

Automotive Marketing English to Polish

ENGLISH

Nissan cars

Every business has different needs. At Nissan we believe we have a car that meets the needs of your business – from Micra, small car with big car features, to the rugged off-road Terrano.

All our cars have been designed with the needs of real people in mind. That's why they're one of the most reliable vehicles on the road, and designed not only to look good from the outside but designed to be intuitive and genuinely helpful on the inside. With innovative features, intelligent technology and class-leading specification levels and with safety, security and driver performance also as standard, you can be sure that both you and your drivers will be more than satisfied with every Nissan.

Take a look at our current range by clicking on the model names above.

Qashqai is a bold new design that pioneers a new sector of the market. Aimed at a young pre-family buyer, Qashqai is a dual-role compact crossover concept: during the week it is a tough city dweller at home on the mean streets, but at the weekend it heads for the hills for freedom and adventure.

2008 Rogue models come equipped with a standard 170-horsepower (167 hp CAL emissions) 2.5-liter 4-cylinder engine, advanced Xtronic CVT™ (Continuously Variable Transmission), Vehicle Dynamic Control (VDC), 4-wheel disc brakes with Anti-lock Braking System (ABS) and a long list of standard safety equipment, including six air bags. An available all-new Intuitive All-Wheel Drive system with yaw moment control is also offered on both S and SL models.

Other standard Rogue equipment includes air conditioning with in-cabin microfilter, cruise control with steering wheel mounted switches, power windows and door locks, 60/40 split 2nd row rear seat, remote keyless entry, 12-volt auxiliary power outlet, AM/FM/CD audio system with four speakers, auxiliary input jack and 16-inch wheels and tires.

POLISH TRANSLATION

Samochody Nissan

Każdy biznes ma odmienne potrzeby. W firmie Nissan jesteśmy przekonani, że posiadamy pojazdy, które spełnią wymagania prowadzonej przez Państwa działalności – od małego lecz posiadającego zalety pojazdu z wyższego segmentów modelu Micra, po mocny i wytrzymały samochód terenowy, jakim jest Terrano.

Wszystkie produkowane przez nas samochody zostały stworzone z myślą o potrzebach ich użytkowników. To właśnie dlatego należą one do jednych z najbardziej niezawodnych pojazdów na drogach. Zostały zaprojektowane tak, aby nie tylko miały atrakcyjny wygląd zewnętrzny, ale również zapewniały intuicyjną obsługę i wygodę eksploatacji wewnątrz. Innowacyjne rozwiązania, inteligentna technologia, wiodące w swojej klasie parametry, a także wysoki poziom bezpieczeństwa i doskonałe własności jezdne gwarantują, że wszystkie modele pojazdów Nissan w 100% zadowolą Państwa oraz zatrudnionych w Państwa firmie kierowców. Aby zapoznać się z naszą ofertą pojazdów, proszę kliknąć na nazwę jednego z powyższych modeli.

Qashqai należy do pojazdów o nowej i odważnej stylistyce i tworzy nowy segment na rynku. Jako samochód przeznaczony dla młodych klientów, którzy jeszcze nie założyli rodziny, Qashqai jest kompaktowym pojazdem typu „crossover” – w ciągu tygodnia jest jak twardy mieszczuch, który świetnie radzi sobie na nieprzyjaznych ulicach miasta, a w weekendy ucieka w góry w poszukiwaniu wolności i przygody.

Nissan Rogue z roku modelowego 2008 został wyposażony w silnik o mocy 170 KM (167 KM przy poziomie emisji spalin wg norm stanu Kalifornia), 4-cylindrowy silnik o pojemności 2,5 litra, zaawansowaną przekładnię bezstopniową Xtronic CVT™ (Continuously Variable Transmission), układ dynamicznej kontroli pojazdu VDC (Vehicle Dynamic Control), hamulce tarczowe wszystkich 4 kół z układem ABS oraz wiele standardowych elementów układu bezpieczeństwa, m.in. 6 poduszek powietrznych. W obu wersjach (S i SL) dostępny jest zupełnie nowy układ napędu na wszystkie koła z systemem wykrywania i korekty odchylenia od toru jazdy.

Pozostałe, dostępne w standardzie wyposażenie Nissana Rogue obejmuje układ klimatyzacji z mikrofiltrem kabinowym, układ utrzymywania stałej prędkości jazdy z przełącznikami umieszczonymi na kole kierownicy, elektrycznie sterowane szyby i ramki w drzwiach, siedzenie w drugim

rzędzie dzielone w proporcji 60/40, system otwierania drzwi bez kluczyka, dodatkowe gniazdo zasilania 12 V, zestaw audio AM/FM/CD z 4 głośnikami, dodatkowe gniazdo wejściowe oraz 16-calowe obręcze kół z oponami.

Sample translations - Engineering

EN - IT

<p>Installation of water cooling unit</p> <p>The water cooling unit should be installed as close as possible to the machine and not near to any heat sources.</p> <p>The water cooling unit needs sufficient fresh air (air throughput see chapter => 1.1 Data Sheet). If unit is installed in small rooms, make sure that the cooling unit has fresh air from outside the building.</p> <p>In this case provide inlet flaps, which open only, if the cooler unit is running (otherwise there is a risk of icing up of the cooler during winter months).</p> <p>If waste heat from the cooling unit should not heat up the room in which the engraver is installed, you have two possibilities:</p> <p><u>variant A</u> (recommended by xxx): Place the cooling unit in a well ventilated adjacent room.</p> <p>In this case the water tubes/pipes between cooling unit and engraver have to be isolated! All necessary installations, tubes and isolations have to be provided by the customer.</p> <p><u>variant B</u>: Install a tube ventilation system, to run waste heat out of the building (kindly take notice of the appendix => Water Cooling Unit (Figure 4)</p> <p>In this case the small, lateral air outlet at the cooler has to be closed.</p> <p>With the large air outlet on the control side, a waste air hood with chimney has to be attached. For the support of the waste air flow still another tube fan is needed.</p> <p>For decoupling the vibrations of the cooling unit, a flexible connection should exist between cooling unit and the waste air duct.</p> <p>For the support of the waste air flow still another tube fan is needed.</p> <p>This system depends on the respective installation situation and has to be dimensioned and installed therefore by a local climatic technician.</p> <p>All necessary installations and ventilation components (waste air hood, chimney, fan,</p>	<p>Installazione dell'unità di raffreddamento ad acqua</p> <p>L'unità di raffreddamento ad acqua dovrebbe essere installata il più vicino possibile alla macchina e lontano da qualsiasi fonte di calore.</p> <p>L'unità di raffreddamento ad acqua ha bisogno di una quantità sufficiente di aria fresca (per il volume dell'aria vedere il capitolo => 1.1 Scheda tecnica). Se l'unità di raffreddamento viene installata in locali di piccole dimensioni, assicurarsi che riceva aria fresca da fuori l'edificio. In questo caso dotare la presa d'aria del locale di alette di ammissione che si aprono solamente quando il raffreddatore è in funzione (altrimenti durante i mesi invernali c'è il rischio che il raffreddatore si congeli). Se il calore disperso dall'unità di raffreddamento non deve riscaldare il locale in cui è installato il dispositivo d'incisione, si può scegliere tra due possibilità:</p> <p><u>Variante A</u> (consigliata da xxx): Mettere l'unità di raffreddamento in un locale adiacente ben ventilato. In questo caso è necessario isolare i tubi rigidi/flessibili dell'acqua tra l'unità di raffreddamento e l'engraver (dispositivo di incisione)!</p> <p>Tutti gli impianti, i tubi e gli isolamenti necessari devono essere predisposti dal cliente.</p> <p><u>Variante B</u>: Installare un sistema di tubi di aerazione per condurre il calore disperso fuori dall'edificio (consultare l'appendice => Unità di raffreddamento ad acqua (figura 4)</p> <p>In questo caso si deve chiudere la piccola presa d'aria laterale presente nel raffreddatore. Alla presa d'aria grande nel lato di comando deve essere attaccata una cappa dell'aria di scarico con camino. Per agevolare il flusso dell'aria di scarico è necessario anche un altro ventilatore del tubo.</p> <p>Per non trasmettere le vibrazioni dell'unità di raffreddamento dovrebbe esserci un collegamento flessibile tra l'unità di raffreddamento e il condotto dell'aria di scarico.</p> <p>Per agevolare il flusso dell'aria di scarico è necessario anche un altro ventilatore del tubo.</p> <p>Questo sistema dipende dalle rispettive condizioni di installazione e pertanto deve essere</p>
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<p>tubes,) have to be provided by the customer.</p>	<p>dimensionato e installato da un tecnico climatizzatore locale. Tutti i componenti di installazione e aerazione necessari (cappa dell'aria di scarico, camino, ventilatore, tubi,) devono essere messi a disposizione dal cliente.</p>
<p>This product is intended to work with the RC Logger (not included) to provide power and revolution speed information (head blades / tail blades / wheel) for a model vehicle which is powered by LiPo batteries. The product is powered by the RC Logger.</p> <p>The product may not work with strong electromagnetic interference. Stay away from sources of electromagnetic interference and restart the environmental module if you have had problems with it.</p> <p>Voltage / current overload may damage the product.</p> <p>Incorrect connection may damage the product. The specification is for general guidance only. Conditions particular to your situation - such as ambient temperature, motor used, ESC used, airflow available to the power & RPM module, etc, affect the maximum current that can safely be used. It is your own responsibility to check the current and the power & RPM module's temperature before, and shortly after, use. If the power & RPM module feels very uncomfortable to the touch (or exceeds 60 °C measured), you should install it in another place with good ventilation. We strongly recommend the use of the environmental module (xxx) to measure the temperature of the parts. This allows you to improve the whole system and insure the system is stable and safe.</p>	<p>Il prodotto è stato progettato per funzionare con l'RC Logger (non incluso), al fine di fornire informazioni sulla potenza e la velocità di rotazione (pale di testa / pale di coda / ruota) di un modellino di veicolo alimentato da batterie ai polimeri di litio. Il prodotto è alimentato dall'RC Logger.</p> <p>Il prodotto potrebbe non funzionare in presenza di forti interferenze elettromagnetiche. Tenersi lontani da fonti di interferenze elettromagnetiche e riavviare il modulo ambiente se ha mostrato problemi.</p> <p>Un sovraccarico di tensione / corrente potrebbe danneggiare il prodotto. Un collegamento errato potrebbe danneggiare il prodotto.</p> <p>Le specifiche tecniche fornite sono solo a scopo orientativo. La corrente massima che si può usare in sicurezza dipende dalle condizioni della propria specifica situazione, come temperatura ambiente, motore utilizzato, ESC utilizzato, flusso d'aria disponibile per il modulo alimentazione e numero di giri, ecc. È compito all'utente controllare la corrente e la temperatura del modulo alimentazione e numero di giri prima dell'uso e subito dopo l'uso. Se toccando il modulo alimentazione e numero di giri ci si accorge che non si trova in buono stato (oppure se si misurano più di 60°), lo si dovrebbe installare in un altro punto in cui c'è una buona ventilazione. Si consiglia vivamente di utilizzare il modulo ambiente (xxx) per misurare la temperatura dei componenti. Questo consente di ottimizzare l'intero sistema e di assicurarsi che sia stabile e sicuro.</p>
<p>xxx has been doing sub-contract small component assembly by special request from customers for many years, but with the increasing demand for value-added contract work, this service is now being offered to the manufacturing industry as a whole.</p> <p>In the die cast assembly process, the components are first positioned in their correct relationship</p>	<p>xxx vanta un'esperienza di molti anni nell'assemblaggio di piccoli componenti, in subappalto, dietro richiesta speciale del cliente, vista però la domanda sempre crescente di lavoro su ordinazione che apporti valore aggiunto, questo servizio viene ora offerto a tutta l'industria manifatturiera.</p> <p>Nel processo di assemblaggio a pressofusione i componenti vengono prima posizionati</p>

<p>by a custom-designed assembly tool. Molten metal, usually zinc alloy, is then injected under pressure into a cavity located at the intersection of the components.</p> <p>The injected metal solidifies in milliseconds, with the slight shrinkage of the metal forming a strong, permanent, mechanical lock on the components.</p> <p>Assembly tooling ensures dimensional accuracy and part-to-part consistency, producing a ready-to-use assembly requiring no secondary operations.</p>	<p>correttamente l'uno rispetto all'altro mediante uno strumento di assemblaggio appositamente progettato per il cliente. Poi il metallo fuso, di solito lega di zinco, viene iniettato a pressione in una cavità situata nel punto d'intersezione dei componenti.</p> <p>La solidificazione del metallo iniettato è una questione di millisecondi e il lieve ritiro del metallo va a formare nei componenti un tenace blocco meccanico permanente. La fase di preparazione dell'assemblaggio assicura precisione dimensionale e corrispondenza dei pezzi l'uno con l'altro, si realizza così un assemblaggio pronto da utilizzare, che non richiede ulteriori operazioni.</p>
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<p>Operating a dozer is demanding enough in itself, let alone having to manually control grade and slope. The xxx system is the first dual grade control dozer system truly designed with the operator's needs in mind. The xxx is a laser-based system that delivers dual control from a single operator interface—simultaneous, automatic control of a dozer's lift and tilt functions—plus <i>more...</i></p>	<p>Manovrare un bulldozer è un compito già abbastanza impegnativo di per sé, figuriamoci se si deve anche controllare manualmente livello e inclinazione. Il sistema xxx è il primo sistema per bulldozer a doppio comando del livello veramente progettato avendo ben in mente le esigenze dell'operatore. Il xxx è un sistema laser che consente il doppio comando da una singola interfaccia operatore — controllo simultaneo e automatico delle funzioni di sollevamento e inclinazione di un bulldozer — e tanto <i>altro...</i></p>
<p>The xxx can indicate the blade's relative position to finish grade or automatically control both lift and tilt functions to place the cutting edge at the precise elevation. Menus can be customized according to each user's operating styles and needs.</p>	<p>Il xxx può indicare la posizione relativa della lama rispetto al livello di completamento o controllare automaticamente entrambe le funzioni di sollevamento e inclinazione per posizionare il tagliente all'elevazione precisa. I menu possono essere personalizzati in base allo stile e alle esigenze di ciascun operatore.</p>

<p>The standard paint process takes into consideration current Environmental Protection Agency (EPA) requirements.</p> <p>The Xxxx paint process employs a powder coating process which includes a multi stage pretreatment section, an environmentally controlled structure for the coating booths, and a curing oven.</p> <p>The pretreatment section cleans, removes oxide scale, provides corrosion protection, and promotes uniform adhesion of the powder coat. The pretreated metal parts are then electrically grounded and passed through a cloud of</p>	<p>Il processo di verniciatura standard prende in considerazione i requisiti correnti dell'Agenzia di protezione ambientale (EPA, Environmental Protection Agency).</p> <p>Per la verniciatura del Xxxx viene impiegato il processo di rivestimento a polvere comprendente una sezione di pretrattamento multi-stadio, una struttura ad ambiente controllato per le cabine di rivestimento e un forno di polimerizzazione. La sezione di pretrattamento pulisce, rimuove le incrostazioni di ossido, provvede alla protezione contro la corrosione e favorisce l'adesione uniforme del prodotto verniciante in polvere. I pezzi metallici</p>
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<p>negatively charged powder, completely covering the part with powder. The parts then enter an oven to flow the powder and cure the finish. Three major benefits of Powder Coating are: A very high transfer efficiency rate of 98% verses the more typical 40-60% usually obtained when spraying liquid. Powder coating reduces emissions of Volatile Organic Compounds. Powder coating increases the quality and improves the appearance of the Xxxx.</p>	<p>pretrattati vengono poi messi a terra elettricamente e fatti passare attraverso una nube di polvere caricata negativamente che li ricopre completamente di prodotto in polvere. I pezzi entrano poi in un forno che fluidifica il prodotto in polvere e polimerizza la vernice a finire. I tre principali vantaggi del rivestimento a polvere sono: Una percentuale di efficienza di trasferimento molto alta, il 98%, contro la più tipica percentuale del 40-60% ottenuta di solito quando si spruzza un liquido. Il rivestimento a polvere riduce le emissioni di composti organici volatili. Il rivestimento a polvere aumenta la qualità e migliora l'aspetto del Xxxx.</p>
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<p>External Power Cable In case the internal batteries become discharged and you do not have spare batteries available, you can also power the pipe laser using an optional external power cable. This can be achieved by using a DC regulated automotive or motorcycle battery with the supplied optional external power cable on some models. The internal batteries will not recharge while you're using the external power cable. While using the optional external power cable and 12-V DC battery to power the pipe laser, you can remove the internal batteries and the pipe laser will continue to operate. The battery pack however has to be in place in order to cover the contacts. <u>Connecting/Disconnecting the external power cable</u> To avoid damaging the pipe laser and to prevent the possibility of creating a spark at the battery, make sure the pipe laser is off before connecting/ disconnecting the external power cable to/from the pipe laser. Do not connect the pipe laser to a power generator where over-voltage can occur. Do not start the vehicle while the pipe laser is connected to the external battery. An electrical shock risk may occur if you connecting/ disconnecting the power plug or power cable from the pipe laser with wet hands. Make sure your hands are dry when performing this task. Turn the external-power-receptacle</p>	<p>Cavo di alimentazione elettrica esterno Nel caso in cui le batterie interne si scarichino e non si abbiano a disposizione batterie di scorta, si può alimentare il laser per tubi anche usando un cavo di alimentazione elettrica esterna. Ciò è possibile usando una batteria per motocicletta o autoveicolo regolata a CC, con il cavo di alimentazione elettrica esterna opzionale fornito in alcuni modelli. Mentre si usa il cavo di alimentazione elettrica esterna le batterie interne non si ricaricano. Usando il cavo di alimentazione elettrica esterna opzionale e la batteria a 12 V CC per alimentare il laser per tubi, si possono togliere le batterie interne e il laser per tubi continua a funzionare. Il gruppo batterie tuttavia deve essere in posizione, allo scopo di coprire i contatti. <u>Connettere / staccare il cavo di alimentazione elettrica esterna</u> Per evitare di danneggiare il laser per tubi e per evitare la possibilità di creare una scintilla nella batteria, assicurarsi che il laser per tubi sia spento prima di connettere / disconnettere il cavo di alimentazione elettrica esterna al/dal laser per tubi. Non connettere il laser per tubi ad un generatore di corrente dove può verificarsi sovratensione. Non avviare il veicolo mentre il laser per tubi è connesso alla batteria esterna. Esiste pericolo di scossa elettrica se si connette / disconnette dal laser per tubi la spina di alimentazione o il cavo di alimentazione elettrica con le mani bagnate. Quando si effettua questa operazione assicurarsi di avere le mani</p>
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<p>cap counterclockwise enough to remove it from the external power receptacle. Removing the cap exposes the receptacle. Connect the alligator clips to a 12-V dc automotive or motorcycle battery noting the correct polarity (red = positive, black = negative). Insert the plug into the receptacle on the laser. To disconnect the external power cable from the pipe laser, remove the plug from the pipe laser first and then remove the alligator clips from the battery.</p>	<p>asciutte. Girare in senso antiorario il coperchio della presa elettrica di alimentazione esterna per toglierlo dalla presa elettrica. Togliendo il coperchio si espone la presa. Connettere i morsetti a coccodrillo ad una batteria da 12 V CC di automobile o motocicletta, prestando attenzione alla corretta polarità (rosso = positiva, nero = negativa). Inserire la spina nella presa elettrica sul laser. Per disconnettere il cavo di alimentazione elettrica esterna dal laser per tubi, prima staccare la spina dal laser per tubi, poi togliere dalla batteria i morsetti a coccodrillo.</p>
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<p><u>How to Use the Instrument</u> <u>Setting Up the Instrument</u></p> <ol style="list-style-type: none"> 1. Set up the tripod at a height appropriate for your use. <p>Note: Make sure the tripod is stable and the tripod head is relatively level.</p> <ol style="list-style-type: none"> 2. Attach the instrument to the tripod. 3. Level the instrument using the circular level as a reference. 4. Focus the telescope crosshairs by turning the crosshairs' focusing ring. <p><u>Aligning the Instrument</u></p> <ol style="list-style-type: none"> 1. Align the telescope to the grade rod using the sighting guides. 2. Turn the focusing knob to bring the grade rod into sharp focus. Precisely sight the center of the grade rod in the telescope crosshairs using the horizontal tangent knob. 3. Check for parallax shift. 	<p><u>Modo d'uso dello strumento</u> <u>Installare lo strumento</u></p> <ol style="list-style-type: none"> 1. Montare il cavalletto all'altezza adatta per la propria applicazione. <p>Nota: assicurarsi che il cavalletto sia stabile e che la testa del cavalletto sia relativamente a livello.</p> <ol style="list-style-type: none"> 2. Attaccare lo strumento al cavalletto. 3. Mettere a livello lo strumento utilizzando la livella circolare come riferimento. 4. Mettere a fuoco i reticoli del cannocchiale ruotando la rispettiva ghiera di messa a fuoco. <p><u>Allineare lo strumento</u></p> <ol style="list-style-type: none"> 1. Allineare il cannocchiale con l'asta graduata utilizzando le guide di mira. 2. Ruotare la manopola di messa a fuoco in maniera da portare esattamente a fuoco l'asta graduata. Mirare precisamente il centro dell'asta graduata nei reticoli del cannocchiale utilizzando la manopola micrometrica orizzontale. 3. Controllare lo spostamento di parallasse.
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<p>TOTAL STATION SOLUTIONS FOR SMARTER SURVEYING</p> <p>The Xxx 302 and 502 Series Total Stations are packed with advanced technological features, but don't let that fool you ... these total stations deliver practical surveying solutions that are exceptionally easy to use. The straightforward user interface is intu-itive, meaning very little training time is required to become a proficient user. Both you and your clients will benefit from the steadfast reliability and the out-standing quality that Xxx is known for. The Xxx302 and</p>	<p>STAZIONI TOTALI PER RILEVAMENTO PIU' INTELLIGENTE</p> <p>Le stazioni totali Xxx serie 302 e 502 dispongono di funzionalità tecnologicamente avanzate, ma non lasciatevi ingannare ... queste stazioni totali offrono soluzioni di rilevamento pratiche e straordinariamente facili da usare. L'interfaccia utente semplice e diretta risulta intuitiva, così basta poco tempo per diventare utenti esperti. Sia voi che i vostri clienti beneficerete della costante affidabilità e dell'eccellente qualità che contraddistinguono</p>
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<p>502 total stations provide a consistently high level of performance in all types of field conditions in applications ranging from cadastral and topographic to construction layout, as-built and beyond.</p>	<p>Xxx. Le stazioni totali Xxx 302 e 502 forniscono costantemente prestazioni di alto livello, con qualsiasi tipo di condizione di lavoro e spaziando dalle applicazioni catastali e topografiche al layout edile, fino al resoconto di quanto costruito e oltre.</p>
<p>HIGH QUALITY</p>	<p>ALTA QUALITÀ</p>
<p>Xxx total stations offer the superior optics, intelligent design and quality components your surveying jobs demand. Add the powerful Xxx onboard soft-ware, and you have a surveying solution that delivers accurate data that you and your clients can rely on.</p>	<p>Le stazioni totali Xxx offrono proprio l'ottica di tipo di superiore, la concezione intelligente e i componenti di qualità che i vostri lavori di rilevamento esigono. Aggiungete il potente software Xxx fornito in dotazione e avrete una soluzione di rilevamento che fornisce dati precisi, su cui voi e i vostri clienti potete contare.</p>

Language Direct
Attn [REDACTED]
90 Matlock Rd
London
E10 6DG

22 September 2011

Dear [REDACTED]


Re Insurance Certificate

Further to our various recent conversations, we are writing to confirm details of your insurance coverage as follows:-

Name of Insurer	HCC International
Type of Contract	PMR Misc Civil AOC 01 11
Policy Number	PI111639886
Commencement Date	22/09/2011
Renewal Date	22/09/2012
Cover	Sum Insured
Professional Indemnity	£2,000,000 any one claim defence costs in addition
Public Liability Sum Insured	£5,000,000 each and every claim
Employers Liability Sum Insured	£10,000,000

We trust that this certificate is sufficient for your requirements, please call me if you require any further information or assistance.

Yours sincerely



Gary Tommy
Commercial Insurance Dept.





Organisation	Powys County Council
Name	
Position	
Telephone	
Email	
Address	The Park Office, Newtown, SY16 2PL
Contract Start Date	Ongoing since Feb 2010
Contract End Date	Ongoing
Contract Value	
Outline of Work	<p>Language Direct carries out a variety of complex translations including translations of:</p> <ul style="list-style-type: none"> • Child Protection Case conference Reports • Letters • Social Workers' Reports to Initial Child Protection Conference, Care & Wellbeing - Social Services • ICS Looked After Children Review Records • Review Child Protection Case Conference Reports • Social Workers' Reports to Child Protection Review Conference • ICS Record of Core Group Meetings • Griffiths Mental Development Scales Assessment Reports • Adoption – Information for Birth Parents

Organisation	Derbyshire Council, Social Services
Name	
Position	
Telephone	
Email	
Address	Amber Valley Area Office Cemetery Lane Long Close RIPLEY Derbyshire DE5 3H
Contract Start Date	Ongoing since Sept ember 2010
Contract End Date	Ongoing
Contract value/Annum	
Outline of Work	<p>Language Direct translates a wide range of technical documents including:</p> <ul style="list-style-type: none"> • Letters • Social Workers' Reports • Appointment letters, etc

Organisation	 <p>Special EU Programmes Body Foras Um Chláir Speisialta An AE Boord O Owre Ocht UE Projecks</p>
Name	John McCandless
Position	
Telephone	
Email	
Address	7th Floor, The Clarence West Building, 2 Clarence Street West, Belfast BT2 7GP
Contract Start Date	August 2011
Contract End Date	August 2012
Contract Price Per Annum	
Outline of Work	<p>Language Direct is required to translate a wide-range of written materials including, but not limited to the:</p> <ul style="list-style-type: none"> • Translation of all correspondence (via e-mail or letter) to the SEUPB in Irish, as required. • Translation of large documents (to include the SEUPB's Annual Report and other key corporate documents) from English to Irish, as required. • Translation of a wide-range of marketing materials to include invitations, e-mailed bulletins, and the Body's Corporate magazines from English to Irish, as required. • Provision of other ad hoc translation requests (such as Programme specific award scheme entries or presentations), as required. <p>Given that this is for the Special EU Programmes Body which is one of six cross-border bodies set up under the "Agreement between the Government of Ireland and the Government of the United Kingdom of Great Britain and Northern Ireland establishing implementing bodies" signed on 8 March 1999 (the British-Irish Agreement of 8 March 1999) it is paramount that all translation work is accurate in order to reflect the true meaning of whatever document is being translated.</p>

Language Direct

Extract from Environment Policy

A) Energy Consumption

1. Office, Transport

Our aim is to reduce the energy consumed within our direct control. This is the energy use within our offices and from vehicles, particularly business travel. A benchmarking exercise is taking place, which will feed into environmental scorecard; to enable a measurement of improvement to be made and for future targets to be set, but this will always have to be considered in line with workloads.

We recognise that due to cost constraints we will not be self-sufficient in energy production for the foreseeable future. We therefore propose to assess the viability of purchasing electricity from renewable (green tariff) sources.

Targets: to be agreed after initial benchmarking exercise.

B) Waste

Language Direct aim to follow the following hierarchy on waste:

- Reduce
- Reuse
- Recycle

As a minimum we will comply with all relevant waste legislation.

Waste Paper

All waste paper produced as a result of obsolete information and other documentation is shredded and disposed of in the proper manner. Please also note we recycle used paper within our office. We have developed an in-house software package as part of our objective of moving towards the "paperless office" ideal, where all booking tasks are fully computerised and there is little need for paper.

Packaging

The delivery of products to Language Direct produces surplus packaging for disposal. All surplus packaging will be disposed of by delivery to recognised reclamation services. We also recycle all toner/ink cartridges (to assist charities).

C) Water

Water is considered a limitless resource. There are increasing costs of treatment and supply and therefore increasing pressure to reduce water consumption and conserve this resource.

1. Office

We will monitor the consumption of water, which will not only allow us to be more aware of what is being used and possible areas for reductions, but will also allow us to highlight potential leaks where vast amounts of water can be wasted.

Targets: to be agreed after initial benchmarking exercise.

D) Transport

This is the most significant area for Language Direct. Effective logistic planning and management will ensure we are keeping our mileage to a minimum and wherever possible our workforce is recruited from the local area of the contract we are servicing, which means that the use of cars is not always a necessity but if they are mileage is kept low.

We continually encourage our interpreters to use public transport rather than private transport. The use of taxis is strictly forbidden without our prior consent. The use of personal cars is also limited and where interpreters are required to travel long distances, preference is given to public transport. This is monitored and reported on closely. We aim to keep travelling distances as short as possible and for this reason always recruit linguists from the local area.

We encourage our office staff to travel in an environmentally friendly way and many of our employees travel by foot, bicycle or public transport.

Targets: following review and more detailed analysis we will seek to set targets for emissions and mileage, however, this will always have to be considered in line with workload.

Language Direct

Business Continuity Plan

ORGANISATION AND ARRANGEMENTS

Language Direct

Business Continuity Management Plan

Contents

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Language Direct

Introduction

Business continuity planning is the process that companies use to minimise disruptions to the products and services that they provide. Disruptions vary in size, scale and impact. Disruption that can affect our business directly includes fires, floods, technology failure, supplier failure and business crime. Other indirect disruption that can affect our business includes pandemics, terrorism and fuel restrictions.

Risk assessments of the potential business disruptions minimise the risks of the incidents occurring and provide contingencies. If they do occur then they could affect our buildings and facilities; employees; technology and communications; data; supply chain and equipment. If any of these assets are disrupted it will affect the operation of our business.

Language Direct Business Continuity Plan must deal **with all potential disruptions and to allow for anticipated business growth.**

Language Direct

1. Purpose

The aim of the plan is to minimize disruption to customers, resuming business operations as soon as practically possible at the least financial cost. The plan presents simple information that the crisis management team can use as the basis for taking actions and decisions.

2. Objectives

- ensure business continuity
- minimise disruption and inconvenience for our customers
- minimise impact to our reputation
- minimise impact to our finances

3. Testing the BCP

On a regular basis, no less than annually, the Business Continuity Team (BCT) will ensure that the plan is reviewed and updated with all of the changes since the last examination. All members will be responsible for keeping an electronic copy off site securely (pen/flash drives will be provided for this purpose).

4. Business Continuity Team

The BCT will be responsible for all incidents (minor incident, major incident and critical Incident). The Team consists of:

- Partner
- Head of IT and Data Base systems
- Server Management and Maintenance
- Head of Sales and Customer Support

5. Levels of Failure

There are 4 failure levels:

- **Level 1**

Incident likely to be resolved in less than 7 hours (1 day) and will have a minimal impact.

- **Level 2**

Incident likely to be resolved in less than 48 hours (2 days) and will impact by way of a loss of work and some disruption to employees and/or customers.

Language Direct

- **Level 3**

Incident is likely to be resolved within 72 hours (3 days) and will have a significant impact with disruption to employees and/or customers for up to 72 hours and may require temporary relocation of staff.

- **Level 4**

Incident will be catastrophic to the interruption of normal operating processes and may require the relocation of employees and/or customers on a long-term basis.

An example that could start out as a Level 1 incident and then moves to Level 2 is a power supply outage at Language Direct caused by an accident during excavation works to a nearby road. Initially the Utility company respond by saying that it is likely to be fixed on the same day but the repair work is not completed until the following day.

An example of a Level 4 is a break in with the theft of significant equipment including ICT equipment, desks and serious vandalism to the building. With this incident there will be a break to business operations and involve relocating staff and purchasing replacement equipment.

6. Business Continuity Response Plan

In the event of an incident a member of the BCT should be contacted immediately. The Team will arrange to meet within 2 hours to assess the severity of the failure and the degree to which the response plan is to be implemented. Upon assigning a Failure level to the Incident, the Incident Team will notify any other Team(s) that are required to attend the incident.

BCT will, if necessary, contact all appropriate outside agencies that have been identified during the assessment, ie. utilities, environmental health, BT, security, etc. Meetings and briefings will be held not less than every 2 hours during the first 24 hours of an Incident to determine the progress being made towards its resolution and to determine if it warrants an upgrade in Failure Level. A judgement will be made during the first 24 hours as to whether Insurers need to be notified.

If the Incident is Level 2 or above, all employees should be informed of any relocation plans before the affected area is left (or at least given an emergency contact telephone number where messages will be left with information about the Incident).

After the first 24 hours of an Incident, meetings will be held every 6 hours with the Team(s) involved reviewing the situation.

When an Incident reaches Level 2, a Member of the Team will be appointed to become a Recorder of all events and actions taken during the Incident for post-incident analysis and insurance purposes.

Language Direct

If an Incident reaches Level 3, the Business Continuity Suppliers will be put on alert.

On reaching Level 4, Business Continuity will be invoked by the BCT which requires the implementation of all Business Continuity Agreements and all customers will be informed.

7. Business Continuity Contact Details

A separate list will be regularly reviewed and updated to include names and contact details for all team members; to include company mobile phone numbers, an additional phone number (in the case of the mobile network being unavailable), company email address and a nominated person to stand due to their unavailability with the same contact details.

8. Business Continuity Suppliers

A separate list will be regularly reviewed and updated to include names and contact details for all suppliers and subcontractors likely to be required. This will include the insurance company, utilities, security companies, key holders and specific suppliers and contractors, where agreements are in place.

Specifics & Performance

The system is available 24h / 7 / 365, with a 99.99% reliability.

Our Hosting Company guaranties 100% network and infrastructure uptime. We use RAID technology to reduce downtime.

We commit that all upgrade work is done at night and users are informed 10 days in advance by email and reminded 2 days in advance should be server require to be put down. This however is a very rare occurrence and downtime is maintained to its minimum.

We have had no unscheduled downtime over the last 12 months and had 1 scheduled overnight downtime of 45 min.

We are largely over dimensioned and there is no significant change in speed of access during the day.

Language Direct

Extract from our Quality Manual

INDEX

Issue register of controlled copies
List of amendments
1. Introduction To and Scope Of The Quality System
2. Quality Policy and Objectives
3. Quality Management System
4. Processes at Language Direct
5. Work Instructions
6. Management Responsibility
7. Resource Management
8. Product Realisation
9. Measurement, Analysis and Improvement
10. Definitions

1. INTRODUCTION TO AND SCOPE OF THE QUALITY SYSTEM

1.1 Introduction to the Quality Management System

The quality management system at Language Direct is structured on BS EN ISO 9001.

This Quality Manual provides an introduction to the processes used within Language Direct and the quality management system.

The processes used, and their interaction are described in Section 4 of this Manual.

The meaning of words used in the quality system is shown within Section 10 Definitions used in the quality system.

1.2 Scope of the Language Direct Quality System

1.2.1 Our services include:

- Interpretation and Translation Services

Waste Treatment Processes

English	Romanian
<p>Activated sludge treatment is commonly used for municipal wastes, and a variety of nonhalogenated and lightly halogenated organic pollutants are amenable to this type of aerobic treatment.</p>	<p>Epurarea prin nămol activat este folosită de obicei în cazul deșeurilor municipale, o mare varietate de poluanți organici nehalogenați și ușor halogenați pretându-se acestui tip de tratament aerob.</p>
<p>Complex biodegradation kinetics are frequently modeled using the nonlinear Monod and Haldane models in which the biodegradation rate is assumed to be a function of substrate concentration.</p>	<p>Cinetica de biodegradare complexă este frecvent modelată prin utilizarea modelelor nonliniare Monod și Haldane în care se presupune că rata de biodegradare este o funcție a concentrației substratului.</p>
<p>Most engineers simplify the biokinetics further by assuming first-order rates for substrate concentration, especially when influent concentrations are low and other removal mechanisms are considered.</p>	<p>Majoritatea inginerilor simplifică și mai mult biocinetica prin atribuirea unor viteze de prim ordin pentru concentrația substratului, în special atunci când concentrațiile soluției de intrare sunt reduse și când sunt luate în considerare alte mecanisme de separare.</p>
<p>Stripping of volatiles and sorption on the mixed liquor are two additional removal mechanisms for activated sludge that have received considerable attention.</p>	<p>Striparea compușilor volatili și sorbția lichidului mixt reprezintă două mecanisme suplimentare de separare pentru nămolurile activate care au fost abordate cu o deosebită atenție.</p>
<p>Several researchers have developed models for the fate of organics in activated sludge in which stripping is primarily related to Henry's constant, K_H; sorption is related to the octanol-water partition coefficient, K_o; and, owing to low substrate concentrations and ease of computation, the biodegradation rate, K_b, is assumed to be first order for substrate concentration.</p>	<p>Câțiva cercetători au dezvoltat modele pentru soarta compușilor organici în nămoluri activate în care striparea este legată în principal de constanta lui Henry, K_H; sorbția este determinată de coeficientul de partiție octanol – apă, K_o; și, datorită concentrațiilor reduse ale substratului și facilitării calculelor, se presupune că viteza de biodegradare, K_b, este de prim ordin pentru concentrația substratului.</p>

The UKHO PQQ for Supply of Translation Services

Supply of Translation Services PQQ

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 and Contact Details	Tenderer Response	Evaluation Criteria
1	Name of the company in whose name the PQQ is being submitted.	Language Direct	Information
2	Address	90 Matlock Road, London E10 6DJ	Information
3	Telephone Number		Information
4	Fax Number		Information
5	Website Address		Information
6	Contact Name and Role (for PQQ)		Information
7	Telephone Number / Mobile Number (of contact)		Information
8	Email Address (of contact)		Information
9	Company or Charity Registration Number	N/A	Information
10	VAT Registration number	719 1251 47	Information
11	Is your organisation part of a parent company? If yes, please provide the name of the immediate and ultimate parent company Please select your organisation type:	No	Information
12	i) a public limited company		Information
	ii) a limited company		Information
	iii) a limited liability partnership		Information
	iv) other partnership	X	Information
	v) a sole trader		Information
	vi) other (please specify)		Information
	Please indicate whether your organisation is bidding:		Information
	ii) to provide the services required itself	X	Information
	iii) in the role of Prime Contractor and intends to use third parties to provide some services		Information
13	iii) as part of a consortium		Information
	If your answer is (ii) or (iii) please indicate (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider solely or together with other providers) will be responsible for the elements of the requirement.	N/A	Information

14a	<p>Is your business an SME? An SME Business Owner is a small or medium sized enterprise that has either less than 250 employees or with an annual turnover of less than €40 Million Euro, or both.</p>	Yes	Information
14b	<p>If your business is an SME, please declare the category in which it best fits: Micro (<10 employees) Small (<50 employees) Medium-Sized (<250 employees)</p>	Micro	Information

Question Number	For completion by non-UK businesses ONLY	Tenderer Response	Evaluation Criteria
15	Is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC) under the conditions laid down by that member state).	N/A	Information
16	Is it a legal requirement in the State where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? If yes, please provide details of what is required and confirm that you have complied with this.	N/A	Information
Question Number	Grounds for Discretionary Rejection - The Authority is entitled to exclude you from consideration if any of the following apply but may decide to allow you to proceed further. If you cannot answer 'no' to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Authority in considering whether or not you will be able to proceed any further in respect of this procurement exercise.	Tenderer Response	Evaluation Criteria
17	<p>Is any of the following true of your organisation?</p> <p>a) being an individual,</p> <p>is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state;</p> <p>b) being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or</p>	No	Information

	<p>c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state?</p>	Information
18	<p>Has your organisation been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?</p>	Information

Question Number	Financial Information	Tenderer Response	Evaluation Criteria
19	<p>Please note an independent financial assessment may be carried out on your organisation and those without an acceptable credit rating may not be considered for the next stage of the tender process in line with Regulation 23, 24 and 26 of The Public Contracts Regulations 2006 SI No 5</p> <p>Please provide one of the following set out below</p> <p>i) A copy of your audited accounts for the most recent two years</p> <p>ii) A statement of your turnover, profit & loss account and cash flow for the most recent year of trading</p> <p>iii) A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position</p> <p>iv) Alternative means of demonstrating financial status if trading for less than a year</p>	<p>Note: Accounts can be submitted on-line or posted to: UKHO, Admiralty Way, Taunton, Somerset TA1 2DN</p> <p>Please see attached: Q19_Language Direct_Last two years Accounts</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

Question Number	Insurance	Tenderer Response	Evaluation Criteria
20	Employer's liability insurance is a legal requirement (except for businesses employing only the owner / close family members) and this should be at least £5 million. Please provide evidence that you have this in place.	Attached: Yes - Q20_Language Direct Insurance certificate	Information

Question Number	Experience and Contract Examples	Tenderer Response	Evaluation Criteria
21	<p>Please provide details of up to three contracts from either or both the public or private sector, that are relevant to the Authority's requirement that have been performed during the past three years i.e. highly technical data and terminology translations.</p> <p>i) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>ii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>iii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>If you cannot provide at least one example, please briefly explain why (100 words max)</p>	<p>Please see attached: Q21_Language Direct_Experience and Contract Examples</p> <p>Please see attached: Q21_Language Direct_Experience and Contract Examples</p> <p>Please see attached: Q21_Language Direct_Experience and Contract Examples</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

Question Number	Staffing	Tenderer Response	Evaluation Criteria
23	<p>How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract?</p>	<p>Language Direct employs 7 staff, all of whom would be involved in the service of this contract. In addition to this, we have an extensive list of interpreters/translators that have been through our robust recruitment and vetting procedures.</p>	<p>Information</p>

Question Number	Environmental	Tenderer Response	Evaluation Criteria
24	<p>Has your organisation within the last 5 years had any legal action taken against them under your country's environmental legislation? If yes, please describe the steps taken in response to the legal action, to ensure that your organisation complies with environmental legislation in future.</p>	<p>No</p>	<p>Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)</p>
25	<p>Does your organisation have a formal environmental and/or sustainability policy? If yes, please state the principles and/or objectives outlined in the policy relating to: pollutants including Greenhouse Gases (e.g. Carbon Dioxide); use of natural resources (e.g. water); energy use; and generation/disposal of waste. If not, how is your organisation's approach to minimising any associated environmental impacts conveyed to staff and customers/clients?</p>	<p>Yes, please see attached: Q25_Language Direct_Environmental principles and objectives</p>	<p>Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)</p>

Question Number	Governance	Tenderer Response	Evaluation Criteria
26	Do you have a Business Continuity Management Policy in place that is endorsed at the Executive level? If yes, please enclose a copy.	Yes, please see attached: Q26_Language Direct_Business Continuity Plan	Information
27	Do you have a Quality Management System? If yes, please <u>enclose</u> a copy of the contents page and any certification details <u>including the scope covered</u> , e.g. <u>by a BS EN ISO 9001:2008 certificate</u> or equivalent.	Yes, please see attached: Q27_Language Direct_Extract from our Quality Manual	Information
28	Do you have a Security Policy in place endorsed at the Executive level? If yes, please enclose a copy of the contents page. Where applicable, please also state what security clearance level your company has authorisation to handle work up to and if you have various security equipment and procedures in place. If your company does not hold any Security clearances please state so too. All security clearances, definitions and procedures shall be in accordance with UK Government Joint Services Publication 440 (JSP 440) or equivalent	No	Information
29	Do you have an Information Assurance and Data Handling policy? If yes, please enclose a copy of the contents page.	No	Information

Question Number	Mandatory Questions	Tenderer Response	Score (In / Out)	Evaluation Criteria	SOR Reference
30	Please confirm that your company can supply translations services (from, and into English) for those languages stated in the Statement of Requirements (embedded in the covering PQQ document).	Language Direct confirms that we can supply translation services (from, and into English) for those languages stated in the Statement of Requirements (embedded in the covering PQQ document at Annex A).		Mandatory	1.4.1, 1.4.2.1 & 1.4.2.11
31	Please confirm that your company is able to translate highly technical information. By the term highly technical the UKHO means: information provided in the form of data and data positioning, specific industry market based details e.g. geographical positioning and products etc, and interpretation of terminology used in a specific field of expertise. Please provide example(s) of the type of highly technical translations which you have translated recently i.e. in the last 12 months.	Language Direct confirms it is able to translate highly technical information. Please see attached: Q31_Language Direct_Examples of types of translations		Mandatory	1.4.1, 1.4.2.1, 1.4.2.9 & 1.4.2.12

32	Please confirm that you can meet the stated delivery lead times provided as detailed in the Statement of Requirements. For FGNMs work primarily needs to be translated into any language within 48 hours on average. For Commercial and senior management orders translation needs to be translated into any language within several days on average, and Sailing Direction books need to be translated with 10 working weeks ordinarily. Please confirm that you can meet these demands and timescales.	Language Direct confirms that it can meet the stated delivery lead times provided as detailed in the Statement of Requirements, ie for FGNMs translating work into any language within 48 hours on average, for Commercial and senior management orders translating into any language within several days on average, and Sailing Direction books translating with 10 working weeks ordinarily. We confirm that we can meet these demands and timescales.	Mandatory	1.4.1 & 1.4.2.5
33	In the Statement of Requirements it details the estimated volume of work under any award of contract. Please confirm that your company would be able to manage this, either through inhouse or external resources.	Language Direct confirms that would be able to manage the estimated volume of work as detailed in the Statement of Requirements through its inhouse provision and bank of freelance translators.	Mandatory	1.4.2.2
34	Please confirm that your company has a set of quality assurance and verification processes in place for all translation work received and used prior to return of work to the customer. Please provide an overview of the quality assurance and verification processes used within your company, which demonstrate completeness, accuracy, understanding, and correct grammatical use of English (or other language) are all considered and included in all checks undertaken. These requirements are essential for the assessment of data to ensure the safety of navigation at sea.	Language Direct confirms that it has a set of quality assurance and verification processes in place for all translation work received and used prior to return of work to the customer. Please see attached document: Q34_Language Direct_Translation Quality Assurance Process	Mandatory	1.4, 1.4.1, 1.4.2.4 & 1.4.2.6
35	Please confirm that your company can receive and provide translation work electronically i.e. via e mail and via FTP site/portal and in the latest Microsoft Word and pdf format. Please confirm that your FTP site is reliable, available & maintainable (as a minimum in normal office working hours).	Language Direct confirms that it can receive and provide translation work electronically, ie via email and via FTP site/portal and in the latest Microsoft Word and pdf format. We confirm that our FTP site is reliable, available & maintainable (as a minimum in normal office working hours).	Mandatory	1.4.1 & 1.4.2.4
36	Please confirm that a reliable and dedicated point of contact is available for general issues with any orders placed/to be placed (i.e. Account Manager). Please also confirm that you can provide a prompt response and dedicated IT point of contact for any IT issues relating to the FTP site or e mail address.	Language Direct confirms that it utilises a dedicated point of contact is available for general issues with any orders placed/to be placed (i.e. Account Manager). Language Direct confirms that it can provide a prompt response to the FTP site or email address.	Mandatory	1.4.1 & 1.4.2.4
37	Please confirm that your company utilises translation memory software capabilities and provide details of the type of memory software used.	Language Direct confirms that it utilises translation memory software capabilities. This includes: SDL Trados; TagEditor; Workbench; Transit; SDLX; DejaVu; Star Transit; Idiom and Wordfast.	Mandatory	1.4.1, 1.4.2.3 & 1.4.2.7
TOTAL			In / Out	

Tenderer Response

Question Number	Declaration
38	<p>I declare that to the best of my knowledge the answers submitted in this PQQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to tender for the Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this PQQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p>
	<p>Form completed by: Name Form completed by: Date: 17 May 2012</p>

The UKHO PQQ for Supply of Translation Services

Supply of Translation Services PQQ

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 and Contact Details	Tenderer Response	Evaluation Criteria
1	Name of the company in whose name the PQQ is being submitted,	Language Empire	Information
2	Address		Information
3	Telephone Number		Information
4	Fax Number		Information
5	Website Address		Information
6	Contact Name and Role (for PQQ)		Information
7	Telephone Number / Mobile Number (of contact)		Information
8	Email Address (of contact)		Information
9	Company or Charity Registration Number	5536464	Information
10	VAT Registration number	966804685	Information
11	Is your organisation part of a parent company? If yes, please provide the name of the immediate and ultimate parent company. Please select your organisation type:	No	Information
12	i) a public limited company ii) a limited company iii) a limited liability partnership iv) other partnership v) a sole trader vi) other (please specify)	Yes	Information
13	Please indicate whether your organisation is bidding: i) to provide the services required itself ii) in the role of Prime Contractor and intends to use third parties to provide some services iii) as part of a consortium If your answer is (ii) or (iii) please indicate (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider solely or together with other providers) will be responsible for the elements of the requirement.	Yes	Information
14a	Is your business an SME? An SME Business Owner is a small or medium sized enterprise that has either less than 250 employees or with an annual turnover of less than €40 Million Euro, or both.	Yes	Information
14b	If your business is an SME, please declare the category in which it best fits: Micro (<10 employees) Small (<50 employees) Medium-Sized (<250 employees)	Small	Information

Question Number	For completion by non-JK businesses ONLY	Tenderer Response	Evaluation Criteria
15	Is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC) under the conditions laid down by that member state?	N/A	Information
16	Is it a legal requirement in the State where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? If yes, please provide details of what is required and confirm that you have complied with this.	N/A	Information
Question Number	Grounds for Discretionary Rejection - The Authority is entitled to exclude you from consideration if any of the following apply but may decide to allow you to proceed further. If you cannot answer 'no' to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Authority in considering whether or not you will be able to proceed any further in respect of this procurement exercise.	Tenderer Response	Evaluation Criteria
	Is any of the following true of your organisation? a) being an individual, is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state;	No	Information
17	b) being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate, or	No	Information
18	c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state? Has your organisation been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?	No	Information

Question Number	Financial Information	Tenderer Response	Evaluation Criteria
19	<p><i>Please note an independent financial assessment may be carried out on your organisation and those without an acceptable credit rating may not be considered for the next stage of the</i></p> <p>Please provide one of the following set out below</p> <p>i) A copy of your audited accounts for the most recent two years</p> <p>ii) A statement of your turnover, profit & loss account and cash flow for the most recent year of trading</p> <p>iii) A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position</p> <p>iv) Alternative means of demonstrating financial status if trading for less than a year</p>	<p>Note: Accounts can be submitted on-line or posted to: UKHO, Admiralty Way, Taunton, Somerset TA1 2DN</p> <p>See Appendix 1 Last 3 years accounts audited (2008, 2009 and 2010), most recent set of accounts (2011) are being audited.</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

Question Number	Insurance	Tenderer Response	Evaluation Criteria
20	Employer's liability insurance is a legal requirement (except for businesses employing only the owner / close family members) and this should be at least £5 million. Please provide evidence that you have this in place.	Please See Appendix 2 - Attached: Yes	Information

Question Number	Experience and Contract Examples	Tenderer Response	Evaluation Criteria
	Please provide details of up to three contracts from either or both the public or private sector, that are relevant to the Authority's requirement that have been performed during the past three years i.e. highly technical data and terminology translations.		
21	<p>i) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>ii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p>	<p>Address: Kingston Interpreting Service Administrator Guildhall 2 Kingston KT1 1EU</p> <p>NHS SBS Commercial Procurement Solutions, Chandlers Point, Halyard Court, 31 Broadway, Salford, Manchester, M50 2LUW Assistant Director of Procurement Commercial Procurement Solutions</p> <p>CQSW Assistant Chief Officer - Somerset & N. Somerset</p> <p>Queensway House The Hedges, St. George Weston Super Mare North Somerset BS22 7BB</p> <p>Acting Equality & Diversity Manager Pennine Care NHS Foundation Trust 225 Old Street Ashton-under-Lyne OL6 7SR</p>	Information
22	If you cannot provide at least one example, please briefly explain why (100 words max)		Information
23	<p>Staffing How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract?</p>	We employ 3 staff members who are Translation Project Managers. In addition to this we have a network of UK based Translators and Proofreaders covering over 180 Languages.	Information
24	<p>Environmental Has your organisation within the last 5 years had any legal action taken against them under your country's environmental legislation? If yes, please describe the steps taken in response to the legal action, to ensure that your organisation complies with environmental legislation in future.</p>	No	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)

25	<p>Does your organisation have a formal environmental and/or sustainability policy? If yes, please state the principles and/or objectives outlined in the policy relating to: pollutants including Greenhouse Gases (e.g. Carbon Dioxide); use of natural resources (e.g. water); energy use; and generator/disposal of waste. If not, how is your organisation's approach to minimising any associated environmental impacts conveyed to staff and customers/clients?</p>	<p>Yes we have a formal policy. We believe that our corporate responsibility goes beyond our proprietary borders and we endeavour to co-operate within our environment. We will seek to purchase products and services of local origin that are environmentally friendly. The company will choose to hire local whenever possible. Our success will be determined on a yearly basis with a commitment to improve. Furthermore, the company will not only meet existing environmental laws and regulations, but also go beyond the status quo and seek techniques and approaches that position us ahead of our competition.</p> <p>Our key aims are to</p> <ul style="list-style-type: none"> • Minimise waste and prevent pollution • Ensure that our staff and business associates are aware of our environmental policy and encourage them to incorporate the same principles through either staff training and monitoring or with sub contracted work as part of any agreed contract and again monitored. • Encourage and support innovation and the use of sustained resources • Comply with all relevant environmental legislation, regulations and applicable codes of practice • Reducing our carbon emissions • Use sustainable resources <p>Methods we use include:</p> <ul style="list-style-type: none"> • Using local transportation • Using water and energy appropriately • Hiring local services (e.g. local plumber) • Using low energy computers and computer screens • Use of low energy light fittings <p>Language Empire is also ISO14001 compliant and certified and as such maintains standards to minimize operations (processes etc.) negatively affect the environment (i.e. cause adverse changes to air, water, or land); comply with applicable laws, regulations, and other environmentally oriented requirements, and continually improve in the above.</p>	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)
26	<p>Do you have a Business Continuity Management Policy in place that is endorsed at the Executive level? If yes, please enclose a copy.</p>	<p>Tenderer Response</p> <p>Yes, Please See Appendix 3 for our Policy</p>	Evaluation Criteria Information
27	<p>Do you have a Quality Management System? If yes, please enclose a copy of the contents page and any certification details including the scope covered, e.g. BS EN ISO 9001:2008 certificate or equivalent.</p>	<p>Yes, Please See Appendix 4 for ISO9001:2008 Quality Assurance Certificate and our BSEN15038 European Standard for Translation Services certificate. Also see our document titled "Integrated ISO Policy and Objectives" in Appendix 4 Folder.</p>	Information
28	<p>Do you have a Security Policy in place endorsed at the Executive level? If yes, please enclose a copy of the contents page. Where applicable, please also state what security clearance level your company has authorised to handle work up to and if you have various security equipment and procedures in place. If your company does not hold any Security clearances please state so too. All security clearances, definitions and procedures shall be in accordance with UK Government Joint Services Publication 440 (JSP 440) or equivalent</p>	<p>We currently have ISO27001 Information Security Management Standard. Our online booking system portal has a SSL security Certificate and is considered safe and secure.</p> <p>We don't have any clearance for Security equipment, however our Translators are Enhanced CRB Security cleared. If we are awarded the contract, we will comply with all security clearances, definitions and procedures which will be in accordance with UK Government Joint Services Publication 440 (JSP 440) or equivalent Yes - Please See Appendix 5 for our Security Policy</p>	Information
29	<p>Do you have an Information Assurance and Data Handling policy? If yes, please enclose a copy of the contents page.</p>	<p>Yes - Please See Appendix 5 for our Information Assurance and Data Handling Policy</p>	Information
30	<p>Mandatory Questions</p> <p>Please confirm that your company can supply translations services (from, and into English) for those languages stated in the Statement of Requirements (embedded in the covering PQQ document).</p>	<p>Tenderer Response</p> <p>Confirmed</p>	<p>Score (In / Out)</p> <p>Information</p>
31	<p>Please confirm that your company is able to translate highly technical information. By the term highly technical the UKHO means: information provided in the form of data and data positioning, specific industry market based details e.g. geographical positioning and products etc, and interpretation of terminology used in a specific field of expertise. Please provide example(s) of the type of highly technical translations which you have translated recently i.e. in the last 12 months.</p>	<p>Confirmed</p>	<p>Score (In / Out)</p> <p>Information</p>

32	Please confirm that you can meet the stated delivery lead times provided as detailed in the Statement of Requirements. For FGNMs work primarily needs to be translated into any language within 48 hours on average. For Commercial and senior management orders translation needs to be translated into any language within several days on average, and Sailing Direction books need to be translated with 10 working weeks ordinarily. Please confirm that you can meet these demands and timescales. In the Statement of Requirements it details the estimated volume of work under any award of contract. Please confirm that your company would be able to manage this, either through inhouse or external resources.	Confirmed. Language Empire can meet these targets	Mandatory	1.4.1 & 1.4.2.5
33		Confirmed	Mandatory	1.4.2.2
34	Please confirm that your company has a set of quality assurance and verification processes in place for all translation work received and used prior to return of work to the customer. Please provide an overview of the quality assurance and verification processes used within your company, which demonstrate completeness, accuracy, understanding, and correct grammatical use of English (or other language) are all considered and included in all checks undertaken. These requirements are essential for the assessment of data to ensure the safety of navigation at sea. Please confirm that your company can receive and provide translation work electronically i.e. via e mail and via FTP site/portal and in the latest Microsoft Word and pdf format. Please confirm that your FTP site is reliable, available & maintainable (as a minimum in normal office working hours).	We can confirm this information. Upon receipt of the initial translation, this would be sent to a proofreader specialised in the language combination with a good knowledge of the subject matter who could comment on the original translation. This would be returned to the project manager who would provide final QA checks. As the majority of the translations sent to us are to be into English, we can confirm that our project managers are native English speakers who can assure that the English is correct. We can also check using machine translation against the original text to make sure that the complete meaning is there. Later on, if similar translations are frequently sent, we can build a library of terms and phrases within our translation memory to ensure that translations are of the highest accuracy possible with a minimal turnaround time. We completely understand that a mistranslation could lead to grave consequences at sea and we are fully committed to a rigorous proofreading process. Please See Appendix 6 for our Quality Assurance and Verification Processes Policy.	Mandatory	1.4, 1.4.1, 1.4.2.4 & 1.4.2.6
35		Confirmed. We can provide a FTP which is hosted on our secure online server. We also can offer access to our online booking (LE-LSM) system which allows you to upload any documents required for translation and submit to us. You can also track the progress of the translation job / view reports and invoices. Our online servers and online booking portal are supported 24/7.	Mandatory	1.4.1 & 1.4.2.4
36	Please confirm that a reliable and dedicated point of contact is available for general issues with any orders placed/to be placed (i.e. Account Manager). Please also confirm that you can provide a prompt response and dedicated IT point of contact for any IT issues relating to the FTP site or e mail address.	Confirmed it is company policy to nominate a dedicated lead Translation Project Manager with any contract. Also confirm dedicated IT point of contact and secure web based access on a 24 Hour basis. Language Empire provides a 24 hour service to all it's	Mandatory	1.4.1 & 1.4.2.4
37	Please confirm that your company utilises translation memory software capabilities and provide details of the type of memory software used.	We can confirm that our company uses SDL Trados 2009 as well as Wordfast Anywhere. If the company has a specific request, we will be happy to accommodate this.	Mandatory	1.4, 1, 1.4.2.3 & 1.4.2.7
TOTAL				In / Out

Question Number	Declaration	Tenderer Response
38	I declare that to the best of my knowledge the answers submitted in this PQQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to tender for the Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this PQQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information. Form completed by: Name Form completed by: Date 17/05/2012	Agreed

The UKHO PQQ for Supply of Translation Services

Supply of Translation Services PQQ

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 and Contact Details	Tenderer Response	Evaluation Criteria
1	Name of the company in whose name the PQQ is being submitted.	Lifeline Language Services Ltd	Information
2	Address		Information
3	Telephone Number		Information
4	Fax Number		Information
5	Website Address		Information
6	Contact Name and Role (for PQQ)		Information
7	Telephone Number / Mobile Number (of contact)		Information
8	Email Address (of contact)		Information
9	Company or Charity Registration Number	4082782	Information
10	VAT Registration number	647 9066 01	Information
11	Is your organisation part of a parent company? If yes, please provide the name of the immediate and ultimate parent company Please select your organisation type:	No	Information
12	i) a public limited company		Information
	ii) a limited company	ii) a limited company	Information
	iii) a limited liability partnership		Information
	iv) other partnership		Information
	v) a sole trader		Information
	vi) other (please specify)		Information
13	Please indicate whether your organisation is bidding:		Information
	i) to provide the services required itself	i) to provide the services required itself	Information
	ii) in the role of Prime Contractor and intends to use third parties to provide some services		Information
	iii) as part of a consortium		Information
	If your answer is (ii) or (iii) please indicate (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider solely or together with other providers) will be responsible for the elements of the requirement.		Information

14a	<p>Is your business an SME? An SME Business Owner is a small or medium sized enterprise that has either less than 250 employees or with an annual turnover of less than €40 Million Euro, or both.</p>	Yes	Information
14b	<p>If your business is an SME, please declare the category in which it best fits: Micro (<10 employees) Small (<50 employees) Medium-Sized (<250 employees)</p>	Small	Information

Question Number	For completion by non-UK businesses ONLY	Tenderer Response	Evaluation Criteria
15	Is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC) under the conditions laid down by that member state).	Yes - Corporate ITI member and ATC member	Information
16	Is it a legal requirement in the State where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? If yes, please provide details of what is required and confirm that you have complied with this.	No	Information
Question Number	<p>Grounds for Discretionary Rejection - The Authority is entitled to exclude you from consideration if any of the following apply but may decide to allow you to proceed further. If you cannot answer 'no' to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Authority in considering whether or not you will be able to proceed any further in respect of this procurement exercise.</p> <p>Is any of the following true of your organisation?</p> <p>a) <u>being an individual,</u> is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state;</p> <p>b) <u>being a partnership constituted under Scots law,</u> has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or</p>	Tenderer Response	Evaluation Criteria
17		No	Information
		No	Information

18	<p>c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state?</p>	No	Information
	<p>Has your organisation been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?</p>	No	Information

Question Number	Financial Information	Tenderer Response	Evaluation Criteria
19	<p><i>Please note an independent financial assessment may be carried out on your organisation and those without an acceptable credit rating may not be considered for the next stage of the tender process in line with Regulation 23, 24 and 26 of The Public Contracts Regulations 2006 SI No 5</i></p> <p>Please provide one of the following set out below</p> <ul style="list-style-type: none"> i) A copy of your audited accounts for the most recent two years ii) A statement of your turnover, profit & loss account and cash flow for the most recent year of trading iii) A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position iv) Alternative means of demonstrating financial status if trading for less than a year 	<p>Note: Accounts can be submitted on-line or posted to: UKHO, Admiralty Way, Taunton, Somerset TA1 2DN</p> <p>Attached to the PQQ document at Annex B</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

Question Number	Insurance	Tenderer Response	Evaluation Criteria
20	Employer's liability insurance is a legal requirement (except for businesses employing only the owner / close family members) and this should be at least £5 million. Please provide evidence that you have this in place.	Attached: Yes, at Annex C. £10M Employers Liability cover, see p.5 of PDF in Annex.	Information

Question Number	Experience and Contract Examples	Tenderer Response	Evaluation Criteria
21	<p>Please provide details of up to three contracts from either or both the public or private sector, that are relevant to the Authority's requirement that have been performed during the past three years i.e. highly technical data and terminology translations.</p> <p>i) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>ii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>iii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p>	<p>start 2009 (ongoing); 37220 words (Swedish<->English; French<->English) for tenders for the supply of equipment and the electronic storage of geophysical transcription data. Value to date. These were highly technical specifications requiring thorough knowledge of seismic data transcription and gas/oil data analysis and cataloguing. We have compiled extensive glossaries for this client and our translators/reviewers include trained physicists and geologists.</p> <p>start 2007 (ongoing); 120,087 words (Russian<->English; French<->English). Value £ to date. This company (now part of Africa Oil) was developing new fields in Russia and francophone West Africa and required urgent translations of seismic and oil well drill reports, country assessments and geological data. Here again, our translators have direct work experience in the offshore petroleum industry, so were able to validate our glossaries and translation memories.</p> <p>start 1994 (ongoing); 381,170 words (German, French, Dutch, Russian, Korean, Malay, Portuguese>English; English > Farsi, Chinese, Finnish, Portuguese, Italian, Spanish, Norwegian. Value to date. This is a multinational engineering company providing polymer solutions to industries working in offshore and subsea environments. We have translated highly technical specifications, commercial documentation and also company newsletters - all requiring in-depth understanding of Trelleborg and their products. Trados used extensively - leveraging repetitions, terminology and minimising costs.</p>	<p>Information</p> <p>Information</p> <p>Information</p>

22	If you cannot provide at least one example, please briefly explain why (100 words max)		Information
Question Number	Staffing	Tenderer Response	Evaluation Criteria
23	How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract?	12 in-house full-time staff and the services of approx 3,500 qualified freelance linguists	Information
Question Number	Environmental	Tenderer Response	Evaluation Criteria
24	Has your organisation within the last 5 years had any legal action taken against them under your country's environmental legislation? If yes, please describe the steps taken in response to the legal action, to ensure that your organisation complies with environmental legislation in future.	No	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)
25	Does your organisation have a formal environmental and/or sustainability policy? If yes, please state the principles and/or objectives outlined in the policy relating to: pollutants including Greenhouse Gases (e.g. Carbon Dioxide); use of natural resources (e.g. water); energy use; and generation/disposal of waste. If not, how is your organisation's approach to minimising any associated environmental impacts conveyed to staff and customers/clients?	Yes - our Environmental Policy states: <ul style="list-style-type: none"> • Minimising of waste by evaluating operations and ensuring they are as efficient as possible. • Actively promoting recycling both internally and amongst its customers and suppliers. • Sourcing and promoting materials and services to minimise the environmental impact of our operations. • Meeting or exceeding all the environmental legislation relating to the Company. 	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)
Question Number	Governance	Tenderer Response	Evaluation Criteria
26	Do you have a Business Continuity Management Policy in place that is endorsed at the Executive level? If yes, please enclose a copy.	Yes; ITC policy and Business Continuity Policy are at Annex D to the PQQ	Information
27	Do you have a Quality Management System? If yes, please <u>enclose</u> a copy of the contents page and any certification details <u>including the scope covered</u> , e.g. <u>by a</u> BS EN ISO 9001:2008 <u>certificate</u> or equivalent.	We are actively working on ISO 9002 accreditation with our ISO consultant and plan to achieve it this year. In the interim, our Quality Policy is at Annex E to the PQQ	Information

- (e) has not committed an act of grave misconduct in the course of its business or profession;
- (f) has fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (g) has fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (h) is not guilty of serious misrepresentation in providing any information required by this Statement;
- (i) in relation to procedures for the award of a public services contract, is licensed in the relevant State in which he is established or is a member of an organisation in that relevant State when the law of that relevant State prohibits the provision of the services to be provided under the contract by a person who is not so licensed or who is not such a member.

Organisation's name	Language Empire
Signed	
Position	Managing Director
Date	16/05/2012

ANNEX A – Statement Relating to Good Standing

Contract Title: [Provision of Translation Services for the UKHO]

Contract Number: [HA294/005/167]

1. We confirm, to the best of our knowledge and belief, that [**Language Empire Ltd**] including its directors or any other person who has powers of representation, decision or control of [**Language Empire Ltd**] has not been convicted of any of the following offences:
 - (a) conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA;
 - (b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;
 - (c) the offence of bribery;
 - (d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:
 - (i) the offence of cheating the Revenue;
 - (ii) the offence of conspiracy to defraud;
 - (iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
 - (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985;
 - (v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;
 - (vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
 - (vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;
 - (e) money laundering within the meaning of the Money Laundering Regulations 2007; or
 - (f) any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.
2. [**Language Empire Ltd**] further confirms to the best of our knowledge and belief that it:
 - (a) being an individual is not bankrupt or has not had a receiving order or administration order or bankruptcy restrictions order made against him or has not made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or does not appear unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has not granted a trust deed for creditors or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of his estate, or is not the subject of any similar procedure under the law of any other state;
 - (b) being a partnership constituted under Scots law has not granted a trust deed or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of its estate;
 - (c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has not passed a resolution or is not the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, nor had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is not the subject of similar procedures under the law of any other state;
 - (d) has not been convicted of a criminal offence relating to the conduct of its business or profession;



AVIVA

OFFICE SCHEDULE

Forming part of policy No. : NU/850154/J/10/12259

Scheme Reference: 23802727CBT

(Please Quote this Reference in the Event of a Claim)

Insured: Language Empire Ltd, Recruitment Empire Ltd and Translation Empire Ltd

Business: Translators

Address: Deeplish House, 174 Milkstone Road, Rochdale, Lancashire, OL11 1NA

Postcode: IG1 1BA

Period of Insurance from: 04 September 2011 **to:** 03 September 2012

Annual Premium:

Insurance	£359.31
Plus Insurance premium Tax	£21.56
Fee	£45.00
Total	£425.87

Operative Cover

	<u>Sum Insured/Limit</u>	<u>Excess</u>
Asset Protection		
Buildings including outbuildings landlords Fixtures and fittings, boundary walls, gates, Fences, hedges, terraces, drives and footpaths	NOT INSURED	£250.00
Tenants Improvements, alterations and decorations owned by you or for which you are responsible	NOT INSURED	£250.00
All other Contents, trade fixtures and fittings and utensils belonging to you or held by you in trust and for which you are responsible	£10,000.00	£250.00
Computers/Electrical Equipment	£10,000.00	£250.00
Glass (Refer to Policy Limits)		£150.00
Money & Assault		
Money in the private residence of the Insured or any authorised employee of the Insured	£500.00	£100.00
Crossed cheques crossed giro cheques crossed bankers' drafts crossed giro drafts crossed money orders crossed postal orders stamp franking machine unused units stamped National Insurance cards National Savings certificates premium bonds credit card sales vouchers and VAT	£250,000.00	£100.00



Certificate of Employers' Liability Insurance ^(a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998, one or more copies of this certificate must be displayed at each place of business at which the Policyholder employs persons covered by the Policy)

Policy Number NU/850154/F/09/12257

Name of Policyholder

Language Empire Ltd, Language Empire Ltd, Recruitment Empire Ltd and Translation Empire Ltd

Date of Commencement of Insurance 04 September 2011

Date of Expiry of Insurance 03 September 2012

We hereby certify that subject to paragraph 2:

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in territorial waters around Great Britain and its Continental Shelf (b)
2. the minimum amount of cover provided by this Policy is no less than £5 million (c)

Signed on behalf of
Aviva Insurance Limited
(Authorised Insurers)

Authorised Signatory
Igal Mayer
Chief Executive UK Insurance

Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

It is advised that you retain a copy of each Employers' Liability certificate issued to you

Aviva Insurance Limited.
Registered in Scotland No 2116. Registered Office: Pitheavlis, Perth, PH2 0NH
Authorised and regulated by the Financial Services Authority

EF106 - Exclusion of Flood Cover (if applicable – see additional information)

We will not indemnify You under the Property Damage Section of this Policy in respect of Damage caused by flooding (as insured by the Property Damage Section.)

However We will indemnify You in respect of flooding caused by

- (a) ingress of rainwater through or via the roof of a building
- (b) the escape of water from any tank, apparatus or pipe

CFP004 - Survey Condition (if applicable – see additional information box)

This Policy has been issued prior Our survey. Accordingly it is a condition precedent to Our liability under this Policy that You shall comply with any risk improvements required by Us following a survey within the timescales specified.

We retain the right to cancel suspend or alter the terms of the insurance by this Policy or any part hereof should the survey show the risk or any part thereof to be unacceptable requiring improvement or not as represented by You to Us

Signed for and on behalf of the insurer

.....

Aviva Insurance Limited.
Registered in Scotland No 2116. Registered Office: Pitheavlis, Perth, PH2 0NH
Authorised and regulated by the Financial Services Authority

^(a)Additional Information No Claims for 3 Years

Conditions and Special Terms

EFPI012 - Additional Interests

It is hereby noted and agreed that other parties are or may become interested in the Insurance hereby during the currency of this policy and such interests are to be declared in the event of a loss.

CPP002 - Minimum Security Condition

It is a Condition Precedent to Our liability in respect of loss, destruction or damage occurring more than 30 days after the inception of the Policy that

- 1 final exit doors must be secured as follows:
 - (a) timber doors - by mortice deadlocks having five or more levers or conforming to BS3621 with matching boxed striking plate
 - (b) aluminium doors - by cylinder mortice lock operating a swinging lock bolt
 - (c) PVCu doors - by key operated multi-point locking devices having three or more locking points
 - (d) the first closing leaf of double leaf doors must be fitted internally with bolts top and bottom
- 2 all other external doors and internal doors leading to common areas or other premises, must be secured:
 - (a) by the means set out in (1), or
 - (b) by key operated security bolts fitted top and bottom
- 3 all opening windows or rooflights accessible from the ground or via roofs, pipework or other structures must be secured by key operated locking devices or screwed permanently shut
- 4 any security measures stipulated or agreed by us in writing.

Any door or window officially designated a fire exit by the Fire Authority is excluded from these requirements.

EFPP001 - 25% Theft/Malicious Damage Co-Insurance (if applicable - see additional information)

We will not indemnify You for the first 25% of each and every loss (or £2,500 whichever is the highest) caused by Riot civil commotion strikers locked out workers or persons taking part in labour disturbances or malicious persons or Theft or any attempt thereat.

EFPP006 - Excluding Theft/Malicious Damage (if applicable - see additional information)

We will not indemnify You for each and every loss caused by Riot civil commotion strikers locked out workers or persons taking part in labour disturbances or malicious persons or Theft or any attempt thereat.

EF104 - Increased Flood Excess (if applicable - see additional information)

The Property Damage excess is increased to £2,500 in respect of damage caused by flooding as insured by the Property Damage Section.

However, this increase will not apply in respect of flooding caused by

- (a) ingress of rainwater through or via the roof of a building
- (b) the escape of water from any tank, apparatus or pipe

which remains subject to the Property Damage Excess stated in the Schedule.

OFFICE SCHEDULE

Forming part of policy No. : NU/850154/F/09/12257

Money (other than Money described above) in the Premises during business hours contained in locked safe(s)	£2,500.00 £2,500.00	£100.00 £100.00
Money (other than Money described above) in the Premises when closed for business contained in locked safe(s) not contained in locked safe(s)	£1,500.00 £250.00	£100.00 £100.00
Money In Transit	£2,500.00	£100.00
Any other loss of Money	£250.00	£100.00
Assault		
Personal Effects (up to)	£250.00	
(a) Death	£10,000.00	
(b) Loss of Limb and/or Loss of Sight	£10,000.00	
(c) Permanent Total Disablement	£10,000.00	
(d) Temporary Total Disablement Excess Nil days Benefit Period 104 weeks	£100.00 per week	
Revenue Protection		
Business Interruption Sum Insured:		NOT INSURED
Loss of Income Indemnity Period (Months):		NOT INSURED NOT INSURED
Increased Cost of Working		NOT INSURED (24 Months Indemnity Period)
Book Debts		NOT INSURED
Legal Liabilities		
Employers		
Public/Products	£10,000,000.00	
Legal Expenses	£5,000,000.00 £100,000.00	
Optional Cover		
Subsidence		NOT INSURED
Fidelity Guarantee		NOT INSURED
Employee Benefits		
Personal Accident		
Number of Persons Insured		NOT INSURED 0

EF106 - Exclusion of Flood Cover (if applicable - see additional information)

We will not indemnify You under the Property Damage Section of this Policy in respect of Damage caused by flooding (as insured by the Property Damage Section.)

However We will indemnify You in respect of flooding caused by

- (a) ingress of rainwater through or via the roof of a building
- (b) the escape of water from any tank, apparatus or pipe

CFP004 - Survey Condition (if applicable - see additional information box)

This Policy has been issued prior Our survey. Accordingly it is a condition precedent to Our liability under this Policy that You shall comply with any risk improvements required by Us following a survey within the timescales specified.

We retain the right to cancel suspend or alter the terms of the insurance by this Policy or any part hereof should the survey show the risk or any part thereof to be unacceptable requiring improvement or not as represented by You to Us

Signed for and on behalf of the insurer

.....

Aviva Insurance Limited.
Registered in Scotland No 2116. Registered Office: Pitheavlis, Perth, PH2 0NH
Authorised and regulated by the Financial Services Authority

^(a) Additional information No Claims for 3 Years

Conditions and Special Terms

EFPI012 - Additional Interests

It is hereby noted and agreed that other parties are or may become interested in the Insurance hereby during the currency of this policy and such interests are to be declared in the event of a loss.

CPP002 - Minimum Security Condition

It is a Condition Precedent to Our liability in respect of loss, destruction or damage occurring more than 30 days after the inception of the Policy that

- 1 final exit doors must be secured as follows:
 - (a) timber doors - by mortice deadlocks having five or more levers or conforming to BS3621 with matching boxed striking plate
 - (b) aluminium doors - by cylinder mortice lock operating a swinging lock bolt
 - (c) PVCu doors - by key operated multi-point locking devices having three or more locking points
 - (d) the first closing leaf of double leaf doors must be fitted internally with bolts top and bottom
- 2 all other external doors and internal doors leading to common areas or other premises, must be secured:
 - (a) by the means set out in (1), or
 - (b) by key operated security bolts fitted top and bottom
- 3 all opening windows or rooflights accessible from the ground or via roofs, pipework or other structures must be secured by key operated locking devices or screwed permanently shut
- 4 any security measures stipulated or agreed by us in writing.

Any door or window officially designated a fire exit by the Fire Authority is excluded from these requirements.

EFPI001 - 25% Theft/Malicious Damage Co-insurance (if applicable - see additional information)

We will not indemnify You for the first 25% of each and every loss (or £2,500 whichever is the highest) caused by Riot civil commotion strikers locked out workers or persons taking part in labour disturbances or malicious persons or Theft or any attempt thereat.

EFPI006 - Excluding Theft/Malicious Damage (if applicable - see additional information)

We will not indemnify You for each and every loss caused by Riot civil commotion strikers locked out workers or persons taking part in labour disturbances or malicious persons or Theft or any attempt thereat.

EFPI04 - Increased Flood Excess (if applicable - see additional information)

The Property Damage excess is increased to £2,500 in respect of damage caused by flooding as insured by the Property Damage Section.

However, this increase will not apply in respect of flooding caused by

- (a) ingress of rainwater through or via the roof of a building
- (b) the escape of water from any tank, apparatus or pipe

which remains subject to the Property Damage Excess stated in the Schedule.

OFFICE SCHEDULE

Forming part of policy No. : NU/850154/F/09/12257

Money (other than Money described above) in the Premises during business hours contained in locked safe(s)	£2,500.00 £2,500.00	£100.00 £100.00
Money (other than Money described above) in the Premises when closed for business contained in locked safe(s) not contained in locked safe(s)	£1,500.00 £250.00	£100.00 £100.00
Money In Transit	£2,500.00	£100.00
Any other loss of Money	£250.00	£100.00
Assault		
Personal Effects (up to)	£250.00	
(a) Death	£10,000.00	
Sight (b) Loss of Limb and/or Loss of	£10,000.00	
(c) Permanent Total Disablement	£10,000.00	
(d) Temporary Total Disablement	£100.00 per week	
Excess Nil days		
Benefit Period 104 weeks		
Revenue Protection		
Business Interruption		NOT INSURED
Sum Insured:		
Loss of Income		NOT INSURED
Indemnity Period (Months):		NOT INSURED
Increased Cost of Working		NOT INSURED
	(24 Months Indemnity Period)	
Book Debts		NOT INSURED
Legal Liabilities		
Employers		
Public/Products	£10,000,000.00	
Legal Expenses	£5,000,000.00	
	£100,000.00	
Optional Cover		
Subsidence		NOT INSURED
Fidelity Guarantee		NOT INSURED
Employee Benefits		
Personal Accident		NOT INSURED
Number of Persons Insured		0



AVIVA

OFFICE SCHEDULE

Forming part of policy No. : NU/850154/J/10/12259

Scheme Reference: 23802727CBT

(Please Quote this Reference in the Event of a Claim)

Insured: Language Empire Ltd, Recruitment Empire Ltd and Translation Empire Ltd,

Business: Translators

Address: Deeplich House, 174 Milkstone Road, Rochdale, Lancashire, OL11 1NA

Postcode: IG1 1BA

Period of Insurance from: 04 September 2011 **to:** 03 September 2012

Annual Premium:

Insurance	£359.31
Plus Insurance premium Tax	£21.56
Fee	£45.00
Total	£425.87

Operative Cover

	<u>Sum Insured/Limit</u>	<u>Excess</u>
Asset Protection		
Buildings including outbuildings landlords Fixtures and fittings, boundary walls, gates, Fences, hedges, terraces, drives and footpaths	NOT INSURED	£250.00
Tenants Improvements, alterations and decorations owned by you or for which you are responsible	NOT INSURED	£250.00
All other Contents, trade fixtures and fittings and utensils belonging to you or held by you in trust and for which you are responsible	£10,000.00	£250.00
Computers/Electrical Equipment	£10,000.00	£250.00
Glass (Refer to Policy Limits)		£150.00
Money & Assault		
Money in the private residence of the Insured or any authorised employee of the Insured	£500.00	£100.00
Crossed cheques crossed giro cheques crossed bankers' drafts crossed giro drafts crossed money orders crossed postal orders stamp franking machine unused units stamped National Insurance cards National Savings certificates premium bonds credit card sales vouchers and VAT	£250,000.00	£100.00



AVIVA

Certificate of Employers' Liability Insurance ^(a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998, one or more copies of this certificate must be displayed at each place of business at which the Policyholder employs persons covered by the Policy)

Policy Number NU/850154/F/09/12257

Name of Policyholder

Language Empire Ltd, Language Empire Ltd, Recruitment Empire Ltd and Translation Empire Ltd

Date of Commencement of Insurance 04 September 2011

Date of Expiry of Insurance 03 September 2012

We hereby certify that subject to paragraph 2:

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in territorial waters around Great Britain and its Continental Shelf (b)
2. the minimum amount of cover provided by this Policy is no less than £5 million (c)

Signed on behalf of

Aviva Insurance Limited
(Authorised Insurers)

Authorised Signatory
Igal Mayer
Chief Executive UK Insurance

Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

It is advised that you retain a copy of each Employers' Liability certificate issued to you

Aviva Insurance Limited
Registered in Scotland No 2116. Registered Office: Pitheavlis, Perth, PH2 0NH
Authorised and regulated by the Financial Services Authority

HCC INTERNATIONAL INSURANCE COMPANY PLC



Walsingham House, 35 Seething Lane, London EC3N 4AH Tel: 020 7702 4700 Fax: 020 7626 4820 Website www.hccint.com

SCHEDULE

Policy Number: PI100550577

Form: PI MISC CIVIL AOC 01 08 **Date:** 15/01/2010

Date of Proposal Form: 23/12/2009

Insured: Language Empire Ltd., Translation Empire Ltd.

Business: Translation service

Starting Date: 14/01/2010

Indemnity Limit: GBP 5,000,000 any one claim defence costs in addition

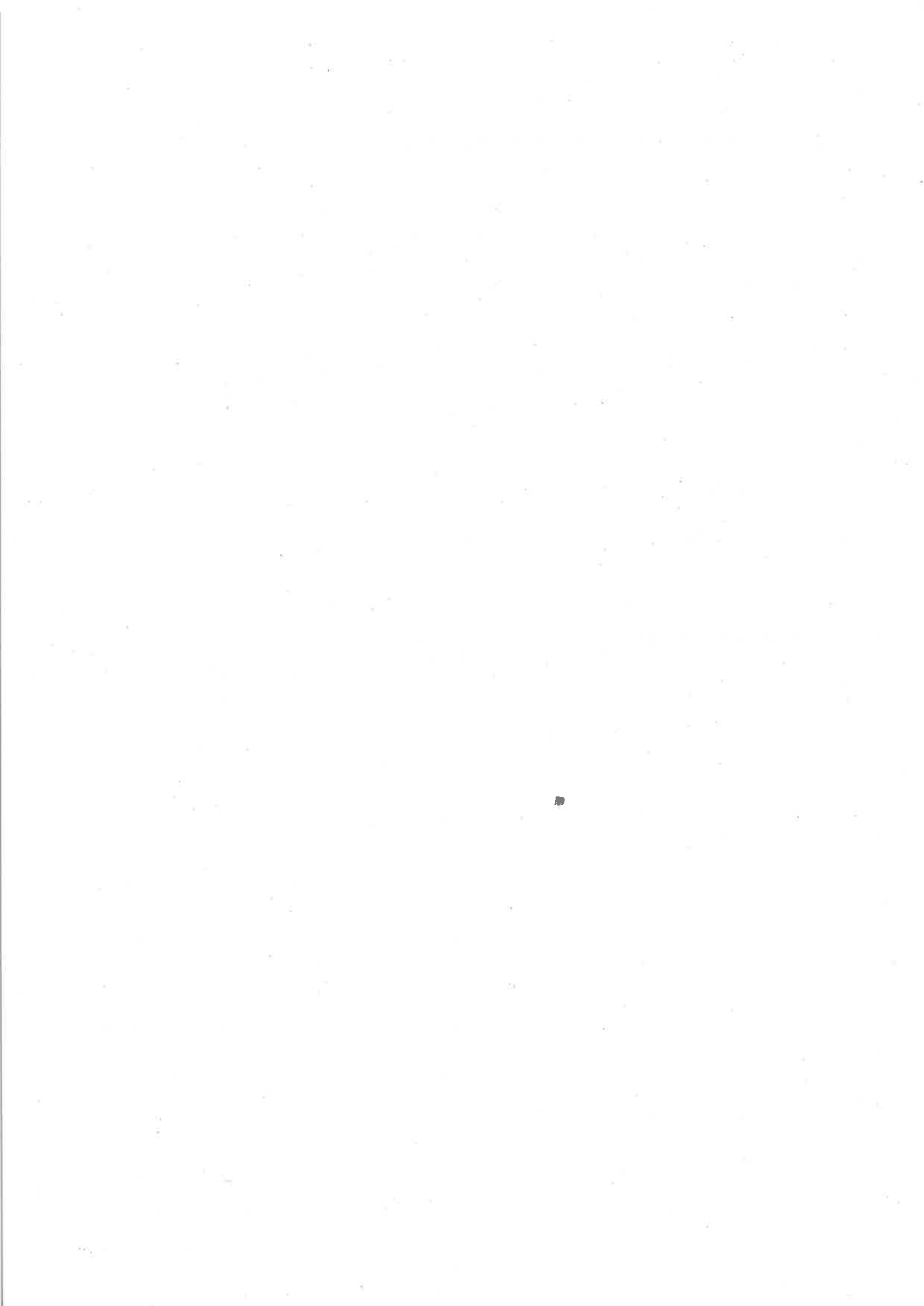
Excess: GBP 500 each and every claim does not apply to defence costs

Additional Conditions: Retroactive Date: None
Geographical Limits: Worldwide excluding USA / Canada
Jurisdiction: Worldwide excluding USA / Canada

HCC 017 Higher Limits Warranty
HCC 083 Rolling Policy Endorsement

Monthly Premium: GBP [REDACTED] Plus 5.00% Insurance Premium Tax

HCC INTERNATIONAL INSURANCE COMPANY PLC, A SUBSIDIARY OF HCC INSURANCE HOLDINGS INC
IS AUTHORISED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY
REGISTERED IN ENGLAND AND WALES NO. 01575839.
REGISTERED OFFICE: WALSINGHAM HOUSE, 35 SEETHING LANE, LONDON, EC3N 4AH



above expectations. This list includes additional and appropriate rental space. Language Empire will have a database of readily available back up suppliers of interpreters to support service delivery in the event of a shortfall or increase in volume fluctuation. We also have key recruitment agency contacts and geographically specific property specialists with whom we have build lasting relationships to enable us to remain operational during times of crisis.

Buildings and Sites Security Breach:

Probability low

Impact Medium

Our main site is secured with entrance gates with intercom facility Shutters, alarm system connected to the local police station, motion sensor camera system, with 10 cameras in total, (7 internal and 3 external)

Safe guarding Issues:

Probability low

Impact High

All staff are made aware of there responsibility to report any concerns or incidents with regard to safe guarding to the nominated Officer in Language Empire and the host organisation where appropriate. Staff is not to divulge any details until requested to do by the responsible and nominated Safe Guarding Officer undertaking the investigation. To mitigate this risk staff are trained in safe guarding policy and procedures.

Precedence

The Company's general, security and IT procedures override these instructions if there are any conflicts.

Future Changes

These plans will change in response to new business and client needs and new technology.

Impact high

Client contact will be maintained through the utilisation and interrogation of Language Empire's central system which is backed up and easily transportable. Language Empire's bookings management software is hosted on a secure online server situated at UK fastnet Servers in Manchester in a secure environment.

Secure Transfer of Data:**Probability low****Impact high**

We will mitigate the risk of managing effective and issues around confidentiality and sensitivity by complying with the Data Protection act and ensuring that all staff handling Language Empire's and Subcontractors paperwork will have full training and robust management. All data transferred electronically which is of a sensitive nature will be subject to encryption for additional protection.

Loss of Resources and Equipment:**Probability low****Impact high**

Language Empire is insured to enable us to survive significant losses of resources such as staff or equipment.

Specific Documents Lost – Hardcopy (specific document, file or box)**Probability medium****Impact varies, potentially high**

Log of document location kept and person responsible at each location named. Ask last known person involved with document

Operation Failure:**Probability low****Impact high**

Language Empire has 2 Internet connections, one is connected to our VOIP system and network for internet connection. The 2nd Internet is connected to laptops and is also used as a WI-FI. Should our first internet connection go down, we can connect all our PC's to the 2nd internet connection ensuring continuous service delivery.

All telephone numbers can be diverted to another number. All our numbers are 0845 and we can log into an online portal and direct the numbers to another number.

We use Fax to Email numbers, all faxes can be accessed via logging into the email from any internet point. All emails are hosted on google mail servers and can be accessed from any internet point. If problem cannot be fixed within one day by recreation from backup, we will discuss with all stakeholders how to manage current operations and any ad hoc document recreations so that a later full restoration does not make even more problems – involve all stakeholders, and all affected business units. Contact by phone and ask that all communications be by phone, on paper or in person and record for later transfer to electronic data recording.

Increased Volume Fluctuation:**Probability low****Impact Medium**

Language Empire operates a VOIP telephone system with 25 incoming and outgoing lines, with the option to extend lines to have 56 lines. Language Empire has also identified a list of possible additional premises, which can be used if the number of customers increases

- Meeting our statutory, regulatory, Health and Safety responsibilities.

To fulfil the above Language-Empire has the following processes in place:

Terrorism and Natural Disasters

Probability low

Impact high

Alternative temporary site have been highlighted which is located well away from the main building and the secondary location is not served exclusively by the same utility companies or communication company as the primary location. Additionally, background checks on employees and periodically checking anyone with access to sensitive information. Staff trained in handling emergency situations. Advise all business units, and suppliers if affected

Delay in Transition Process:

Probability low

Impact medium

All timescales will have built in contingency from the outset ensuring potential slippage is accounted for prior to the contract being awarded.

Staff Absences:

Probability medium

Impact high

Depending on the length of cover required, staff will cover sessions on a short term basis. Long term, local staff will have links with recruitment agencies who have access to suitable candidates who can cover staff absences.

Documents Lost – Electronic (in large numbers):

Probability low

Impact high

Language Empire maintains regularly updated and secure back up files

Disruption in Payment and Financial Risk:

Probability low

Impact medium

To ensure timely payments, all data will be backed up. A financial modeller will hold responsibility for processing claims. Language Empire has been building its reserves, diversifying in its income generation and attracting external funding to accommodate the contract.

MI System Failure:

Probability low

Impact high

To mitigate against loss of data or corruption, our server is mirrored and backed up 4 times a day to a second server should the main server fail. MI systems will be backed up over night, firewall protected, with all information encrypted. If problem cannot be fixed within one day by recreation from backup, we will discuss with all stakeholders how to manage current operations and any ad hoc document recreations so that a later full restoration does not make even more problems – involve all stakeholders, and all affected business units.

Client Contact Disrupted:

Probability low

Language Empire Business Continuity Plan and Disaster Recovery Contingencies

Language-Empire has developed a robust Business Continuity Plan that incorporates disaster recovery contingencies. This will run alongside the Risk Register. The plan lists potential risk, contingency arrangements, roles and responsibilities together with timescales. Local responsibility will rest with the allocated manager for that area.

Objectives

The objectives of this plan are:

- To ensure that maximum possible service levels are maintained
- To ensure that we recover from interruptions as quickly as possible
- To minimise the likelihood and impact (risk) of interruptions

Principles

The principles behind this plan are:

- Disaster Recovery is just part of Business Continuity
- Risks are assessed for both probability and business impact
- Business continuity plans must be reasonable, practical and achievable

In other words, we are not planning for every possibility. Diminishing returns affect the benefits of planning for extreme cases.

Review of Plan

The continuity plan is reviewed every 12 months as is an annual review of supplier performance against continuity requirements or when contracts are being awarded or renewed. Language-Empire's Board, CEO and senior management team each hold specific functions to enable and ensure that Language-Empire's Business Continuity Plan is effectively implemented both in the event of successful bids and to meet Language-Empire's contractual and service obligations.

Testing the Plan

We also use a Business Impact Analysis as a technique for assessing the impact of disruptions to supply of services to customers, which is used to make a decision as to which services should be included within the scope of the programme based on the timescale and extent of the impact of the disruption. Sample test and scenarios are undertaken annually.

Core measures/risks covered include:

- Business continuity in case of building damage/danger rendering the centre non-operational.
- Catastrophic failure of IT systems – vital to avoid impact with client benefits.
- Financial security to enable successful delivery within the outcome payment structure of the contract to be awarded
- Maintaining Client contact
- Managing choice within provision and within specialist partnership delivery
- Ensuring adequate resources throughout the lifetime of the contract
- Expansion (and contraction) strategy linked to fluctuations in customers or business opportunities.
- Maintaining quality of provision by ensuring we meet and exceed the requirements of professional recognized standards
- Providing a 24/7 year round service

CERTIFICATE OF REGISTRATION



ISOQAR

This is to certify that the Management System of:

Translation Empire Ltd

Deeplish House, 174 Milkstone Road, Rochdale, OL11 1NA

has been approved by ISOQAR



5103

ISO 9001: 2008

Scope of Activities:

The provision of language interpretation and translation services, through use of approved language experts including the requirements of BS EN 15038 when specified.

Certificate Number:	5103 - 002
Initial Registration Date:	8 November 2010
Re-issue Date:	13 September 2011
Expiry Date:	6 October 2014

Signed:
(on behalf of ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirements may be obtained by consulting the organisation. This certificate is one of several issued to registration number 5103.

Objectives

◆ Finance

- To invoice on time (weekly is the default)
- To monitor debtor days
- To monitor creditor days
- Receive job sheets within 48 hours of the booking

◆ Bookings

- To confirm a booking within 1 hour of the request
- To confirm that an interpreter has received the Job Sheet at least 48 hours before the booking.
- Send reminders for all jobs

◆ Recruitment

- To satisfy bookings
- To process interpreter and translator applications within 1 week
- To ensure regular interpreters' profiles are up to date

◆ Translations

- To translate within the client's deadline
- To provide accurate translations
- To ensure regular translators' profiles are up to date

◆ Environmental objective – to promote (encourage the use of) on line booking

◆ Health and Safety objective – to hold regular meetings and educate staff about health and safety

◆ Information Security objective – compliance with in Language Empire Information Security Standards (Section 36)

Signed:

Name: 

Position: 

Date: 25th August 2010

- ◆ Accept the responsibility for the health and safety of people who may be affected by our activities. This includes employees, visitors, neighbours and the public.
- ◆ Provide and maintain safe and healthy working conditions, safe equipment, and safe systems of work for all our employees, subcontractors, visitors and the public as far as reasonably practical.
- ◆ Comply with "site rules", and any other requirements, when working away from our base. In the absence of a host's site rules, we will apply our own standards of safety and proceed with caution.
- ◆ Identify hazards, risks and control measures, then set in place a programme to reduce risks. This can include preventive and protective measures. To provide information, instruction, training and supervision, to ensure personal safety at work.

Information Security

- ◆ To comply with regulatory requirements when this is part of a contract with a customer.
- ◆ To document a "Statement of Applicability" that addresses the requirements of Annex A in ISO 27001.
- ◆ To match our information security practices with our other business management strategies.
- ◆ To identify our information security risks.
- ◆ To put in place "control measures" to address our information security risks.
- ◆ To identify the criteria for accepting the "residual risks" when control measures are in place.

Equal Opportunities

- ◆ Ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, colour, race, age, religion or is disadvantaged by conditions, physical abilities or requirements which are not essential for carrying out the job.
- ◆ Ensure that direct or indirect discrimination does not occur.
- ◆ Regularly review and monitor recruitment selection criteria, procedures and decisions.
- ◆ Regularly review the records of existing employees.
- ◆ Select and promote employees based on their merits and abilities.
- ◆ Ensure that under represented groups are given the opportunity for remedy.
- ◆ To allow employees who feel they have been unfairly treated to raise the matter through the grievance procedure.
- ◆ To recognise trade unions for operatives and staff.

Good Practice Guidelines

- ◆ Provide each prospective customer with a full quote defining the scope of work
- ◆ Agree a variation to contracts before proceeding.
- ◆ Provide the resources (labour, knowledge and time) required to provide a successful service.
- ◆ Demonstrate transparency to customers.
- ◆ Act pro-actively on behalf of customers.
- ◆ Handle complaints in a fair and systematic way.

Integrated Policies for Business, Quality, Environment, Health, Safety, Information Security and Equal Opportunities

Our policies are to:

Integrated

- ◆ Operate in line with the requirements of ISO 9001 Quality, ISO 14001 Environment and OHSAS 18001 Health and Safety standards ISO 27001 Information Security standard.
- ◆ Document and maintaining our management system.
- ◆ Have a management system which is small, neat and easy to operate, which reflects the size, nature, scale and complexity of our business.
- ◆ Measure business performance in terms of quality, environment, health and safety.
- ◆ Commit to comply with environmental and safety regulations and legal requirements.
- ◆ Define and carry out our objective(s) listed below.
- ◆ Measure the performance of each improvement programme.
- ◆ Regularly monitoring, auditing, and reviewing our performance
- ◆ Review this policy regularly at the Management Review meeting.
- ◆ Use the Management Review meeting as the opportunity (a framework) for establishing and reviewing our objectives.
- ◆ Communicate this policy throughout our organisation.
- ◆ Communicate regularly with the community, regulators and other organisations with an interest in our environmental performance (if required).
- ◆ Clearly define the allocation of responsibilities, authority and duties.
- ◆ For all employees to accept personal responsibility.
- ◆ Make this policy available to the public and interested parties (on request).
- ◆ Commit to continuous improvement within the business.

Quality

- ◆ Adopt the best practices in the industry.
- ◆ Maintain site records.

Environment

- ◆ Prevent pollution.
- ◆ Minimise the consumption of raw material and the production of waste.
- ◆ Avoid unnecessary vehicle travel.
- ◆ Source materials locally, where practical, and from legal sources.
- ◆ Store and use materials in a manner which minimises environmental harm.
- ◆ Ensure that plant and equipment is maintained in good order to reduce the effects of our work on others.
- ◆ Promote environmental awareness amongst employees, suppliers and customers.

Health and Safety

- ◆ Prevent injury, accident or incident.

CERTIFICATE OF REGISTRATION



ISOQAR

This is to certify that the Management System of:

Language Empire Ltd

Deeplish House, 174 Milkstone Road, Rochdale, OL11 1NA

has been approved by ISOQAR



5103

ISO 9001: 2008

Scope of Activities:

The provision of language interpretation and translation services, through use of approved language experts.

Certificate Number:	5103 - 001
Initial Registration Date:	6 October 2005
Re-issue Date:	13 September 2011
Expiry Date:	6 October 2014

Signed:
(on behalf of ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirements may be obtained by consulting the organisation. This certificate is one of several issued to registration number 5103.

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Phones
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Email
FTP
Scanning documents
System maintenance
Confidentiality and screening
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Assets and Asset disposal
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Maintaining security standards
Transmitting/ sending documents/ information
Backup procedure
ID cards
Clean desk policy

Information Sharing

Data Protection Commission
Principles of Data Protection on personal Information
Management of Personal Information
Responsibilities for handling Personal Information

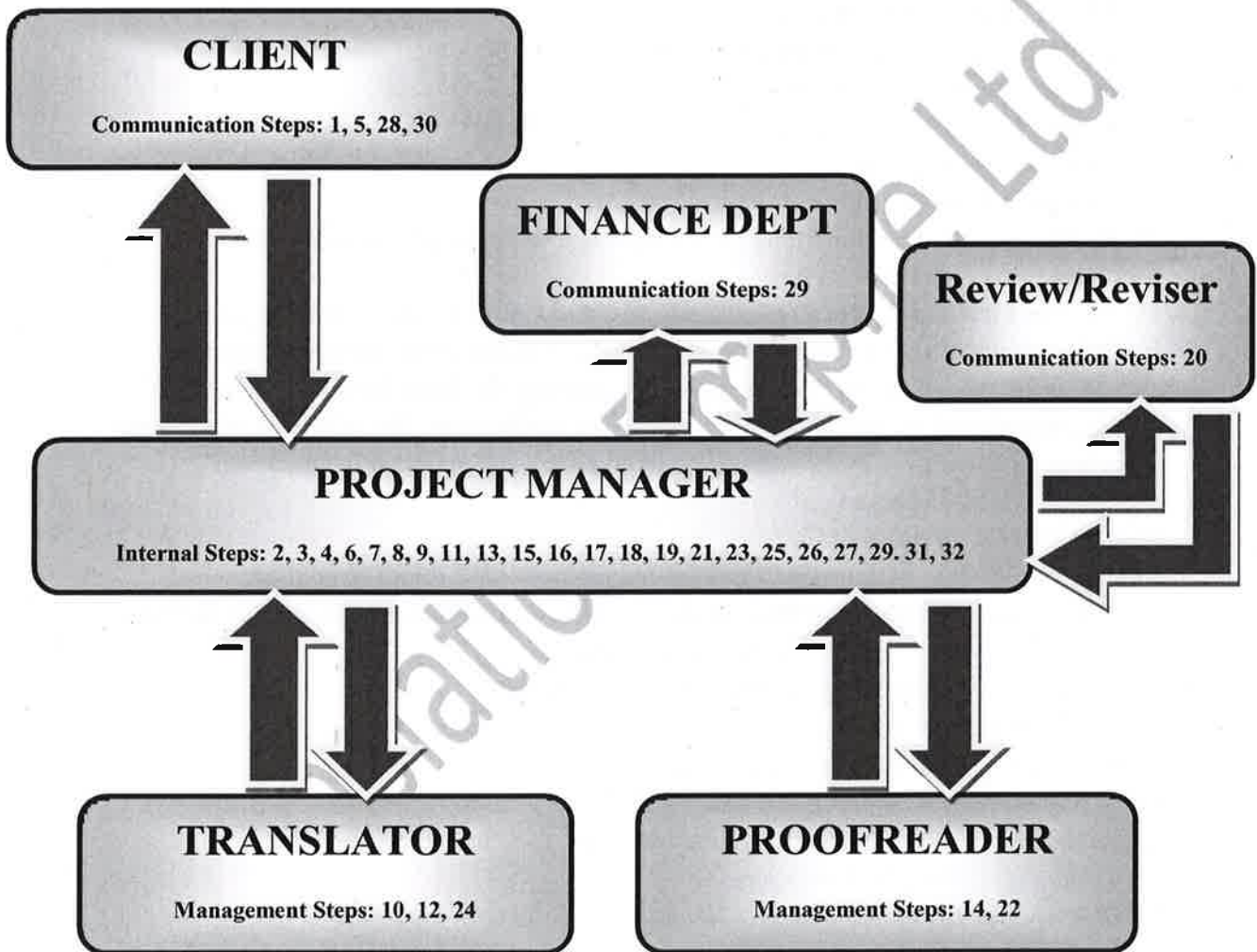
Quality Assurance

Quality statement
Quality marks and standards
Principles of quality
Quality of service
Quality of service delivery guarantees
Quality service for client/user
Quality of service for staff
Monitoring of service
Subcontractor service
IT and Technology infrastructure

Also, see our Integrated ISO Policy and Objectives document.

1. Receive a request with the source file, acknowledge receipt
2. Identify client's requirements-review, revise ,desktop publishing etc
3. Check and prepare document for the translation
Word count, word conversion (if required), identifying untranslatable text in the file
4. Identify specialist subject involved
5. Quote price to the client by sending a quotation form
6. Receive a signed quotation form or an email reply from client to confirm to go ahead with a job
7. Save the confirmation(email/ fax) in the translation job folder
8. Answer client's enquires(if any)
9. Set up a job in a Project Management Software
10. Contact translators for availability
11. Identify if the translator has qualification and experience to translate the specialist subject matter involved
12. Send a job to an available translator
13. Wait for confirmation in writing from a translator to do the job within deadline
14. Contact proofreaders
15. Receive translated file back from translator with a signed certification of accuracy
16. The project manager performs a quality assurance review of the translated document.
This encompasses layout, figures and dates, checking for completeness of translation, accuracy against the proofread text and machine translations. The reflection of a full and proper understanding of the source text terminology and grammar in whichever language is also checked.
17. Perform DTP, if required
18. Convert files into PDF format, stamp document with ATC stamp if required
19. Upload translated file and Certification of accuracy onto Project Management Software
20. Send it to reviewer/reviser if requested by client.
21. Receive revised document back from reviewer/reviser.
22. Send files to proof reader
23. Receive proofreaders' mark-ups
24. Send proofreaders' mark-ups to translator
25. Receive amended translated files from translator
26. Check file, format file if required
27. Upload final file onto the Project Management Software
28. Email files to client, await for acceptance
29. Implement changes requested by client(if any)
30. Email or post final copy to the client
31. Mark the job complete in Project Management Software with any other admin notes
32. Process and issue invoice within a weeks' time or with the translated works

Translation Empire Procedures:



UKHO Appendix Table

Appendix Table

Appendix 1 - Last 3 Years Accounts & Accountant Letter

Appendix 2 - Employer and Public Liability Insurance Certificate

Appendix 3 - Business Continuity Management Policy

Appendix 4 - BS EN ISO 9001:2008 Certificate

Appendix 5 - Security Policy & Information Assurance and Data Handling Policy
Contents

Appendix 6 - Quality Assurance and Verification Processes Policy

28	Do you have a Security Policy in place endorsed at the Executive level? If yes, please enclose a copy of the contents page. Where applicable, please also state what security clearance level your company has authorisation to handle work up to and if you have various security equipment and procedures in place. If your company does not hold any Security clearances please state so too. All security clearances, definitions and procedures shall be in accordance with UK Government Joint Services Publication 440 (JSP 440) or equivalent	Yes; policy at Annex F to the PQQ. We were previously approved by BAE Systems for work up to "Secret" level.	Information
29	Do you have an Information Assurance and Data Handling policy? If yes, please enclose a copy of the contents page.	Yes; Data Protection policy at Annex G to the PQQ	Information

Question Number	Mandatory Questions	Tenderer Response	Score (In / Out)	Evaluation Criteria	SOR Reference
30	Please confirm that your company can supply translations services (from, and into English) for those languages stated in the Statement of Requirements (embedded in the covering PQQ document).	Confirmed.		Mandatory	1.4.1, 1.4.2.1 & 1.4.2.11
31	Please confirm that your company is able to translate highly technical information. By the term highly technical the UKHO means; information provided in the form of data and data positioning, specific industry market based details e.g. geographical positioning and products etc, and interpretation of terminology used in a specific field of expertise. Please provide example(s) of the type of highly technical translations which you have translated recently i.e. in the last 12 months.	Confirmed - for several years we have translated a large volume of documents concerning GPS positioning in the agricultural and vinicultural contexts, particularly for technical trade show catalogues (manufacturers such as Geosys, Geodasea and St Gobain Albus Desmar). See also first provided reference below.		Mandatory	1.4.1, 1.4.2.1, 1.4.2.9 & 1.4.2.12
32	Please confirm that you can meet the stated delivery lead times provided as detailed in the Statement of Requirements. For FGNMIs work primarily needs to be translated into any language within 48 hours on average. For Commercial and senior management orders translation needs to be translated into any language within several days on average, and Sailing Direction books need to be translated with 10 working weeks ordinarily. Please confirm that you can meet these demands and timescales.	Confirmed.		Mandatory	1.4.1 & 1.4.2.5
33	In the Statement of Requirements it details the estimated volume of work under any award of contract. Please confirm that your company would be able to manage this, either through inhouse or external resources.	Confirmed.		Mandatory	1.4.2.2

34	<p>Please confirm that your company has a set of quality assurance and verification processes in place for all translation work received and used prior to return of work to the customer. Please provide an overview of the quality assurance and verification processes used within your company, which demonstrate completeness, accuracy, understanding, and correct grammatical use of English (or other language) are all considered and included in all checks undertaken. These requirements are essential for the assessment of data to ensure the safety of navigation at sea.</p> <p>Please confirm that your company can receive and provide translation work electronically i.e. via e mail and via FTP site/portal and in the latest Microsoft Word and pdf format. Please confirm that your FTP site is reliable, available & maintainable (as a minimum in normal office working hours).</p>	<p>Quality process is appended to the PQQ at Annex H. The quality of our product is paramount. The company was built from scratch by a professional linguist, very largely through organic growth achieved from satisfied clients of whom many are still with us. To maintain the calibre of language professionalism we have set the bar for Project Management recruitment at MA in Translation (we have 4 so far).</p>	Mandatory	1.4, 1.4.1, 1.4.2.4 & 1.4.2.6
35	<p>Please confirm that your company can receive and provide translation work electronically i.e. via e mail and via FTP site/portal and in the latest Microsoft Word and pdf format. Please confirm that your FTP site is reliable, available & maintainable (as a minimum in normal office working hours).</p>	All confirmed.	Mandatory	1.4.1 & 1.4.2.4
36	<p>Please confirm that a reliable and dedicated point of contact is available for general issues with any orders placed/to be placed (i.e. Account Manager). Please also confirm that you can provide a prompt response and dedicated IT point of contact for any IT issues relating to the FTP site or e mail address.</p>	<p>Both points confirmed. An Account Manager will be assigned, and IT point of contact will be our Production Director who is CEng & EURIng, MIET: with extensive IT background from manufacturing industry. As a qualified Engineer he handles all IT issues, supported by our established (10 years) external IT contractor who responds within 4 hours to problems we cannot resolve internally.</p>	Mandatory	1.4.1 & 1.4.2.4
37	<p>Please confirm that your company utilises translation memory software capabilities and provide details of the type of memory software used.</p>	<p>We employ Trados Workbench and Multiterm and have done so since 2000. The tool is widely available through our translator base, although not in all languages. We also have experience with MemoQ.</p>	Mandatory	1.4.1, 1.4.2.3 & 1.4.2.7
TOTAL			In / Out	

Question Number	Declaration	Tenderer Response
38	<p>I declare that to the best of my knowledge the answers submitted in this PQQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to tender for the Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this PQQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>Form completed by:</p>	

ANNEX A – Statement Relating to Good Standing

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

1. We confirm, to the best of our knowledge and belief, that **Lifeline Language Services Ltd.** including its directors or any other person who has powers of representation, decision or control of **Lifeline Language Services Ltd.** has not been convicted of any of the following offences:
 - (a) conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA;
 - (b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;
 - (c) the offence of bribery;
 - (d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:
 - (i) the offence of cheating the Revenue;
 - (ii) the offence of conspiracy to defraud;
 - (iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
 - (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985;
 - (v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;
 - (vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
 - (vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;
 - (e) money laundering within the meaning of the Money Laundering Regulations 2007; or
 - (f) any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.

2. **Lifeline Language Services Ltd.** further confirms to the best of our knowledge and belief that it:
 - (a) being an individual is not bankrupt or has not had a receiving order or administration order or bankruptcy restrictions order made against him or has not made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or does not appear unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has not granted a trust deed for creditors or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of his estate, or is not the subject of any similar procedure under the law of any other state;
 - (b) being a partnership constituted under Scots law has not granted a trust deed or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of its estate;
 - (c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has not passed a resolution or is not the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, nor had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is not the subject of similar procedures under the law of any other state;

- (d) has not been convicted of a criminal offence relating to the conduct of its business or profession;
- (e) has not committed an act of grave misconduct in the course of its business or profession;
- (f) has fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (g) has fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (h) is not guilty of serious misrepresentation in providing any information required by this Statement;
- (i) in relation to procedures for the award of a public services contract, is licensed in the relevant State in which he is established or is a member of an organisation in that relevant State when the law of that relevant State prohibits the provision of the services to be provided under the contract by a person who is not so licensed or who is not such a member.

Organisation's name	Lifeline Language Services Ltd
Signed	
Position	Production Director
Date	16 May 2012

OTHER ANNEXES: B-H are embedded PDFs, double-click to open in Acrobat Reader.

B	Accounts, last 2 years
C	Certificate of Employers' Liability Insurance
D	ITC Policy & Business Continuity Policies
E	Quality Policy
F	Security Policy
G	Data Protection Policy
H	Translation Quality Assurance Process

ANNEX B – Audited accounts for last 2 years

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

Please note that in view of our Company size, these are not fully audited as this is not a statutory requirement; please refer to the Chartered Accountants' Report on page 10 of the Accounts (PDF page 12). Please contact Rushtons directly (01772 693111, ask for Chris Calvert) if you require any further information.

2010: Embedded PDF, 14pp

**LIFELINE LANGUAGE SERVICES LIMITED
REPORT OF THE DIRECTORS AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2010**

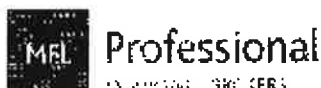
**LIFELINE LANGUAGE SERVICES LIMITED
REPORT OF THE DIRECTORS AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011**

ANNEX C – Certificate of Employers' Liability Insurance

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

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Mrs Lynn Everson
Lifeline Language Services Ltd
Third Floor
Victoria House
9-11 Ormskirk Road
Preston
PR1 2QP

Our Ref: CC001988

06/12/2011

Dear Mrs Everson

Professional Portfolio Office Insurance – Policy Documentation
Policy No: MFL OFF 1111486

With reference to the above, we now have pleasure in enclosing your renewal documentation. We have checked the document and found it to be in order; however, we ask that you read it through thoroughly to ensure it meets with your requirements.

These documents should be retained with your existing policy document and schedule(s).

Included within the documentation is the Certificate of Employers Liability Insurance. The EL (Compulsory Insurance) (Amendment) Regulations 2008 which came into effect on 1st October 2008 has changed the responsibilities of Employers in relation to the display and retention of the Certificate of Employers Liability Insurance, in that they no longer need to keep certificates for 40 years, nor physically display them in the workplace, providing employees are able to access certificates electronically, e.g. via a company intranet.

If you do not have the facilities to provide for this, then the Certificate should continue to be displayed at each of your premises, and in any event we would recommend that a copy continue to be retained on company files for 40 years.

We would stress the importance of reading through the policy wording thoroughly to ensure that you comply with the terms and conditions of the policy. In particular, we would ask that you pay careful attention to the conditions noted under the Commercial Legal Expenses cover to ensure that you comply with the policy requirements, and seek insurer approval before taking action incurring expense in relation to the cover provided under this section.

As a valued customer of McParland Finn Ltd/Hiscox Insurance Company, you have access to a free online HR Consultancy Service as a benefit under the policy. BusinessHR is an easy to use website, providing reference information and guidance on HR issues, including Recruitment, Training, Pay & Benefits, Management Skills and Employee Relations.

To access, visit www.hiscox.businesshr.net and enter your policy number (note: for policy numbers commencing MFL OFF, insert the whole policy number, including this prefix without any spaces; for those policy numbers commencing IU PI6, simply insert the digits which follow this prefix) and your postcode.

Should you have any queries whatsoever, then please do not hesitate to contact us



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MFL AND MFL PROFESSIONAL ARE AUTHORIZED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY

Document Ref: 622501212: 5

ANNEX D – ITC Policy & Business Continuity Policies

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

ITC Policy: Embedded PDF, 2pp



Lifeline Language Services Ltd
3rd Floor, Victoria House
9-11 Omskirk Road
Preston
Lancs
PR1 2QP

Information Technology and Communications Security Policy

Responsibility for the updating and dissemination of this Policy rests with our Production Director. The policy will be updated as necessary to reflect changes to legislation or to the structure or policies of the Company. All staff are expected to apply the policy and to seek advice when required.

Physical security of customer and supplier data, and our commercial data, is critical and all staff are responsible for ensuring its integrity both while on the premises and when arriving/leaving. The building is secured by magnetic card and keypad access and staff are responsible for ensuring the safekeeping of their keycard and codes.

To ensure the sustainability of our service provision and ability to support our clients long-term all electronic commercial translation, transcription and typesetting product, together with all relevant information regarding interpreting and other assignments, is retained permanently (unless otherwise instructed) on our server. Live job data is held separately from archived data; archiving takes place following job delivery.

All data, live and archived, is backed up nightly on a rolling full and differential schedule onto removable hard drives taken off-site each night ensuring a full backup is always available off-site. All removable drives are fully encrypted to protect our data in the event of loss or theft of the drives. Business data is also backed up to a remote server.

Systems comprise Windows Small Business Systems Server 2011 on an HP Proliant server, configured on a dual RAID array to protect against disk crash with data mirrored to a NAS drive to provide business continuity in event of server failure. The network is certified Cat 5e Ethernet and protected against viruses and spyware in real-time and by scheduled scan by Symantec Endpoint Protection. All systems automatically update Microsoft and Apple software (Windows XP, OS X and applications). Internet access is via firewalled router managed by BT and automatically updated.

Systems are protected by surge-protected battery-backed uninterruptible power supplies to ensure safe shutdown in event of power outage.

Use of other data media (USB sticks) by staff is prohibited except with the express permission of the Production Director, and only then following twofold scanning of the media using both Symantec and a second malware scanner.

Electronic communication is via e-mail, our/client FTP or secure internet file transfer. All incoming/outgoing files via email are scanned by the Symantec Endpoint security application. The Production Director will issue occasional bulletins in response to specific threats alerted via Symantec, Ziff-Davies or other security alert services where particular action is required.

Use of social media other than our own Twitter, Facebook and LinkedIn pages is prohibited from office systems.

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Managing Director: Mrs L V Ewson BA(Hons), MA, BHT
Registered in England no. 4862782 VAT registration no. 947 9888 81
Member of the Central & West Lancashire Chamber of Commerce





Lifeline Language Services Ltd
3rd Floor, Victoria House
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Business Continuity Policy

Responsibility for the updating and dissemination of this Policy rests with our Production Director. The policy will be updated as necessary to reflect changes to legislation or to the structure or policies of the Company. All staff are expected to apply the policy and to seek advice when required.

The ability to continue business operations without serious interruption is critical. Business continuity requires 4 points to be addressed:

1. Security and continued availability of business data
2. Security and continued availability of business systems
3. Availability of business premises
4. Availability of company personnel

Each is addressed below.

1. Security and continued availability of business data.

This is covered in the separate ITC Policy document.

2. Security and continued availability of business systems.

All hardware is commercial off-the-shelf (COTS) and can be replaced immediately. Core business software comprises standard Microsoft Office 2010 (database runs on Access 2003), with Accounts and Payroll held on standard SAGE packages. We also use TRADOS translation software for which the installation package is held on our server remote backup; this can also be downloaded from supplier's portal.

This allows substitute systems to be quickly configured should access to premises be denied for extended period; server is always on and business data accessible remotely.

Should serious incident prevent remote access to premises-located server, e.g. extended power outage, a substitute server can be quickly installed and data restored from remote or portable backup (see ITC Policy).

3. Availability of business premises

Should access to premises be denied for an extended period a substitute server and workstations would be quickly implemented as above.

Alternative premises are quickly available in Preston with considerable vacant office space in town. The main factor would be broadband availability, and we would need to piggyback on another broadband until this was installed; use of wireless router would achieve this with minimal delay. While new premises were being set up secure remote access software (GoToMyPC) permits key staff to work from remote locations in the interim, with the substitute server and sufficient workstations in a temporary location.

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ANNEX E – Quality Policy

Contract Title: Provision of Translation Services for the UKHO
Contract Number: HA294/005/167

Embedded PDF



Lifeline Language Services Ltd
3rd Floor, Victoria House
9-11 Ormskirk Road
Preston
Lancs
PR1 2QP

Quality Policy

Lifeline Language Services Ltd is committed to providing products and services of outstanding quality coupled with excellent customer and supplier service.

We ensure quality through:

1. Our people. We take the greatest care in our recruitment and provide long-term training and induction, across a wide range of projects/services, to ensure that our team are able to effectively manage the diverse range of projects we handle.
2. Our partners. We recognise that the quality of our products and services is critically dependent on the quality of our partners and select and manage these diligently and ethically. Please see our Sourcing Policy for more information.
3. Our customers. Full and open communication with our customers enables us to help them procure language more easily and effectively, and to pull their feedback into our processes to continuously improve our ways of working and deliverable quality.
4. Our processes. Consistent and methodical processes, coupled with capable resource planning, ensure that product and services are delivered effectively, punctually and to the highest quality.

Signed by:

A handwritten signature in black ink, appearing to read "L Everson", written over a light blue horizontal line.

Mrs L V Everson
Managing Director

Date: 18 June 2010



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ANNEX F – Security Policy

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

Embedded PDF, 3pp



Lifeline Language Services Ltd
3rd Floor, Victoria House
9-11 Ormskirk Road
Preston
Lancs
PR1 2QP

Security Policy

Responsibility for the updating and dissemination of this Policy rests with our Production Director. The policy will be updated as necessary to reflect changes to legislation or to the structure or policies of the Company. All staff are expected to apply the policy and to seek advice when required.

This Policy addresses overall security policy, and should be read in conjunction with the Information Technology & Security and Communications Policy, and the Data Protection Policy.

Security is considered as follows:

INTERNAL:

- IT security, including of client/subcontractor data
- Paper security, including client documents and key paper documents
- Personnel security
- Building security
- Cash security
- Visitor security

EXTERNAL:

- Transit security of client/subcontractor documentation

SUBCONTRACT:

- Security of interpreters and other subcontractors on assignment

1. INTERNAL:

1.1 IT Security

Please see the Information Technology & Security and Communications Policy, and the Data Protection Policy.

No credit card information is retained, other than the paper transaction receipt; these are held in lockable metal cabinets with the job record (so individually and widely distributed through our filing systems; there is no single point of storage).

The CVC number is not retained at all. Job records are disposed of securely after an elapsed time and the receipts are destroyed simultaneously.

Subcontractor bank account details are held on Sage accounts package and also online on the HSBC Internet Banking; neither can be accessed without correct login details.

[cont'd]



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Member of the Central & West Lancashire Chamber of Commerce



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ANNEX G – Data Protection Policy

Contract Title: Provision of Translation Services for the UKHO
Contract Number: HA294/005/167

Embedded PDF, 3pp



Lifeline Language Services Ltd
3rd Floor, Victoria House
9-11 Omskirk Road
Preston
Lancs
PR1 2QP

Data Protection Policy

Responsibility for the updating and dissemination of this Policy rests with our Production Director. The policy will be updated as necessary to reflect changes to legislation or to the structure or policies of the Company. All staff are expected to apply the policy and to seek advice when required.

We are registered under the Data Protection Act, number Z5756712.

Lifeline Language Services Ltd needs to collect and utilise certain types of information regarding individuals with whom its operations require it to interact. These include employees, customers, suppliers and others with whom we conduct business. In addition, we may be required to collect and utilise information to comply with legislative requirements or legitimate client demands.

Such personal information must be dealt with properly, whatever its source or means of collection, recording and utilisation, irrespective of whether this be in paper, electronic or other form. The Data Protection Act 1998 provides for the safeguarding of such information.

The legitimate and correct handling of this information by Lifeline Language Services Ltd is important to the achievement of our goals and the success of our operations. It is also of prime importance to the maintenance of confidence between those with whom we deal and ourselves. We therefore must ensure our organisation treats personal information lawfully and correctly.

To this end, we fully endorse and adhere to the Principles of Data Protection as embodied in the Data Protection Act 1998. These eight Principles require that personal information:

1. shall be processed fairly and lawfully and shall not be processed unless the provider has given their consent.
2. shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes;
3. shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed;
4. shall be accurate and, where necessary, kept up to date;
5. shall not be kept for longer than is necessary for the specified purpose(s);
6. shall be processed in accordance with the rights of data subjects under the Act;

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ANNEX H – Translation Quality Assurance Process

Contract Title: Provision of Translation Services for the UKHO

Contract Number: HA294/005/167

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Issue 4: 17/04/12

Lifeline Language Services

Translation Quality Assurance Process



All translation follows similar processes, as below.

1. For a new project, an enquiry is created on Lifeline's database by a Project Manager (PM). This remains visible to all PMs until it is converted to a project, and is discussed at our daily briefing sessions. Regular clients are allocated a named Primary + Secondary contact at Lifeline, who will oversee all projects and manage the relationship. The Primary Contact is responsible for each project from beginning to end, and maintains the customer relationship (database upkeep, routine contacts, project management, updating of client-specific glossaries/TM). The Secondary Contact handles these projects in the absence of the Primary Contact or to assist when necessary, due to workload etc. These are also the 2 PM who will check all work for the UKHO at stage 12.
2. Material is assessed for content and technicality. If applicable/appropriate, source text converted for Trados and analysed, leveraging any applicable TM content.
3. In-house database interrogated to identify optimal translator(s)
4. Contact translator(s) to agree lead times. Where appropriate, client confidentiality permitting, provide sample text to translators to confirm their suitability.
5. If required, quotation is issued to client.
6. On project authorisation, raise project reference and convert Enquiry to Job on database. Confirm translation with translator and provide PO. Create Project Management on database for project control.
7. For translation from English, or if we have the source language in-house, PM will clarify any ambiguities, in liaison with client if required. PM identifies, in liaison with client if appropriate, any additional reference material (eg website links, existing translation) that may assist translator with context or terminology and annotates source appropriately. For translation into English, ambiguities are addressed at the revision/review stages.
8. PM identifies any additional supporting material for translator (typically a glossary or TM, or previous translation if relevant) and assembles this.
9. Annotated source text and supporting material (TM, glossary, other relevant documents) sent to translator.
10. During translation, PM liaises with translator(s) and client to advise on queries, assist with terminology etc, in liaison with client as appropriate.
11. Revision stage. Translation is checked for completeness and revised for accuracy, grammatical correctness and appropriate style. The LLS "IN-HOUSE CHECK SHEET" is used for both revision and review stages; this is available on the server and (uncontrolled, for information) copy is appended to this Process.
Depending on the language combination and purpose of the translation, revision may be handled:
 - at Lifeline where we have the source and target languages in house



Translation & Interpreting solutions

Quality Manual

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Document No 001

Review 16/04/2013

Uncontrolled Copy

Controlled Copy

Date 16/04/2012



Translation & Interpreting solutions

Approvals

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

	Name	Signature	Position	Date
Prepared by			Account Manager	16/04/2012
Reviewed by			Quality Management Representative	16/04/2012
Approved by			Assistant Director	16/04/2012

Amendment Record

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

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



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 - 3.2. Documentation Requirements
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 - 4.1. Management Commitment
 - 4.2. Client Focus
 - 4.3. Quality Policy
 - 4.4. Planning
 - 4.5. Responsibility, Authority and Communication
 - 4.6. Management Review
5. Resource Management
 - 5.1. Provision of Resources
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 - 5.3. Infrastructure
 - 5.4. Work Environment
6. Service Realisation
 - 6.1. Planning
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Appendices

- A1. Quality Procedure Index
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- A3. Quality Objectives
- A4. Organisation Chart



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Introduction

Overview and Company History

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

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

Our main aims are...

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

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

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

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

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

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

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



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Scope

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

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

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

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



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Quality Management System

3.1 Introduction

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

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

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

3.2 Document Requirements

General

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

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

Quality Manual

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

Document Control

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

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

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



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

- Quality manual
- Company Policies
- Procedures
- Records

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

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

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

Control of Records

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

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

Records which are controlled include but are not limited to:

- Corrective Action Reports
- Management Review Reports
- Client Complaints



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Management Responsibilities

4.1 Management Commitment

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

4.2 Client Focus

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

4.3 Quality Policy

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

4.4 Planning

Quality Objectives

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

Quality Management System Planning

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

4.5 Responsibility, Authority and Communication

Responsibility and Authority

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

Assistant Director

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



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

Both the Assistant Director and Account Manager are responsible for the auditing of management system processes and reporting audit findings to management.

Quality Management Representative

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

- Overseeing the internal auditing process
- Providing appropriate input to periodic management reviews
- The implementation and active participation in individuals awareness and understanding of the companies health & safety system

Account Manager

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

- Ensuring the company's quality system remains effective and continues to meet the quality policy, quality objectives and requirements of the business.
- Health and safety – implementation of the health and safety regime, ensuring safe working practises are satisfactorily implemented to individuals understanding and training. Risk assessments.

Both the Assistant Director and Account Manager are responsible for the auditing of management system processes and reporting audit findings to management.

Employees

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

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



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Quality Management Representative & Account Manager

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

In respect, they both have general responsibility for:

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

Internal Communication

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

4.6 Management Review

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

Review input

The review inputs include, but are not limited to:

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

Review Output

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

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

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



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Resource Management

5.1 Provision of Resources

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

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

5.2 Human Resources

General

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

Competence, Awareness and Training

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

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

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

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

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



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5.3 Infrastructure

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

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

5.4 Work Environment

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



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Service Realisation

6.1 Planning

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

During this planning, management or assigned personnel identify:

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

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

6.2 Client Related Processes

Determination of client requirements

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

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

Review of client requirements

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

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

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

Client Communication

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

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

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



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

6.3 Design and Development

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

6.4 Purchasing

Purchasing Process

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

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

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

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

Purchasing Information

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

Verification of Purchased Service

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

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

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

6.5 Service Provision

Control of Service Provision

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

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



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Validation of Processes

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

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

Identification and traceability

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

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

Client Property

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

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

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

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

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

Preservation

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

6.6 Control of Monitoring and Measuring Devices

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



Measurement, Analysis and Improvement

7.1 General

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

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

7.2 Monitoring and Measurement

Client Satisfaction

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

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

Internal Audit

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

Process monitoring and Measurement

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

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

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

7.3 Control of Non-Conformity

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



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

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

7.4 Analysis of Data

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

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

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

7.5 Improvement

Continual Improvement

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

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

Corrective Action

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

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

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

Preventive Action

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

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



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Confidentiality and Security Policy

Perception Solutions Limited regularly handles translations that are of a particularly sensitive and/or confidential nature, for a wide range of organisations with whom we work, both under contracts and on an ad hoc job-to-job basis.

As a result, we have in place effective procedures to safeguard information from being misused.

These measures have been used with success during the past nine years with all our clients.

Our project managers and other staff have confidentiality clauses in their employment contracts.

Our interpreters and translators all sign a Confidentiality Agreement which include sections specifically dealing with confidentiality, impartiality and other relevant matters of professional conduct.

The relevant sections state:

"That I shall respect client confidentiality at all times and not seek to take advantage of, or pass on to any third party for any reason, other than where required by operation of law, information disclosed during his work. I shall disclose immediately if I have any conflict of interest in carrying out a particular assignment, such as any business, financial, family or other interest, which may be connected with the documents being translated".

Similar provisions apply to interpreters in their Code of Conduct:

"Interpreters shall treat any information that may come to them in the course of their work as confidential. Exceptionally, an interpreter may be required by law to divulge information held. S/he should seek advice beforehand from the line management, to whom they are accountable, and legal advice should be obtained before responding".

Our Code of Conduct and Confidentiality Agreement are legally binding upon translators and interpreters.

Any breach of the agreed standards (for example of confidentiality) would result in disciplinary measures against the individual and could also lead to legal action against them for damages in breach of contract.

The threat of legal sanctions and the fact that a serious breach of trust would ruin a translator's professional reputation have proved to be effective in guaranteeing the standards required by all existing clients.

As a result, we have never had a breach of confidentiality in any project since the company began its translation service in 2003.

We ask our translators and interpreters to sign a specific **Confidentiality Agreement and Code of Conduct** and copies of these are enclosed.

The overwhelming majority of translation projects we carry out originate as electronic files sent to us by email.

Any files received are saved to a secure area of our server, where they can then only be accessed by authorised personnel. Additionally, there are protections in place preventing unauthorised copying of files to portable devices. Our server can only be accessed by personnel using secure usernames and passwords.



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Data Protection Policy

Perception Solutions Limited are registered under the **Data Protection Act 1998** with our unique **Registration No: Z807998X**

The 1998 Data Protection Act (DPA) came into force on 1 March 2000.

It supersedes and extends the provisions of the Data Protection Act 1984.

The new Act implements a European Directive of 1995 and has two aims:

1. To protect individuals' fundamental rights and freedoms, notably privacy rights, in respect of the processing of personal data
2. To enable organisations to process personal information in the course of their legitimate business

Due to the nature of its business activities, Perception Solutions Limited needs to collate and process information and personal data both for its associates and, on occasion, for end users accessing services through our clients.

This is an inherent necessity of our business activity, in order to ensure we can provide our services in a professional and efficient manner, to our customer's satisfaction.

We believe that it is of paramount importance that personal data should be treated in a lawful and correct manner.

Any personal data collected, recorded or being used and whether held on paper, on computer or other media will be subject to appropriate safeguards so as to ensure it is compliant with the Data Protection Act 1998.

We fully endorse and adhere to the eight principles of Data Protection as set out in the Act. These principles state that personal data must be:

- Fairly and lawfully processed.
- Processed for specified and lawful purposes and not in any other way which would be incompatible with those purposes.
- Adequate, relevant and not excessive.
- Accurate and kept up to date.
- Not kept for longer than is necessary.
- Processed in line with the data subject's rights.
- Kept secure.
- Not transferred to a country which does not have adequate data protection laws.

Information will only be disclosed to third parties on a need to know basis and only if we believe that such disclosure is lawful.

Perception Solutions Limited employees are expected to do whatever is necessary to ensure compliance with the DPA, and in particular to follow our in-house Data Protection Procedures.

Due to the diversity of our associate workforce and the requirements of our service provision, Perception Solutions Limited has the need to collect, use and retain data which is classified as sensitive.

Reviewed: 19/03/2012



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This includes (but is not restricted to):

- Data on individuals' racial or ethnic origin.
- Details of the commission or alleged commission of any offence.
- Details of any court proceedings relating to the commission of an offence.

This information is always collected with the explicit consent of the relevant party/parties.

Under the Act, individuals may write to the Data Protection Co-ordinator and request a copy of the information which Perception Solutions Limited holds about them.

Perception Solutions Limited reserves the right to charge the maximum fee payable in terms of the Act for providing this information.

If the details are inaccurate, an individual can make a formal request for these details to be changed as applicable.



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Sustainability Policy

Perception Solutions Limited is a responsible company with core values that promotes positive action with regards to sustainability

- Perception Solutions Limited has a responsibility to minimise the use of materials in the workplace and educate staff to be more responsible towards energy consumption and follow environmental best practice in their day-to-day work.
- Perception Solutions Limited is committed to utilising recycled materials whilst encouraging business partners to do likewise.
- Perception Solutions Limited is striving towards a paperless office and is dedicated to electronic means of communication where legally permissible.
- All lighting and non-essential electrical equipment is be switched off when not use.
- The recycling of waste is constantly adhered to with various toner cartridge and paper recycle points throughout the office.
- IT equipment is reused where feasible, or donated to charities and schools.
- All paper based products and packaging are recycled.
- Office glass, plastic and tins will be collected and disposed of in the appropriate containers provided by the local authority.
- Car sharing for staff members is promoted along with encouraging staff and candidates to walk or cycle to and from work.
- Perception Solutions Limited advocates that its clients take climate control seriously and maintain a sense of responsibility and best practice with environmental issues.
- All old mobile telephones are recycled via 02.
- Disposal of any electrical office equipment is fully WEEE compliant.
- When printing paper based documents double sided printing is set as a default
- When selecting relevant candidates to assignments Perception Solutions Limited will always select the closest relevant professional to the assignment in an effort to reduce C02 emissions.
- Perception Solutions Limited encourages all employees to use public transport where possible.
- Perception Solutions Limited will endeavor to keep all assignments staffed by the local population ensuring local jobs for local people.



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Environmental Policy

Perception Solutions Limited takes sustainable development very seriously and has established an environmental policy for its employees to follow.

The guidelines are published here to ensure all employees are aware of expected behaviour and in order that other companies may see how simple it can be for organisations to help reduce their impact on the world's resources.

Our Policy

Our policy is as follows:

- We make efficient use of energy.
- We give consideration to the wider social and environmental implications of our actions at all times.
- We reduce the need for movement of both people and goods.
- We promote environmental awareness among both employees and partners of Perception Solutions Limited.
- We avoid unnecessary waste and encourage appropriate conservation, re-use and recycling.
- We consider our environmental performance core to the business' overall purpose, and review said performance annually.

In practical terms our measures break down into three main areas:

1. Recycling
2. Workplace/home energy efficiency measures
3. Travel policy

Recycling policy

Paper

Although paper is still necessary for business use, we are committed to a policy whereby:

- Only critical documents are printed
- All paper is reused where possible on the reverse
- 100% of paper used is recycled.

Perception Solutions Limited employees:

- Use double sided printing whenever possible.
- Save paper printed on one side for subsequent re-use.
- Only print paper when necessary to send to business contacts or where extensive checking on a computer screen is undesirable for health and safety reasons.
- Shred all confidential documents and have the paper recycled near their homes.

Ink cartridges, Toners, mobile telephones, computers and peripherals

Perception Solutions Limited employees:

- Recycle the above goods through Oxfam or other charities where it is appropriate to do so.
- Mobiles telephones are recycled through O2 Recycle.
- Computers are donated to schools and also recycled through Oxfam.



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Workplace/home energy efficiency measures

Perception Solutions Limited is committed to attaining greater efficiency in total energy consumption and continuing to examine the possibility of acquiring energy from "green sources and equipment".

In particular, Perception Solutions Limited:

- Issues guidelines to all employees on energy-saving measures
- Issues guidelines to all employees on the use of "green" providers of energy
- Encourages employees to evaluate ways to make their homes more energy-efficient including individual grants the amount of which will be agreed on a case by case basis.

Travel and postal services

Perception Solutions Limited is committed to the ongoing development of an environmentally responsible transport strategy.

Our strategy has two distinct elements:

1. Reducing the need for travel through advanced telecoms usage.
2. When travel is necessary, the use of the lowest impact means of transport possible.

Travel

Many Perception Solutions Limited employees work from home, and most office-based employees work from home from time-to-time. As such, daily travel to a place of work is reduced.

Perception Solutions Limited conducts the majority of its business by email and on the telephone to reduce the requirement for travel.

Where travel is required, journeys are logistically planned to combine several meetings in order to minimise total amount of travel required.

Perception Solutions Limited employees travel using the following means in order of preference: foot, cycle, public transport, motor bicycle and private car. Sharing transport is actively encouraged.

Company travel will be reimbursed at Inland Revenue agreed rates, which includes rates for use of bicycles and shared transport

Postal Services

Perception Solutions Limited employees use electronic formats wherever possible to reduce paper usage.

Where possible, double-sided printing is used, to reduce the weight of hard copy shipments.

LIABILITY CERTIFICATE OF INSURANCE

INSURED: Perception Solutions Limited
BUSINESS: Business solutions provider to legal profession

To be completed by Insurance Company or Insurance Broker:-

- (a) Insurer: Hiscox Insurance Company Limited
(b) Policy No: HU PI6 1777499
(c) Public Liability
Limit of Indemnity: GBP 5,000,000 each and every occurrence
(d) Employers Liability
Limit of Indemnity: GBP 10,000,000 each and every occurrence
(e) Renewal Date: 1 November 2012
(f) Please advise any restrictions or conditions which apply to the above policy:
Standard Policy Terms, Conditions and Exclusions Apply.

Signed:



Date: 29 November 2011

Position:

Client Executive

For and on behalf of:

Marsh Limited

Address:

Orchard Brae House, 30 Queensferry Road, Edinburgh EH4 2HS

Please note that this document is provided as a matter of information only. Should the contract be cancelled voided assigned or changed during the policy period in such manner as to affect this document no obligation on the holder of this document is accepted by the undersigned or by the Underwriters.

The Insurers Registered Office address is: -

Hiscox Plc
1 Great St Helen's
London
EC3A 6HX

- (d) has not been convicted of a criminal offence relating to the conduct of its business or profession;
- (e) has not committed an act of grave misconduct in the course of its business or profession;
- (f) has fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (g) has fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
- (h) is not guilty of serious misrepresentation in providing any information required by this Statement;
- (i) in relation to procedures for the award of a public services contract, is licensed in the relevant State in which he is established or is a member of an organisation in that relevant State when the law of that relevant State prohibits the provision of the services to be provided under the contract by a person who is not so licensed or who is not such a member.

Organisation's name	Perception Solutions Limited
Signed	
Position	Account Manager
Date	18/05/2012

ANNEX A – Statement Relating to Good Standing

Contract Title: Supply of Translation Services

Contract Number: 20120403 - QT14110

1. We confirm, to the best of our knowledge and belief, that **Perception Solutions Limited** including its directors or any other person who has powers of representation, decision or control of **Perception Solutions Limited** has not been convicted of any of the following offences:
 - (a) conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA;
 - (b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;
 - (c) the offence of bribery;
 - (d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:
 - (i) the offence of cheating the Revenue;
 - (ii) the offence of conspiracy to defraud;
 - (iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
 - (iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985;
 - (v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;
 - (vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
 - (vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;
 - (e) money laundering within the meaning of the Money Laundering Regulations 2007; or
 - (f) any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.
2. **Perception Solutions Limited** further confirms to the best of our knowledge and belief that it:
 - (a) being an individual is not bankrupt or has not had a receiving order or administration order or bankruptcy restrictions order made against him or has not made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or does not appear unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has not granted a trust deed for creditors or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of his estate, or is not the subject of any similar procedure under the law of any other state;
 - (b) being a partnership constituted under Scots law has not granted a trust deed or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of its estate;
 - (c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has not passed a resolution or is not the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, nor had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is not the subject of similar procedures under the law of any other state;

The UKHO PQQ for Supply of Translation Services

Supply of Translation Services PQQ

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 and Contact Details	Tenderer Response	Evaluation Criteria
1	Name of the company in whose name the PQQ is being submitted.	Perception Solutions Limited	Information
2	Address	40 Great Charles Street, Birmingham, B3 2AT	Information
3	Telephone Number		Information
4	Fax Number		Information
5	Website Address		Information
6	Contact Name and Role (for PQQ)		Information
7	Telephone Number / Mobile Number (of contact)		Information
8	Email Address (of contact)		Information
9	Company or Charity Registration Number	4741709	Information
10	VAT Registration number	974679845	Information
11	Is your organisation part of a parent company? If yes, please provide the name of the immediate and ultimate parent company Please select your organisation type:	N/A	Information
12	i) a public limited company		Information
	ii) a limited company	Yes	Information
	iii) a limited liability partnership		Information
	iv) other partnership		Information
	v) a sole trader		Information
	vi) other (please specify)		Information
13	Please indicate whether your organisation is bidding:		Information
	i) to provide the services required itself	Yes	Information
	ii) in the role of Prime Contractor and intends to use third parties to provide some services		Information
	iii) as part of a consortium		Information
	If your answer is (ii) or (iii) please indicate (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider solely or together with other providers) will be responsible for the elements of the requirement.	N/A	Information

14a	<p>Is your business an SME? An SME Business Owner is a small or medium sized enterprise that has either less than 250 employees or with an annual turnover of less than €40 Million Euro, or both.</p>	Yes	Information
14b	<p>If your business is an SME, please declare the category in which it best fits: Micro (<10 employees) Small (<50 employees) Medium-Sized (<250 employees)</p>	Small	Information

Question Number	For completion by non-UK businesses ONLY	Tenderer Response	Evaluation Criteria
15	Is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC) under the conditions laid down by that member state).		Information
16	Is it a legal requirement in the State where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? If yes, please provide details of what is required and confirm that you have complied with this.		Information
Question Number	Grounds for Discretionary Rejection - The Authority is entitled to exclude you from consideration if any of the following apply but may decide to allow you to proceed further. If you cannot answer 'no' to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Authority in considering whether or not you will be able to proceed any further in respect of this procurement exercise.	Tenderer Response	Evaluation Criteria
17	Is any of the following true of your organisation? a) being an individual, is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state; b) being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or	No	Information
		No	Information

	<p>c) <u>being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002</u> has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state?</p>	No	Information
18	<p>Has your organisation been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?</p>	No	Information

Question Number	Financial Information	Tenderer Response	Evaluation Criteria
19	<p>Please note an independent financial assessment may be carried out on your organisation and those without an acceptable credit rating may not be considered for the next stage of the tender process in line with Regulation 23, 24 and 26 of The Public Contracts Regulations 2006 SI No 5</p> <p>Please provide one of the following set out below</p> <ul style="list-style-type: none"> i) A copy of your audited accounts for the most recent two years ii) A statement of your turnover, profit & loss account and cash flow for the most recent year of trading iii) A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position iv) Alternative means of demonstrating financial status if trading for less than a year 	<p>Note: Accounts can be submitted on-line or posted to: UKHO, Admiralty Way, Taunton, Somerset TA1 2DN</p> <p>Enclosed</p>	<p>Information</p> <p>Information</p> <p>Information</p> <p>Information</p>

Question Number	Insurance	Tenderer Response	Evaluation Criteria
20	Employer's liability insurance is a legal requirement (except for businesses employing only the owner / close family members) and this should be at least £5 million. Please provide evidence that you have this in place.	Attached: Yes	Information

Question Number	Experience and Contract Examples	Tenderer Response	Evaluation Criteria
21	<p>Please provide details of up to three contracts from either or both the public or private sector, that are relevant to the Authority's requirement that have been performed during the past three years i.e. highly technical data and terminology translations.</p> <p>i) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p> <p>ii) Customer/organisation name; customer contact name, phone number and e-mail; contract state and completion date; contract value; brief description of contract (max 250 words) including evidence as to your technical capability in this market</p>	<p>Contract: August 2009 - Present (ongoing); Approximately per year; Perception Solutions Limited provides Blakemore Solicitors with Legal translations on a daily basis, documents range from marriage certificates to supporting evidence for immigration courts. The work involved includes translation of legal terminology in various formats.</p> <p>Contract: providing TRP for the past 9 months, Perception is the preferred supplier to TRP as no formal contract award exists with this client; Perception Solutions Limited provides TRP Solicitors with Legal translations on a regular basis to assist with immigration cases, the use of legal terminology is required.</p>	<p>Information</p> <p>Information</p>
22	<p>If you cannot provide at least one example, please briefly explain why (100 words max)</p>	<p>No Formal contract - provision on a subcontractor basis; We currently provide K-International as a second tier subcontractor for translation services on a as required basis, the languages we usually provide are european and obscure african languages, Perception Solutions holds a database of translators for rare and obscure languages and assist many other companies in cases when they cannot provide the client directly. we have provided documents for extremely sensitive cases, using translators with a variety of technical abilities. The end client for work includes the UKBA and various government clients.</p>	<p>Information</p>
Question Number	Staffing	Tenderer Response	Evaluation Criteria

23	How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract?	N/A	Information
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Question Number	Environmental	Tenderer Response	Evaluation Criteria
24	Has your organisation within the last 5 years had any legal action taken against them under your country's environmental legislation? If yes, please describe the steps taken in response to the legal action, to ensure that your organisation complies with environmental legislation in future.	No	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)
25	Does your organisation have a formal environmental and/or sustainability policy? If yes, please state the principles and/or objectives outlined in the policy relating to: pollutants including Greenhouse Gases (e.g. Carbon Dioxide); use of natural resources (e.g. water); energy use; and generation/disposal of waste. If not, how is your organisation's approach to minimising any associated environmental impacts conveyed to staff and customers/clients?	Yes; please find enclosed Environmental and Sustainability policies.	Information (suggested assessment criteria included in Templates / Environment Questions spreadsheet)

Question Number	Governance	Tenderer Response	Evaluation Criteria
26	Do you have a Business Continuity Management Policy in place that is endorsed at the Executive level? If yes, please enclose a copy.	At present we do not have a specific policy in	Information
27	Do you have a Quality Management System? If yes, please enclose a copy of the contents page and any certification details <u>including the scope covered</u> , e.g. by a BS EN ISO 9001:2008 <u>certificate</u> or equivalent.	Yes; please find enclosed full Quality Manual	Information
28	Do you have a Security Policy in place endorsed at the Executive level? If yes, please enclose a copy of the contents page. Where applicable, please also state what security clearance level your company has authorised to handle work up to and if you have various security equipment and procedures in place. If your company does not hold any Security clearances please state so too. All security clearances, definitions and procedures shall be in accordance with UK Government Joint Services Publication 440 (JSP 440) or equivalent	Yes; please find enclosed. We do not current	Information

29	Do you have an Information Assurance and Data Handling policy? if yes, please enclose a copy of the contents page.	Please find enclosed data protection policy.	Information
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Question Number	Mandatory Questions	Tenderer Response	Score (In / Out)	Evaluation Criteria	SOR Reference
30	Please confirm that your company can supply translations services (from, and into English) for those languages stated in the Statement of Requirements (embedded in the covering PQQ document).	I can confirm that Perception Solutions Limited can supply translations services for those languages stated in the Statement of Requirements		Mandatory	1.4.1, 1.4.2.1 & 1.4.2.11
31	Please confirm that your company is able to translate highly technical information. By the term highly technical the UKHO means; information provided in the form of data and data positioning, specific industry market based details e.g. geographical positioning and products etc, and interpretation of terminology used in a specific field of expertise. Please provide example(s) of the type of highly technical translations which you have translated recently i.e. in the last 12 months.	I can confirm that Perception Solutions Limited is able to translate highly technical information. An example of our competence in this field is demonstrated by the work in which we have provided on a subcontractor basis for K-International for the UKBA and also for HMRC and also medical documents with specific medical knowledge. Through subcontracting with K-International we have also translated Icelandic documents of a Captains' boat during a mooring accident in a harbour. Another example would be that of translation of poetry which is highly technical.		Mandatory	1.4.1, 1.4.2.1, 1.4.2.9 & 1.4.2.12
32	Please confirm that you can meet the stated delivery lead times provided as detailed in the Statement of Requirements. For FGNMs work primarily needs to be translated into any language within 48 hours on average. For Commercial and senior management orders translation needs to be translated into any language within several days on average, and Sailing Direction books need to be translated with 10 working weeks ordinarily. Please confirm that you can meet these demands and timescales.	I can confirm Perception Solutions Limited can meet all delivery lead times detailed in the statement of requirements.		Mandatory	1.4.1 & 1.4.2.5
33	In the Statement of Requirements it details the estimated volume of work under any award of contract. Please confirm that your company would be able to manage this, either through inhouse or external resources.	As detailed in the statement is requirements I can confirm the Perception Solutions Limited will be able to manage the estimated volume of work under this contract through our database of qualified translators.		Mandatory	1.4.2.2

34	Please confirm that your company has a set of quality assurance and verification processes in place for all translation work received and used prior to return of work to the customer. Please provide an overview of the quality assurance and verification processes used within your company, which demonstrate completeness, accuracy, understanding, and correct grammatical use of English (or other language) are all considered and included in all checks undertaken. These requirements are essential for the assessment of data to ensure the safety of navigation at sea.	Perception Solutions Limited has a quality assurance system and verification processes in place to ensure that translation work is completed as required by the client. Please find attached our translation process workflow to give an understanding of the processes we undertake to ensure quality and completeness of documents.	Mandatory	1.4, 1.4.1, 1.4.2.4 & 1.4.2.6
35	Please confirm that your company can receive and provide translation work electronically i.e. via e mail and via FTP site/portal and in the latest Microsoft Word and pdf format. Please confirm that your FTP site is reliable, available & maintainable (as a minimum in normal office working hours).	I can confirm that Perception Solutions Limited can receive and provide translation work electronically as stated by the client, the security of the document transfer system we use is highly secure and safe.	Mandatory	1.4.1 & 1.4.2.4
36	Please confirm that a reliable and dedicated point of contact is available for general issues with any orders placed/to be placed (i.e. Account Manager). Please also confirm that you can provide a prompt response and dedicated IT point of contact for any IT issues relating to the FTP site or e mail address.	I can confirm that mysen Laura wackay would be the dedicated Account Manager for this contract and also the point of contact for all IT related issues. A Team of Translation coordinators will be assigned for this contract who will ensure all issues are dealt with as quickly as possible.	Mandatory	1.4.1 & 1.4.2.4
37	Please confirm that your company utilises translation memory software capabilities and provide details of the type of memory software used.	We are currently putting into place the use of SDL trados translation memory software and upon award of this contract will be fully implemented into the translation department for use under this contract.	Mandatory	1.4.1, 1.4.2.3 & 1.4.2.7
TOTAL				In / Out

Tenderer Response	
Question Number	Declaration
38	I declare that to the best of my knowledge the answers submitted in this PQQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to tender for the Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this PQQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.
Form completed by: 18/05/2012	
Form completed by: 18/05/2012	