experience in hydrographic texts. We will assemble these translators (in the languages required) into a dedicated team for the UKHO, with each having passed through our own stringent recruitment procedure, and also a specific test to be considered for UKHO work, ensuring that only translators who are capable with technical terminology are used. We will liaise with the UKHO in order to identify suitable sample translations and we will use experienced hydrographic translators to assess and score these translations. Only after this stage will the translator be considered for the work. It may also be convenient, if agreed with the UKHO, to organise a visit to UKHO premises for staff to meet the key translators working on the projects.</p> <p>Depending on the amount of work in certain language combinations, at a future date we will assess the feasibility of employing translators on a permanent basis if this improves the service to UKHO. <b>Strict Review Process</b> Once Documents have been translated; <b>Unless expressly agreed by UKHO, all translations will</b></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	<p>Translation People will implement a set process for UKHO projects incorporating the following stages; a <b>dedicated Account Manager</b> and deputy Account Manager; a <b>dedicated recruitment process for translators</b> working on UKHO documents; a <b>strict review process</b> once the documents have been translated and a process designed to <b>maximise the use of Translation Memory software</b>, with the associated cost and consistency benefits.</p> <p><b>Dedicated Account Manager:</b> We will nominate as the UKHO's dedicated Account Manager, is based in our Birmingham office and is one of our most experienced members of staff. A qualified translator speaks German and Danish, will agree quarterly meetings with UKHO to review the work completed over the period, explain any improvements that may be available and discuss any issues that may arise. who also works in our Birmingham office, will be the deputy Account Manager, on occasions where is unavailable. Although is relatively new to The Translation People (having started at the beginning of 2012), was previously employed at and now handles many of our key accounts;</p> <p><b>Dedicated Recruitment Process for UKHO:</b> The Translation People works with a large number of translators working in many different fields, including translators with skills and experience in hydrographic texts. We will assemble these translators (in the languages required) into a dedicated team for the UKHO, with each having passed through our own stringent recruitment procedure, and also a specific test to be considered for UKHO work, ensuring that only translators who are capable with technical terminology are used. We will liaise with the UKHO in order to identify suitable sample translations and we will use experienced hydrographic translators to assess and score these translations. Only after this stage will the translator be considered for the work. It may also be convenient, if agreed with the UKHO, to organise a visit to UKHO premises for staff to meet the key translators working on the projects.</p> <p>Depending on the amount of work in certain language combinations, at a future date we will assess the feasibility of employing translators on a permanent basis if this improves the service to UKHO. <b>Strict Review Process</b> Once Documents have been translated; <b>Unless expressly agreed by UKHO, all translations will</b></p>	5			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 language and confirm all delivery lead times can be met? Are there any issues or factors which may delay responses?</p>	<p>As mentioned in question 1, we already have a number of translators for languages not specified in the Statement of Requirements, however our recruitment process is ongoing for specialities within language combinations that we do not cover adequately within our translator database, for example for new client requirements. As our standard translator recruitment process (which our new translators have to complete before working with us) encompasses a telephone interview, the collection of references and a sample translation, it can sometimes take over 48 hours to complete the full process depending on translator availability to have the interview, collect the references and complete and assess the test piece. However, this process will often be completed quicker than this, and where our clients indicate that they are happy for us to proceed with the new translator even where the full recruitment process has not been completed (for extremely urgent requirements), we can accelerate the process further.</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>	<p>As a rule, all our translators work exclusively into their mother tongue. We have over 3500 translators registered with us, with the numbers of translators varying according to the amount of work we have in those language combinations. In addition, some translators work from multiple language combinations (e.g. from French and Spanish into English). As an example, the total number of translators we have that have Spanish to English as their language combination is 126, whereas the number of translators from Chinese to English is 63 (reflecting the fact that there are much fewer mother tongue translators in this category). The number of translators working into Chinese on the other hand is 284, and the number of translators working into French is 243. We do not have details on the geographical location of translators for each language combination, but we can confirm that 73% of our translators are based outside of the UK. Whilst there are significant advantages to using translators based in their own country, we do have a number of excellent translators based in the UK and for certain language combinations, it is convenient to have different translators in different time zones. Where we have a requirement in a very rare language combination, where the number of mother tongue translators is minimal, coupled with a specialist subject, we exceptionally consider the use of non-mother tongue translators if we feel they are able to produce more accurate work than a mother tongue translator, however these pieces of work are always reviewed by a mother tongue translator prior to delivery to ensure fluency in the language.</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>Our translators each have specialist fields associated to them on our translator database. This means that they have indicated that they have a specialisation in their chosen field and we have successfully assessed them to confirm this. In terms of navigational and maritime knowledge, we currently have 112 translators in this specialist field who have either been assessed or with whom the assessment process is still underway. We have at least one translator in each language combination identified in the Statement of Requirements who has either been assessed or whose assessment is pending. A number of translators registered with us have actually worked for the UK Hydrographic office and other similar bodies abroad. Our recruitment drive is ongoing to support the new requirements set out by our clients (in monthly meetings, our senior management team reviews our supplier requirements and sets out actions to ensure we have adequate resources to fulfil requirements). We estimate that a minimum of 250 translators will be required over a one year period to fulfil translation requests, including translations from and into English. This number takes into account the need for multiple translators for certain language combinations (i.e. to cover instances where the preferred translator is not available). It is anticipated that one translator per language combination (the lead translator) will fulfil most requests, however it is key to have backup translators for urgent requests. Some languages will need a greater number of linguists than others, given the number of anticipated requests in those language combinations from the UKHO. We will have increased our number of translators for this project to 200 by the start of the contract and to 250 within 3 months of the start of the contract. We will provide transparency on the acceptance criteria for the translators working for UKHO and UKHO will have input into this process. A minimum of 3 translators will be recruited for each language combination, with a higher number of translators being recruited for the more common language combinations. We will assign a 'lead translator' for each language combination who will be the preferred translator and who will also be the supplier to decide on language-specific issues to go in glossaries/style guides (where the UKHO is not in a position to do this). As mentioned in the previous question, we will organise a visit (or periodic visits if</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>Typically (and preferably for consistency purposes), we will allocate a single translator for each project, as this improves consistency within documentation. Where projects are required within a tighter timescale than is possible using one translator, we will give the UKHO the option of splitting the project between more than one translator and achieving a shorter deadline or using a single translator for the work with a longer deadline. The use of one translator is generally deemed to produce the most consistent translations, however we are regularly given projects where this is not possible, and we have devised systems using glossaries, style guides and a single reviewer to minimise inconsistencies. There is no extra charge for the use of more than one translator on urgent projects.</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>Our audit trail for UKHO projects will be as follows: the date and time of receipt of the document for translation will be logged on a quality control checklist, along with the requested deadline. An email alert will be generated to the approved UKHO translators advising them of the new request and checking availability to meet the required deadline (if there are any anticipated issues at this stage, then the UKHO contact will be advised immediately). Once the files have been prepared for translation (including pretranslating any technical terms in the glossary using Translation Memory Software) and checked against the original document (this task will be completed by one of our project managers), the Account Manager will complete the quality control checklist attesting that the files that have been OCR'd, have been checked against the original documents to ensure they match and that the Translation Memory has been used to pretranslate any of the technical terms contained within the source document. This will mean that effectively the translator cannot override the pretranslated text (although if they disagree with the pretranslated text, they will register this on the form that they complete with the translation). On returning the translation, the translators will return a form with their translations attesting that they have used all the reference material in their translation and that the translation is to the best of their ability, a true representation of the original document. This form will also contain a list of any queries that the translator may have or any comments for the client (e.g. possible errors in the source text). The final step is to send the translation to an external reviewer who will check that the sense of the original has been conveyed and that the language used is appropriate. The reviewer will also return a form attesting that the document has been reviewed and confirming its accuracy. This step will be signed off on the quality assurance form. The last step is for delivery time to be confirmed on the form and confirmation of receipt to be recorded. <b>Please note that our pricing reflects this comprehensive review process (as this is how we have understood your requirements), however if this external review is not required, we will be able to reduce pricing by approximately 25%.</b></p> <p>In the event of dissatisfaction with the translation, the audit trail will be checked</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 see attached soft copy examples of our estimates and invoices (please note that this is a sample we have created for UKHO, it is not a genuine invoice. We are able to include whatever information is required, and we will agree with UKHO the information that must be included on all quotes/invoices.</p>	N/A	Information	



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 - Tendorew 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% - 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	

	<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 FTP site operates at banking level security and can accept files that are too large to send by email. For both these reasons, our ftp site is used by clients who have either confidential material or large files to translate. An average of 2 upgrades are performed per year and maintenance on the whole site is carried out if enhancements are identified (outside business hours to restrict inconvenience to users). We have a maintenance contract with the portal developer (LTC Worx) and the server host (Metronet) containing strict response times within a broader SLA. The ftp portal is also our project management/quotation system so any disruption has a crucial effect on our business as well as the clients who use it to upload documents. As this is such an integral part of our business, the response times and SLA we have in place with both our IT manager and the portal developer/server hosts is geared towards extremely quick resolution of any issues.</p> <p>The portal address is however we would need to set you up with a login to use it. The Account Manager for the timed trials (and for all future work is . IT issues should be directed to, our Operations Manager.</p> <p>There is a possibility that we will change this portal within the project period, as we are considering developing our own, bespoke project management system that will allow clients the same facility of document upload.</p>	5	Technical Operational Support	1.4.1 & 1.4.2.4
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>Whilst it is true that not all specialist translators use Translation Memory Software, especially with languages with more infrequent requests such as Icelandic, Georgian and Tagalog, all these languages are supported by our Translation Memory software, and as such even where the translator does not use Translation Memory Software, we would be able to pretranslate the</p>	5	Specification Compliance	1.4.1, 1.4.2.3 & 1.4.2.7
12	<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>	25	Timed Translation trial results	
13	<p>Tender Price (MEAT price)</p>	<p>See Pricing Schedule table below</p>	30	Price	
		<p><b>TOTAL</b></p>	100		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		

	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





# Quotation

<b>Client</b>	<b>Quote Number:</b>	<b>QB08899</b>
Stuart Speer UK Hydrographic Office Admiralty Way Taunton Somerset TA1 2DN United Kingdom	<b>Date:</b>	26/07/2012 11:47:28
	<b>Requested By:</b>	Stuart Speer
	<b>Description:</b>	Ukrainian-English (ref 'JKR_3348_0712_JG.pdf)
	<b>Account Manager:</b>	
	<b>Direct Dial:</b>	
	<b>E-Mail:</b>	

Description of Work	Cost of Work
<p>Translation(Ukrainian&gt;English)</p> <p><i>This quotation relates to <b>UKR_3348_0712_JG.pdf</b>.</i></p> <p><i>Translation from Ukranian to English by a qualified native speaker proficient in your industry . Price includes independent review by another specialist translator.</i></p> <p><i>Delivery format: MS Word, formatted as per original document.</i></p> <p><i>Deadline: 31/07/2012.</i></p>	

<b>TOTAL (excl. VAT):</b>	
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**NOTE:**

If your translation is subject to a minimum charge, any amendments, however minor, are also liable to a further charge.  
 Translations undertaken from hard copy will be charged on the computerised word count of the finished translation . DTP quotes based on PDF files are subject to sight of the final artwork files. Standard proof-reading included.  
 Subject to our Terms & Conditions attached.

[www.thetranslationpeople.com](http://www.thetranslationpeople.com)

## Standard Terms and Conditions between Viewcloud Limited (trading as The Translation People) and the Client for the provision of Multi-Language Services

### 1. Definitions

"The Company" means Viewcloud Limited, trading as The Translation People.

"Work" means any translation, interpreting, typesetting, artwork, printing or any other services supplied by the Company.

"Client" means any person, firm or company to whom the Company shall supply or contract to supply Work.

"Conditions" means these terms and conditions of service.

"Relevant person" means any translator, interpreter, typesetter, artist, proof-reader or other person who shall have been engaged either as an employee or independent contractor by the Company and who shall have provided Work for such Client directly or indirectly through the Company within six months preceding the use of their services by the Client or an associate as referred to in clause 11.2.

### 2. Application

No conditions other than those set out herein nor any variation thereof shall be binding on the Company unless otherwise specifically agreed in writing by a Director of the Company. These Conditions shall be incorporated in every offer, acceptance and contract for Work by the Company and subject to the foregoing any conditions proposed by the Client are hereby excluded.

### 3. Acceptance

3.1 The Company, upon receipt of the Client's order gives all quotations subject to confirmation and no contract shall be concluded until such confirmation is given. Each order when accepted constitutes a separate contract but which shall be subject to these Conditions.

3.2 Any written quotation for Work will remain open for acceptance for 30 days after despatch and thereafter will lapse unless otherwise stated in writing. Any oral quotation or any acceptance of such will not bind the Company in any way.

### 4. Prices and Payment

4.1 Prices quoted are exclusive of VAT, delivery charges (other than postage) and travel, accommodation and subsistence expenses and are subject to confirmation after receipt of order in accordance with clause 3. An additional charge may be made for all expenses incurred by the Company at the request of or by agreement with the Client which are not included in the quotation or which the Company considers reasonably necessary.

4.2 Subject to satisfactory credit references a credit account may be agreed, in which case an invoice for payment shall be issued upon completion of the work and payment shall be due within 28 days from date of invoice unless otherwise specifically agreed in writing by a Director of The Company. If a credit account cannot be agreed, an invoice shall be issued to the Client upon receipt of purchase order and payment shall be due prior to commencement of work.

4.3 The Company reserves the right to charge interest on late payments at the rate of the prevailing Bank of England base rate plus 8%.

### 5. Completion of Work

5.1 Dates or periods given for completion of Work are only best estimates and the Company is not liable for the consequences of any delay whether foreseeable or not. The Client must specify a completion date (if material) when commissioning the Work but whilst the Company shall make every reasonable effort to meet the Client's requirements, late delivery shall not entitle the Client to withhold payment for Work done.

5.2 Should completion of Work be required sooner than the normal time requisite for its proper production and in any event where commissioned Work is supplied by electronic mail or fax, every effort will be made to secure absence of defects, but reasonable allowance must be made by the Client in such cases. Should such completion of Work necessitate overtime being worked or other additional costs being incurred, a charge will be made by the Company to cover the increased cost.

5.3 The Company accepts no liability for the consequences of any delay in completion of Work caused by the Client and, in such event, any agreed deadlines or delivery schedules will automatically cease to be valid and new dates must be negotiated.

5.4 Unless otherwise agreed, completed Work will be dispatched to the Client by electronic mail wherever practicable.

5.5 The Client recognises and agrees that the Company may use sub-contractors for some or all of the Work.

5.6 It is the responsibility of the client to specify and supply any confidentiality agreement, other than the Company's own, which the Client requires to be signed by independent sub-contractor(s).

### 6. Cancellation and Suspension

6.1 If the Client for any reason cancels Work which he has commissioned, charges will be payable for all completed Work up to the cancellation date and for all other costs and expenses which may accrue as a result of such cancellation.

6.2 If the Client suspends or postpones Work he has commissioned for a period of 15 days or more charges will be payable for all completed Work up to the date of suspension or postponement and for all other costs and expenses which may accrue as a result of such suspension or postponement.

### 7. Reservation of Title and Insurance

7.1 Notwithstanding delivery, the title in the Work will remain with the Company although the risk for the Work shall pass to the Client and the Client will hold the Work as bailee for the Company until payment in full of the price due to the Company in accordance with clause 4 (the "Payment") and the Client will keep the Work separate and clearly identified as the property of the Company until such Payment.

7.2 The Client will keep the Work fully insured from the date of delivery until Payment and if the Work is lost, destroyed or damaged, will hold the proceeds of insurance for the Company.

### 8. Liability

8.1 The Client shall notify any complaint by the Client in respect of any Work to the Company in writing within 28 days of the receipt of the Work.

8.2 Except in the case of death or personal injury caused by the negligence of the Company, the Company's liability under or in connection with this Agreement or otherwise, whether arising under contract, tort, negligence, breach of statutory duty or otherwise shall not exceed the total value of the relevant order or quotation.

8.3 The Company shall not be liable to the Client for any indirect, special or consequential damages or loss (including, but not limited to, liability to or by a third party, loss of present or future profits, business, revenue, goodwill, anticipated savings, and/or any claims made under third party contracts) in any way arising under or in connection with this Agreement or otherwise.

8.4 The Client shall indemnify the Company against all claims, proceedings, costs and expenses for which the Company may become liable in respect of Work completed under a contract except to the extent of the liability admitted expressly in these Conditions.

8.5 The Company does not accept any liability for pure machine translations ordered by the Client.

### 9. Illegal Matter

9.1 Notwithstanding any other term of the contract, the Company shall not be required to translate, typeset, interpret or print any matter which in its sole opinion may potentially be of an illegal or libellous nature.

9.2 Where copyright subsists in texts to be translated or typeset or printed by the Company, the Client warrants that it has obtained all consents necessary for such work to be carried out.

9.2 The Client shall indemnify the Company in respect of any claims, proceedings, costs and expenses arising out of any libellous matter printed for the Client, or any infringement of copyright, patent or design or other third party right.

### 10. Client's Property

10.1 All documents, paper or other property supplied to the Company by the Client will be held or dealt with by the Company at the Client's risk and the Company will not be responsible for the consequence of any loss or damage thereto.

10.2 The Company reserves the right to destroy or otherwise dispose of any document, paper or other property of the Client which has been in its custody for more than 12 months following completion of the Work to which it relates.

### 11. Use of Company Personnel

11.1 If any Client or associate uses the services of a Relevant person other than pursuant to a contact with the Company, the Client shall forthwith pay to the Company:

11.1.1 where the Relevant person become an employee of such Client or associate a sum of £1,000 (exclusive of VAT)

11.1.2 the sum of £250 for each occasion the Client uses the services of a Relevant person during the 12 month period commencing on the first date the services are so used.

11.2 For the purposes of this Clause "associate" means any partner of the Client and any company in which the Client or any firm in which he is a partner holds not less than one-third of the issued equity share capital (as defined in section 744 of the Companies Act 1985) and any subsidiary of such company (as defined in Section 736 of that Act) or in the case of a Client who is a company, any company which owns directly or indirectly not less than one-third of the issued share capital of the Client.

### 12. Force Majeure

In an event of Force Majeure (which shall include, without limitation, fire, industrial dispute, civil commotion, natural disaster, acts of war and any other situation which can be shown to have materially affected the Company's ability to deal with the Work as agreed), the Company shall notify the Client immediately, indicating the circumstances. Force Majeure shall entitle both the Company and the Client to withdraw from the contract for the Work but in any event, the Client undertakes to pay the Company for Work already completed. The Company will assist the Client to the best of its ability to place the Work elsewhere.

### 13. Jurisdiction

These Conditions shall be interpreted in accordance with English law and the Company and the Client irrevocably submit to the non-exclusive jurisdiction of the English courts.

### 14. Translation, Typesetting and Ancillary Services

14.1 Under the Copyright act 1958, copyright subsists in the translation of any text, and where the Company is the proprietor of any copyright in any other Work, the Company in agreeing to supply Work implicitly licenses insofar as it is able to do so the reproduction or publication of the Work. However, in the event that payment is not received in accordance with Clause 4.2, the said licence shall be automatically revoked and the Client shall not be at liberty to make use of any Work in which the copyright of the Company subsists.

14.2 Whilst the Company shall use reasonable efforts to produce an accurate and idiomatic translation of the original text, the Client must accept that a translation may read differently from good original writing and no liability is accepted by the Company for any alleged lack of advertising or sales impact. The Company shall be under no obligation to indicate or correct errors or omissions in original material supplied by the Client.

14.3 Where a Client has specified a particular use for translation Work and subsequently desires to use the translation for a purpose other than that for which it was originally supplied, the Client should obtain confirmation from the Company that the translation is suitable for the new purpose. The Company accepts no liability where a translation is used for a purpose other than that for which it was originally supplied and reserves the right to make a further charge for any amendments necessitated by the use of a translation for a new purpose.

14.4 Where the contract for Work provides for proofs or texts to be submitted to the Client for approval the Company shall not be liable for any errors not corrected by the Client or any amendments or modifications made by the Client in the proofs or texts so submitted.

14.5 Where it is deemed appropriate in order to speed up the translation process and improve translation accuracy and quality, the Company may decide to prepare translation memories, glossaries and terminology databases using proprietary software. Such translation memories, glossaries and databases form part of the Company's proprietary working materials, tools and intellectual property and unless specifically agreed in writing will not be supplied to clients or third parties.

### 15. Interpreting Services

15.1 This Clause shall apply exclusively to the provision of interpreting facilities by the Company and Clauses 1-11 above shall also apply save to the extent that they are inconsistent with any provisions of this Clause when the provisions of this Clause shall prevail.

15.2 Documentation and relevant reference materials should be supplied to the Company as early as possible and in any event to arrive not less than 48 hours before the start of the assignment so that the interpreters have time to familiarise themselves with the specific terminology needed. The Company will entertain no complaints regarding the quality of interpreting if these materials are not made so available.

15.3 Where the Company supplies interpreting equipment it will make arrangements for its installation and operation. The Company shall not be responsible for any interpreting equipment not so supplied.

15.4 If for any reason the Client cancels an assignment, 50% of the relevant working day, non-working day and/or preparation day fees will be payable if the Company is informed in writing of cancellation more than 30 days prior to the start of the assignment, 75% of such fees will be payable if the Company is so informed more than 7 days but less than 30 days prior to the start of the assignment, and 100% of such fees will be payable if the Company is so informed 7 days or less prior to the start of the assignment.

15.5 In the event of sickness or injury of an interpreter prior to or during an assignment, the Company will use its best endeavours to find a replacement interpreter but the Company accepts no liability for failing to do so.

### 16. Divisibility

16.1 Where delivery is to be made by instalments, each delivery shall be deemed for such purpose to be the subject of a separate contract and any failure whatsoever by the Company in respect of any one delivery shall not entitle the Client to repudiate the contract or any instalments remaining to be delivered there under.



**Invoice To:**

UK Hydrographic Office  
Admiralty Way  
Taunton  
Somerset  
TA1 2DN  
UK

**Invoice**

Invoice Number:	<b>27488</b>
Invoice Date:	26/07/2012
Payment Due By:	23/08/2012
EC VAT Number:	

**Comments:**

1800 new words @ £160, 200 repeated words at £24 per 1000 words  
(representing a £27.20 discount on standard pricing).

<b>Project No:</b> BIR07620	<b>Project:</b> UKR_3348_0712_JG	<b>Requested By:</b> Stuart Speer	<b>P.O. Number:</b> 123456789	<b>Account Manager:</b> Natasha Williams	<b>Delivery Date:</b>
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**Task**

Translation ( Ukrainian, English ) of UKR\_3348\_0712.pdf

**Project Subtotal:**

**Subtotal:**

**VAT @ 20.00%:**

**Grand total:**

**BANK DETAILS**

**Bank Name:**  
**Account Name:**  
**Account Number:**  
**Sort Code:**  
**Routing / IBAN:**  
**BIC / Swift Code:**  
**VAT Number:**

**CHEQUE PAYMENTS**

Please make your payments to: The Translation People, FAO Accounts Receivable,  
Landmark House, Station Road, Cheadle Hulme, Manchester SK8 7BS, UK

ALL BANK CHARGES MUST BE BORNE BY THE SENDER

[www.thetranslationpeople.com](http://www.thetranslationpeople.com)

## Standard Terms and Conditions between Viewcloud Limited (trading as The Translation People) and the Client for the provision of Multi-Language Services

### 1. Definitions

"The Company" means Viewcloud Limited, trading as The Translation People.  
"Work" means any translation, interpreting, typesetting, artwork, printing or any other services supplied by the Company.  
"Client" means any person, firm or company to whom the Company shall supply or contract to supply Work.  
"Conditions" means these terms and conditions of service.  
"Relevant person" means any translator, interpreter, typesetter, artist, proof-reader or other person who shall have been engaged either as an employee or independent contractor by the Company and who shall have provided Work for such Client directly or indirectly through the Company within six months preceding the use of their services by the Client or an associate as referred to in clause 11.2.

### 2. Application

No conditions other than those set out herein nor any variation thereof shall be binding on the Company, unless otherwise specifically agreed in writing by a Director of the Company. These Conditions shall be incorporated in every offer, acceptance and contract for Work by the Company and subject to the foregoing any conditions proposed by the Client are hereby excluded.

### 3. Acceptance

3.1 The Company, upon receipt of the Client's order gives all quotations subject to confirmation and no contract shall be concluded until such confirmation is given. Each order when accepted constitutes a separate contract but which shall be subject to these Conditions.  
3.2 Any written quotation for Work will remain open for acceptance for 30 days after despatch and thereafter will lapse unless otherwise stated in writing. Any oral quotation or any acceptance of such will not bind the Company in any way.

### 4. Prices and Payment

4.1 Prices quoted are exclusive of VAT, delivery charges (other than postage) and travel, accommodation and subsistence expenses and are subject to confirmation after receipt of order in accordance with clause 3. An additional charge may be made for all expenses incurred by the Company at the request of or by agreement with the Client which are not included in the quotation or which the Company considers reasonably necessary.  
4.2 Subject to satisfactory credit references a credit account may be agreed, in which case an invoice for payment shall be issued upon completion of the work and payment shall be due within 28 days from date of invoice unless otherwise specifically agreed in writing by a Director of the Company. If a credit account cannot be agreed, an invoice shall be issued to the Client upon receipt of purchase order and payment shall be due prior to commencement of work.  
4.3 The Company reserves the right to charge interest on late payments at the rate of the prevailing Bank of England base rate plus 8%.

### 5. Completion of Work

5.1 Dates or periods given for completion of Work are only best estimates and the Company is not liable for the consequences of any delay whether foreseeable or not. The Client must specify a completion date (if material) when commissioning the Work but whilst the Company shall make every reasonable effort to meet the Client's requirements, late delivery shall not entitle the Client to withhold payment for Work done.  
5.2 Should completion of Work be required sooner than the normal time requisite for its proper production and in any event where commissioned Work is supplied by electronic mail or fax, every effort will be made to secure absence of defects, but reasonable allowance must be made by the Client in such cases. Should such completion of Work necessitate overtime being worked or other additional costs being incurred, a charge will be made by the Company to cover the increased cost.  
5.3 The Company accepts no liability for the consequences of any delay in completion of Work caused by the Client and, in such event, any agreed deadlines or delivery schedules will automatically cease to be valid and new dates must be negotiated.  
5.4 Unless otherwise agreed, completed Work will be dispatched to the Client by electronic mail wherever practicable.  
5.5 The Client recognises and agrees that the Company may use sub-contractors for some or all of the Work.  
5.6 It is the responsibility of the client to specify and supply any confidentiality agreement, other than the Company's own, which the Client requires to be signed by independent sub-contractor(s).

### 6. Cancellation and Suspension

6.1 If the Client for any reason cancels Work which he has commissioned, charges will be payable for all completed Work up to the cancellation date and for all other costs and expenses which may accrue as a result of such cancellation.  
6.2 If the Client suspends or postpones Work he has commissioned for a period of 15 days or more charges will be payable for all completed Work up to the date of suspension or postponement and for all other costs and expenses which may accrue as a result of such suspension or postponement.

### 7. Reservation of Title and Insurance

7.1 Notwithstanding delivery, the title in the Work will remain with the Company although the risk for the Work shall pass to the Client and the Client will hold the Work as bailee for the Company until payment in full of the price due to the Company in accordance with clause 4 (the 'Payment') and the Client will keep the Work separate and clearly identified as the property of the Company until such Payment.  
7.2 The Client will keep the Work fully insured from the date of delivery until Payment and if the Work is lost, destroyed or damaged, will hold the proceeds of insurance for the Company.

### 8. Liability

8.1 The Client shall notify any complaint by the Client in respect of any Work to the Company in writing within 28 days of the receipt of the Work.  
8.2 Except in the case of death or personal injury caused by the negligence of the Company, the Company's liability under or in connection with this Agreement or otherwise, whether arising under contract, tort, negligence, breach of statutory duty or otherwise shall not exceed the total value of the relevant order or quotation.  
8.3 The Company shall not be liable to the Client for any indirect, special or consequential damages or loss (including, but not limited to, liability to or by a third party, loss of present or future profits, business, revenue, goodwill, anticipated savings, and/or any claims made under third party contracts) in any way arising under or in connection with this Agreement or otherwise.  
8.4 The Client shall indemnify the Company against all claims, proceedings, costs and expenses for which the Company may become liable in respect of Work completed under a contract except to the extent of the liability admitted expressly in these Conditions.  
8.5 The Company does not accept any liability for pure machine translations ordered by the Client.

### 9. Illegal Matter

9.1 Notwithstanding any other term of the contract, the Company shall not be required to translate, typeset, interpret or print any matter which in its sole opinion may potentially be of an illegal or libellous nature.  
9.2 Where copyright subsists in texts to be translated or typeset or printed by the Company, the Client warrants that it has obtained all consents necessary for such work to be carried out.  
9.2 The Client shall indemnify the Company in respect of any claims, proceedings, costs and expenses arising out of any libellous matter printed for the Client, or any infringement of copyright, patent or design or other third party right.

### 10. Client's Property

10.1 All documents, paper or other property supplied to the Company by the Client will be held or dealt with by the Company at the Client's risk and the Company will not be responsible for the consequence of any loss or damage thereto.  
10.2 The Company reserves the right to destroy or otherwise dispose of any document, paper or other property of the Client which has been in its custody for more than 12 months following completion of the Work to which it relates.

### 11. Use of Company Personnel

11.1 If any Client or associate uses the services of a Relevant person other than pursuant to a contract with the Company, the Client shall forthwith pay to the Company:  
11.1.1 where the Relevant person becomes an employee of such Client or associate a sum of £1,000 (exclusive of VAT)  
11.1.2 the sum of £250 for each occasion the Client uses the services of a Relevant person during the 12 month period commencing on the first date the services are so used.  
11.2 For the purposes of this Clause "associate" means any partner of the Client and any company in which the Client or any firm in which he is a partner holds not less than one-third of the issued equity share capital (as defined in section 744 of the Companies Act 1985) and any subsidiary of such company (as defined in Section 736 of that Act) or in the case of a Client who is a company, any company which owns directly or indirectly not less than one-third of the issued share capital of the Client.

### 12. Force Majeure

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15.3 Where the Company supplies interpreting equipment it will make arrangements for its installation and operation. The Company shall not be responsible for any interpreting equipment not so supplied.  
15.4 If for any reason the Client cancels an assignment, 50% of the relevant working day, non-working day and/or preparation day fees will be payable if the Company is informed in writing of cancellation more than 30 days prior to the start of the assignment, 75% of such fees will be payable if the Company is so informed more than 7 days but less than 30 days prior to the start of the assignment, and 100% of such fees will be payable if the Company is so informed 7 days or less prior to the start of the assignment.  
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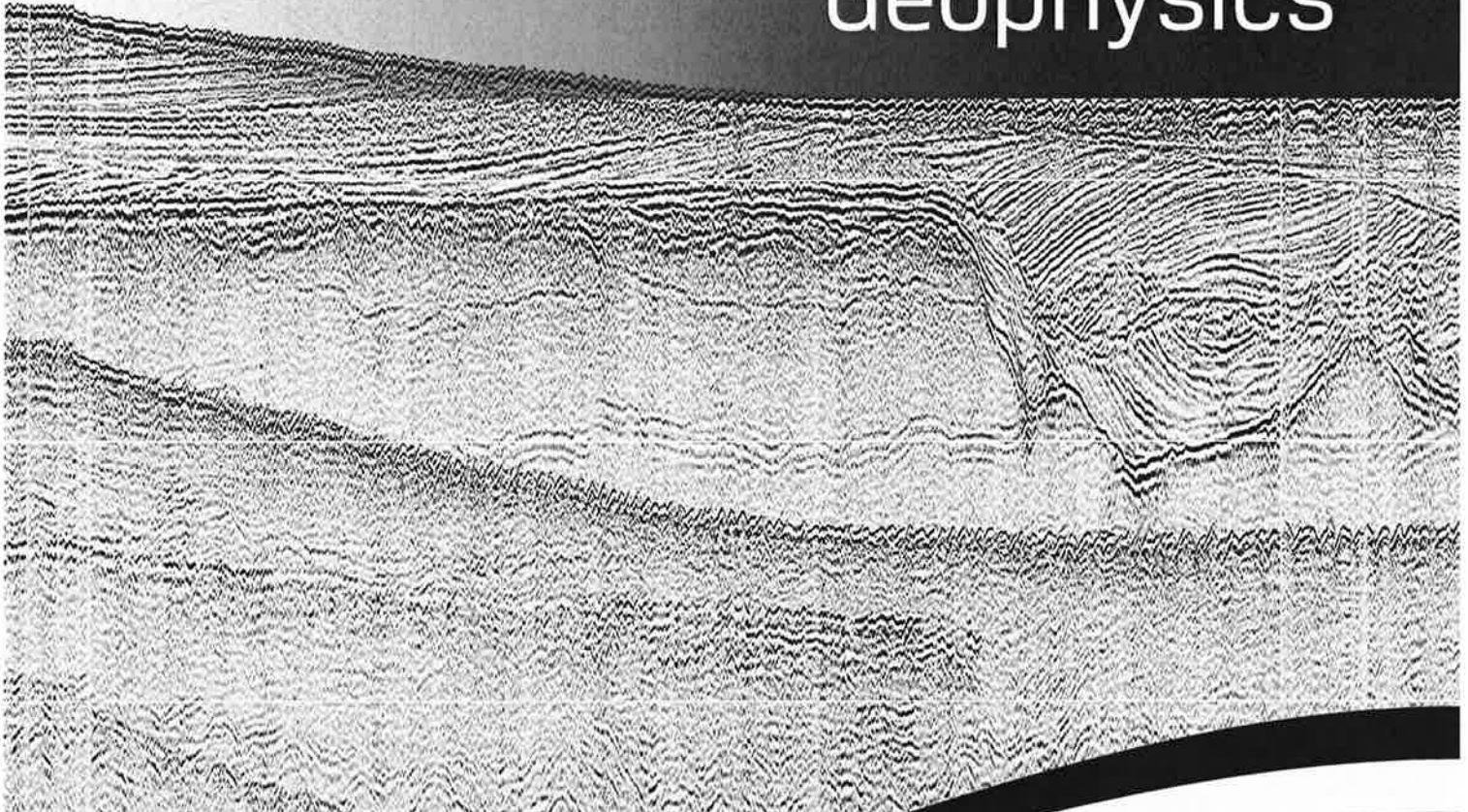


**ANNEX A - Tenderer's Commercial Sensitive Information Form**

ITT Ref No: HA294/005/167
Description of Contractor Sensitive Information: Clients referenced
Reference(s) of where can be found in ITT response: Question 6
Explanation of Sensitivity: We would not want any other agencies to know which clients we are working for.
Details of potential harm resulting from disclosure: Potential loss of income
Period of Confidence (if applicable): N/A
Contact Details for Transparency/Freedom of Information matters: Name: Position: Address: Landmark House, Station Road, Cheadle Hulme, SK8 7BS Telephone Number: E-mail Address:



# Survey Operations Geophysics



Osiris Projects have an extensive and proven track record in the performance of high resolution marine geophysical survey. The range of services provided includes continuous single channel seismic reflection profiling, Ultra High Resolution 2D digital seismic survey and marine seismic refraction profiling. The company also offers a comprehensive range of object location and mapping services utilising magnetic, electromagnetic, resistivity and gravity techniques, as well as land based survey methods.



**OSIRIS PROJECTS**

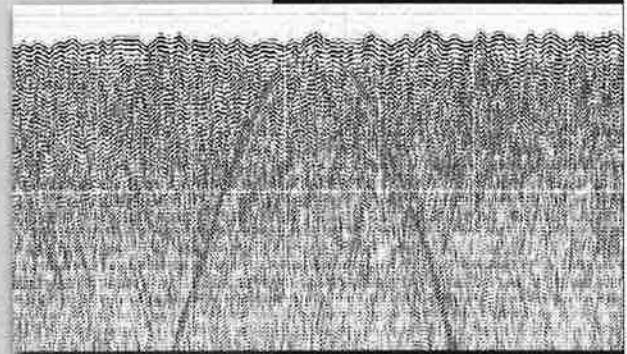
SEABED MAPPING & COASTAL SURVEY

The latest round 3 UK offshore wind farm development has resulted in a significantly increased demand for high volumes of combined geophysical and seabed mapping data. During 2010 Osiris Projects topped the 50,000 line km milestone of data acquisition on UK offshore wind farm sites. Osiris Projects has invested heavily in data acquisition systems, software, and digital processing systems in order to effectively manage these large volumes of data.

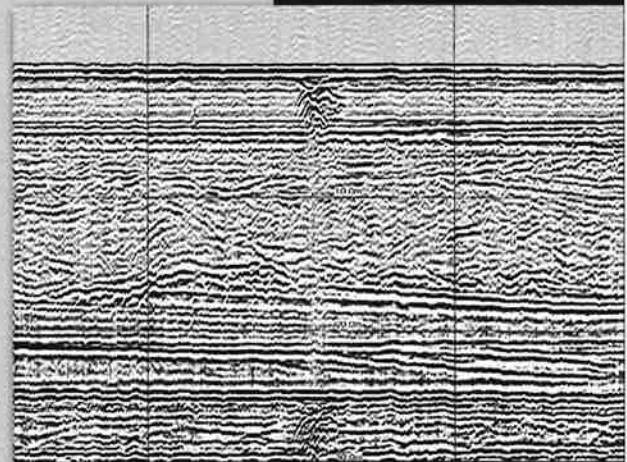
The geophysical survey tools owned by the company allow us to address a wide range of applications, from sediment thickness profiling, using a high frequency pinger system, to mapping of rock head profile and structure hundreds of metres below the seabed using a multi-channel streamer and mini-airgun source.

Techniques offered by the company include:

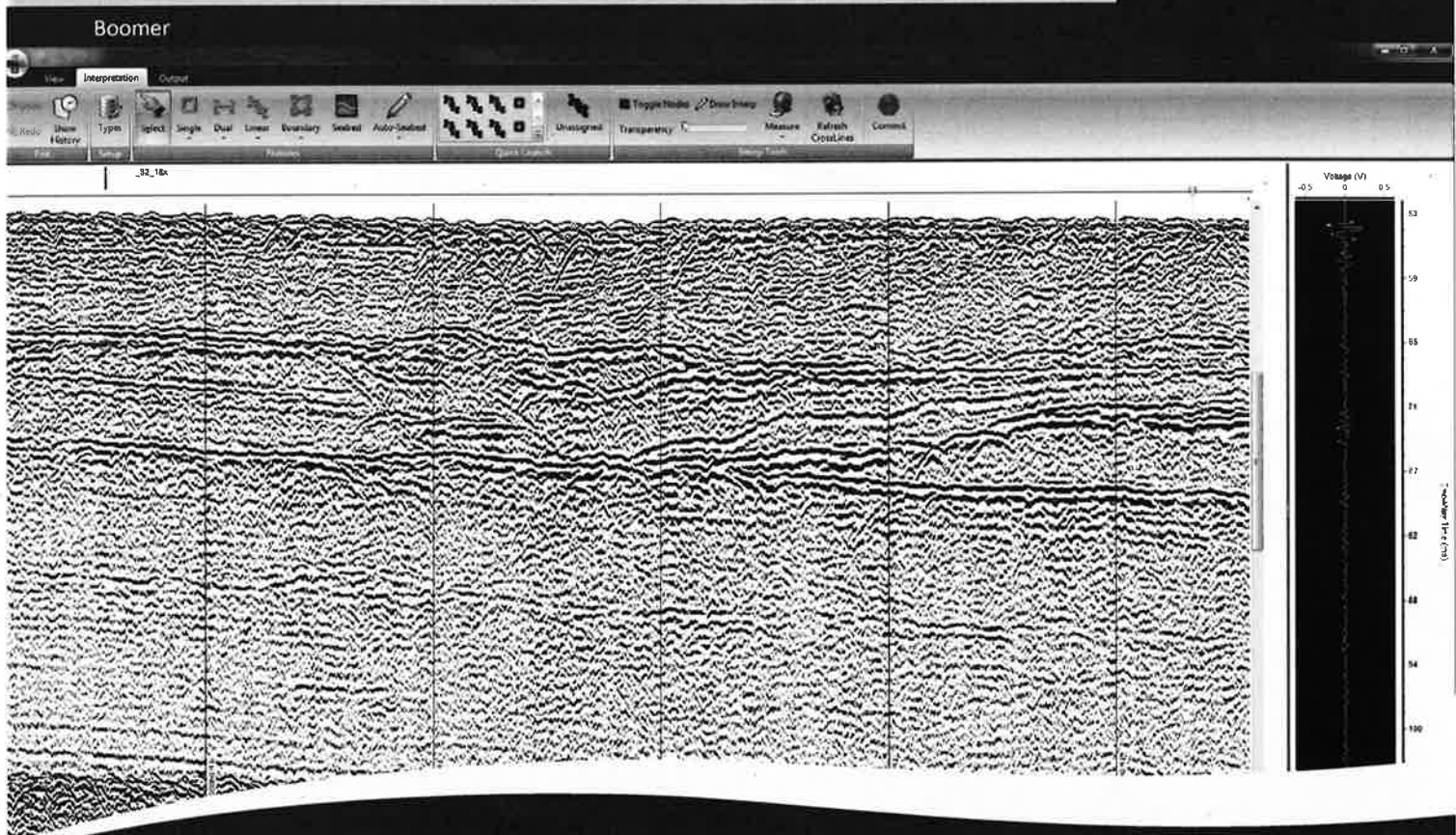
- Single channel analogue sub-bottom profiling
- Multi-channel 2D digital seismic profiling
- Marine seismic refraction
- Inter-tidal and land seismic refraction
- Magnetometer and gradiometer survey
- Electromagnetic (EM) including seabed resistivity survey



Pinger



Sparker

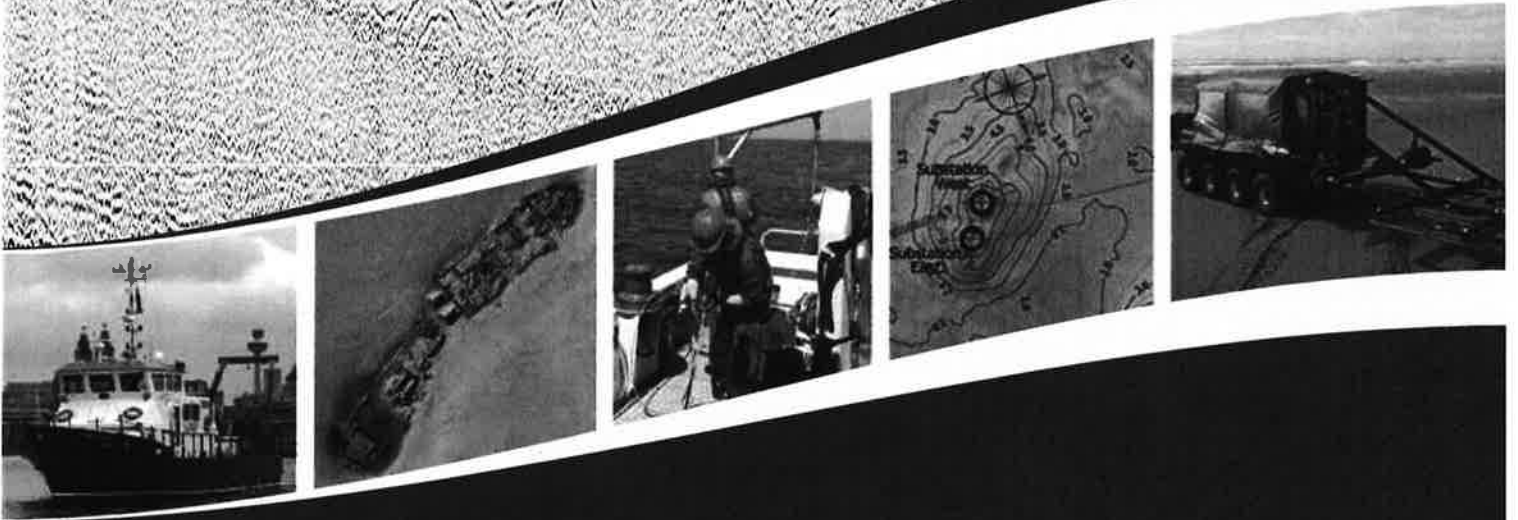
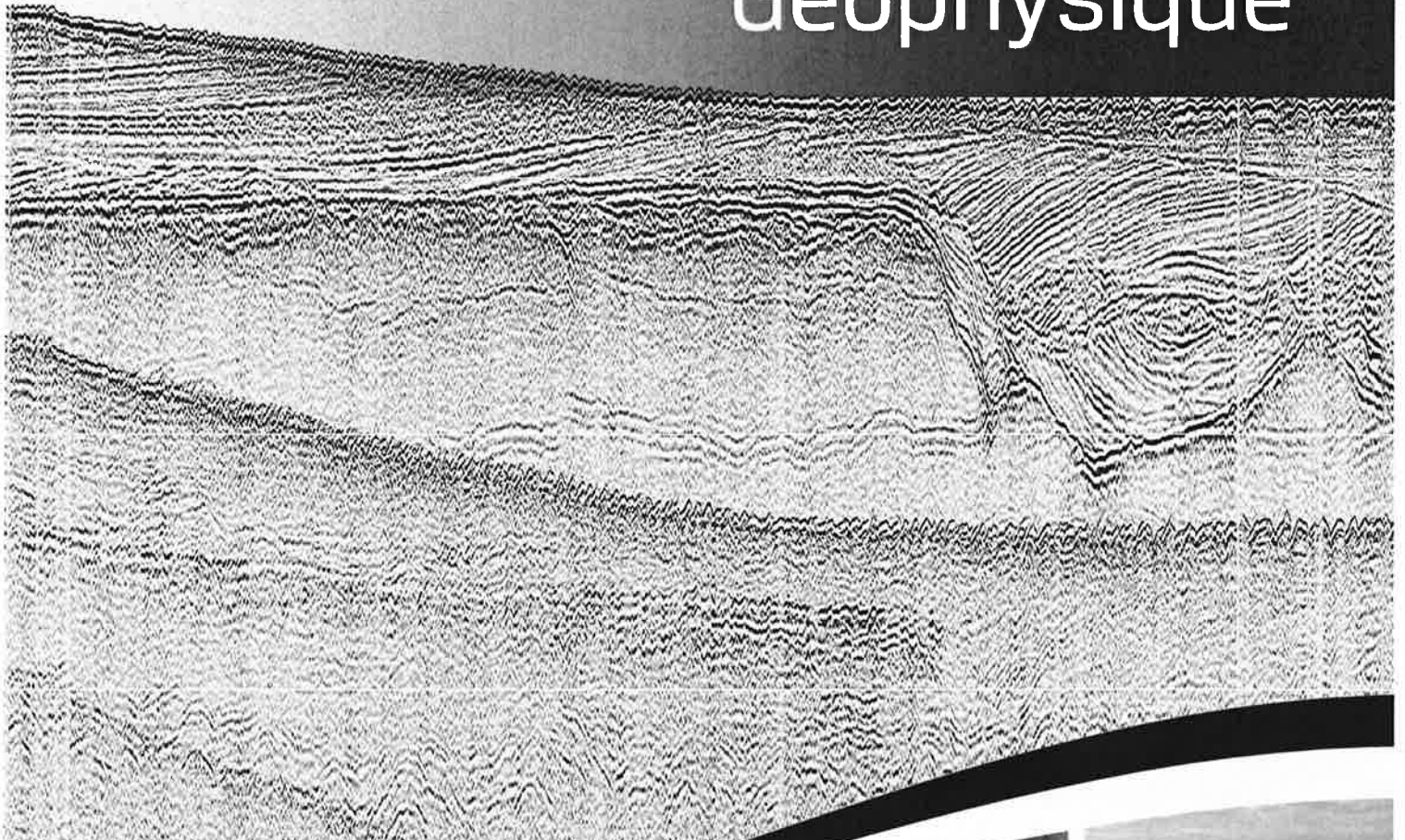


Tel: +44 (0)151 328 1120  
 E-Mail: [enquiries@osirisprojects.co.uk](mailto:enquiries@osirisprojects.co.uk)  
 Web: [www.osirisprojects.co.uk](http://www.osirisprojects.co.uk)

 **OSIRIS PROJECTS**  
 SEABED MAPPING & COASTAL SURVEY



# Services d'exploration Géophysique



Chez Osiris Projects, nous avons une longue expérience dans la prospection géophysique marine haute résolution. Les services que nous proposons comprennent le profilage marin par sismique réflexion monocanal (dite technique continue), la réalisation de levés sismiques numériques en 2D très haute résolution ou encore le profilage marin par sismique réfraction. Notre société propose aussi une gamme complète de services de cartographie et de localisation d'objets employant des techniques magnétiques et électromagnétiques et exploitant les données de résistivité et de gravité ainsi que des levés effectués au sol.



**OSIRIS PROJECTS**

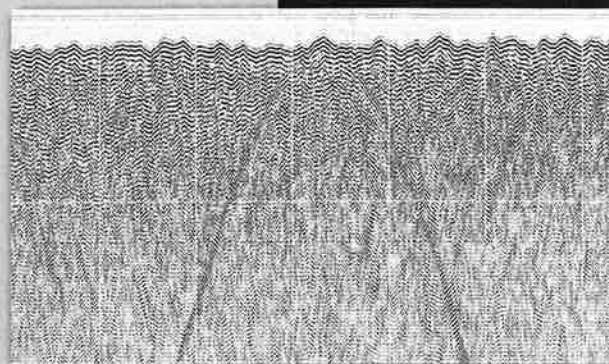
SEABED MAPPING & COASTAL SURVEY

Le récent "round 3" du programme de développement d'un parc éolien offshore au Royaume-Uni a entraîné une hausse sensible de la demande de gros volumes de données géophysiques et cartographiques des fonds marins. En 2010 uniquement, Osiris Projects a dépassé les 50 000 km linéaires dans l'acquisition de données sur des sites éoliens britanniques. L'entreprise a lourdement investi dans des systèmes d'acquisition des données, des logiciels et des systèmes de traitement numérique afin de pouvoir gérer efficacement ces gros volumes de données.

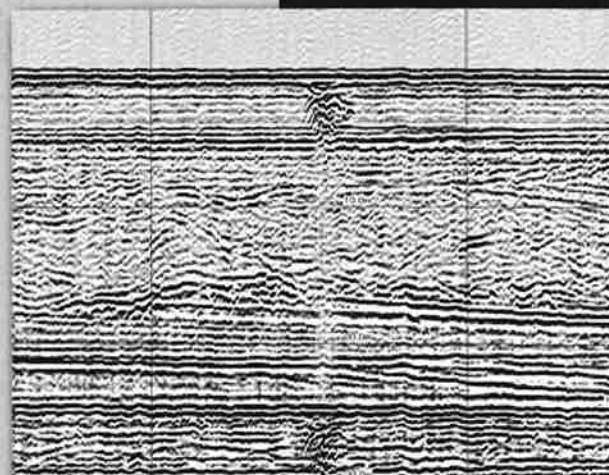
Nos outils de prospection géophysique permettent des applications très variées : profilage de l'épaisseur des sédiments par système acoustique haute fréquence ; cartographie du profil du substrat rocheux et de la structure des centaines de mètres présents sous le lit marin à l'aide d'une flûte d'hydrophones multicanaux et d'un mini canon à air.

Les techniques que nous proposons comprennent :

- le profilage sous-marin par technique monocanal en mode analogique
- le profilage sismique numérique multicanal en 2D
- la sismique réfraction marine
- la sismique réfraction au sol et en zone intertidale
- la prospection gradiométrique et magnétométrique
- la prospection électromagnétique (EM) avec, notamment, des analyses de la résistivité du lit marin

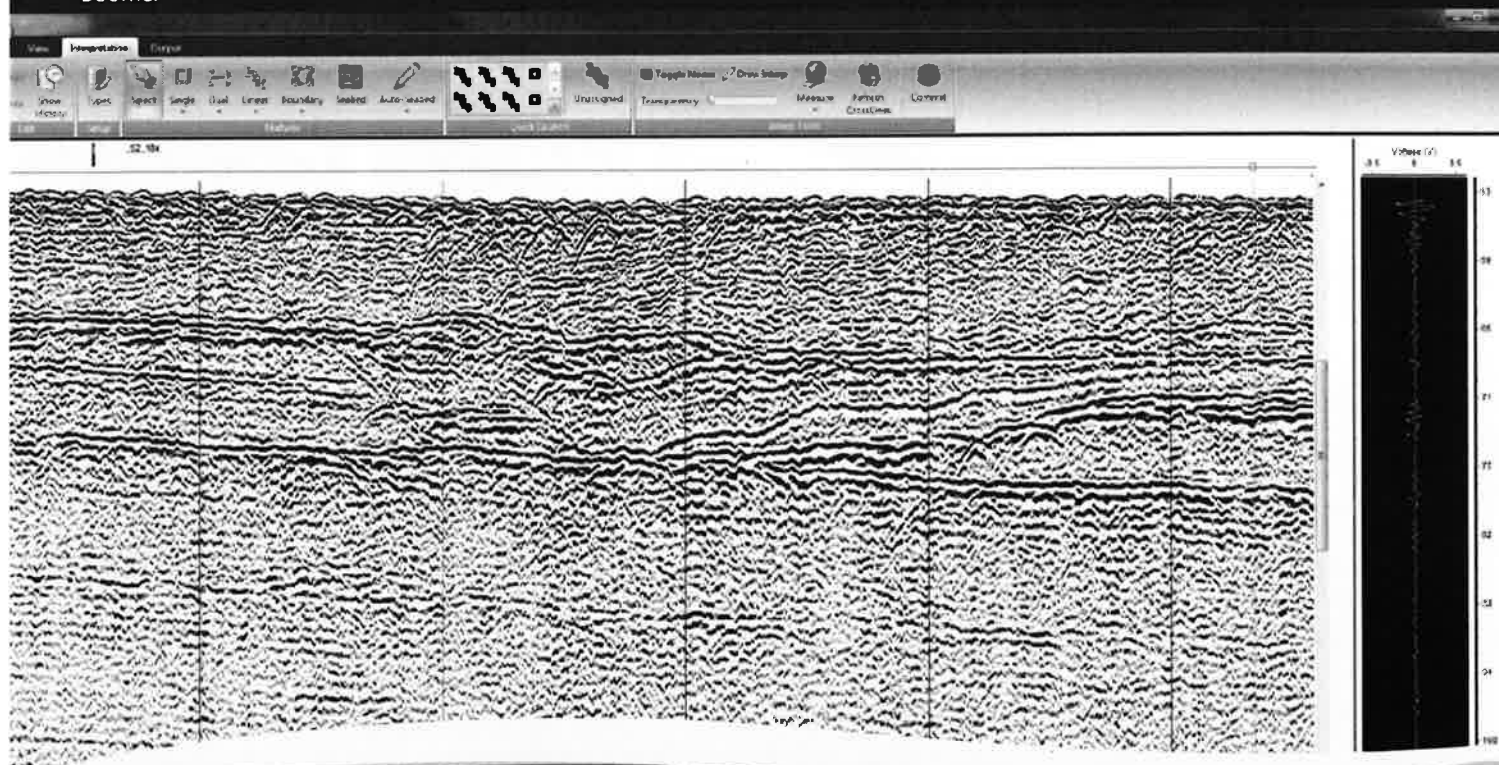


Émetteur acoustique



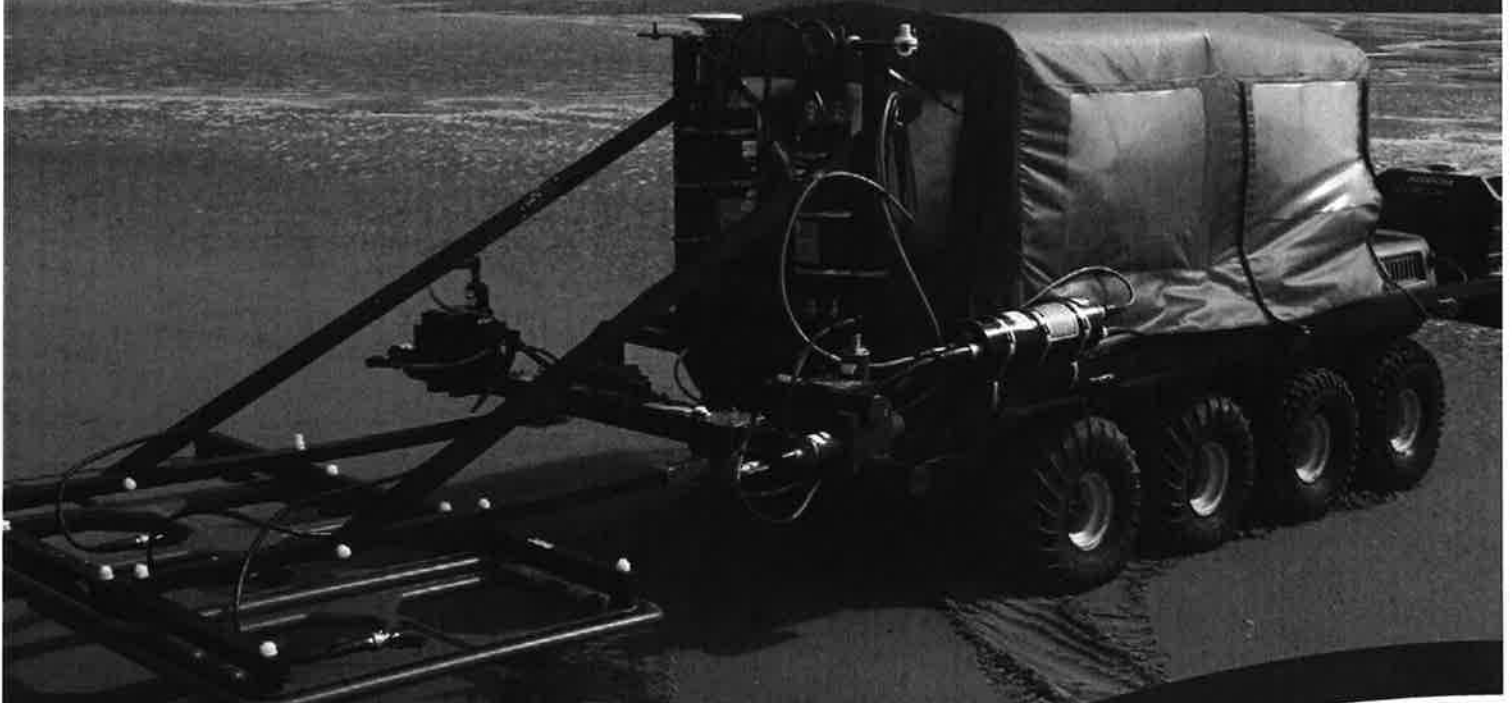
Étinceleur

### Boomer



Tél : +44 (0)151 328 1120  
 E-mail : [enquiries@osirisprojects.co.uk](mailto:enquiries@osirisprojects.co.uk)  
 Site Internet : [www.osirisprojects.co.uk](http://www.osirisprojects.co.uk)

# Survey Operations Inter-Tidal & Land



Geological mapping services, land and inter-tidal geophysics, control surveys and topographic surveys are all performed in-house to complement the core marine survey activities. The company has many years of experience working in the transition zone on cable and pipeline landfalls, beach monitoring and river crossing surveys.



**OSIRIS PROJECTS**

SEABED MAPPING & COASTAL SURVEY



Osiris Projects have extensively used shallow water geophysical techniques on beaches, inland waterways, lakes, reservoirs and flooded quarries to map shallow geology and locate buried objects, services and submerged structures.

- » Harbour survey
- » Beach landing survey
- » Geological mapping
- » Land refraction survey
- » Topographic survey
- » Control survey
- » River crossings
- » Quarry survey
- » Mineshaft location
- » Dock surveys
- » Laser Imaging
- » Verticality survey (including offshore wind turbines)



Harbour survey



Beach survey using RTK



Refraction survey

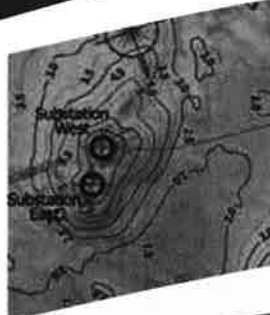


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 **OSIRIS PROJECTS**  
 SEABED MAPPING & COASTAL SURVEY



# Services d'exploration Opérations au sol et en zone intertidale



Nos services clés de prospection marine sont complétés par des activités totalement intégrées de cartographie géologique, de géophysique au sol et en zone intertidale, de prospection topographique et de levés de contrôle. Notre entreprise travaille depuis de très nombreuses années en zone de transition pour les études des points d'arrivée à terre des pipelines /câbles, le contrôle des plages ou encore pour les études des traversées sous-fluviales.

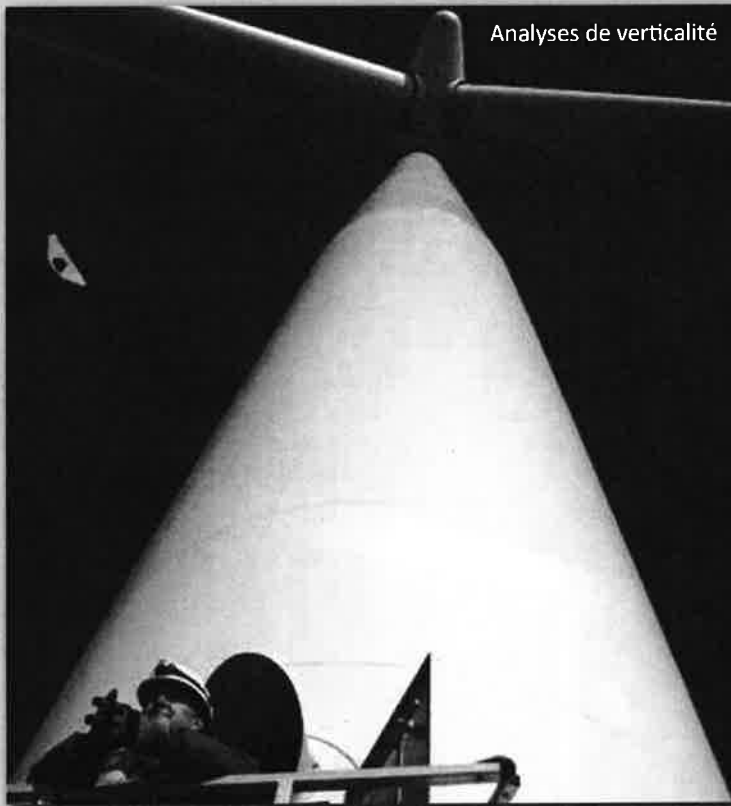


OSIRIS PROJECTS

SEABED MAPPING & COASTAL SURVEY

Osiris Projects a une longue expérience dans l'application des techniques géophysiques pour faibles profondeurs (plages, voies d'eau intérieures, lacs, réservoirs et carrières inondées) dans le cadre de son offre de cartographie et de localisation d'objets, de structures ou d'équipements ensevelis ou submergés.

- » Levés de ports
- » Levés de plages
- » Cartographie géologique
- » Études par réfraction, au sol
- » Levés topographiques
- » Levés de contrôle
- » Traversées sous-fluviales
- » Levés de carrières
- » Localisation de puits de mine
- » Levés de bassins
- » Imagerie laser
- » Analyses de verticalité (éoliennes offshore notamment)



Analyses de verticalité



Levés de ports



Levés de plages (grâce à la technique RTK)

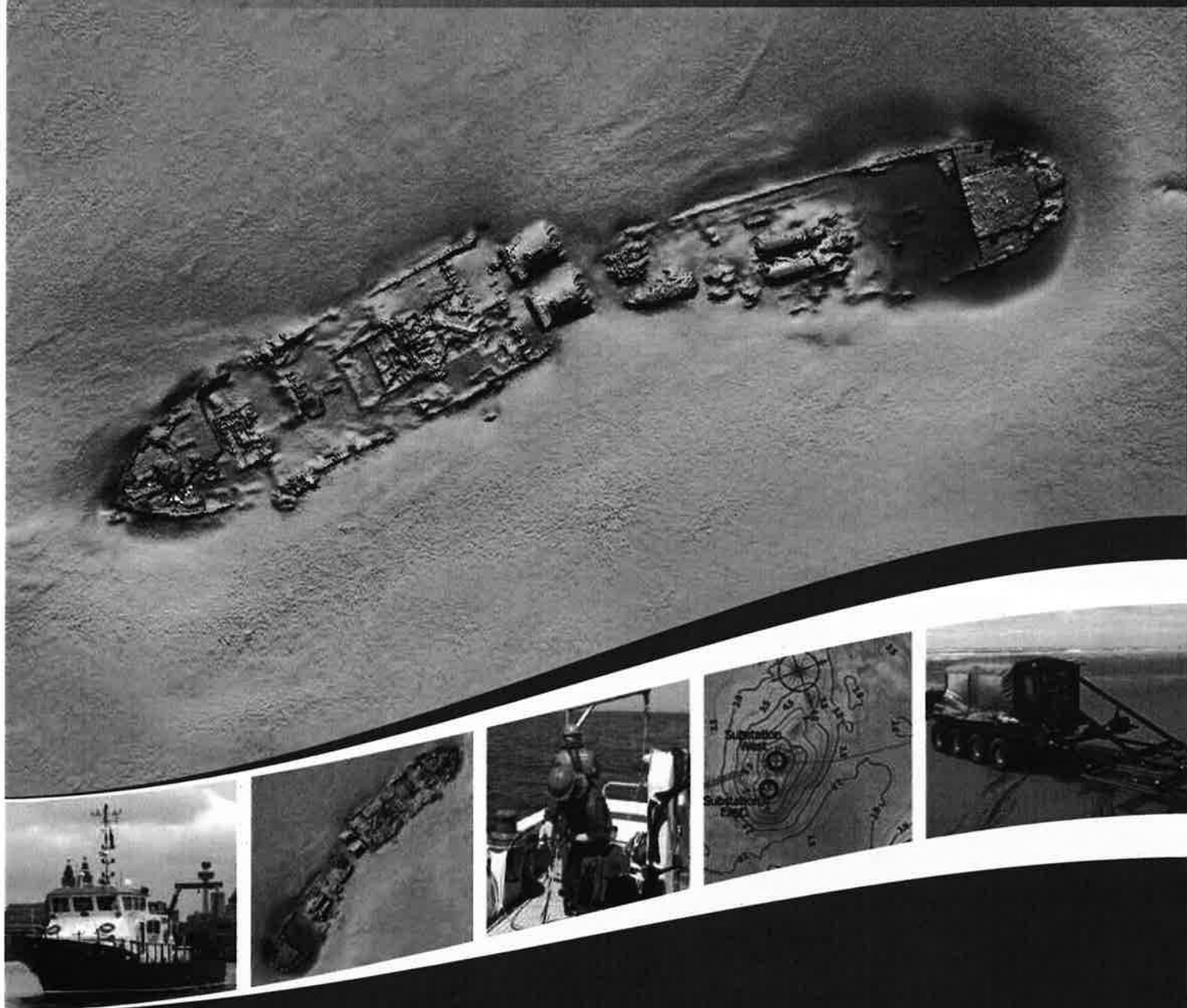


Études par réfraction

Tél : +44 (0)151 328 1120  
E-mail : [enquiries@osirisprojects.co.uk](mailto:enquiries@osirisprojects.co.uk)  
Site Internet : [www.osirisprojects.co.uk](http://www.osirisprojects.co.uk)

 **OSIRIS PROJECTS**  
SEABED MAPPING & COASTAL SURVEY

# Services d'exploration Cartographie des fonds marins



Dans le cadre de son offre de base, Osiris Projects propose des services d'acquisition et de présentation de données de sonars à balayage latéral et d'échosondeurs multifaisceaux haute résolution. Les systèmes d'Osiris Projects sont entièrement intégrés et géoréférencés en temps réel, ce qui permet une grande précision pour le positionnement et pour la visualisation d'objets et de structures fabriquées par l'homme présents sur les fonds marins. Les données sont enregistrées numériquement sur des plates-formes informatiques ultra-performantes, fondées sur PC, et elles sont reproduites en résolution maximale sous différents formats.



OSIRIS PROJECTS

SEABED MAPPING & COASTAL SURVEY

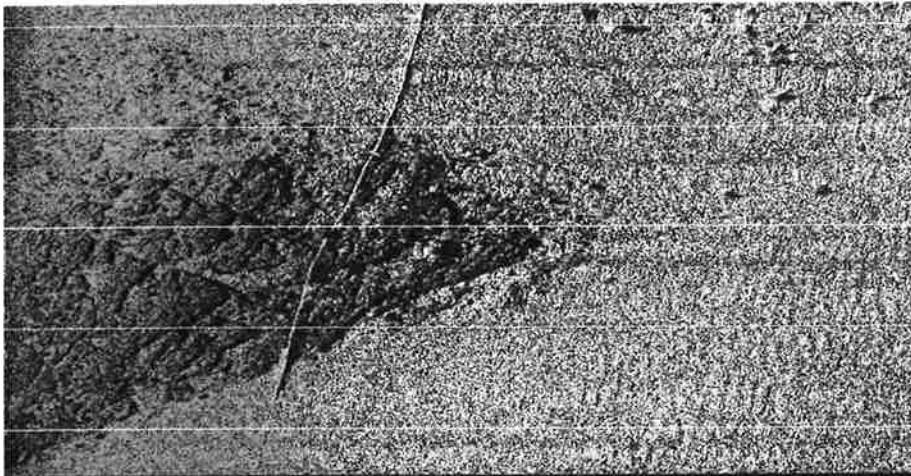


Image prise par sonar à balayage vertical d'un câble de puissance exposé

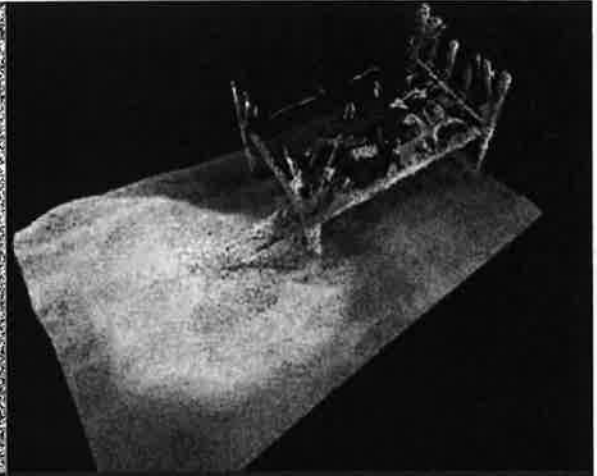


Image tridimensionnelle multifaisceau d'une installation de forage montée sur pieds

L'entreprise Osiris Projects a largement investi dans la technologie multifaisceau. Elle possède aujourd'hui deux dispositifs très haute résolution double fréquence 200/400 kHz RESON 7125 SV<sup>2</sup>, un système RESON 1301-240 MHz et trois sonars bathymétriques GeoSwath Plus pour faibles profondeurs d'eau.

Plusieurs exemples d'applications :

- » études de l'acheminement de pipelines et de câbles (avant et après construction)
- » levés détaillés et visualisation du lit marin
- » imagerie et visualisation des parois de bassins et d'autres structures marines
- » visualisation en 3D de ports, avec imagerie ou levés terrestres intégrés
- » superpositions géoréférencées et visualisation de modèles de terrains et de mosaïques de sonars

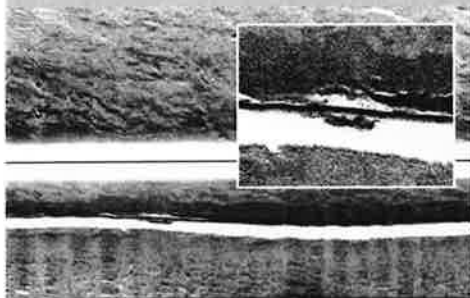


Image prise par sonar à balayage latéral d'un pipeline

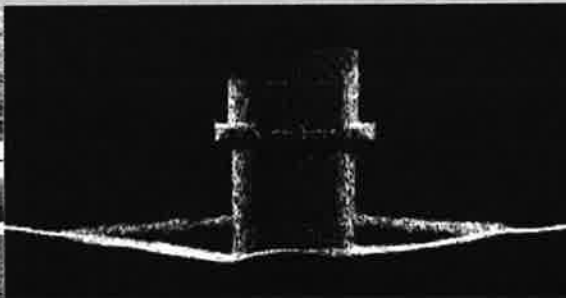


Image multifaisceau de la base d'une turbine éolienne

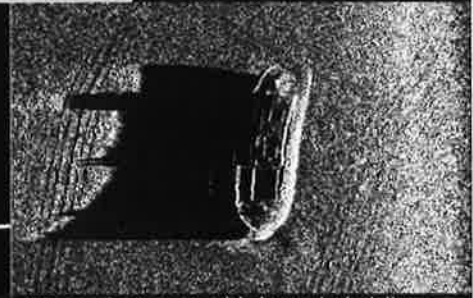


Image prise par sonar à balayage latéral d'une épave de 25 m de long



Image tridimensionnelle multifaisceau d'un pipeline exposé

Tél : +44 (0)151 328 1120  
 E-mail : [enquiries@osirisprojects.co.uk](mailto:enquiries@osirisprojects.co.uk)  
 Site Internet : [www.osirisprojects.co.uk](http://www.osirisprojects.co.uk)

 **OSIRIS PROJECTS**  
 SEABED MAPPING & COASTAL SURVEY



# Survey Operations Seabed Mapping

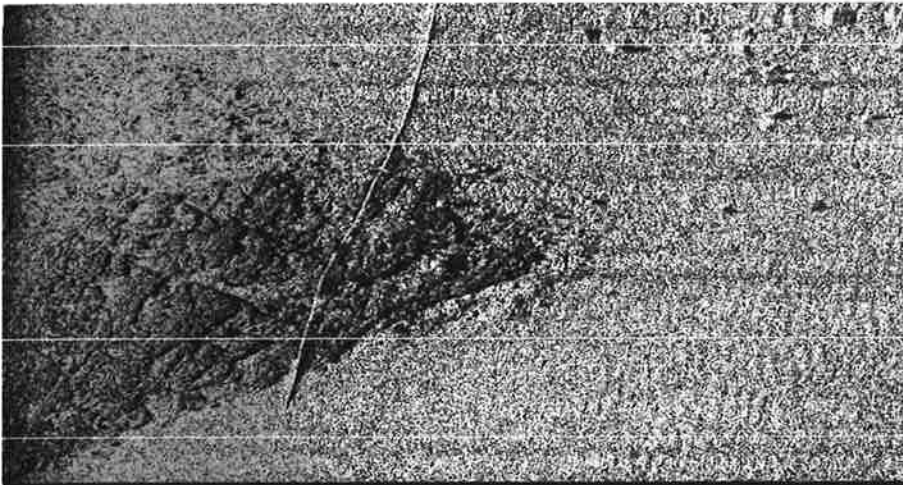


Osiris Projects' core activities include the acquisition and presentation of high resolution multi-beam echo sounder and side scan sonar data. The company's systems are fully integrated and geo-referenced in real time, allowing accurate positioning and visualisation of seabed objects and man-made structures. The data is recorded digitally to ultra-high specification PC based computer platforms and reproduced at maximum resolution in a range of formats.

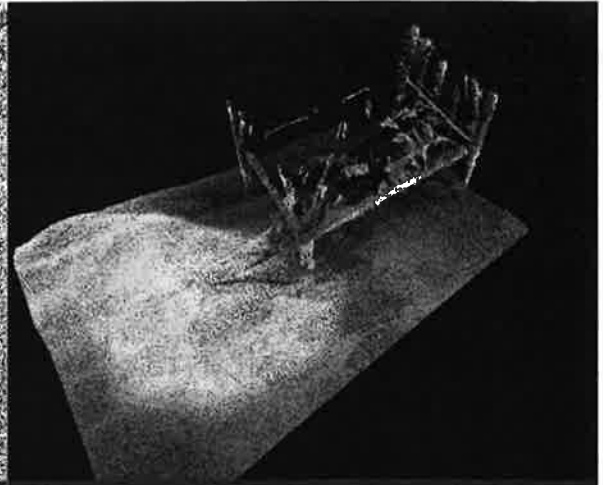


**OSIRIS PROJECTS**

SEABED MAPPING & COASTAL SURVEY



Side scan image of exposed power cable

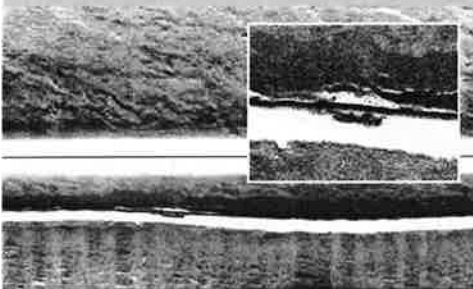


3 Dimensional multi-beam image of rig leg structure

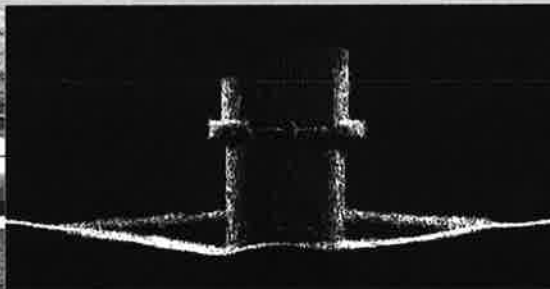
Osiris Projects have invested heavily in multi-beam technology and own six systems, two RESON 7125 SV<sup>2</sup> dual frequency 200/400kHz ultra high resolution units, one RESON 7101 240kHz unit and three GeoSwath Plus shallow water bathymetric sonar systems.

Example applications include:

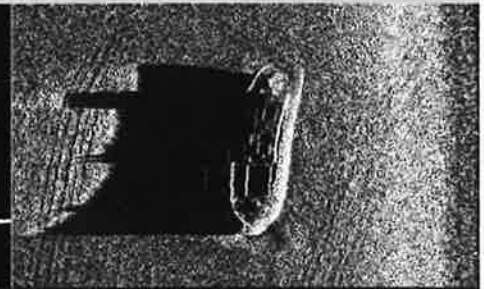
- » Pipeline and cable route surveys (both pre- and post-construction)
- » Detailed site surveys and seabed visualisation
- » Imaging and visualisation of dock walls and other marine structures
- » 3D visualisation of complete harbours with integrated land survey or imagery
- » Geo-referenced overlay and visualisation of terrain models and sonar mosaics



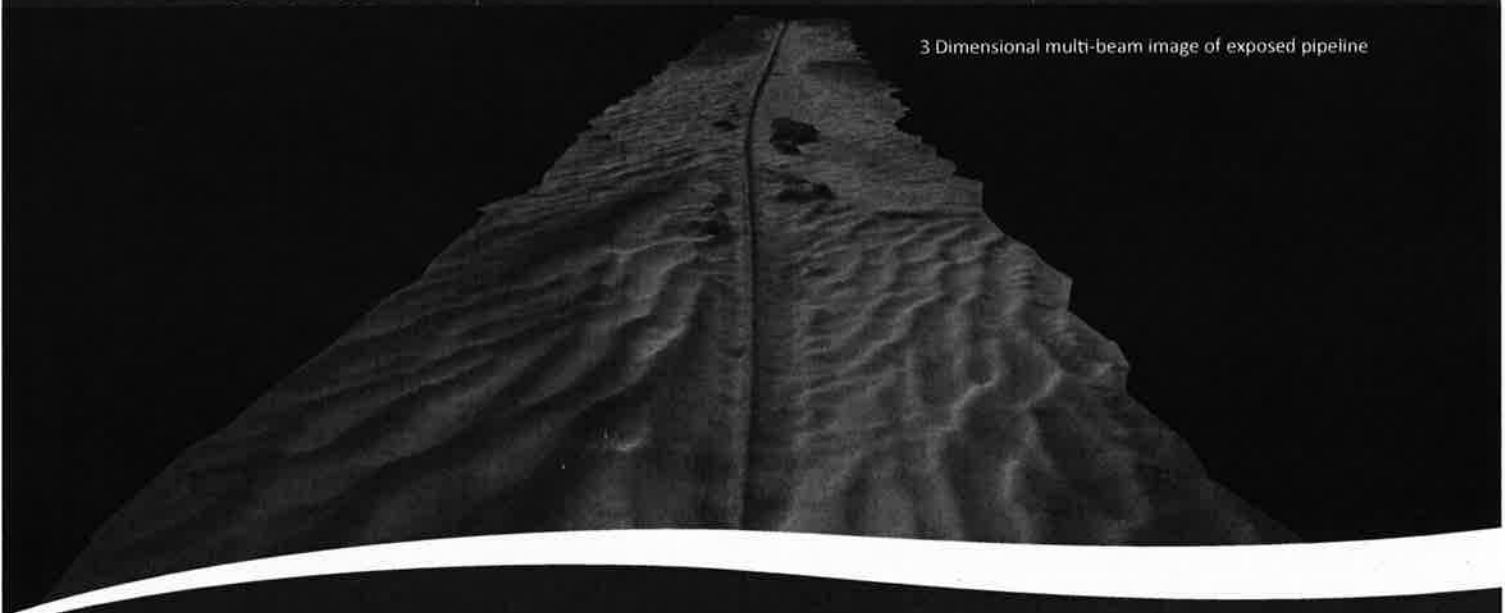
Side scan sonar image of spanning pipeline



Multi-beam image of wind turbine base



Side scan sonar image of 25m long wreck



3 Dimensional multi-beam image of exposed pipeline

**Tel:** +44 (0)151 328 1120  
**E-Mail:** [enquiries@osirisprojects.co.uk](mailto:enquiries@osirisprojects.co.uk)  
**Web:** [www.osirisprojects.co.uk](http://www.osirisprojects.co.uk)

 **OSIRIS PROJECTS**  
 SEABED MAPPING & COASTAL SURVEY

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 Name of the company in whose name the PQQ was submitted	Tenderer Response Wessex Translations Limited	Evaluation Criteria Information
1			

QUESTION	Specification Questions	Tenderer Response	Score	Weighting	Weighted Score	Evaluation Check	BCR or IT Reference
2	<p>Additional languages translated by Wessex Translations, which are not contained in the Authority's Statement of Requirements, are provided in the attached 'Additional Languages.doc'. This table is based on Statement of Requirements Annex A, and provides minimum turnover discounts, for both the languages listed in the SOR and all additional languages translated in the last two years by Wessex Translations. The same table also details availability of mother tongue translators and numbers of translators with relevant experience (Questions 5 and 6)</p> <p>Please note however that the language services provided by Wessex Translations have always been available in all languages, regardless of whether we happen to have translated the language in question previously, because we aim to support our clients for the much rarer languages as well as for those in regular use in Europe, the Middle and Far East etc. We go to considerable lengths to find not only rare language translators with the necessary experience, but also additional linguists to correct their work, thereby enabling us to supply translations of all languages to the same high standard.</p> <p>During the Sierra Leone crisis, Operation Palliser (May 2000), for example, the MoD Defence Language Service asked us to translate a safety notice into three local dialects spoken there, which we did within 48 hours, using mother tongue translators, including both translation and checking by other native language linguists. Neither the Defence Language Service nor ourselves had been asked to undertake these languages previously. We also hold information on translators with experience and the necessary qualifications working with different language variants such as Flemish or Canadian French, so as to meet client's needs when targeting specific countries, for example.</p>	<p>Additional languages translated by Wessex Translations, which are not contained in the Authority's Statement of Requirements, are provided in the attached 'Additional Languages.doc'. This table is based on Statement of Requirements Annex A, and provides minimum turnover discounts, for both the languages listed in the SOR and all additional languages translated in the last two years by Wessex Translations. The same table also details availability of mother tongue translators and numbers of translators with relevant experience (Questions 5 and 6)</p> <p>Please note however that the language services provided by Wessex Translations have always been available in all languages, regardless of whether we happen to have translated the language in question previously, because we aim to support our clients for the much rarer languages as well as for those in regular use in Europe, the Middle and Far East etc. We go to considerable lengths to find not only rare language translators with the necessary experience, but also additional linguists to correct their work, thereby enabling us to supply translations of all languages to the same high standard.</p> <p>During the Sierra Leone crisis, Operation Palliser (May 2000), for example, the MoD Defence Language Service asked us to translate a safety notice into three local dialects spoken there, which we did within 48 hours, using mother tongue translators, including both translation and checking by other native language linguists. Neither the Defence Language Service nor ourselves had been asked to undertake these languages previously. We also hold information on translators with experience and the necessary qualifications working with different language variants such as Flemish or Canadian French, so as to meet client's needs when targeting specific countries, for example.</p>	N/A			Information	
3	<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 this 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>	<ul style="list-style-type: none"> <li>Ability to translate highly technical and marketing related information into English, and from English into a range of various languages listed, including the use and application of translation memory software - See our responses to Questions 2, 6 and 11;</li> <li>Robust quality assurance and verification processes including accuracy and attention to detail - See our response to Question 8;</li> <li>Capability and capacity of Contractor to handle the type, range and volumes of work given, and provide a guaranteed response within the key timescales given in each order - See our response to Questions 4, 5, 7;</li> <li>Ability of the Contractor to receive work via a FTP site/portal and email. Reliability, Availability and Maintainability of the FTP site/portal shall therefore also be key - See our response to Question Q 10</li> <li>Reliable and dedicated Contractor's point of contact for general issues with any orders placed/to be placed - See our response to Question 10;</li> <li>Prompt response by the Contractor to any IT issues relating to the FTP portal or email access including dedicated IT point of contact - See our response to Question 10.</li> </ul> <p>The company provides a 'full language service'. In addition to translation &amp; interpreting this includes many other services, of which the following are specifically available to the UKHO if required; language consultancy, software localisation &amp; web page translation, editing &amp; proof-reading, copywriting, machine translation, translation memory management, typesetting dtp &amp; artwork, and security-cleared/confidential services. In effect this means that the UKHO will become plumbed into a permanent 'help line', whereby any member of staff can contact us for help and/or advice.</p> <p><b>Specifically as regards additional benefits and potential savings:</b></p> <p>We look forward to working closely with the SDR team to introduce savings, by minimising the need to key in numerals whilst retaining text integrity (Question and Answer number 2), in order to remove them from the word count (in MS Word). Having reviewed your sample PDFs provided, we have been able to assess the conversion work involved. Based on these samples and our considerable experience in this area we are confident that translation savings will be found following file preparation, by using our OCR and PDF conversion capabilities in the form of Adobe Acrobat (full professional version) &amp; Nitro. We would therefore anticipate being able to apply TM discounts to NMs of similar quality, in order to maximize savings to the UKHO. We note that you have had initial discussions in this area, and would want to build on them.</p> <p>new language or new language variant not already covered in Annex A within 24 hours from receipt of request at the most, or sooner; in the case of a 24 or 48 hour timescale, together with a firm unit price and delivery.</p>	5			Information	E.1.1.3, 1.4, 1.4.1, 1.4.2, 1.4.1, 1.4.2, 3.0
4	<p>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</p>	<p>The example we referred to above at Question 2, when the MoD Defence Language Service asked for our help during the Sierra Leone crisis, underlines our record in this context. We were able to quote, source and supply the MoD with these new languages within their specified 48 hour requirement.</p> <p>We have provided in the attached file 'Questions 2-5-6-7 Experience and Additional Languages.doc' (based on Statement of Requirements Annex A) a column confirming the availability of 'mother tongue' translators for all languages. Where a mother tongue translator is not available for a specific requirement, either because of rarity of language, sickness or time constraints, for example, we would follow the requirements of Translation Standard BS EN 15038 whose provisions already apply to all translation services supplied by Wessex Translations, and indeed to the industry in general. The standard stipulates that the technical competences of both translators and revisers (who carry out quality control procedures such as checking) shall be acquired through one or more of the following:</p> <ul style="list-style-type: none"> <li>formal higher education in translation (recognised degree);</li> <li>equivalent qualification in any other subject plus a minimum of two years of documented experience in translating;</li> <li>at least five years of documented professional experience in translating.</li> </ul> <p>In this context it is worth noting that the above quoted criteria of BS EN 15038 are now the standard requirement of major translation users such as the European Commission and European Translation Centre, with whom we have current contracts. At Wessex we build in a further safeguard whereby if a translator is asked to work out of their mother tongue on a given job then the assigned reviser will work into it, thus ensuring mother tongue consistency. All translators and revisers on our panels and those of our subcontractors are moreover required to successfully complete tests assessing their written target language ability, which is checked by a senior linguist in the relevant language combination. Tests are also given to translators working in different language variants such as Flemish or Canadian French, for example.</p> <p>As regards the location of our translators, most (approximately 40%) are based in the UK, a similar proportion in the country whose language they translate English from or to, whilst the remainder (maybe based anywhere in the world, for example Argentina, France, New Zealand and the USA). However we retain on our panels lists of security-cleared linguists whose location may be more critical, and so that we are able to assign them for sensitive and/or confidential work.</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>	<p>In this context it is worth noting that the above quoted criteria of BS EN 15038 are now the standard requirement of major translation users such as the European Commission and European Translation Centre, with whom we have current contracts. At Wessex we build in a further safeguard whereby if a translator is asked to work out of their mother tongue on a given job then the assigned reviser will work into it, thus ensuring mother tongue consistency. All translators and revisers on our panels and those of our subcontractors are moreover required to successfully complete tests assessing their written target language ability, which is checked by a senior linguist in the relevant language combination. Tests are also given to translators working in different language variants such as Flemish or Canadian French, for example.</p> <p>As regards the location of our translators, most (approximately 40%) are based in the UK, a similar proportion in the country whose language they translate English from or to, whilst the remainder (maybe based anywhere in the world, for example Argentina, France, New Zealand and the USA). However we retain on our panels lists of security-cleared linguists whose location may be more critical, and so that we are able to assign them for sensitive and/or confidential work.</p>	N/A			Information	



6	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.	As work on any UKHO contract progresses we shall be rapidly building experience, and meanwhile are able to harness the skills and knowledge of the existing team to revise (check) the work of their less experienced peers. In addition we and our translators have access to numerous web based references, glossaries and dictionaries such as the International Hydrographic Organization's on-line Hydrographic Dictionary and the pending International Maritime Organization's 6 UN language terminology database, among others, as well of course as the UKHO's own term bank. If this becomes available from the current contractor, and the UKHO's Symbols and abbreviations (NP5011) and Glossary of commercial terms already provided. Thus immediate hands-on experience is not a prerequisite, given our translators' professionalism and breadth of experience. One of their most important skills is knowing when to refer to external resources, where to find them, and never to guess. As we said in our POQ we were recommended originally to the UKHO by the Ministry of Defence Linguistic Services, and completed many UKHO assignments between 2001 and 2003, in 11 languages including 22 from Chinese. The majority were NMs into English but we also completed several larger assignments such as Lists of Lights and Fog Signals. We continue to retain those same translators who worked for us at that time completing UKHO orders, but our business having expanded considerably since then we are now translating on a daily basis many more highly technical texts across very many different industries and subject areas including Technical Specifications, Material Safety Data Sheets, Operator Manuals, Product Help files and Product Information Sheets. We continue to work for the MoD, for individual units as well as the Linguistic Services, for example the Joint Counter Terrorist Training and Advisory Team, the Royal Military Police and the Allied Maritime Component Command Northwood.	15	Specialist Contractor	1.1, 1.4, 1.6, 1.4.2.3
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.	A short list of translation work undertaken by us specific to hydrographic and/or navigational and maritime related documents, including graphics and data, follows. Work varies with some of the texts being very large, as well as complex as regards graphics and software requirements, sensitive and often "Restricted" as regards clearance, necessitating our using translators from our "Security Cleared panels".	N/A		
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.	1. Subject matter and complexity are assessed by the responsible project manager (Staff Organisation attached "Question 8 Staff Organisation doc"), in consultation with appropriate freelance translators. This assessment covers the text itself (language, subject and other criteria) other ongoing work for the same client and any reference documentation available <input type="checkbox"/> either supplied by the client in the form of feedback or from previous translations, glossaries and terminology lists, etc.; 2. Following this assessment, freelance translator/s are selected by the project manager on the basis of: • current and previous language and subject experience for the client in question; • their ability to meet deadline, allowing time for quality control revision and review procedures at Wessex Translations; 3. In addition, the text is checked for references to other documents that might be relevant, such as legislation, previous translations, press releases etc. Details of all such information, including any instructions supplied by the client, are included in the purchase order sent to translators. This reference material is also held by Wessex Translations to assist with subsequent quality control procedures; 4. In the case of multilingual or very large projects, where a single translator is unable to deal with the entire assignment in the time available, one translator will be appointed lead/reviewer for the translation, which is divided among several translators and revises. In such cases, the reviewer will assemble the portions of text translated by the individual translators and will review the entire text, ensuring that it is consistent in terms of both style and terminology. The reviewer will then return the finished translation to the relevant project manager; 5. Any relevant feedback from previous work and/or from the client in question is provided to the translator.	15		Quality Procedures 1.4, 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. 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 possible. Please confirm which languages your memory software can be used for? Are translators aware in advance of any languages where memory software is unlikely to be employed by your company?	<b>Translator Quality Control</b> Before starting work, translators are required to read through the Wessex purchase order, the document for translation and any reference material supplied by Wessex (for instance, previous work on a similar subject) or available from other sources (see above). All translators overtype source documents if they are in an editable electronic form, ensuring that the original formatting is preserved. All translations produced by freelance translators for Wessex Translations are first checked and corrected prior to dispatch to Wessex by the translators themselves. On completion of their	N/A		
10	Please provide hard or soft copies of your standard request for quotation form (Question 9 Invoice example pdf) both of which include a unique project/task reference. The Wessex Translations FTP server is maintained on an average of once per month - always out of office hours. We do not participate changing our FTP portal in the next twelve months. Wessex is happy to receive and provide translation work electronically via FTP. Our FTP site is secure, reliable, regularly maintained and available for use 24/7. We also have a back-up ftp site, should we experience problems, as well as back-up email accounts. Wessex has extensive experience in working with ftp work flows, one of our major clients uses ftp for all its file transfers, accounting for approximately 1,200 files uploaded/downloaded per month.	Please find attached a copy of our standard invoice form (Question 9 Quotation sample.pdf) both of which include a unique project/task reference. Jan The Wessex Translations FTP server is maintained on an average of once per month - always out of office hours. We do not participate changing our FTP portal in the next twelve months. Wessex is happy to receive and provide translation work electronically via FTP. Our FTP site is secure, reliable, regularly maintained and available for use 24/7. We also have a back-up ftp site, should we experience problems, as well as back-up email accounts. Wessex has extensive experience in working with ftp work flows, one of our major clients uses ftp for all its file transfers, accounting for approximately 1,200 files uploaded/downloaded per month.	5	Translation Operational Support	1.4.1, 1.4.2.4
11	Please confirm which languages your memory software can be used for? Are translators aware in advance of any languages where memory software is unlikely to be employed by your company?	Our translation memory software is in regular use at Wessex Translations, including for most of those languages covered at Annex A of the SOR, all of which would be "TM compatible" given appropriate source file software, layout and text. We likewise anticipate being able to use TM on the additional languages listed in our file attached (Questions 2-5-6-7 Experience and Additional languages.doc). In principle we are able to employ TM for all language combinations.	5	Specialist Contractor	1.4.1, 1.4.2.3.4 1.4.2.7
12	Translation timed trial - Please confirm that you have returned all trial samples by the trial stipulated timescales	See separate details on Translation Trial - para 3.9 of ITT	25		
13	Tender Price (MEAT prices)	See Pricing Schedule table below	30		Price
<b>TOTAL</b>			<b>100</b>		

**ricing 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.**

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

Language: 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	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

Pricing	
A	100 word document (Spanish into English) with 75 words translated by memory software i.e.
B	1,000 word document (Russian into English) with 850 words translated using memory
C	2,000 word document (Japanese into English) with 1,000 words translated using memory

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



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

ITT Ref No: HA294/005/167
Description of Contractor Sensitive Information: Clients referenced
Reference(s) of where can be found in ITT response: Question 6
Explanation of Sensitivity: We would not want any other agencies to know which clients we are working for.
Details of potential harm resulting from disclosure: Potential loss of income
Period of Confidence (if applicable): N/A
Contact Details for Transparency/Freedom of Information matters: Name: Position: Address: Landmark House, Station Road, Cheadle Hulme, SK8 7BS Telephone Number: E-mail Address:



## Questions 2, 5 & 6 – Experience, Translator Numbers & Additional Languages

The table below, based on SOR Annex A, gives minimum turnovers net of all translation memory discounts, averaged from last two year's combined sales figures for Wessex Translations (WT) and its subcontractors (S/Cs), for current UKHO listed languages and additional languages covered by Wessex (p 2).

Languages – translated to and from English	WT and subcontractor experience -1000 words		Total number of WT & subcontractor translators	Total with experience* (✓= mother tongue**)
	Into EN	Out of EN		
<b>Chinese (Mainland)</b>	<b>4,600</b>	<b>10,700</b>	<b>1500</b>	<b>300 ✓</b>
<b>Chinese (Hong Kong)</b>	<b>20</b>	<b>1,200</b>	<b>Included with Mainland</b>	<b>Included with Mainland</b>
Korean	615	4,115	250	50 ✓
<b>French</b>	<b>2,600</b>	<b>1,310</b>	<b>74</b>	<b>10 ✓</b>
<b>Russian</b>	<b>42</b>	<b>126</b>	<b>11</b>	<b>3 ✓</b>
<b>Spanish</b>	<b>330</b>	<b>810</b>	<b>27</b>	<b>3 ✓</b>
Indonesian	70	2,000	150	15 ✓
<b>Norwegian</b>	<b>31</b>	<b>218</b>	<b>12</b>	<b>2 ✓</b>
Croatian	4	10	5	1 ✓
<b>Brazilian Portuguese</b>	<b>Included with European</b>	<b>Included with European</b>	<b>11</b>	<b>2 ✓</b>
Japanese	2,550	7,340	400	100 ✓
<b>Greek</b>	<b>114</b>	<b>76</b>	<b>8</b>	<b>2 ✓</b>
German	1,785	218	47	5 ✓
<b>Portuguese (European)</b>	<b>80</b>	<b>910</b>	<b>14</b>	<b>3 ✓</b>
<b>Italian</b>	<b>630</b>	<b>380</b>	<b>30</b>	<b>3 ✓</b>
Romanian	75	60	5	1 ✓
Dutch	190	490	20	2 ✓
<b>Chinese (Taiwan)</b>	<b>100</b>	<b>2,000</b>	<b>250</b>	<b>25 ✓</b>
Serbian	See Latin	See Latin	5	1 ✓
<b>Arabic</b>	<b>120</b>	<b>1,470</b>	<b>8</b>	<b>2 ✓</b>
<b>Polish</b>	<b>170</b>	<b>200</b>	<b>9</b>	<b>5 ✓</b>
Thai	90	2,200	100	10 ✓
Burmese	6	8.5	30	3 ✓
Lithuanian	78	43	4	1 ✓
Vietnamese	90	1,125	75	8 ✓
Serbian Latin	4	13	10	2 ✓
Persian (Farsi)	3	150	15	1 ✓
Cambodian	-	75	20	2 ✓
Swedish	100	390	16	2 ✓
Malay	16	525	70	7 ✓
Estonian	65	27	4	1 ✓
Georgian	Small	Nil	6	1 ✓
Welsh	Small	27	3	Nil ✓
Turkish	25	166	5	1 ✓
<b>Danish</b>	<b>192</b>	<b>240</b>	<b>11</b>	<b>2 ✓</b>
Latvian	88	33	3	1 ✓
Bulgarian	35	12	6	1 ✓
Finnish	15	220	6	2 ✓
Icelandic	19	18	6	1 ✓
<b>Ukrainian</b>	<b>4</b>	<b>33</b>	<b>4</b>	<b>8 ✓</b>
Slovene	10	3	5	1 ✓
Hebrew	Small	Small	3	Nil ✓
Tagalog	6	120	50	5 ✓

<b>All additional languages covered by Wessex Translations in past 2 years</b>				
Languages – translated to and from English	WT experience - 1000 words		Total number of WT translators	Mother tongue translators
	Into EN	Out of EN		
Albanian	Small	Nil	3	Nil ✓
Bosnian	4	Nil	2	Nil ✓
Czech	92	134	27	1 ✓
Hungarian	108	60	9	1 ✓
Slovak	50	20	12	Nil ✓
Hindi, Bengali, Gujarati, Kannada, Marathi etc.	14	335	15	3 ✓
Maltese	7	3	5	1 ✓
Somali	3	7	10	Nil ✓
Kurdish	Small	1	6	Nil ✓
Nepalese	9	2	7	Nil ✓
Africaans	Small	Small	5	Nil ✓
Dari	Small	Small	5	Nil ✓
Sinhala	Small	Nil	4	Nil ✓
Pashto	Small	nil	7	Nil ✓
Faroese	1	2	1	Nil ✓
Basque	Nil	3	1	Nil ✓
Tamil	Nil	56	3	Nil ✓
Mandinka (Mali, Senegal, Guinea)	Nil	1	1	Nil ✓
Kazakh	Nil	Small	1	Nil ✓
Swahili	Nil	Small	3	Nil ✓
Punjabi	Nil	85	5	Nil ✓
Urdu	Nil	255	8	Nil ✓

\* approximate number of Wessex Translations' & subcontractor translators with hydrographic and/or navigational or maritime knowledge and experience who can understand maritime terminology.

\*\* availability of mother tongue translators.



## Question 8 - STANDARD TRANSLATION CHECKLIST & AUDIT TRAIL

Client                      Language                      PM  
 Quality control manager and/or coordinator  
 Job No.                      Translator                      Date received  
 Date & time due client

**Checklist – please initial and tick on completion of each stage**

1 - 3	Completed by translator	By	✓
4	Main Revision – grammar, punctuation, functional sentence perspective, double spacing <sup>1</sup> , quotation marks in the target language format, completeness of the text – has the <u>entire</u> original been translated (all paragraphs, embedded charts, tables, footnotes, headings and footers, etc.)?		
5	Main Review, verified and <u>consistent</u> style and terminology		
6	Revision, where appropriate, of proper names, approved terminology, place names, addresses, numerals, codes, including formal features (standardised phrases, etc.) according to any national style guides etc.		
7	Check that any previous feedback from clients has been taken into account		
8	Layout and formatting review that final text meets client spec. in both hard and soft copy, regardless of source document quality (has numbering, fonts, styles, tables and other embedded objects been preserved? Are the numbers in the translation the same as those in the original, decimal points vs. commas, thousands separators, currency symbols, measures etc.)		
-	Correction of the entire text by reviser or colleague as appropriate		
9	Complete double-check of the subsequent corrected draft <b>by a different member of the quality control team</b> to ensure that all corrections have been entered correctly.		
10	Final check against the client's order form to ensure that all requirements have been met		
	Completion of Translation Revision Feedback Report, Comments Form & Translation Checklist & Audit Trail		
-	<b>Despatch time</b> <b>and date</b>		

**Audit trail to be completed by relevant QC manager and/or coordinator, and by PM following despatch**

<sup>1</sup> In other words, there should be no double spaces in the text, including after full stops, where there should be one space only.





**wessex**  
TRANSLATIONS

# INVOICE

Accounts Payable  
UK Hydrographic Office  
Admiralty Way  
Taunton  
Somerset  
TA1 2DN

Invoice No.: 237803

Originator: Stuart Speer

Date: 30 July 2012

Your Order Ref.: letter dated 19/06/12, referenced 12-476-SS

Job No.	Description	Price
56566	Chinese into English translation Standard Nautical Chart 12,500 characters @ XX / per character,	XXXX.XX
	Discount for: % repetition	XXXX.XX
	Reduced Translation cost	XXXX.XX

Our conditions of service require payment  
by the 20th of the month following delivery.

Sub Total £ XXXX.XX

VAT £ XXX.XX

**Total £ XXXX.XX**

**CHEQUES to be made payable to:**  
**CREDIT TRANSFER payments to:**

**GBP Sterling account**

**EURO account**

**Wessex Translations Limited – over 35 Years of Global Language Solutions**

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All work is undertaken in accordance with our conditions of service: [www.wt-lm.com/about/terms.html](http://www.wt-lm.com/about/terms.html)



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Institute of Translation  
& Interpreting



# ITI Revision Workshop at Wessex Translations

reports on the recent ITI revision workshop, likely to be the first of many



ITI's education officer and helps to organise CPD for ITI. She worked at the European Commission for many years as a translator, reviser and translation manager, and has a special interest in revision and editing.

Recently, at the ITI seminars on the new European standard for translation, BS EN 15038, it was suggested that ITI organise revision workshops. Clearly there was a great deal of interest in learning more about revision techniques and practices, and I had filed the idea in my

Direct asked ITI to organise a revision workshop for his staff. Wessex Translations is one of the longest-standing corporate members of ITI and its in-house staff are already experienced checkers, revisers and proofreaders of freelance translations. I had run an in-house workshop before, but felt that its effectiveness would be enhanced if organised by an external body. So where better to start than with Wessex!

**A hands-on workshop** is ITI's recognised expert on revision, so naturally she was the first person I called, to pick her brains and ask her to take part. Fortunately she was able to fit this in with all her other commitments. Taking account of her suggestions, we devised a workshop consisting of:  
- an introductory talk by  
- two hands-on revision exercises;  
- discussion.

The venue was provided by Wessex Translations at their offices in Romsey, near Southampton. The workshop took place on 8 November



Staff at Wessex Translations took part in ITI's first revision workshop

2007, and we asked Wessex to provide a meal halfway through. Which they did, most successfully – a gourmet office picnic was laid on

One of the points made in her talk was that the terms 'proofreading' and 'reviewing' tend to be used interchangeably, leading to problems when clients expect one of these but receive (and pay for) another. Thanks to BS EN 15038, we now have clear definitions, namely:

**revision:** examining a translation for its suitability for the agreed purpose, comparing the source and target texts and recommending corrective measures;


**proofreading:** checking of proofs before publishing;

**reviewing:** examining a target text for its suitability for the agreed purpose and respect for the conventions of the domain to which it belongs and recommending corrective measures.

The revision exercises were selected to fit in with Wessex's areas of work and their most common

second language (French). They were prepared on the basis of a non-confidential French text plus official English translation. I introduced flaws into the translations – mistakes of the type I had encountered (and made myself) in many years as a translator and reviser. The Wessex staff revised the translations and teamed up with a partner to compare their results. Then I drew attention to the most serious flaws so people could check if they had spotted them all.

All 17 staff including the Directors took part in the revision workshop, which was held on a Thursday night. Understandably, the participants' reactions included a couple of pleas that 'a weekend might have been better'. It is true that there was not enough time for discussion; I wondered if one exercise might have been better than two, to allow for more detailed discussion. However, when the feedback forms came in, we found that most were in favour of two revision exercises, but perhaps with shorter texts.

So we learned a great deal from this pilot exercise and now plan to offer 'public' ITI revision workshops. Some adjustments will need to be made to cater for translators who are unfamiliar with revision (this was not a problem with the experienced Wessex staff), but we feel we have developed a useful formula. Look out for announcements on the usual ITI training pages in the Bulletin and on the ITI website. I am interested in hearing from corporate members, language networks or regional groups wanting to hold revision workshops, and from experienced revisers willing to help. 

Please contact me, education@iti.org.uk

