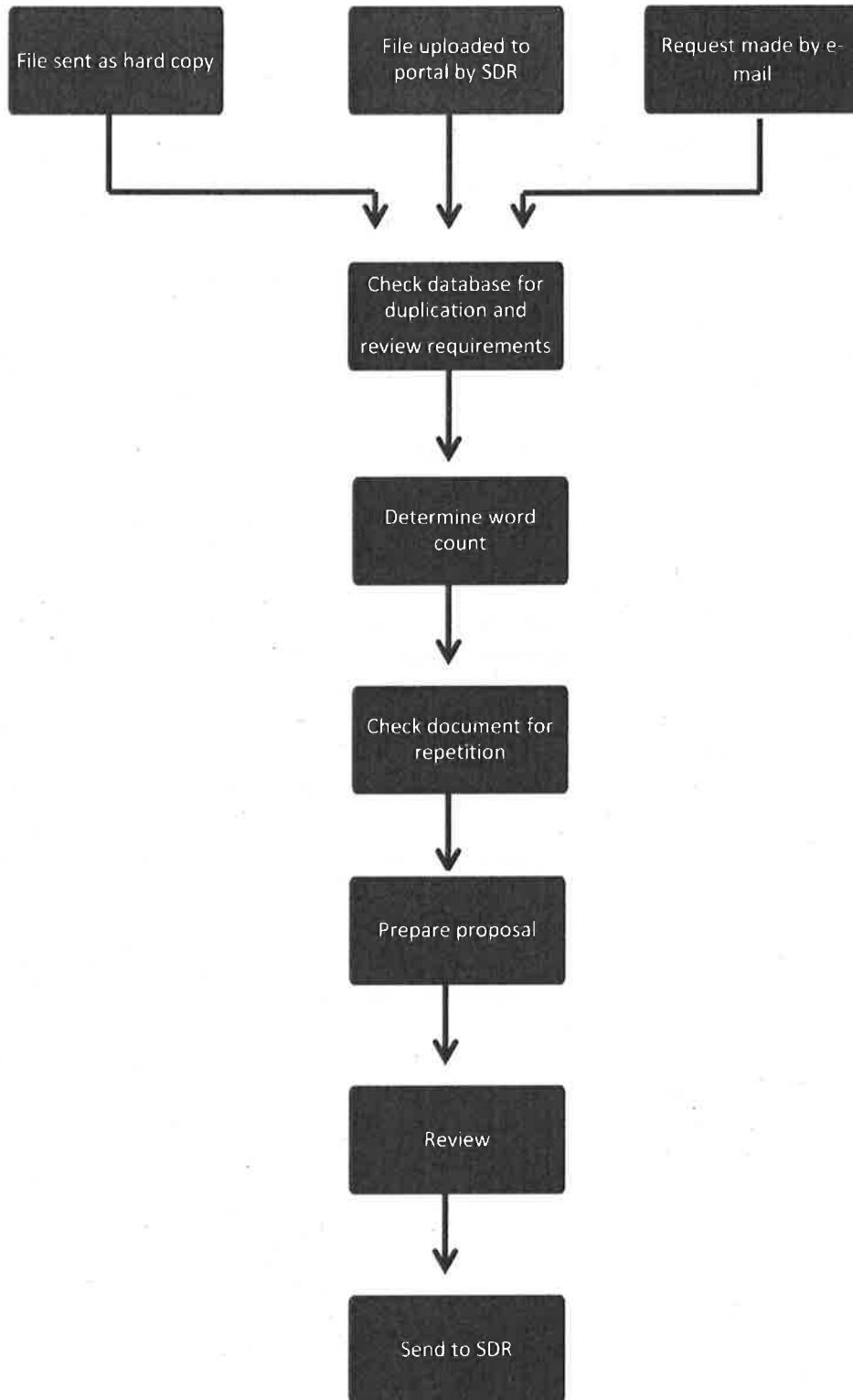


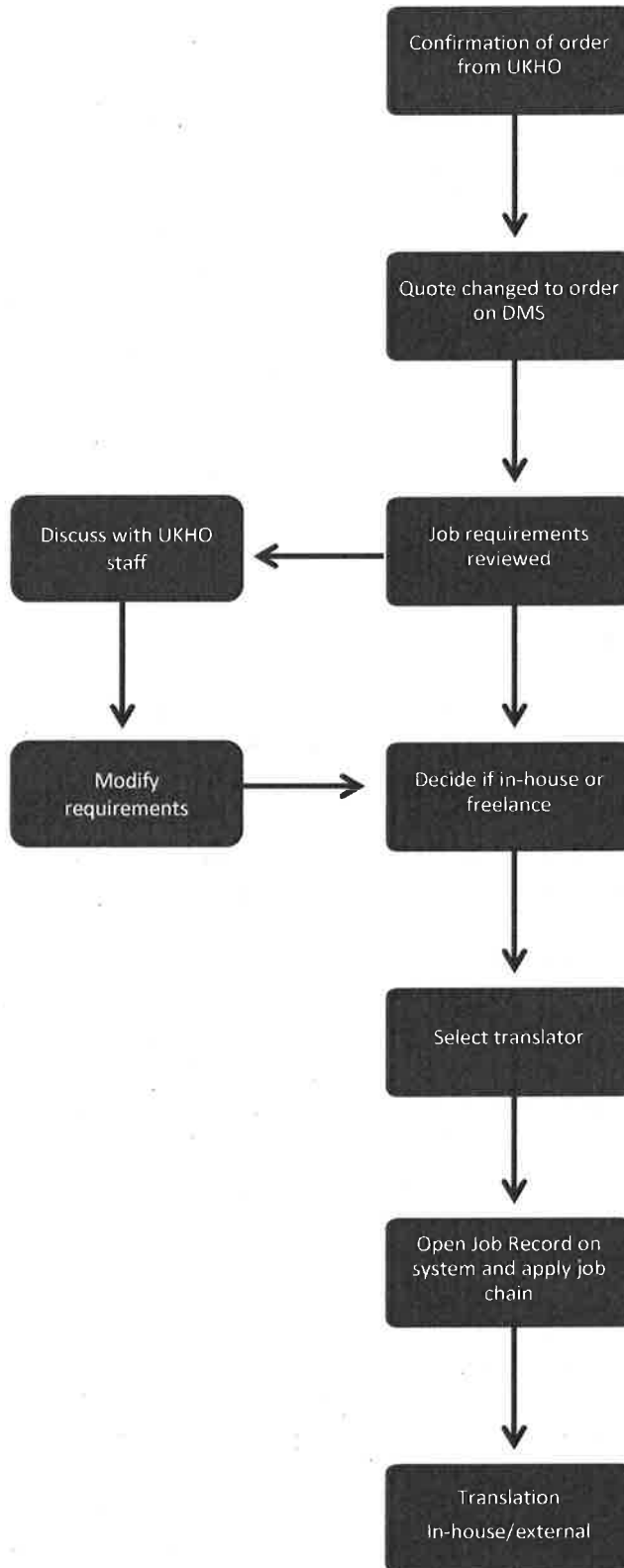
Requests for Quotation



3.1.2 Confirmation of Order

- 3.1.2.1 The UKHO requester can confirm a request to proceed by email or by clicking on the confirm order button in the order screen of the portal.
- 3.1.2.2 Upon receipt of the confirmation to proceed from the UKHO, the Eclipse Account Manager will confirm receipt in writing (same day) and convert the Request in our Document Management System into an Order. This creates a unique Eclipse order number relating to the translation.
- 3.1.2.3 The Account Manager checks that the requirements of the order have not changed since the quotation stage and discusses and agrees any additional requirements, as appropriate, with the UKHO requester.
- 3.1.2.4 The Account Manager will select the most appropriate translator available from either our in-house team or our panel of external translators. Our Document Management System has an integrated supplier database which allows selection of the best resources based on the type of document that requires translation (See Section 4).
- 3.1.2.5 The Account Manager proceeds to record all relevant information relating to the order onto our Document Management System including UKHO references, deadlines and special requirements. (See Section 4 for further details).
- 3.1.2.6 A specific UKHO job chain (workflow) is applied to each order. This contains specific mandatory work instructions that the translator and checker must follow when completing the translation. The job chain will also contain a document preparation stage where PDF conversion and formatting is required to unlock Translation Memory use.
- 3.1.2.7 Job records are created for each order. These contains the specific key delivery dates for each person involved in the production of the translation, purchase orders, instructions to the member of staff on what is required, glossary information and any other instructions that are relevant to the order.
- 3.1.2.8 The selected translator and checker are assigned to the job record and allocated to start work on the text.

Confirmation of order



3.1.3 Translation production

Translations will be produced either by a selected in-house or external translator.

- 3.1.3.1 If the source files from the UKHO are not in an editable Word format, the Account Manager will request prepared source files from our Administrators (document preparation team) which consist of converted files from the original source PDFs that are then formatted for Translation Memory use where possible. All Sailing Directions hard copies received from the UKHO will be scanned prior to production to allow electronic transfer. The Administrators will check format, accented characters and numerical data including coordinates and sign off UKHO job record QA sheet.
- 3.1.3.2 The Account Manager prepares a Translation Memory translation package for the translator to use during the translation process.
- 3.1.3.3 A Purchase Order (PO) is generated for the assigned translator and checker from the Document Management System along with Work Instructions that contain all information relating to the task and specify the quality stages required in line with the specific Quality Plan agreed for UKHO work. (See Section 4 for more information on Work instructions).
- 3.1.3.4 The Account Manager sends the Translation Package (prepared source file, Translation Memory, Purchase Order and Work Instructions) to the translator and checker via the portal. The PO specifies the language combination, the subject matter, the word processing package to be used, the delivery time and any special instructions. Any relevant reference material or glossaries are also supplied at this point. *Note: all of our existing production team have the latest versions of our terminology resources.*
- 3.1.3.5 A physical Job Wallet containing all communications, a copy of the source and target texts and job instructions/PO is also raised. The UKHO job record QA sheet is included in this physical wallet.
- 3.1.3.6 The translator now commences the translation. If queries arise during the translation process the translator will liaise with the Eclipse Account Manager in order to resolve these. If necessary, the Account Manager will refer back to the UKHO Translation Manager in order to resolve issues. If anything remains unclear in the translation, the translator will flag this to the checker using a Translator's Footnote (TF).
- 3.1.3.7 Once the translation is complete the translator will spell check the translation, proof-read, correct and spell check again. The translator will complete all requirements specified in the Work instructions. Confirmation that coordinates have been checked, footnotes provided where required and a layout check are standard additional checks that apply will to UKHO work. The translator will complete all additional checks specified in the Work Instructions.
- 3.1.3.8 The translator prepares the translation for electronic transmission back to Eclipse via our portal. Each translator is required to confirm that specific checks have been completed in accordance with the Work Instructions in order to return the translation. Our portal uses

256 bit SSL encryption and work cannot be delivered unless the translator has confirmed the checks. The UKHO job record QA sheet is updated accordingly.

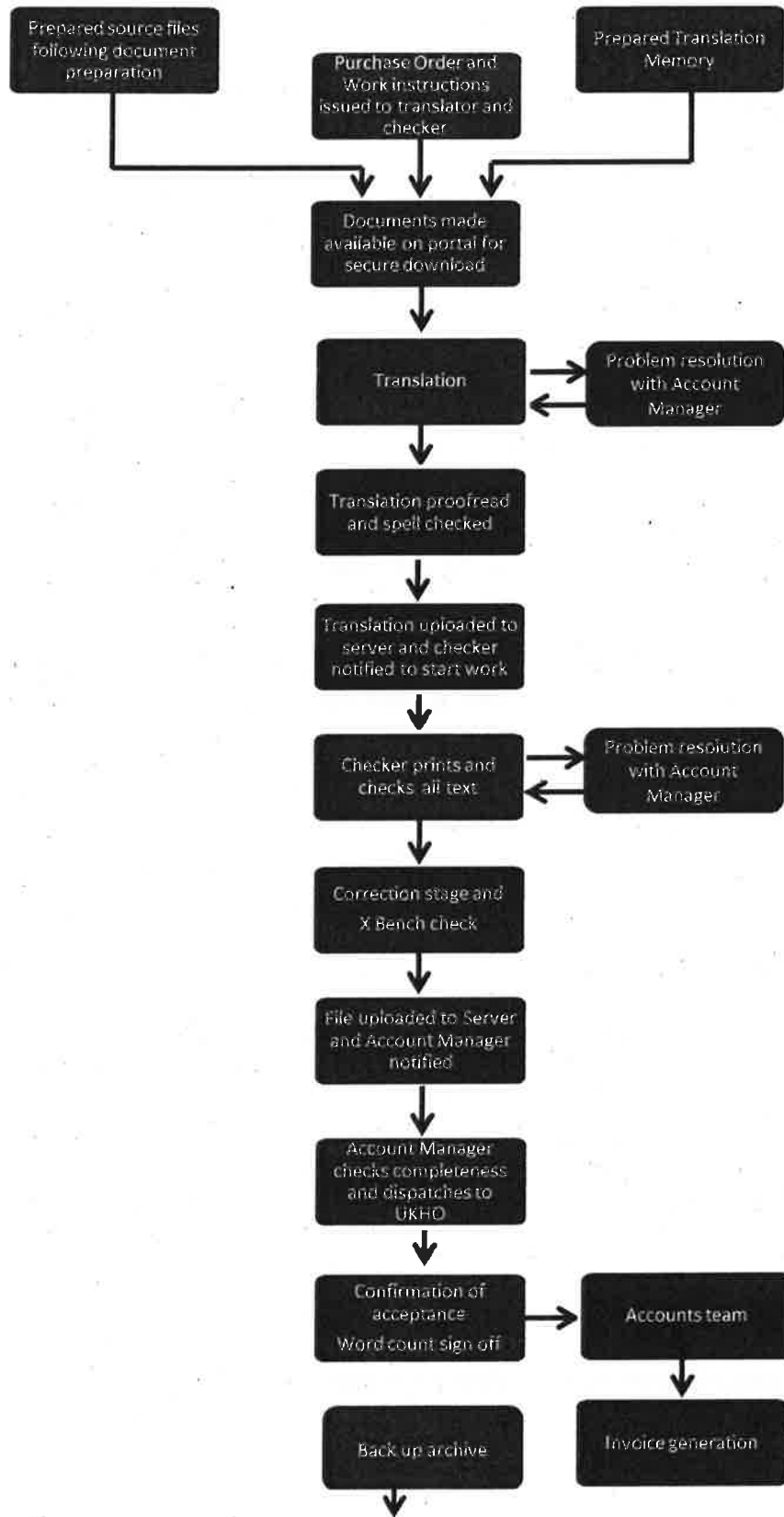
- 3.1.3.9 The Checker receives instant notification by email from our portal as soon as the translator has delivered the translation and can start work. This avoids unnecessary delays between the translation and checking process (i.e. avoids delays from files being delivered to the Account Manager which then have to be saved and sent by email to the checker).
- 3.1.3.10 The Checker prints out the translation and checks the document to ensure that it is linguistically and culturally accurate. Any problems arising from this are discussed and resolved with the translator and where necessary with the Account Manager and UKHO staff and corrected by the checker.
- 3.1.3.11 The checker then runs our X Bench tool which validates that all numbers and coordinates have been correctly reproduced. The checker corrects any errors reported by the tool and prepares the file for upload. The checker is required to confirm that specific checks have been completed in accordance with the Work Instructions and the UKHO Job record QA sheet in order to return the checked translation. The UKHO Job Record Sheet is updated accordingly.
- 3.1.3.12 The Eclipse Account Manager receives an instant notification by email that the checked translation has been delivered and reviews the delivered file. The Account Manager will perform a final check for completeness, correct layout and compliance with the Work Instructions and spell check to ensure that the file can be delivered to the UKHO.
- 3.1.3.13 The UKHO job record QA sheet is completed by the Account Manager who then delivers the files by email to the UKHO designated contact as a standard delivery method. Files can also be made available for download via our portal where preferred. This is particularly relevant for commercial/marketing texts which may potentially be too large to email. The delivery time is recorded on the QA sheet and a date stamp is recorded on the Document Management System to confirm delivery time. This is done automatically as soon as the translation is delivered and services as an accurate record of delivery time.
- 3.1.3.14 A target word count of the translation is recorded and the order is finalised on the system by recording this final word count and relevant Translation Memory discounts. A project billing sheet is produced from the Document Management System based on this information and sent to the Accounts Team for invoicing. UKHO will be sent a summary of all billable items each month with a request to confirm acceptance of the orders.
- 3.1.3.15 The Accounts Team will issue one cumulative invoice each month which will provide a breakdown of all orders including Translation Memory discounts. Invoices will only be issued once confirmation of acceptance has been received from UKHO.
- 3.1.3.16 The task is now complete and a hard copy of the source and target text, all records and all correspondence relating to the production of the task are then archived in a Job Wallet.



The source text and translation are archived electronically for future access. The QA sheet is then scanned and included in the electronic archive. Historic orders can be accessed by the Eclipse Account Managers and by authorised UKHO users via our portal system.



Translation Production



3.1.4 Delivery to UKHO

Routine deliveries

Translated materials will be returned to the relevant UKHO translation manager by email as follows

SDR requests:

Commercial requests:

Sarah.frowde@ukho.gov.uk

Delivery format

Translations will be returned as attachments in MS Word (in the latest version or a version compatible with UKHO requesters) or in PDF in accordance with the individual job requirements. An appropriate naming convention will be agreed and used for all translation deliveries (e.g. SPA_3344_0712_JG).

Translations will retain the style, format and layout of the original source document (including geographic positions) in order to allow ease of cross-referencing against the source documents for the Regional Teams.

Delivery of large items

Items that are too large to email such as typeset files including artwork for marketing brochures, flyers and pamphlets will be made available for fast download via our secure portal.

Charges for deliveries

All deliveries to UKHO (including postal deliveries by First Class Royal Mail) will be free of charge.

Classified material

Eclipse will comply with the latest guidance available (JSP 440 or equivalent) in order to ensure that classified material is returned using authorised methods only. There will be no additional charge for this service.

Return of hard copy publications

Original hard copy publications sent to Eclipse for translation (e.g. FGHO Sailing Directions or charts) will be returned to UKHO on request free of charge.



Account Manager and IT staff

Eclipse will provide an experienced, pro-active Account Manager who will be dedicated to the UKHO for the duration of the contract. This Account Manager will be supported by an experienced deputy Account Manager and further supported by a Senior Project Manager. This team will ensure all orders are managed effectively and will be responsible for delivery of management information, feedback and resolving queries that may arise.

Please see Section 2 of this document for specific details of our proposed team structure to manage this contract.

3.1.5 Quality Assurance

All translations will undergo our proven, robust quality assurance procedures to ensure that deliveries are fault free. Eclipse recognises the importance of SOLAS and is committed to delivering an accurate service to meet the requirements of the UKHO. We have a proven track record on quality evidenced by low levels of customer complaints and the re-award of key government contracts over the last 10 years (including 2 contracts for the UKHO).

We have provided full details of our quality assurance procedures in our response to Question 8 of this ITT.

3.1.6 Estimated Volumes

Eclipse typically translates in excess of 2 million words per month. We acknowledge the stated estimated volumes in the Statement of Requirements and confirm that we have the resources required to manage these volumes.

3.1.7 Delivery Targets

Eclipse will comply with the requirement for 5 categories of delivery target times, namely:

- 24 hours
- 48 hours
- Four working days
- Seven working days
- 10 working weeks (publications and larger volumes)

Eclipse has a reputation of providing efficient and fast delivery of highly accurate technical translations. This is demonstrated on a daily basis in the translations that we undertake and we can demonstrate an ability to comply with this requirement.

Selected examples include:

3.1.7.1 Services to the UKHO

Under our current contract with the UKHO, we are required to deliver over 95% of our workload within 24-48 hours. Our average delivery time on all work over a 5 year period is 40 hours, demonstrating an extremely stable and consistent service that can comply with the requirements of the current SoR. Recent examples of work delivered within 24 hours under this contract include:

Language	Wordcount	Turnaround
Chinese	981	23 hours
Spanish	280	1 hour
Spanish	4001	24 hours
Chinese	13	2 hours
Italian	1218	23 hours

We have also delivered several Sailing Direction publications within a 10 week period under our contract with an average word count of 146,000 words.

3.1.7.2 Non-UKHO examples of compliance with < 24 hour requirement include:

Client: Foreign and Commonwealth Office (Government client)

- French to English, 1485 words of commercial information translated in 23 hours.
- English to French, 357 words, urgent ministerial letter translated in 5.5 hours.

Client:

- Serbian to English, 150 words of a shipping insurance report translated in 4 hours.
- Spanish to English 187 words of a shipping insurance report translated in 2 hours 50 minutes.

3.1.7.3 Recent examples of compliance with large volumes within 48 hours – 7 days include:

Client:

- German to English, 37,385 words of legal documentation translated in 32.5 hours using a team of translators and checkers.

Client:

- French to English, 37,106 words of technical specifications translated in 5 working days using a team of translators and checkers
- French into English, 66,245 words of tender documentation translated in 4 days using a team of translators and checkers

Further examples can be provided on request.

Surge Management

Eclipse has considerable experience in managing surges (and reductions) in workload.

We have extensive resource to not only handle a routine requirement for the UKHO, but also, to bring in additional translators to handle surges in specific language and subject combinations that may arise.

3.1.8 Acceptance Criteria

Eclipse uses a Document Management System to record, monitor and track the status of each translation request, quotation and order throughout the translation process.

The UKHO will also be provided with functionality to see all requests made and track orders in progress and completed via our portal solution. (See Section 4 for details of our Document Management System).

Any problems relating to legibility of work will be identified by the Eclipse Account Manager at the quotation stage as part of our review of requirements and therefore before any work has proceeded. The maximum time taken to raise legibility issues with the UKHO Translation Manager/Commercial Manager will therefore be less than 24 hours in all instances.

Eclipse operates to set quality objectives which include maintaining an error rate below 0.5%. Our current recorded error rate for 2012 is 0.39%.

Complaint handling

Complaints received at Eclipse are managed in accordance with our ISO 9001 documented procedures which include the maintaining of a complaint log, documenting corrective and preventative action, translator monitoring, quality management meetings to review performance and analyse any trends and the setting of quality objectives.

Eclipse will process any work that is rejected by the UKHO in accordance with our complaint handling procedure. Our complaint handling policy is included in our response to Question 8 (Q8_Eclipse_Complaint handling.pdf).

Time-frames for corrections

The correction of work which is found to be below the standard expected will be escalated and given a high priority. The actual time-frame required to rework a text will vary depending on the size of the document. A full report on the cause of the sub-standard work will be provided within 5 days following the complaint. The priority, will however, be to provide a suitable remedy for UKHO and we will correct any errors as follows:

- errors in FGNMs and small items will be corrected within 24 hours;
- errors in larger items/publications will be corrected within 10 days.



3.1.9 Pricing

We have included firm pricing per 1000 words in accordance with the SoR in the uploaded Excel sheet. Translation fees are quoted on target counts as requested. The table below shows the total equivalent charge based on 2011 demand and highlights largest spend areas before discounts.

Language	word counts 2011 into English	Contract price based on firm prices offered into English	word counts 2011 from English	Contract price based on firm prices offered from English
Chinese Mandarin	88809			
Korean	524			
French	592941			
Russian	176905			
Spanish	536901			
Norwegian	200420			
Croatian	5100			
Japanese	998			
Greek	84227			
German	4481			
Portuguese (European)	55270			
Italian	189777			
Dutch	125			
Arabic	24639			
Polish	23948			
Thai	450			
Swedish	1442			
Turkish	7644			
Danish	67728			
Bulgarian	154			
Ukrainian	90680			
Hebrew	152			
Tagalog	0			
Totals				

Contract sum based on 2011 wordcounts before discounts

Possible requirement for typesetting services

Additional typesetting charges may apply to certain documents. Typically these would be marketing documents where English artwork exists (e.g. professionally designed brochures or flyers) and there is a requirement to reproduce the artwork in another language.

In the event that typesetting is requested, Eclipse will provide a quotation based on the specific requirement on a case by case basis. Our hourly charge for typesetting services is priced at ' ' per hour. Charges for translation would continue to apply in accordance with the pricing table submitted in the questionnaire.

These charges would only apply if we are required to work in design packages such as Quark, InDesign, PageMaker etc. The formatting of texts supplied in MS Word is included in the translation price.

Review service

Where we offer to review rather than translate, this will be based on an hourly charge of ' ' per hour.

3.1.10 Management Information and Review Meetings

Eclipse shall attend periodic contract performance review meetings in order to ensure that a long-term quality relationship is developed. These will be held at least every 6 months at the UKHO offices.

Notwithstanding the above 'formal' meetings, as with all of our clients, meetings can be called at any time in order to discuss specific requirements. Such meetings will be arranged at mutually convenient times.

The cost of attending all meetings (including travel and accommodation for Eclipse staff) is free of charge to the UKHO.

Eclipse will record and monitor its contract performance and provide this in the form of a Management Information report to the UKHO. This information will allow the UKHO and Eclipse to maintain an up-to-date overview of Eclipse's performance against contractual obligations. Our management information will include as a minimum:

- Total orders completed each month
- Language combinations
- UKHO reference number
- Due date
- Actual delivery date
- Time taken
- Invoice amount
- Discounts and Savings

Eclipse will produce this information within the first 2 calendar weeks of the following month.

A sample of our Management Information report is included as an upload attachment (Q3_Eclipse_Management Information Sample.pdf).

3.1.11 Terminology Resources and Management

All of our translators and checkers (internal and external) will be issued with copies of NP5011 and approved UKHO glossaries that are available (currently UKHO Product Names and UKHO Commercial terms glossary). Our translation team will also familiarise themselves with the Mariner's Handbook. Any additional reference materials provided by the UKHO will also be distributed and a list of available resources will be maintained including the version number of each reference. This will periodically be reviewed with the UKHO Translation Manager to ensure that the latest reference works are available to our teams.

As a company, we invest in the latest bilingual and multilingual dictionaries and reference works for a range of technical areas which are available to our production team in our on-line and hard copy library. The following table shows an example of the typical resources available for French in addition to the UKHO-specific glossaries and reference works which we will use.

The terminology contained in NP5011, UKHO glossaries and UKHO's published materials will take precedence, but we will continue to invest in supporting linguistic resources such as those identified below to assist our teams.

Monolingual dictionaries	Le Nouveau Petit Robert Petit Larousse Internaute (www.linternaute.com/encyclopedie/) Le Trésor de la Langue Française Informatisé (atilf.atilf.fr/tlf.htm)
Monolingual dictionaries <i>(in the target language)</i>	Oxford English Dictionary Collins English Dictionary The Oxford Companion to Ships and the Sea Merriam-Webster International Hydrographic Organisation - International Chart 1
Bilingual dictionaries source => target language	Collins Robert French-English Dictionary Kettridge's Technical Dictionary Larousse French-English Dictionary Cambridge Brandstetter Engineering and Technology Routledge French/English Technical Dictionary Ernst Dictionary of Engineering and Technology La Maison du Dictionnaire Dictionary of Maritime Terms Elsevier's Multilingual Nautical Dictionary Logie - Multilingual Glossary of Transport Word reference (www.wordreference.com) Collins Reverso (dictionary.reverso.net)

	<p>IATE - InterActive Terminology for Europe (iate.europa.eu) Le grand dictionnaire terminologique (www.granddictionnaire.com) Websters French English Dictionary (www.websters-online-dictionary.org/definition/French-english/index616.html) International Hydrographic Organisation - Chart INT 1 - French/English Williams & Norgate - Nautical Terms in French and English</p>
Terminology databases (including databases on the Internet)	<p>Trados memories Français-Anglais Lexique de Navigation Maritime (www.cs.stir.ac.uk/~kjt/sailing/fr-ang.html) Diccionario náutico - ES/FR/EN (http://www.diccionario-nautico.com.ar/trilingue.php) Termium (www.termium.com) Dictionnaire multilingue des activites subaquatiques (www.foreignword.com/glossary/plongeon/fre/defa.htm)</p>
Document corpora/archives/databases (including those on the Internet)	<p>E-archive (fully searchable internal document archive containing several thousand translated maritime documents) EUR-Lex</p>
Client specific resources and other sources (including websites)	<p>United Kingdom Hydrographic Office (www.ukho.gov.uk) The Mariner's Handbook (UKHO) Symbols and Abbreviations used on Admiralty Charts (NP5011) UKHO Product Names UKHO Commercial terms glossary Service hydrographique et océanographique de la marine (www.shom.fr) International Maritime Organisation (www.imo.org) www.europa.eu Intergovernmental Oceanographic Commission (ioc-unesco.org/) Glossary of maritime terminology taken from documents from documents relating to ongoing contract (c. 350 terms)</p>

In preparation for each translation assignment, the Eclipse Account Manager will confirm that all relevant reference material is made available to the production team (translators and checkers). Any new reference material that relates to a specific project will be made available for download to the translator and checker via our portal.

Translators and Checkers will be required to confirm that they have used the latest reference materials and glossaries when completing and returning their work by signing off the Work Instructions on our portal.

Our production team will have access to a wealth of previously translated maritime material which is contained in our searchable archive.



However, perhaps one of the most important sources of terminology available to translators is their colleagues within our Group. The sheer number of in-house translators and the variety of specialist areas they cover provides an excellent information bank.

We will manage glossaries (create, update and share) for our production team (translators and checkers) for specific documents/projects. Our translation memories are updated following feedback received from requesters.

3.1.12 Security

General

The security implications for some of the work under a contract of this nature may be far-reaching. Eclipse has considerable experience of handling sensitive material for individuals, various (foreign) government departments, defence equipment manufacturers and for the UK Ministry of Defence. In addition to our technical capability of undertaking this contract, we believe that any security issues must also be dealt with as a matter of equal importance when they arise.

The Eclipse site has List X status and has been approved to handle protectively marked materials under MoD contracts. Eclipse will work with the Authority to ensure that the appropriate measures are in place should classified materials be required under this contract.

We will apply our own standard security measures in order to protect the data that is entrusted to us. This has implications for the way in which we receive some of the documents, how and by whom they are translated, how the translations are returned and how we dispose of proofread printouts and any other information/correspondence relating to the nature and performance of the contract, that is no longer required.

Data Security

We consider that the following points, which are already in operation as standard at Eclipse, represent added value for the UKHO contract in order to protect the data supplied by the UKHO and protect the integrity of Eclipse.

- We will provide an encrypted method of transferring files free of charge to the UKHO. This will be via our portal system.
- All Eclipse staff involved directly or indirectly in the contract are bound by a confidentiality agreement as well as an Official Secrets Act undertaking as part of their contracts. All current Eclipse staff have security clearance by the UK MoD.
- No classified or sensitive documents will be allowed off site, unless being transported by approved Eclipse employees.



- In the event that it becomes necessary at any point to set up a dedicated UKHO secure project office at Eclipse then no persons other than those employed by Eclipse on the specific UKHO project will be admitted to the offices used for handling the in-house translations under this contract, unless with the permission of the Account Manager/Managing Director of Eclipse. A record of any permitted visits will be kept and any visitor will be accompanied at all times.
- Every evening, back-ups of relevant data will be made on digital tape drives and these will be stored in a fireproof safe on the premises.
- The local fire brigade, civilian police and military police are aware of the sensitivity of the Eclipse site and are aware of action to be taken in the event of any attempt to break-in to the premises and/or fire. There have never been any attempted break-ins or any other incidents at our offices. Our alarm system is linked directly to the police and our building is secure by design.
- Any hard copies of translations or texts requiring translation will be stored permanently in a secure locked archive on the premises. Eclipse operates a clear desk policy for all government and defence-related work.
- Any hard copies of correspondence, proof-reading, print-outs, notes, etc., which relate to this project in any way and which are no longer required will be shredded on-site by Eclipse.
- The offices used for performance of this contract may be entered with or without prior notice by authorised government appointed inspectors, on presentation of valid identification, for the purpose of assessing performance of the contract.
- Any unusual occurrences at the Eclipse premises or with personnel and which relate directly to this project or which, in the opinion of the Managing Director of Eclipse and/or Account Manager, have a bearing on this project, will be recorded and notified to the UKHO Contract Manager immediately.
- No publicity about any award of contract will be undertaken and no reference to it will be made by Eclipse when tendering for new translation contracts from other clients, unless permission for this is obtained from the UKHO in advance. Any correspondence/press releases relating to the above, should this be permitted, will be submitted to the UKHO for approval prior to release.

Security of the Site

The site occupied by Eclipse Translations Ltd is purpose-built and owned by Eclipse. The premises are protected by an alarm network which is activated in the event of unauthorised entry. The alarm system is directly connected to the police.

Features of Eclipse's physical security system includes:

- close circuit television cameras which monitor the entire site and people arriving and leaving, day and night (infra red lights in the evening). 24 hour video recordings are made and stored;
- a door entry system which prevents people from walking in until they have been announced their arrival;
- proximity access card system for all project offices, thus restricting access to project offices. Only project staff with a valid card may enter;
- site registered as 'Sensitive' with the police;
- separate Electronic Media and Paper Media Safes (Chubb);
- Approved MoD security furniture and equipment for protectively market documentation;
- all digital tape back-ups are removed and stored overnight in the electronic media safes.

Clearances of individual translators

A number of Eclipse's external translators already hold current NATO SC and CTC clearances. All Eclipse staff (translators, Account Manager, support staff) hold a minimum of MoD CTC or SC clearances.

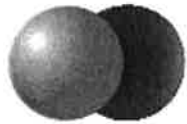
We work closely with the Defence Vetting Agency in accordance with the instructions contained in the Manual of Protective Security, in order to ensure that appropriate clearances are obtained for individual staff that we propose to deploy on sensitive work if the need arises. We will comply fully with MoD guidelines to process any classified requirements under this contract.

3.1.13 Risk Management

Eclipse will accept and manage 100% of the risk for producing translations that are technically, culturally and contextually correct. To assist us in managing the entire risk we ask that the UKHO and its partner organisations also take responsibility for working with us to resolve any queries that may arise during the translation process. If, for example, the original text were not to be clear to the translator due to ambiguity in the source text we may wish to seek clarification of the intended meaning.

As regards a number of specific risks that the UKHO may wish to see managed, we have compiled a list overleaf to demonstrate our ability to identify and manage 100% of such risks.

Risks Assumed by Eclipse Translations Ltd			
Risk Element	% risk assumed by Eclipse	Demonstrable track record of assuming 100% of this risk	Remarks
Design Risks			
Scope of Contract inappropriate because demand for service misjudged by UKHO	100%	YES	Eclipse has the flexibility to adapt to changing requirements, even if the requirements for the service are initially misjudged.



E·C·L·I·P·S·E

TRANSLATIONS LTD

A member of the RWS Group

Development Risks			
Service cannot deliver breadth of languages required	100%	YES	Eclipse already has extensive resources to meet the specific requirements, including new EU language requirements that may evolve. Eclipse will work with UKHO to anticipate new language requirements.
Service cannot deliver the speed of response required	100%	YES	Eclipse has a proven track record of meeting and surpassing speed of response requirements on contracts with a similar subject matter, scale and complexity.
Service cannot deliver speed of translation	100%	YES	Please see above.
Implementation Risks			
Availability of full range of languages required delayed	100%	YES	Eclipse can meet the current language requirement and by monitoring developments will also ensure that likely future demands are covered before demand develops.
Failure to provide service within UKHO plan timetable	100%	YES	Eclipse has the financial, human and technological resources to meet the UKHO plan timetable. In addition to this we have the infrastructure in place to ensure that the solutions we are proposing can be deployed immediately.
Operational Risks			
Service provider has insufficient resources to meet demand.	100%	YES	Eclipse has extensive technical and human resources to meet the requirements of a contract of this scale and complexity. Our track record with regard to innovation means that we are able to offer solutions to ensure the most efficient use of resources in meeting current and future demand.
Lack of technical skills to support implementation	100%	YES	Eclipse has an extremely high level of in-house technical skills to ensure smooth start-up and on-going support for complex contracts of this nature that demand the right mix between human and IT/Internet resources. This is demonstrated by the (innovative) solutions that we are able to offer, as described in this tender. These skills not only remove the risk associated with implementation, they also provide a guarantee for the on-going reliance of our systems and the introduction of new cost-effective solutions based on new technologies that are currently under development but which will become available during the term of this contract. Our IT staff have many years experience of a variety of operating platforms for networks, e-mail and Internet. They have specialist knowledge in the provision of secure networks and portal solutions.
Misinterpretation Risk	100%	YES	Eclipse has outstanding systems and procedures and an unblemished track record for ensuring a high quality service. This is documented under our ISO 9001 procedures and references are available to support this statement.
Lack of consistency of quality of service	100%	YES	Please see remark under Misinterpretation Risk above.

Lack of performance monitoring by supplier	100%	YES	Performance monitoring is at the core of the Eclipse ISO 9001 quality control systems and detailed procedures and reporting standards are in place to ensure that senior management is provided with accurate and comprehensive performance statistics, including client feedback. This will be shared with UKHO.
Termination Risks			
Supplier goes out of business	100%	YES	Eclipse is a financially sound partner with no risk of liquidation.
Early termination incurs costs	100%	YES	No penalty costs in the event of termination. Note that Eclipse has never had a contract terminated.
Continuity of service is jeopardised	100%	YES	In the event of termination, full assistance shall be provided in transfer to a new contractor to ensure that the continuity of service is not jeopardised. Note that Eclipse has never had a contract terminated. On the contrary, contracts are usually extended owing to our outstanding performance.

Contingency Planning

Eclipse has identified and implemented all required controls consistent with good industry practice to protect the confidentiality, integrity and availability of systems as part of the overall system design.

Our teams are structured to withstand absences without impact to services. We have remote working practices in place for unanticipated absences for all key members of staff.

An in-house IT team monitor, maintain and manage all IT systems. System confidentiality and integrity are ensured through controlled user access, group policies/AD etc. Eclipse and our Head Office run a unified Active Directory system across all UK sites to ensure our IT authentication environment is replicated.

Eclipse utilises multiple Windows servers on site, with capacity to tolerate hardware failures. A permanent link to our head office also allows the use of their primary data centre.

The IT infrastructure team regularly audit hardware and security is managed centrally using McAfee e-Policy Orchestrator ensuring regular updates and issues are reported.

In the event of a localised incident, we would relocate somewhere else in the building. In the event of a major incident,



3.1.14 Implementation

An implementation, planning and familiarisation meeting will be held following any contract award. Eclipse will provide full training to the UKHO on how to access our services. This will include:

- full details on the team at Eclipse;
- training on the use of our portal to all users within the UKHO;
- demos and training on Translation Memory and suitable file formats;
- any other training identified by UKHO or Eclipse as required during the contract.

Eclipse will fully brief all staff involved in delivery to UKHO of the requirements of this contract and of their obligations.

Eclipse has the linguistic resources and infrastructure in place to successfully commence a contract with the UKHO from the day of award and does not need any additional time in order to implement the contract. Eclipse will work closely with the Authority to ensure that all UKHO staff are fully briefed and aware of how to work with Eclipse.

4. Our Document Management System and Client Portal

Our Document Management System allows us to track the progress of each stage of our workflow and provides an integrated solution for our clients and suppliers.

The following pages highlights key aspects of the system's features which will support both the UKHO and Eclipse staff to ensure prompt, reliable and efficient service.

Screenshots 1 – 7 show the portal that will be provided to the UKHO and an example of the functionality that is included.

The UKHO users will have access to a user-friendly system which will allow them to:

- ✓ Obtain a quick overview of their quotes and orders (Screenshot 1)
- ✓ Quickly request a quote in <1 minute (Screenshot 2)
- ✓ Search for and view all of their quotes (Screenshot 3)
- ✓ View individual quotes, charging basis and approve quotes directly in the system (Screenshot 4)
- ✓ Search for and view all of their orders and the individual progress of each stage (Screenshot 5)
- ✓ View individual orders and optionally download from within the system (Screenshot 6)
- ✓ Query and download real-time data on orders and financial spend (Screenshot 7)
- ✓

A full demonstration of our portal will be provided upon request and full training will be provided to all users.



Our telephony systems include:

- Avaya VOIP solution
- Primary on-site ISDN30 trunk with multiple lines
- duplicate system in storage for emergencies
- company mobile phones (Blackberry devices)

If we suffered an ISDN30 trunk failure,

Eclipse utilise multiple APC UPS devices to ensure power for as long as possible. If there is extended power outage, the servers are set to automatically perform a clean shut down. If power infrastructure is lost \

Microsoft Exchange Server Enterprise 2010 is deployed in an N+N configuration. Using this Exchange Database Availability Groups (DAG) provides protection and resilience.

We employ a

For failover purposes we utilise an ADSL circuit. We have recently installed an

Data availability is maintained through tape backup procedures (Backup Exec). Our tape systems (HP LTO-5 Ultrium) run full backups on a daily basis (4 weekly rotational sets). Tapes are stored off site in a secure location. All user meta-data and security information is stored in our Microsoft Active Directory (AD) domain. This is replicated across all UK sites. We strive to implement ITIL industry standards.

Industrial action is unlikely to prevent any access to our services.

In the event of a fire or flood, all production will switch to our Head Office which carries the same level of protection and facilities as Eclipse.

Confidential materials are stored in a fire-proof safe on site. The fire service is located 1 minute from our site.

Eclipse Translations Ltd has all systems, procedures and personnel in place in order to ensure quality, security and delivery both now and in the future, irrespective of the internal and external incidents or disasters that may arise during the term of the contract.



A member of the BWS Group

Screenshot 1 – The UKHO user portal dashboard

The screenshot shows a web browser window displaying the UKHO user portal dashboard. The browser's address bar shows the URL 'http://www.ukho.gov.uk/portal/...'. The page features a dark navigation bar with the following tabs: Home, Requests, Quotes, Orders, and Files. Below the navigation bar, there is a 'Welcome | Settings' link. The main content area is divided into several sections:

- Dashboard:** A summary section with a 'Currency: GBP' dropdown menu. It includes a 'Requests' section with a sub-section for 'In preparation' and a 'Pending' section.
- Quotes:** A section with a 'Quotes' dropdown menu. It includes a 'Expired' section with a table of expired quotes:

Expired	Rejected	Pending (1)
GBP 0.00	GBP 0.00	GBP 163.3/

- Orders:** A section with an 'Orders' dropdown menu. It includes an 'In progress (7)' section and a 'Delivered documents (23)' section.
- File Manager:** A section with a 'File Manager' dropdown menu.

At the bottom of the page, there is a 'Welcome to our online translation portal' message. The message states: 'Our portal provides you with secure, direct online access to the production team at Eclipse Translations Ltd and is designed to streamline the workflow management of your translation and interpreting projects. Your personal Dashboard on the lefthand side is a quick and easy way to request a new quote, approve a quote or simply place an order straightaway. Choose an option now to contact your dedicated Project Manager. Alternatively, you can view and download information about existing requests, quotes and orders. For more details on all the functionality available to you, please see the Quick Reference Guide that has been issued to you or call us on 7-44 (0) 1663 311000.' Below the message, there is a 'Kind regards, Your Eclipse Team' signature.



Screenshots 8 – 13 show examples of how our Document Management System ensures efficient recording and tracking of our projects internally by our Account Managers.

This allows the Account Manager to:

- ✓ Quickly review requests received from clients and create a quote directly from the request screen. The system is preloaded with approved pricing for the client who has made the request and all uploaded files are stored in a folder structure automatically create for the request (Screenshot 8)
- ✓ Manage the quotation within the system. The system will automatically transfer the request details to the quotation (Screenshot 9)
- ✓ Create orders using the order screen. Unique order numbers are generated and all key delivery times and language combinations are shown on the screen. Each order contains the client reference number and all fields are fully searchable so that orders can be located easily (Screenshot 10)
- ✓ View information of the translation order in more detail including when the order was delivered and its status within the system (Screenshot 11)
- ✓ See quickly which staff are involved in the translation and the individual stages within the order process (Screenshot 12)
- ✓ See how long is left until delivery is due and assign specific Work Instructions that the translator and checker must comply with in order to complete the translation (Screenshot 13).
- ✓ The system has an integrated translator and checker database containing our approved supplier (in-house and external). The system will automatically search for translators offering the language combination and subject area (e.g. maritime) who are available and suggest these to the Account Manager. The system will also show the Account Manager what other jobs they have to complete on a calendar. This speeds up allocation time and ensure selection of the correct translator based on specialism (Screenshot 14)
- ✓ The system includes powerful reporting functionality which is used to provide Management Information to our clients. This information is available in real-time to both the Account Manager and the client via the client portal (Screenshots 15 and 16).

Screenshots 17 – 18 show how our translators and checkers use their portal to manage their deadlines and confirm compliance with specific QA checking requirements via Work Instructions.

Our Document Management System with integrated client portal, supplier portal and supplier database is a vital part of ensuring an efficient, accurate service to the UKHO and is based on the very latest technology available.



A member of the RMS Group

Screenshot 2: The Quote Request Screen

Requesting a quote or placing an order

You have been redirected to this screen from Your Dashboard because you clicked the link to Request for a quote/Place order (without quote). On the left we have provided a simple form to record a few basic details that will enable your Project Manager to start working on your requirement.

You will note that a number of fields are automatically completed, such as the Request no., Status, Creation date and the email address we have on record for you. Also note the asterisk next to two of the fields: Project name and Services. This indicates that the field is mandatory and must be completed. It will not be possible to submit your request if either of these fields are left blank.

Please complete the remaining fields, providing as much detail as you can. Please also ensure you upload your company logo (if it is not present, it will not be possible to submit your request. For further details, please see the Quick Reference that has been issued to you or call us on +44 (0) 1753 511100.

Once you click on Request for a quote/Place order, you will receive an e-mail notification and your dedicated contact will also be notified and will respond to your request. If you come across any issues, please do not hesitate to contact us via the Support screen or contact your dedicated Project Manager at Eclipse.

Kind regards,
Your Eclipse Team

Request no.	R-0000102
Project type	Transition project
Status	In preparation
Creation date	24-07-2012 12:15
Project name *	
Description / Message	
Customer's Ref. No.	

Service *
... Please select ...

Start date
Requested delivery date
Due date for submission (weeks)
Send request confirmation to *



Screenshot 4: The Individual Quote Screen

The screenshot displays the Eclipse Business Manager interface. At the top, there is a navigation bar with links for Home, Requests, Quotes, Orders, and Prices. The main content area shows a quote for 'Turkish / English' with a request number of R-0000001. The quote details include a date of request (01.06.2012), a due date for submission (07.06.2012), and a date of quote (01.06.2012). The price is listed as 1316 for 'Translation (Word)'. The currency is GBP, and the tax rate is 0.009. The interface also includes a 'Price net' section and a 'Services' section. The bottom of the screen shows the system date and time as 21.07.2012 12:39.

Invitation to Tender: Contract No. HA294/005/167
Translation Services for UKHO

COMMERCIAL IN CONFIDENCE
27 July 2012



A member of the RWS Group

Screenshot 5: The Order Status Report Screen

Planet BusinessManager - Windows Internet Explorer

Planet BusinessManager Version 5.30 - 2012-07-11 MW
SIB_Misc | Logout

Home | Requests | Quotes | Orders | Prices
Status report | orders | orders

Planet BusinessManager

Orders

Order No.	Date of order	Project name	Status
0 1000000	21.07.2012 14:04	ECU_3271_0512_IF_Bulletin_COPY	
0 001	25.07.2012 12:37	Spanish / English ECU_3271_0512_IF_Bulletin	In progress
0 001	23.07.2012 14:04	Transition: ECU_3271_0512_IF_Bulletin	Delivered
0 001	26.07.2012 16:00	Quality Check: ECU_3271_0512_IF_Bulletin	In progress
0 1000000	23.07.2012 14:04	RUS_3275_0512_IF_Bulletin_COPY	
0 001	26.07.2012 16:00	Russian / English RUS_3275_0512_IF_Bulletin	In preparation
0 001	26.07.2012 16:00	Transition: RUS_3275_0512_IF_Bulletin	In preparation
0 001	23.07.2012 14:04	Quality Check: RUS_3275_0512_IF_Bulletin	In preparation
0 1000000	23.07.2012 14:04	TUR_3268_0512_IF_Bulletin_COPY	
0 001	24.07.2012 15:30	Turkish / English TUR_3268_0512_IF_Bulletin	Delivered
0 001	24.07.2012 15:30	Transition: TUR_3268_0512_IF_Bulletin	Delivered
0 001	24.07.2012 15:30	Quality Check: TUR_3268_0512_IF_Bulletin	Delivered

Units: 2072 Words (KA) | Due date/end date: Wed 25.07.2012 12:37 | Description: Ecuador NMs
Creation date: Thu 24.07.2012 14:04

Units: 391 Words (TRA) | Due date/end date: Thu 26.07.2012 16:00 | Description: Russia NMs
Creation date: Tue 24.07.2012 14:04

Units: 1350 Words (TRA) | Due date/end date: Tue 24.07.2012 15:30 | Description: Turkish correspondence re: Regulations regarding ECDIS and SOLAS
Creation date: Tue 24.07.2012 15:30 | Creation date: Tue 24.07.2012 15:30 | Time: 0th 12m

24.07.2012 14:40

Invitation to Tender: Contract No. HA294/005/167
Translation Services for UKHO

COMMERCIAL IN CONFIDENCE
27 July 2012



A member of the RMS Group

Screenshot 7: Example of downloadable information

The screenshot displays the Eclipse Business Manager interface. At the top, it shows the company name 'ECLIPSE TRANSLATIONS LTD' and the tagline 'A member of the RMS Group'. The main content area features a bar chart titled 'Total (Orders) / Month (24.07.2011 - 24.07.2012)'. The chart shows two bars: one for 06-2012 and one for 07-2012. The 07-2012 bar is significantly higher, reaching approximately 20,000 on the y-axis. Below the chart is a table with the following data:

Month	Total	% Share
06-2012	0.0 %	0.0 %
07-2012	99.2 %	99.2 %
Total (CRP)	100.0 %	
Average Month (Qty: 2)	50.0 %	

Below the table, there is a section for 'Export' with a download icon. To the right of the chart, there is a text box indicating 'No of orders: 20 (Average)'. The interface also includes a navigation menu at the bottom with options like 'Home', 'Requests', 'Quotes', 'Orders', and 'Prices'. The top right corner shows the user's name 'DE | CN' and the version 'Eclipse Business Manager Version 5.30 - 2012-07-11 NY'.



Screenshot 6: The Individual Order Screen

The screenshot displays a web browser window with the URL <http://www.garalpinibus.com>. The page title is "Northern Guilds Psychome...". The browser's address bar shows "http://www.garalpinibus.com". The page content is organized into several sections:

- Navigation:** Home, CONTACTS, REQUESTS, GUIDES, INVOICES, QUOTES, MANIPULATING, ADMIN, INFO.
- Search:** Search, Suggested sites, Web site gallery.
- Order Details:**
 - Order no.: 0-1000999
 - Project type: Translation project
 - Date of order: 24. 07. 2012 14: 04
 - Time zone: UTC
 - Project name: ECU-3371_0512_IE_Buildin - COPY
 - Description: Ecuador RMS
 - Due date (order): 26. 07. 2012 14: 04
 - Start date: 24. 07. 2012 14: 04
 - Project types: Translation
 - Subject Area: Mirms/Shipping
 - Services 2: Interpreting only
 - Price Category: ... Please select ...
 - Order closing date: ...
 - Order status: Active
- Language Management:**
 - Target language: English
 - Source language: Spanish
 - Price list: Spanish
 - File Manager: ...
 - Only create newly added languages as positions:
- Footer:** Currency: GBP, Open items, Close items.



A member of the RMS Group

Screenshot 8: The Account Manager Request Screen

Planet BusinessManager Version 5.10 - 2012-07-11 11:57
 Eclipse Translations is fun... | Supplier Home

Home | Contacts | Quotes | Orders | Invoices | Queries | Marketing | Admin | Info

Planet BusinessManager | Kayaolu c... | Suggested Sites | Get memo Add area | MOD DCO | Eclipse Translations is fun... | Supplier Home

Request no. R-0000001
 Project type Translation project
 Status Changed into quote
 Creation date 01.06.2012
 Action Request a quote
 Created by UKHO
 Customer U1 Eclipse Translations Ltd
 Contact persons
 Quote no. Q-0000002-01
 Project name TUR 3285 0512 IE Other
 Description / Message
 Customer's Ref. No

Language | CAI interface | Please select ...
 English | Spanish language | English

001 Turkish
 Price list

Service
 Translation

24.07.2012 13:11

1370
 34.07.2012

Details

Create quote
 Templates
 Copy documents
 Move documents
 Create one item for each language combination
 Quote from request

Create order
 Templates
 Copy documents
 Move documents
 Create one item for each language combination
 Order from request

Please select
 Please select



A member of the BWS Group

Screenshot 9: The Account Manager Quote Screen

Planet BusinessManager | Planet GmbH | KeyInfo: ES | Suggested Rates = (E) Get more Add-ons = MOD DCO | Eclips: Translations is fun... | Supplier Home

Home | Companies | Requests | Clients | Invoices | Quotes | Marketing | Admin | Info

Quote: 110011101 (New resources) | Quote: 110011101 (New quotes) | Quote: 110011101 (New templates)

Q 00000001 / TUR_3268_0512_IE_Other / UK10

Select > Project management > Customer > General > Items > Services > Tasks

Last selected Quotes

Quote no.	Project type	Creation date	Status	Time zone	Project name	Description	Due date (order)	Start date	Expiry (Quotes)	Project type	Subject Area	Price category	Quote status	Request no.	Date of request	Due date for submission (quote)	Date of quote	Quotation history
Q-00000001	Translation project		Changed into order		TUR_3268_0512_IE_Other		07.06.2012 15:09	01.06.2012 15:09	01.07.2012 15:09	Translation	Marketing/Shipping	Active	R_0000001	01.06.2012	07.06.2012	01.06.2012		Q-00000001 (01.06.2012)
																		100 %

001 Turkish | 001 English

13:10 24.07.2012



E·C·L·I·P·S·E
TRANSLATIONS
LTD

A member of the RWS Group



A member of the AWS Group

Screenshot 18 – Translator delivery screen

The screenshot displays a web application interface for translator delivery. At the top, there is a navigation bar with 'Home', 'My Data', and 'Sign in' options. The main content area is divided into two sections: 'Source data' and 'Target data'. The 'Source data' section shows a job number '0-1000999-TRA-001' and a 'Get data from server' button. The 'Target data' section shows a list of items to be delivered, including '1. Deliver data to server' and '2. Complete checklist'. The checklist items are: SpellCheck, Check Coordinates, Check Digits, Check Numbers, Check Formatting, Check Tables, Language Check, and Use Terminology List Provided. A '3. Note to be included with delivery' section is also present. The bottom of the screen shows a taskbar with various application icons and a system tray with the date '25/07/2012 07:50'.



Screenshot 17 – Translator dashboard

[Home](#) | [My Data](#) | [Orders](#) | [Summary view](#) | [DSL view](#) | [In progress \(2\)](#) | [Delivered \(6\)](#) | [Approved](#) | [Calculated \(Status report - Jobs\)](#)

Job no.	Descriptions	Contact persons	Due date	Status	Source language	Target language
0-1000611-QC-004	Quality Check: Cobalt Powders SDS updates		11.07.2012 16:45	Assigned - waiting	English	French
0-1000611-QC-008	Quality Check: Cobalt Powders SDS updates		11.07.2012 16:45	Delivered	English	Spanish
0-1000636-QC-002	Quality Check: Cobalt Exposure Scenarios IT, PL, SV		20.07.2012 16:45	Delivered	English	Italian
0-1000636-QC-006	Quality Check: Cobalt Exposure Scenarios IT, PL, SV		20.07.2012 16:45	Overdue	English	Swedish
0-1000646-QC-002	Quality Check: Cobalt Exposure Scenarios ES		13.07.2012 16:45	Corrected	English	Spanish
0-1000799-QC-004	Quality Check: Nickel Exposure Scenarios FI + ES		20.07.2012 16:45	Delivered	English	Spanish
0-1000801-QC-002	Quality Check: Nickel Exposure Scenarios FR		31.07.2012 16:45	Assigned - waiting	English	French
0-1000801-QC-002	Quality Check: Nickel Exposure Scenarios GES e-d updates IT		20.07.2012 16:45	Delivered	English	Italian
0-1000844-QC-002	Quality Check: Guia pratica		30.07.2012 15:45	Assigned - waiting	Spanish	English
0-1000908-QC-006	Quality Check: Inform July newsletter		31.07.2012 15:45	Assigned - waiting	English	Italian



A member of the RMS Group

Screenshot 16 – Reporting tool

ID	Units	Start Date	End Date	Description	Status
0-1000902	447 Words TRA	18.07.2012 11:58	18.07.2012 12:14	Spanish (Ecuador) / English - ECU_3342_0712_JG	Delivered
0-1000913	447 Words TRA	18.07.2012 11:58	18.07.2012 12:14	French / English - FRA_3343_0712_JG	Delivered
0-1000915	447 Words TRA	18.07.2012 11:58	18.07.2012 12:14	Spanish / English - SPA_3344_0712_JG	Delivered
0-1000936	226 Words TRA	20.07.2012 17:09	20.07.2012 17:09	Russian / English - RUS_3345_0712_JG	Delivered
0-1000938	302 Words TRA	19.07.2012 15:42	19.07.2012 15:42	Polish / English - POL_3346_0712_JG	Without invoice
0-1000938	1 TM discount TR6237 Words TR6A	23.07.2012 09:00	23.07.2012 09:00	English / Spanish (Ecuador) - ECU_3347_0712_JG	Without invoice



A member of the PMS Group

Screenshot 15 – Reporting tool

Invitation to Tender: Contract No. HA294/005/167.
Translation Services for UKHO

COMMERCIAL IN CONFIDENCE
27 July 2012



Screenshot 14 – Supplier Selection

Internet Explorer browser window showing the ECLIPSE TRANSLATIONS website. The page title is "Supplier Selection".

Advanced search

Search for surname, first name or telephone number

Language combination: Spanish / English
 Subject Area: Marine/Shipping (With versions)

Result (2 Found)

Name	Price	Clip	07 - 2012
Cross, Graham	1 day	2 days	5 days
Larkin, Kate	1 day	2 days	5 days
Lubbock, Jean	1 day	2 days	5 days

Additional search filters: 0-1000000-00-000, -20.07.2012 16:45, Search - Full Date: 20.07.2012 17:00, MUITC: 6768, Words: Quality Check-00



A member of the AWS Group

Screenshot 13 – Job Chains and Work Instructions

Home | Contracts | Requests | Quotes | Invoices | Queries | My/Myself | Admin | Info

0-1000999 / ECU_3271_0612_IE_Bullfinch - COPY / UKHO

Job details | Job request | Source data/Target data

In preparation
 Requested
 Assigned - waiting
 In progress
 Overdue
 Delivered
 Approved

Item 001 Spanish / English - ECU_3271_0612_IE_Bullfinch

HA-001	24.07.2012 14:00	24.07.2012 14:00
QC-002	24.07.2012 14:00	24.07.2012 14:00

Drop Details ... Details ... Assign Own status ... Show requests ... Show Job No ... Show necessary steps

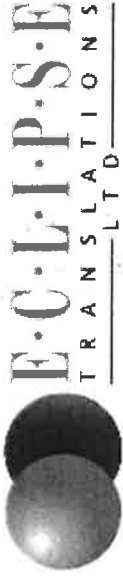
Job details

Job no.	0-1000999-104-001
Creation date	24.07.2012
Status	06 Delivered
Project management	01 Spanish / English - ECU_3271_0612_IE_Bullfinch
Language (source)	Spanish
Language (target)	English
Subject Area	Marine/Shipping
Price Category	--- Please select ---
Resources	
Description	Translation ECU 3271_0612 IE Bullfinch

Work instructions

Spellcheck	✓
Check Coordinates	✓
Check Degriss	✓
Check Numbers	✓
Check Formatting	✓
Check Tables	✓
Language Check	✓
Use Terminology List Provided	✓

Comment



Screenshot 12 – The Account Manager Job Screen

The screenshot displays a web-based interface for managing jobs. The top navigation bar includes links for Home, Contacts, Requests, Quotes, Invoices, Quotes, Marketing, Admin, and Help. The main content area shows job details for '0-1000999 - ECU_3271_0612_JOB - Bulletin - Copy'. The job description is 'Trestahem (ECU_3271_0612)'. The location is 'Southwood, USA'. The quality code is 'ECU_3271_0612'. The job status is 'In progress'. The job is assigned to 'Southwood, USA'. The job is currently in progress, with 0 items delivered and 0 items in progress. The job is currently in progress, with 0 items delivered and 0 items in progress. The job is currently in progress, with 0 items delivered and 0 items in progress.

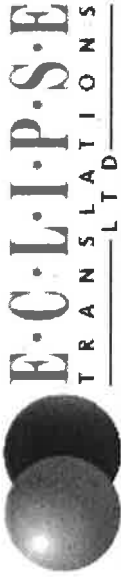
Step	Job No.	Description	Unit Price	Quantity	Status	Source	Target
1	TRA-011	Trestahem (ECU_3271_0612)			In progress	0	0
2	QC-002	Quality Check: ECU_3271_0612			In progress	0	0



A member of the RMS Group

Screenshot 11: The Account Manager Order Screen (2)

The screenshot displays the 'Account Manager Order Screen' for item 001. The interface includes a top navigation bar with 'Home', 'Contacts', 'Requests', 'Quotes', 'Orders', 'Invoices', 'Queries', 'Marketing', 'Admin', and 'Info'. The main content area shows order details for '001' with a description of 'Polish / English - POL_3267_0512_IE_Bulletin'. The order is in 'Active' status and is dated '03.07.2012'. The 'Further Information' section includes 'Status' (Without Invoice), 'Due date' (06.06.2012 14:33), 'Delivered on' (01.06.2012 14:52), 'Language' (Polish - English), 'Price list' (UKHO - E - Target), and 'Contact'. The 'Amount by GBP' is 0.08, and the 'Tax 1' is 0.08. The 'Price net' is 0.00 GBP. The bottom of the screen shows the system date and time as '30.07.2012 17:16'.



A member of the RMS Group

Screenshot 10: The Account Manager Order Screen

The screenshot displays the Account Manager Order Screen for a translation project. The browser address bar shows the URL: <http://www.garaliphoenix.com>. The page title is "0-1000334 / POL_3267_0512_JE_Bulletin / UKHO".

Customer Information:

- Customer*: UKHO
- Contact persons: [Empty]
- Address: [Empty]
- Indirect customer: [Empty]
- PO no.: POL_3267_0512_JE_Bulletin

Communication:

- Telephone: [Empty]
- Email: hhdles@UKHO.gov.uk
- City, Country: Taunton, United Kingdom

Order Information:

- Order no.: 0-1000334
- Project type: Translation project
- Date of order: 19. 06. 2012 09:51 UTC
- Time zone: Europe/London
- Project name*: POL_3267_0512_JE_Bulletin
- Description: Polish IN6 - PNO47719
- Due date (order)*: 06. 06. 2012 14:33 Apply
- Start date: 31. 05. 2012 14:33
- Project type*: Translation
- Subject area: Maritime/Shipping
- Services 2 - Interpreting only: [Empty]

Language Selection Table:

Item	Source language	Target language	Price list	Price (GBP)
001	Polish	English	Polish	0000 - £ - Target (GBP)

Additional Information:

- File Manager: [Empty]
- Only create newly added languages as positions: [Checked]

Savings report

Trados Savings

Period	Client ref	Invoice No	Invoice date	Lang(T)	Project	Unit descr	Qty	Amount Ex VAT	Amount incl VAT
201209	ITA_3274_0612	721206221	29/06/2012	Italian to English	1000112	1000 Words Target			
201209	ITA_3274_0612	721206221	29/06/2012	Italian to English	1000112	Trados Discount			
201209	POR_3277_0612	721206221	29/06/2012	Portuguese to English	1000139	1000 Words Target			
201209	POR_3277_0612	721206221	29/06/2012	Portuguese to English	1000139	Trados Discount			
201209	FRA_3288_0612	721206221	29/06/2012	French into English	1000239	1000 Words Target			
201209	FRA_3288_0612	721206221	29/06/2012	French into English	1000239	Trados Discount			
201209	ITA_3294_0612	721206221	29/06/2012	Italian to English	1000407	1000 Words Target			
201209	ITA_3294_0612	721206221	29/06/2012	Italian to English	1000407	Trados Discount			
201209	FRA_3301_0612	721206221	29/06/2012	French into English	1000515	1000 words target			
201209	FRA_3301_0612	721206221	29/06/2012	French into English	1000515	Trados Discount			

Savings

Total Savings **£0.00**
(ex. vat)

£0.00
(inc. vat)

The following table details the number of mother-tongue translators available to the Authority

Table 2:
Additional languages available to the Authority

Language (target/mother-tongue)	Number of mother tongue translators	Location(s)
Abkhazian	3	UK, USA, Equador
Afan Ormomo	5	Kenya, Ethiopia, Egypt
Afar	2	Egypt
Afrikaans	10	South Africa, Australia, France
Akan	3	Egypt, Canada
Akan -Fante	3	Egypt, Canada
Albanian	26	Albania, UK, USA, Italy
Alcholi	2	South Africa
Amharic	6	Kenya, Ethiopia, UK
Armenian	12	Armenia, UK, USA
Assamese	2	India, Egypt
Aymara	2	South America
Azerbaijani	3	Azerbaijan, UK
Bahdini	2	USA, UK
Bajuni	2	USA, UK
Bajuri	2	USA, UK
Bantu	2	USA, UK
Bashkir	2	Spain
Basque	3	Spain
Bengali	14	Bangladesh, UK
Bete	2	USA, UK
Bhutani	2	USA, UK
Bihari	2	India
Bislama	2	Vanuatu, USA
Byelorussian	5	Belarus
Catalan	14	Spain, UK
Corsican	2	Corsica
Creole	5	USA, Ukraine, Benin
Czech	10	Czech Republic, Slovenia, UK
Dari	17	Afghanistan, Iran, UK
Dinka	2	Africa
English -US	38	USA, UK, Canada
Faroese	2	South Africa
Farsi	7	Iran, Iraq
Fijian	2	China
Flemish	14	Belgium, UK
French -Canadian	3	Canada
Frisian	2	Netherlands
Gaelic Irish	160	UK
Gaelic Scotts	6	UK
Galician	2	Spain
Ghanaian	2	Ghana
Guarani	2	Paraguay
Gujarati	17	UK, India
Gurmukhi	2	USA, UK
Hakka	2	UK
Hausa	2	USA
Hindi	13	India, UK
Hindko	2	USA, UK
Hungarian	26	UK, Hungary, Czech Republic
Ibo	2	South Africa
Igbo	2	Africa
Javanese	10	Japan, Indonesia
Kannada	5	India
Kapampangan	2	USA, UK
Karen	2	Thailand
Kashmiri	3	India
Kazakh	8	Kazakhstan, Uzbekistan
Kikongo	2	USA, UK
Kikuyu	3	Africa
Kinyarwanda	4	Africa
Kirghiz	5	Kyrgyzstan, USA
Kiro	2	USA, UK
Kirundi	2	USA, UK
Kisii	2	USA, UK
Kuku	2	USA, UK
Kurdish Bahdni	3	UK, Iraq, USA
Kurdish Kurmanji	3	UK, Iraq, USA

Kurdish Sorani	2	UK, Iraq, USA
Kyrgyz	2	USA, UK
Lao	2	Thailand
Laotian	2	Laos
Latin American Spanish	7	South America
Laur	2	USA, UK
Lingala	2	USA, Angloa
Lingala -French	2	USA, Angloa
Lugandan	2	USA, UK
Luo	2	Africa
Lutora	2	USA, UK
Macedonian	10	Macedonia, UK
Malagasy	5	Madagascar, USA
Malayalam	16	India
Maitese	2	Malta, USA
Mandinka	2	UK
Maori	2	New Zealand
Marathi	16	India
Mirpuri	5	USA, UK
Moldavian	2	Moldova
Mongolian	4	Mongolia
Nauruan	2	India
Ndebele	2	South Africa
Nepalese	3	Nepal, India
Nepali	3	Nepal, India
Oriya	2	India
Oromo	5	Ethiopia, Kenya
Papiamento	2	USA
Punjabi	8	India, UK
Pushto	25	UK, India, Canada, USA
Quechua	2	USA
Samoan	2	Samoa, New Zealand
Sangho	2	Tanzania
Sanskrit	5	India, UK
Sesotho	10	South Africa
Setswana	2	South Africa
Seychelles-Creole	2	USA, UK
Shona	2	UK, USA, Africa
Sindhi	2	India
Singhalese	5	Sri Lanka, USA, UK
Siswati	2	Sri Lanka
Slovak	20	Slovakia, Czech Republic, Croatia, Poland
Somali	9	Somalia, USA, Kenya
Sotho	2	South Africa
Sundanese	2	Indonesia, Sudan
Swahili	24	South Africa, UK
Sylheti (Bengali)	4	India, UK
Syrian	2	USA, UK
Tajik	7	Tajikistan
Tamil	21	India, USA
Tatar	2	Russia
Telugu	5	India, Spain, USA
Tibetan	3	Nepal
Tigrinya	4	Ethiopia, USA, Tanzania
Tigrit	2	USA, UK
Tigro	2	USA, UK
Tonga	2	Malawi
Tsonga	9	South Africa
Turkmen	2	Turkmenistan
Twi -Akuapen	3	Ghana, USA
Twi -Asante	3	Ghana, USA
Urdu	45	Pakistan, UK, USA, Canada
Uzbek	10	Uzbekistan, Kazakhstan, USA
Visaian	2	USA, UK
Volapuk	2	Vietnam
Wolof	3	UK, Senegal
Xhosa	8	South Africa, UK
Yiddish	5	USA, Israel
Yoruba	3	Nigeria
Zulu	3	South Africa

The following table details the number of mother-tongue translators available to the Authority

Table 1:
Current languages according to the SoR

Language (target/mother-tongue)	Number of mother tongue translators	Location(s)
Arabic	31	UK, Tunisia, Canada, Egypt, Jordan, Germany
Brazilian Portuguese	21	UK, Portugal, Brazil
Bulgarian	7	Bulgaria, UK, Latvia
Burmese	4	USA, Australia
Cambodian	7	USA, Cambodia
Chinese (Cantonese & Mandarin)	56	UK, China, Malaysia
Croatian	8	UK, Croatia, Bosnia
Danish	18	Belgium, Denmark, UK, Turkey
Dutch	57	Netherlands, UK, Spain, Belgium, Ireland, France
English	569	UK, USA, Australia, France, Spain, South Africa, etc.
Estonian	15	Estonia, UK
Finnish	13	UK, Belgium, Finland, Netherlands, France, Cyprus
French	88	UK, France, Belgium, Canada, Spain, US
Georgian	7	Georgia, UK
German	79	Germany, Netherlands, UK, Portugal, Chile, Switzerland
Greek	18	UK, Greece
Hebrew	13	Israel
Icelandic	3	Iceland
Indonesian	16	Indonesia
Italian	48	Italy, UK, Luxembourg, Spain, Netherlands
Japanese	20	Japan, UK, US, Spain
Korean	15	UK, US, France
Latvian	12	Latvia, UK
Lithuanian	17	Lithuania, UK, Latvia, US
Malay	8	Malaysia, Singapore, USA, Canada
Norwegian	13	Germany, UK, Norway, US
Persian	7	Iran, Netherlands, Italy
Polish	58	Poland, UK
Portuguese (European)	15	UK, Portugal
Romanian	25	UK, Romania, France, Latvia
Russian	37	UK, Russia, Ukraine, Georgia, Spain
Serbian	8	UK, Serbia, Canada
Serbian Latin	8	UK, Serbia, Canada
Slovene	6	UK, Slovenia
Spanish	64	Spain, Poland, UK, Mexico, Uruguay, Argentina, France, Chile
Swedish	18	Sweden, UK, Netherlands
Tagalog	9	Philippines, UK
Taiwanese	9	UK, China
Thai	5	UK
Turkish	15	UK, Turkey
Ukrainian	5	Ukraine, UK
Vietnamese	4	UK
Welsh	4	UK

Translators with Maritime experience

The following table provides an overview of all of the current resources at Eclipse in the field of Maritime and hydrographic data
Please see attached sample profiles for more information on individual qualifications and experience

Table 3:

Language	Number of translators	TM software compatible
Arabic	15	Y
Brazilian Portuguese	15	Y
Bulgarian	6	Y
Burmese	2	Y
Cambodian	2	Y
Chinese (Cantonese & Mandarin)	15	Y
Croatian	7	Y
Danish	8	Y
Dutch	8	Y
Estonian	4	Y
Finnish	6	Y
French	16	Y
Georgian	2	Y
German	8	Y
Greek	6	Y
Hebrew	4	Y
Icelandic	3	Y
Indonesian	4	Y
Italian	7	Y
Japanese	7	Y
Korean	4	Y
Latvian	4	Y
Lithuanian	3	Y
Malay	4	Y
Norwegian	5	Y
Persian	7	Y
Polish	5	Y
Portuguese (European)	15	Y
Romanian	4	Y
Russian	7	Y
Serbian	4	Y
Serbian Latin	4	Y
Slovene	3	Y
Spanish	25	Y
Swedish	5	Y
Tagalog	6	Y
Taiwanese	15	Y
Thai	4	Y
Turkish	4	Y
Ukrainian	4	Y
Vietnamese	5	Y
Welsh	2	Y



QUALITY ASSURANCE
RESPONSE TO QUESTION 8

OF

Invitation to Tender
Tender Reference: Contract Number HA294/005/167

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

Submitted by:

Eclipse Translations Ltd
European Translation Centre
Birch Close
Lionheart Enterprise Park
Alnwick
Northumberland
NE66 2EP
United Kingdom

Tel: +44 (0) 1665 511000

Fax: +44 (0) 1665 511058

E-mail: projects@eclipse-translation.co.uk

Website: www.eclipse-translation.co.uk

This tender is valid for 90 days from 31 July 2012

Contents

1. Quality Management	3
2. Principles of our Quality Assurance Approach.....	4
3. Translator selection	5
4. Translator recruitment.....	6
5. Quality Assurance Checks	7
6. Measurement, Analysis and Improvement.....	10
7. Audit trail	10
8. Complaints procedure.....	11
9. Audits	11
10. In-process translation support.....	12
11. Satisfaction monitoring.....	13
12. Training	14

1. Quality Management

A fundamental principle of the translation methodology, which governs both staff and external translators' production, is our continued commitment to offer a **total quality service** to all our customers.

All of our processes are governed and controlled by a Quality Management System (QMS) which is audited independently to ISO 9001:2008. In addition we are also registered to DIN EN 15038, a corporate member of the Institute for Translation and Interpreting and member of the Association of Translation Companies in the UK.

We also issue Quality Plans for individual contracts if there are specific contractual requirements that need to be considered. These Quality Plans then form part of our overall System and both the QMS and these Quality Plans are audited each year both by our internal ISO auditors and by an independent ISO auditor (URS). We have prepared a Quality Plan for this contract and included it as an attachment to Question 8.

Our QMS has the following sections:

1. Quality Manual – this section of our QMS covers how we control generation, validity, authorisation and distribution of documentation, data and quality records. It also details management responsibility, resource management, service realisation, measurement, analysis and improvement.
2. System Procedure – this section covers document and data control, training, internal audits, improvement, client satisfaction, corrective and preventive action and management review.
3. Translation Procedure – this section covers enquiries, order receipt and review, freelance translation procedures, in-house translation procedures, security of information, invoicing and archiving.
4. Translator Monitoring – this section covers freelance translator vetting, selection and monitoring.
5. Contract-specific Quality Plans – these plans are supplements to the above procedures that are drawn up to meet specific contractual requirements.

A full copy of our Quality Manual is available on request.

2. Principles of our Quality Assurance Approach

- Our Quality Policy is made known to all staff as part of their induction and all staff receive Quality training. The suitability of the Quality Policy is reviewed at Quality Management Review meetings and the company Quality Objectives and Targets are reviewed and reported on annually;
- It is a fundamental principle of our methodology that translations are performed by translators working directly in their mother tongue. For each translation, we carefully select, from our team of in-house and external translators, those who are both native speakers and specialists in the relevant field;
- Translators' work is continually vetted and graded to ensure our quality levels are maintained;
- The work of all members of the production staff is subject to regular monitoring. In addition to the standard word-for-word revision, the work of in-house translators is randomly selected after standard revision for a further revision by a fellow in-house translator. The work of checkers, formatting staff and our Account Managers is in turn subject to random rechecking;
- Staff are also encouraged to complete a Translator Monitor Form to identify failings at any stage in the production process of any order. These forms (which equally serve to identify exceptionally good work) are reviewed by the Quality Manager and Production Manager who take remedial action;
- Feedback on supplier performance is fed back into our supplier database to ensure Account Managers have up-to-date information on supplier performance when allocating translation work;
- All complaints are recorded, corrective and preventative action implemented;
- Quality performance is measured and reported on quarterly to all staff.

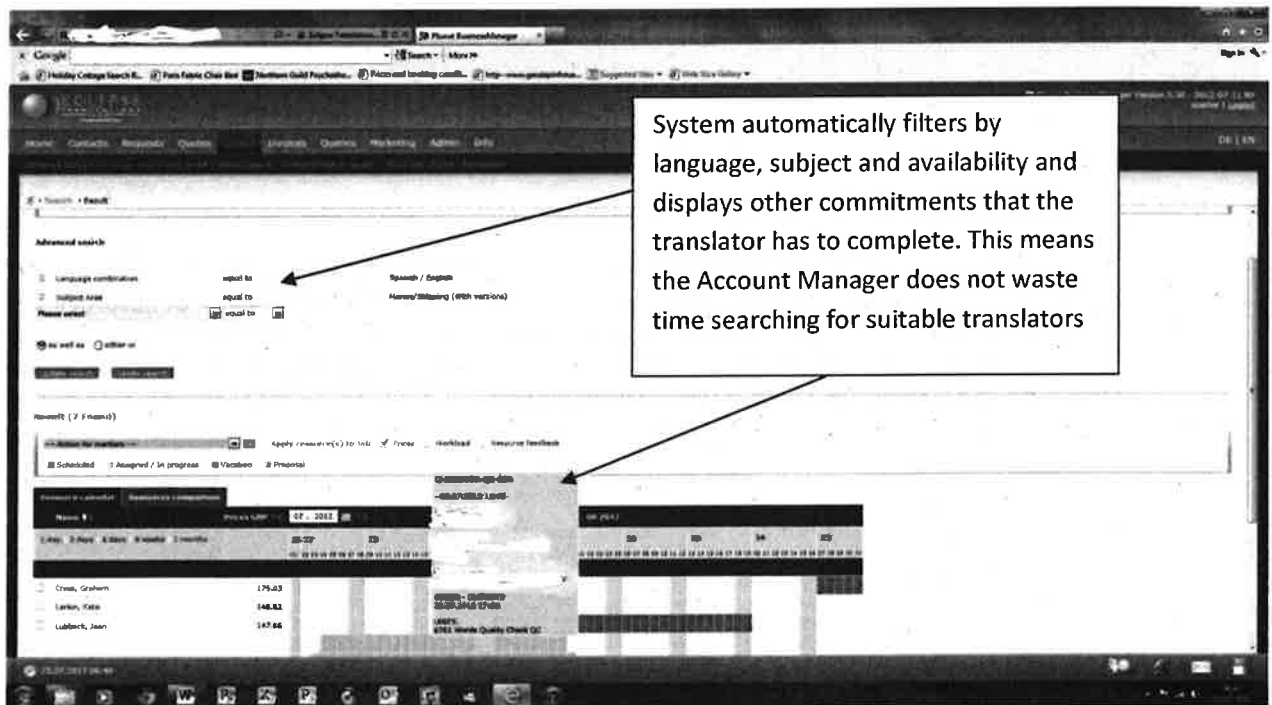
3. Translator selection

Selection of the best possible translator to complete a translation is key to delivering an accurate, high quality translation to the UKHO. The translator must be an experienced mother tongue professional, with solid experience translating in the maritime and hydrographic sector and familiar with UKHO preferred terminology. If the correct translator is not selected, this places significant pressure on any checking stage in a translation process. Poor translator selection is likely to result in inaccurate translation and missed deadlines because it places too great a burden on the checking process particularly given the urgency of the UKHO requirement.

At Eclipse, we ensure that our Account Managers have the necessary tools to quickly make the right translator selection. Our database of approved suppliers is part of our Document Management System. As soon as the UKHO Account Manager logs an order, the system will filter suitable translators based on

- the language combinations (mother tongue)
- specialist area/type of work (maritime)
- client (has the supplier worked on this work before)
- availability

The system will then offer the UKHO Account Manager all available translators that meet the above criteria from our database of approved suppliers. The system will also show the Account Manager other projects that these translators are working on and any upcoming unavailability. This not only saves time in allocation which is key to a fast service but also guarantees that only suitably qualified translators are used for UKHO work.



4. Translator recruitment

Internal

- Whenever possible, Eclipse seeks to recruit in-house translators when economically feasible. The advantages of in-house translators include synergy, greater quality control and cost benefits which we are able to pass on to our clients. In addition to hiring from the wider employment market, Eclipse also has strong links with British and Foreign Universities in order to identify high performing students who we can recruit to train as in-house technical translators. Following careful initial selection, candidates are interviewed and tested to establish their ability level and problem solving skills.
- The ability of candidates to fit into the Eclipse organization and to follow our quality and work ethic philosophies are also important factors in order to ensure that, as Eclipse grows, the right people are on board and thus ensure a coherent, quality-driven entity.
- Eclipse is an Equal Opportunities employer. If we believe that someone meets our requirements or can be trained up to the level we require then we recruit them if there is a suitable vacancy. Terms of employment are usually permanent, unless linked to a specific contract with a termination date. Even in this case we endeavour to find suitable positions for staff after a project has ended. 70% of permanent staff are women from various educational backgrounds, geographic locations and nationalities.

External

- Our translator recruitment activities are covered in the relevant section of our Quality Manual (see Q8_Eclipse_Extract from QM on supplier monitoring).
- We have a pool of over several thousand translators located throughout the world. However, only those that meet the requirements of our ISO 9001 procedures are released onto our database of approved freelance resources. This is a constant and ongoing process. We currently have in excess of 2000 approved freelancers.
- Qualified and experienced freelance translators play an important role for any translation company. They offer flexibility with regard to specialist areas and language capabilities and for absorbing variable workloads. However, they do have to be managed effectively in order to guarantee quality and delivery deadlines. Consequently, all processes involving the recruitment and use of freelance resources are under the control of our Resource and Quality Manager.

5. Quality Assurance Checks

In order to meet the quality requirements that relate to this contract, the following quality control procedures will be adopted and implemented for all of our internal and external activities to ensure 100% accuracy before translations are returned to the UKHO. All checking stages will be signed off on a specific UKHO job record QA sheet (see Q8_Eclipse_UKHO JOB RECORD Issue 3.pdf).

There will be a total of 6 quality stages (12 checks) applied to UKHO work as described in detail below.

These stages will be undertaken to ensure that the risk of human error is minimised as far as possible within our translation process.

Stage 1: Legibility check

Check carried out by:	Eclipse UKHO Lead/Deputy Account Manager (see section 2 of uploaded response Q3_Eclipse_Response to the Requirement.pdf for further details on these team members)
Qualifications and experience:	BA (hons) graduate linguist with 4 years' experience working with UKHO files as an Account Manager
Check undertaken at this stage	The Eclipse Account Manager will check that the source files received from the UKHO is legible and of a suitable quality to be accepted for translation. This check includes not only linguistic aspects, but also includes a check on the legibility of the coordinates. This checking stage will be carried out prior to the quotation for each translation request in order to avoid delays once an order is placed.

Stage 2: Format check

Check carried out by:	Eclipse UKHO Document Preparation Team (Administrators)
Qualifications and experience:	The staff undertaking this check have over 20 years' experience in office administration and secretarial support and almost 10 years' experience formatting and converting FGHO documents.
Check undertaken at this stage	The Administrators (Document Preparation Team) are responsible for converting PDFs received from UKHO into a format that can be used with Translation Memory and/or into a Word format which mirrors the format, style and layout of the original source text. This team corrects any conversion errors by checking the layout of the file against the original source file. Hard copy print outs are used to complete this task. This stage includes a check for language specific accented characters, numbers and coordinates.

Stage 3: Linguistic check 1

Check carried out by:	Eclipse translator selected to complete the task
Qualifications and experience:	All Eclipse translators are graduates with several years' experience in maritime/hydrographic translation work.
Check undertaken at this stage	<p>Translators follow a three-stage approach in preparation of each translation:</p> <ol style="list-style-type: none"> 1. Completion of a first draft, which involves translating and typing the main substance of the text. Any problems are referred to the Account Manager when a response from the client is required. All relevant glossaries are consulted during this stage to ensure consistency with preferred terminology. 2. Completion of a final draft, which involves reading back first draft for the purposes of resolving any remaining problems, and incorporation of responses to any queries highlighted in 1 above. 3. Checking the final draft for spelling errors, grammatical mistakes, omissions, incorrect coordinates and positional data. A spell check is completed and the translator has to sign off to confirm all checks have been completed before delivery of the file to the checker for Linguistic Check 2.

Stage 4: Linguistic check 2

Check carried out by:	The Checker selected to complete the linguistic validation task
Qualifications and experience:	All Eclipse checkers are graduate linguists with several years' experience in maritime/hydrographic translation work.
Description of check undertaken at this stage	<p>All translations are subject to an independent word-for-word check. The text is controlled with regard to its:</p> <ol style="list-style-type: none"> 1. completeness (no omissions or additions) 2. accuracy and consistent rendering of the source text 3. spelling 4. grammar, syntax, punctuation 5. coordinates and positional marks/symbols 6. suitability of linguistic expression 7. compliance with agreed stylistic requirements 8. compliance with agreed glossaries and reference material <p>The Checker will complete the activity by printing the source and target text out and carefully checking the translation against the source text received. Any errors are marked on the copy. Once complete, the text is then updated by the checker to incorporate the changes made. The checker then verifies that the amendments made are correct.</p>

Stage 5: Coordinate check

Check carried out by:	The Checker selected to complete the linguistic validation task
Qualifications and experience:	All Eclipse checkers are graduate linguists with several years' experience in maritime/hydrographic translation work.
Description of check undertaken at this stage	The Checker will use a tool called X Bench to validate the translation in terms of accuracy of coordinates. This tool provides a report on any numerical data (e.g. coordinates) that are different in the source text and the target text. The Checker will review this report and identify and update any inconsistencies. The Checker then verifies that the amendments made are correct and prepares the translation for delivery back to the Account Manager. The checker has to sign off to confirm that all checks have been completed in order for a delivery to be made via the system.

Stage 6: Completeness check

Check carried out by:	Eclipse UKHO Lead/Deputy Account Manager
Qualifications and experience:	BA (hons) graduate linguist with 4 years' experience working with UKHO files as an Account Manager
Description of check undertaken at this stage	The Account Manager will review the file that is ready for delivery to ensure that the format and layout comply with the source text. The Account Manager will also verify that there are no obvious omissions in the text that has undergone the above QA process and spell check the document before signing the translation off on a QA form and delivering the translation.

Summary of total checks completed:

Check on legibility	1
Check on linguistic accuracy	2
Check on correct coordinates	4
Check on format and layout	2
Spell checks	3
Total checks	12

6. Measurement, Analysis and Improvement

All client complaints are entered in an electronic log by the Quality Manager and referred to the Production Manager and Managing Director who determine the appropriate policy. They may for example refer queries or complaints to the translator for comments or request comments from an independent translator. Corrective action is then taken, the appropriate contact is made with the client, and the remaining sections of the electronic complaint log are completed.

Each complaint is analysed both as an individual instance and in the context of the cumulative period to identify trends and areas of weakness, and thus to determine whether preventative action in the form of procedural changes or disciplinary measures is required.

Complaint levels and trends are reported on Quarterly in Quality Management Meetings attended by senior staff including the Managing Director, Production Manager and internal ISO auditors. All complaints and non-conformities are reviewed and procedural changes discussed and implemented where applicable using Corrective Action Reports (CARs).

The company sets agreed Quality objectives annually and measures and reports on these quarterly to all staff.

7. Audit trail

Each stage in our production process is fully traceable because a copy of the document to be translated and the translation is saved as a distinct version at each stage in our translation process up to delivery to the UKHO. Hard copy print outs are also retained in a physical job wallet in our archive for 1 year allowing us to see marked up hand written notes where required. A UKHO QA sheet containing signatures of each stage of the process is also kept. The following table describes the filing structure within our system which manages the document versions at each stage:

Process stage	File location
File uploaded as a quote request	Source file automatically stored in 'IN' folder on our system
File checked for legibility	This is the source file stored in the 'IN' folder
File converted and formatted by our Administrators (document preparation team)	Prepared source file are automatically stored in the '_ADS/IN' folder on our system. File locations are managed automatically through our system.
File sent for translation	File is stored in the translator's folder created by the system '_TRA/001/OUT'
File returned from the translator and made available to the checker	Uploaded file is automatically saved in '_TRA/001/IN'
File downloaded by the checker	This is the file located in '_TRA/001/IN'
Proofread file uploaded from the checker	This file is automatically saved in '_QC/001/IN' on our system when uploaded including the X Bench report.
Completeness check by Account Manager and delivery to client	File located in 'QC/001/IN' is checked for completeness and spell checked. The final resulting file is sent to the client via the email platform in our system and automatically stored in a folder 'FINAL' on the system. This is the file that was sent to the client.



In the event of an issue with an order or a complaint, it is therefore possible to pinpoint the stage in the translation cycle at which the error was introduced. This guarantees full traceability and version control.

8. Complaints procedure

All complaints will be dealt with in accordance with our complaints procedure which has been included as an upload attachment (Q8_Eclipse_Complaints Procedure.pdf). We will correct any errors identified in our texts free of charge and within the timescales requested in the Statement of Requirement:

- errors in FGNMs and small items will be corrected within 24 hours;
- errors in larger items/publications will be corrected within 10 days.

9. Audits

Audits are conducted periodically throughout the year according to an audit schedule contained in our ISO Quality Management System.

Internal audits are carried out by nominated Eclipse staff who have undergone training as auditors for this purpose.

Our systems are audited independently each year in order to achieve certification.

Linguistic audits

In addition to the checking procedures we have in place, Eclipse will offer to organise an independent language audit to be carried out twice per year on a 5% random sample of delivered translations.

Eclipse will provide the UKHO with the details of third party professional who will be asked to complete the linguistic audits. These translators will be members of professional associations, will not have been involved in the production of the original translation and will comply with the ITI professional code of conduct.

A report on each translation will be prepared based on a standard template to be agreed between the UKHO and Eclipse and this will be sent directly to both the UKHO and Eclipse at the same time. Any issues arising from these linguistic audits will be discussed during contract review meetings.

10. In-process translation support

Eclipse uses the latest technology to support its staff during the translation process to maximise quality assurance. It is the combination of experienced staff and the right technology that delivers the highest quality standards.

The technology currently deployed and available to the UKHO is as follows:

Trados TMs

Whenever we receive texts for translation in an editable electronic form such as MS Word, Excel, PowerPoint, we are able to implement Translation Memory (TM) to assist in the translation process. Our translators are fully trained in the use of these tools which allow them to identify and use terminology and sentences which ensures consistency between texts and support the consistent use of preferred terminology.

X Bench

X bench is an integrated reference tool which features powerful Quality Assurance features such as the ability to check numeric values (coordinates) for consistency. We use this tool to ensure that numbers in source texts match those of the target text.

e-archive library

e-archive allows our production team to search our archive of maritime/hydrographic translations for reference materials and related texts. It includes a free-text search to allow fast access to relevant material to support the quality of the translation process.

Glossary tools

Eclipse uses a number of glossary tools to support its production team including MultiTerm and Lingo. These databases contain preferred terminology which our production team access during the translation process to check terminology.

Library and online resources

Our production team has access to our company library which contains several hundred bilingual and multilingual technical reference works, including specialist maritime dictionaries to support this contract.

We have researched and provided our production team with access to a number of online reference websites containing maritime terminology support. These sites are used as a back up to any materials provided by the UKHO. Please see Section 3.1.10 of our response to Question 3 for more detail on our terminology resources.

12. Training

Eclipse Translations Ltd is a people-based business. Our People are our Strength and we recognise the value of our personnel in delivering an excellent service to our clients. Ensuring that our staff are appropriately trained in the latest technologies and remain committed to Continuous Professional Development is a key success factor for our company and we actively encourage their further personal and professional development.

- The company is committed to the Investors in People standard which it has held since 2001 and has embedded this framework within its culture in order to develop an engaged workforce that is focused on delivering our vision, mission and values (a copy is included in our upload Q8_Eclipse_Vision and Values.pdf)
- In addition to the annual formal staff assessments, during which areas of training and development are identified, staff are also encouraged to identify and discuss, at any time during their employment, areas in which they feel that further training would benefit them in their function.
- All staff also receive formal quality training in line with our ISO 9001 Quality System.
- Our senior production staff act as mentors within the teams and provide on-going support and guidance to the team. This includes the issuing of technical support material and organising technical workshops to support specific contracts. In the event of a tender award to Eclipse, we will arrange regular technical terminology workshops to be attended by our production team, Account Managers and key external suppliers to review materials, discuss preferred terminology and identify and resolve any areas of ambiguity or questions relating to terminology.
- Where accessible, Eclipse will also request on-site familiarisation training with the UKHO for key Eclipse staff.

A list of Continued Professional Development courses completed this year has been included in upload Q8_Eclipse_Staff CPD Training in 2012.pdf.

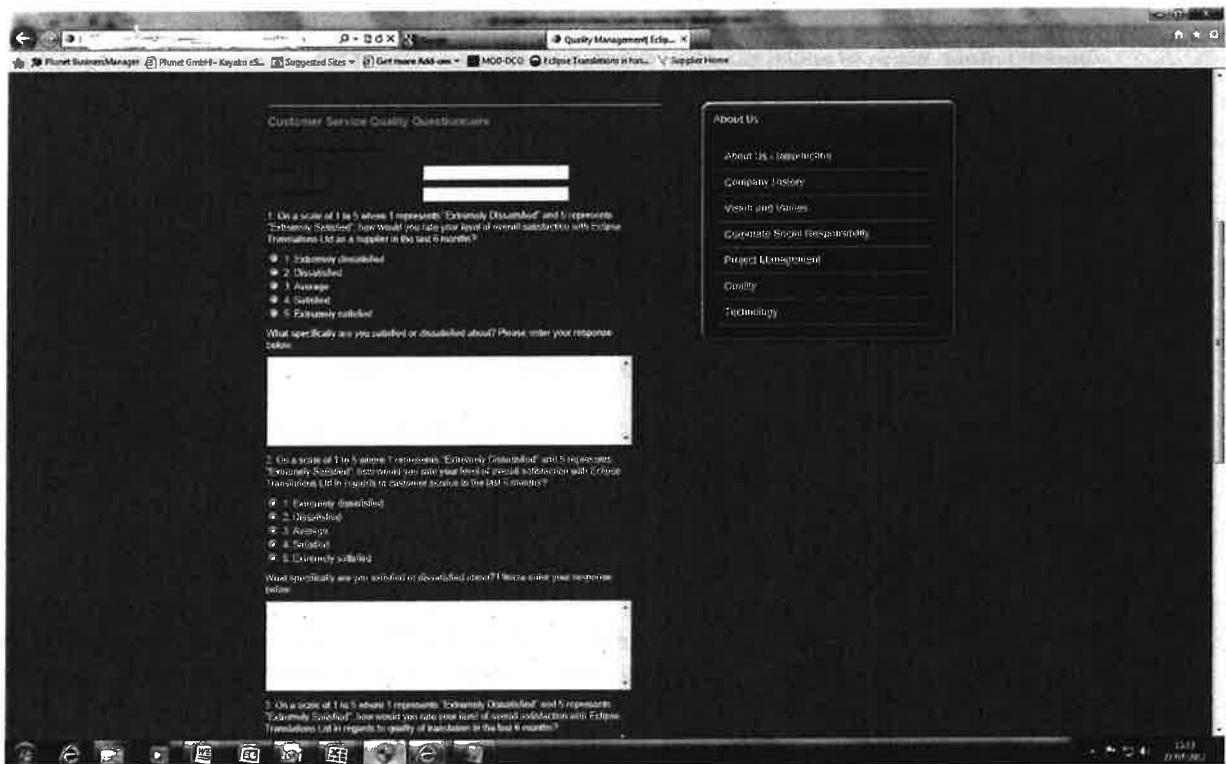
The training we provide and the Investors in People Framework within which we operate ensures that the UKHO will receive excellent customer service and a service that is driven by quality and a clear understanding of the UKHO requirement. This is most recently evidenced in Eclipse becoming finalists in 2 business awards this year (North East Culture for Success Business Awards and the North East Business Awards for Customer Service).

11. Satisfaction monitoring

Eclipse actively seeks customers' views on its work so as to ensure high standards of service adapted to their precise requirements. All customers are encouraged to offer feedback at any time by email, via our website or during our 6 monthly customer feedback surveys.

The results from the feedback combined with customer-specific breakdown and key performance indicator reports enable us to gauge our customers' level of satisfaction. All incoming feedback is initially screened by the Quality Manager and senior management and then passed on to the relevant Account Managers.

An example of our online feedback form is provided below.



The screenshot shows a web browser window displaying a feedback form. The browser's address bar shows 'Quality Management Eclipse...'. The page title is 'Customer Service Quality Questionnaire'. The form contains three questions, each with a 5-point Likert scale and a text box for comments.

Question 1: On a scale of 1 to 5 where 1 represents 'Extremely Dissatisfied' and 5 represents 'Extremely Satisfied', how would you rate your level of overall satisfaction with Eclipse Translations Ltd as a supplier in the last 6 months?
 1. Extremely dissatisfied
 2. Dissatisfied
 3. Average
 4. Satisfied
 5. Extremely satisfied
 What specifically are you satisfied or dissatisfied about? Please enter your response below.

Question 2: On a scale of 1 to 5 where 1 represents 'Extremely Dissatisfied' and 5 represents 'Extremely Satisfied', how would you rate your level of overall satisfaction with Eclipse Translations Ltd in regards to customer service in the last 6 months?
 1. Extremely dissatisfied
 2. Dissatisfied
 3. Average
 4. Satisfied
 5. Extremely satisfied
 What specifically are you satisfied or dissatisfied about? Please enter your response below.

Question 3: On a scale of 1 to 5 where 1 represents 'Extremely Dissatisfied' and 5 represents 'Extremely Satisfied', how would you rate your level of overall satisfaction with Eclipse Translations Ltd in regards to quality of translation in the last 6 months?

Right-hand sidebar (About Us):
 About Us > Home
 Company History
 Vision and Values
 Corporate Social Responsibility
 Project Management
 Quality
 Technology

Cambodian (Khmer)	Cambodian (Khmer)_2	Freelance	Diploma of Advanced English; Master of Science in Engineering;	10	Maritime law Shipping Cars & Equipment; Documents related maritime.	Korea Green Promotion Agency & SK Forest Consortium; Forestry Administration, MAFF.	>5000
Chinese (Cantonese & Mandarin)	Chinese_1	Freelance	LL.B. (Leeds 1963) B.A. (Chinese & Linguistics (Leeds 1977) Certificate of Further Studies in Chinese (Liaoning University 1978)	30+	A101 Bohai Sea and Yellow Sea (Apr. 2008), P118 Tianjin (Dec. 2009), P112 Dalian (2010), P126 Qingdao (2010), C105 Guide to China Ports S. China Sea (2010), C101 Guide to Ports Bohai & Yellow Seas (2010) etc.	Eclipse Translations Ltd	>1,000,000
Chinese (Cantonese & Mandarin)	Chinese_2	Freelance	BA in East Asian Studies, Middlebury College	16	shipbuilding journal articles, navigational hazard alerts, articles on maritime security and law	Office of Naval Intelligence and other U.S. government agencies; JPR law firms; translation agencies	>1,000,000
Croatian	Croatian_1	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Younitsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
Croatian	Croatian_2	Freelance	Diploma in Translation, lol TESOL Certificate Dip. in Psychology	23	Adriatic Pilots, Notices to Mariners	Eclipse Translations Ltd	311,000
Danish	Danish_1	Freelance	BA; MSc PhD	25+	Notices to mariners	Eclipse Translations Ltd	>15,000
Danish	Danish_2	Freelance	PhD	30+	Notices to Mariners EU work on regulations for trawlers	Numerous agencies including Euroscript and RMS for the EU	>10,000
Danish	Danish_3	Freelance	BA Hons Scandinavian Studies with German	35+	Notices to mariners + 1990s EU Commission Common Fisheries Policy	Eclipse Translations Ltd	55,000

Sample profiles by language of our translators with Maritime experience. Further samples can be provided upon request
 * Purchase orders relating to the work commissioned by Eclipse can be provided as evidence on request

Table 4:

	CV Name	Internal/ External	Qualifications	Years experience	Examples of maritime assignments	Clients served	No. of words
Arabic	Arabic_1	Freelance	Center for Arabic Study Abroad, Cairo (coursework including translation), six years Arabic study (including translation)	4	Worked as embedded Arabic-speaking consultant for maritime agency in Abu Dhabi; several assignments for UKHO	Eclipse Translations Ltd	>100,000
Arabic	Arabic_2	Freelance	B.Sc. (Hons) in Chemical Engineering	15+	Marketing texts, bulletins, correspondence	Eclipse Translations Ltd	>65,000
Brazilian Portuguese	Brazilian Portuguese_1	Freelance	MSc, BA, FITL, Yachtmaster Offshore	35+	Notices to Mariners, Sailing directions	Eclipse Translations Ltd	>60000
Brazilian Portuguese	Brazilian Portuguese_2	Freelance	BA German/Hispanic Studies	7	UKHO documents including notices to mariners; exhibition and website texts for two maritime museums in the Netherlands	Eclipse Translations Ltd Maritime museums	>100,000
Brazilian Portuguese	Brazilian Portuguese_3	In-house	Postgraduate diploma in Translation and Technology Master of Arts in French and Hispanic Studies (2:2)	7	Sailing Directions, Notices to Mariners	Eclipse Translations Ltd	>15,000
Brazilian Portuguese	Brazilian Portuguese_4	Freelance	Master in Anglo-American Studies Degree in Modern Languages	4	Admiralty Booklets Admiralty Vector Chart Service (brochure) Admiralty Digital Publications Admiralty e-Navigator Admiralty Vector Services (annex) Annex Wider Vector Uses UKHO Copyright Custodianship Brief on custodianship Brief on UKHO's licensing prices Custodianship Annexes 8 and 9 Custodianship letter to Brazil Plain language simple licence agreement	Agencies including Eclipse Translations Ltd	>15,000
Brazilian Portuguese	Brazilian Portuguese_5	Freelance	Speaks English for 30 years/ Public Translator who lives in a port city/ worked with a Draft Surveyor for 10 years/ Both parents were Customs Officers	12	Bill of Lading translations to Portuguese / Teaching English for maritime workers/ Composing survey spreadsheets/ Worked as a tally clerk in Santos port for 2 years	Forward agents	>50000
Bulgarian	Bulgarian_1	Freelance	BA (Hons) Class 2A Russian with German	23	Notices to mariners, bulletins	Eclipse Translations Ltd	ca. 10,000
Bulgarian	Bulgarian_2	Freelance	MA in translation	30+	Translated the sections of the Baltic Pilot from Russian approx. 2003/2004 Dutch, Polish and German Notices to Mariners	Eclipse Translations Ltd	ca. 10,000
Burmese	Burmese_1	Freelance	Bachelor of Science <Zoology> NAATI Accredited Translator for the language of English and Burmese	7	Has worked in the field of maritime as a Navigator and Liaison Officer in a seagoing trading vessel	Various	ca. 10,000
Cambodian (Khmer)	Cambodian (Khmer)_1	Freelance	Expert in Khmer Language Expert in Vietnamese Language Expert in Greek Language	11	2 manual books about maritime and fisheries	Translation agencies	10,000

Danish	Danish_4	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youshtsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
Danish	Danish_5	Freelance	BA Double Honours degree, II, I MA in translation	19	Notices to Mariners	Eclipse Translations Ltd	150,000
Dutch	Dutch_1	Freelance	MA in translation	30+	Translated the sections of the Baltic Pilot from Russian approx. 2003/2004 Dutch, Polish and German Notices to Mariners	Eclipse Translations Ltd	>20,000

Dutch	Dutch_2	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
Dutch	Dutch_3	Freelance	Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youhotsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	7	UKHO documents including notices to mariners, exhibition and website texts for two maritime museums in the Netherlands	Eclipse Translations Ltd Maritime museums	>100,000
Dutch	Dutch_4	Freelance	Higher education diploma in translation	15	Ship's inspection reports, ship's specifications	Breedveld, translation agency.	10,000
Estonian	Estonian_1	Freelance	MA in Finno-Ugric Linguistics, PhD in Estonian Linguistics	19	NMMS (Notices to Mariners)	Eclipse Translations Ltd	60,000
Finnish	Finnish_1	Freelance	MA in Finno-Ugric Linguistics, PhD in Estonian Linguistics	19	NMMS (Notices to Mariners)	Eclipse Translations Ltd	60,000
French	French_1	Freelance	Diploma in Translation of the Chartered Institute of Linguists, 1986, in Aeronautical Engineering and General Engineering and Technology.	35+	Sailing directions for France - Atlantic Coast, Chile, Mexico - Baja California, Madagascar - N-West Coast, Canary Islands, Spain and Portugal and the Magellan Strait, E and W Stretches, Corrections to Sailing Directions, Notices to Mariners, Maritime Law (e.g. MARPOL, SOLAS, IALA buoyage systems, Electronic chart systems	Eclipse Translations Ltd	>500,000
French	French_2	In-house	BA (Hons) Applied Languages Europe (French / Spanish), Licence en Langues Etrangères Appliquées, Licenciatura en Traducción e Interpretación, IDI Diploma in Translation	4	Notices to Mariners, Sailing Directions, correspondence relating to maritime incidents and international agreements / treaties / conventions.	Eclipse Translations Ltd	325,000

French	French_3	Freelance	BA Hons Degree in Modern Languages	4	Notices to Mariners for France, Spain and various countries in Central and South America and Sailing Directions for France, Spain and Argentina.	Eclipse Translations Ltd	195,000
French	French_4	Freelance	MSc, BA, FTI, Yachtmaster Offshore	35+	Notices to Mariners, Sailing directions	Eclipse Translations Ltd	214,000
French	French_5	Freelance	BA Hons. in French and Spanish MA in Conference Interpreting and Translation Studies	3	Notices to Mariners from Spain, Peru, Venezuela, Ecuador, Mexico and France.	Eclipse Translations Ltd	>20,000
French	French_6	Freelance	BA French and Italian	5	Maritime bulletins	Eclipse Translations Ltd	60,000
French	French_7	In-house	MA (Hons) French and German	6	Notices to Mariners, Sailing Directions, correspondence relating to maritime matters	Eclipse Translations Ltd	>100,000
French	French_8	In-house	BA Modern Languages	1	SDS and NMs in Spanish & French	Eclipse Translations Ltd	>10,000
French	French_9	In-house	Postgraduate diploma in Translation and Technology Master of Arts in French and Hispanic Studies (2:2)	7	Sailing Directions, Notices to Mariners	Eclipse Translations Ltd	787,000
Georgian	Georgian_1	Freelance	Certified US DOS translator	15	Interpreted and translated Maritime Archaeology Project for US Department of State in 2011.	translation agencies	>100,000
German	German_1	Freelance	BA German/Hispanic Studies	7	UKHO documents including notices to mariners, exhibition and website texts for two maritime museums in the Netherlands	Eclipse Translations Ltd Maritime museums	>100,000
German	German_2	In-house	MA (Hons) French and German	6	Notices to Mariners, Sailing Directions, correspondence relating to maritime matters	Eclipse Translations Ltd	>200,000

German	German_3	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youlowsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
German	German_4	Freelance	MA in translation	30+	Translated the sections of the Baltic Pilot from Russian approx. 2003/2004 Dutch, Polish and German Notices to Mariners	Eclipse Translations Ltd	50,000
German	German_5	Freelance	Diploma in Translation of the Chartered Institute of Linguists, 1986, in Aeronautical Engineering and General Engineering and Technology.	35+	Sailing directions for France – Atlantic Coast, Chile, Mexico - Baja California, Madagascar - N-West Coast, Canary Islands, Spain and Portugal and the Magellan Strait, E and W Stretches, Corrections to Sailing Directions, Notices to Mariners, Maritime Law (e.g. MARPOL, SOLAS, IALA buoyage systems, Electronic chart systems	Eclipse Translations Ltd	>250,000
German	German_6	Freelance	Dipl.-Ing.	15+	Manuals for variable pitch ship's propeller and clutch, User manuals for Princess and Sealine motor yachts	Various translation agencies	>50,000
Greek	Greek_1	Freelance	M.A.	20	UKHO, Sailing directions, Notices to Mariners, Shipping disputes/accidents, SOLAS/COLREGS	Law firms, Commission	1,060,000
Greek	Greek_2	Freelance	BA Hons, Certificate in Modern Greek with credit	20+	Sailing directions, Notices to mariners	Eclipse Translations Ltd	487,000
Hebrew	Hebrew_1	Freelance	BA in Philology MA in Maritime Engineering	20	The maritime sector in Cyprus		>10,000
Hebrew	Hebrew_2	Freelance	B.A. (Hons) - School of Oriental & African Studies (SOAS), University of London	28	Maritime correspondence	Eclipse Translations Ltd	ca. 12,000
Icelandic	Icelandic_1	Freelance	Diploma in Technical and Specialized Translation at PCL London	30+	shipping, including fisheries, EU directives, insurance, oil and gas, offshore	Various	500,000

Indonesian	Indonesian_1	Freelance	MA Middle Eastern Studies with Arabic (University of Durham, 2000); BA French (Hons); HNC Business Studies; Diploma in Management Studies; Civil Service Diplomas at Interpreter level in French and German, Indonesian and Russian. RAF Colloquial Arabic Certificate in Modern Standard Arabic (written and spoken) with some knowledge of Algerian dialect. Fair colloquial Spanish (lived in Spain for 3 years); Current Member of the Institute of Translation and Interpreting. Formerly a Member of the Institute of Management and Institute of Linguists.	35+	Sailing directions, notices to mariners, working for MOD Linguistic Service	Eclipse Translations Ltd	500,000+
Indonesian	Indonesian_2	Freelance	Statement of proficiency from University of Indonesia	25	Translation of Indonesia Pilot Vol II, 800 pages, 2006	Eclipse Translations Ltd	>300,000
Italian	Italian_1	Freelance	MSC, BA, FITI, Yachtmaster Offshore	35+	Notices to Mariners, Sailing directions	Eclipse Translations Ltd	35,000
Italian	Italian_2	Freelance	BA French and Italian	5	Maritime bulletins	Eclipse Translations Ltd	>60,000
Italian	Italian_3	In-house	Postgraduate diploma in Translation and Technology	7	Sailing Directions, Notices to Mariners	Eclipse Translations Ltd	247,000
Italian	Italian_4	Freelance	Master of Arts in French and Hispanic Studies (2:2)				
Italian	Italian_4	Freelance	Diploma in Translation Degree in Electrical Engineering	20	Sailing Directions for UKHO Updates to the above	Eclipse Translations Ltd	545,000
Japanese	Japanese_1	Freelance	Japanese Language Proficiency: B.A. Chinese; Post-graduate research in modern Japanese literature at Doshisha University, Kyoto, Japan; M.A. East Asian Literature (Distinction) at School of Oriental and African Studies, London;	9	List of Lights	Eclipse Translations Ltd	>25,000
Japanese	Japanese_2	Freelance	Japanese Patent Translation and Japanese Technical Translations; University of Maryland (non-resident program) Asian/Japanese Studies	20	List of Lights	Eclipse Translations Ltd	>20,000
Korean	Korean_1	Freelance	Master of Science in Biotechnology B.S. Biochemistry	6	Maritime correspondence, bulletins	Eclipse Translations Ltd	ca. 10,000
Latvian	Latvian_1	Freelance	Seton Hall University School of Law English Philology (University of Latvia)	10	Technical Shipyard Specifications, Dismantling the propeller shaft, Yacht Manual etc.	2 (Tosmare Shipyard, Watex Ltd.)	>10,000
Latvian	Latvian_2	Freelance	Moscow University of Commerce and Law, Bachelor of Management Sciences	11	As technical and general translator for tug repair, maintenance and sundry matters	Worked for Latvian Shipping Company as well as Ventspils commercial Port	>50,000
			Ventspils College of Economics, qualified as technical translator/interpreter				

Lithuanian	Lithuanian_1	Freelance	Vilnius Pedagogical University: English language and Pedagogics Vilnius University: Economics	19	Port and Railway Interface Study Convention on the Protection of the Marine Environment of the Baltic Sea The Draft Port Services Directive	Oil Refinery Mazzeikai Nafta Butinge Oil Sea Terminal Stewarding Company Bega handling bulk materials	>50,000
Malay	Malay_1	Freelance	MA Middle Eastern Studies with Arabic (University of Durham, 2000); BA French (Hons); HNC Business Studies; Diploma in Management Studies; Civil Service Diplomas at Interpreter level in French and German, Indonesian and Russian. RAF Colloquial Arabic Certificate in Modern Standard Arabic (written and spoken) with some knowledge of Algerian dialect. Fair colloquial Spanish (lived in Spain for 3 years); Current Member of the Institute of Translation and Interpreting. Formerly a Member of the Institute of Management and Institute of linguists.	35+	Sailing directions, notices to mariners, working for MOD Linguistic Service	Eclipse Translations Ltd	500,000+
Norwegian	Norwegian_1	Freelance	BA, MSc, PhD	25+	Den norske los, Norwegian ferry tenders	Eclipse Translations Ltd	500,000+
Norwegian	Norwegian_2	Freelance	BA Double Honours degree, I,II	19	Notices to Mariners	Eclipse Translations Ltd	150,000
Norwegian	Norwegian_3	Freelance	BA Hons Scandinavian Studies with German	35+	Notices to Mariners + 3 volumes of Den norske los"	Eclipse Translations Ltd	458,000
Turkish	Not available (used 2 other CVs instead)	Freelance	1st Class Honours degree & 1st Class Interpreterhip	30	NMs and Port Regs	Eclipse Translations Ltd	160,000
Persian	Persian_%	Freelance	M. A. in Translation Studies B. A. in English<->Farsi/Persian Translation Senior English Proficiency Certificate	15	Author and translator of different articles published in the Port & Sea magazine, Collection of Articles for the 1st National Conference on Safety in Ports, Command & Staff Magazine	Various including International Maritime Organisation	>100,000
Persian	Persian_1	Freelance	BA, PG Dip, MCL, MITI	30+	Insurance damage reports, Costa Concordia disaster, ships' surveys/logs/construction/repairs	Various agencies	>100,000
Persian	Persian_2	Freelance	M.A. in Translation Studies	6	I have translated some texts in the field of fishery. Translated and published one book from English to Persian and two books from Persian to English	Various (100+)	Almost 1.5 million words in total including texts in the field of fishery
Persian	Persian_3	Freelance	Diploma in Public Service Interpreting/ MA in Translation studies Farsi/English/ MA in Maritime Law/ Bachelor Law	3	PROTOCOL CONCERNING REGIONAL PREPAREDNESS, RESPONSE AND CO-OPERATION IN COMBATING OIL POLLUTION INCIDENTS TO THE FRAMEWORK CONVENTION ON THE PROTECTION OF/THE MARINE ENVIRONMENT OF THE CASPIAN SEA		10,000

Persian	Persian_4	Freelance	B.A and MA. In translation from Chabahar Maritime University, FCE certificate	8	Teaching English to Maritime students, interpreter of Chabahar Maritime University at two national fairs	Chabahar Maritime University, Avant Assessment, onehourtranslation, Exxacto, Sony Ericsson, Bay Area International Translation Services, DorSUB- geneworldwide.com, Aatranslations, AZZ translation, HL TRAD, International Contact, Top Language Centre, s.r.o, etc	about 1 million in different subject matters including maritime
Polish	Polish_1	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youhovsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
Polish	Polish_2	Freelance	Ph.D. in Linguistics (University of Gdańsk), MA in Translation/English Studies (Jagiellonian University), Diploma in English Law (University of Cambridge), sworn translator of Polish and English certified by the Polish Ministry of Justice	15	UKHO manuals; marine insurance; contracts (carriage of goods, employment), shipyard workers' documentation	Translation agencies (Eclipse UK, Lidex PL, Interlang PL, Kod PL)	>40,000
Portuguese (European)	Portuguese_1	Freelance	BA German/Hispanic Studies	7	UKHO documents including notices to mariners; exhibition and website texts for two maritime museums in the Netherlands	Eclipse Translations Ltd Maritime museums	>100,000
Portuguese (European)	Portuguese_2	In-house	Postgraduate diploma in Translation and Technology Master of Arts in French and Hispanic Studies (2:2)	7	Sailing Directions, Notices to Mariners	Eclipse Translations Ltd	40,000
Portuguese (European)	Portuguese_3	Freelance	BA (Political Science)	4	Notices to Mariners (Spanish, Portuguese, Peruvian, Brazilian, Ecuadorean, Chilean)	Eclipse Translations Ltd	>50,000

Portuguese (European)	Portuguese_4	Freelance	Master in Translation Studies Degree in Modern Languages and Literatures	17	Bergen Maritime Upper Secondary School Emergency Training FGHO Hydrographer AVCS project Contractor Services contracts	Eclipse Translations Ltd	>10,000
Romanian	Romanian_1	Freelance	MSc, BA, FITL, Yachtmaster Offshore	35+	Notices to Mariners, Sailing directions	Eclipse Translations Ltd	1,000,000+
Romanian	Romanian_2	Freelance	BA in Translation, Interpretation and Terminology Studies, English & German, University of Bucharest, Department of Foreign Languages and Literatures, 2004 MA in Tourism, Environment and Development, King's College London, 2009	10	Contracts & technical specifications for naval defence systems (mine layers, mine sweepers, submarines, etc.)	Eclipse Translations Ltd ATLAS ELEKTRONIK GmbH TREDECO Greece DFDS Seaways	30,000
Russian	Russian_1	Freelance	Qualified in Chemistry	35+	Sailing directions for almost the entire coastline of Russia, lights lists, many notices to mariners, survey and project documentation for oilfields in the Barents and Caspian seas	CIB, ICI, Fisons, RWS, Eclipse, other translation agencies	1,250,000
Russian	Russian_2	Freelance	MA in translation	30+	Translated the sections of the Baltic Pilot from Russian approx. 2003/2004 Dutch, Polish and German Notices to Mariners	Eclipse Translations Ltd	100,000
Russian	Russian_3	Freelance	BA (Hons) Class 2A Russian with German	23	Black Sea Pilot - Russian Sea of Okhotsk Pilot Russian Black Sea Pilot Ukrainian Danube Pilot Amendments to Adriatic Sailing Directions Croatian Ukrainian	Eclipse Translations Ltd	432,000

Russian	Russian_4	Freelance	<p>University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003. MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch</p> <p>Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', 'Arthur Swinson Prize', 'Little Prize for Taxation', 'Tax Faculty Prize'</p> <p>University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youhotsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)</p>	9.5	<p>Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.</p>	45 agencies.	1,000,000 per year, currently.
Russian	Russian_5	Freelance	<p>BA (Hons) in History & Russian 1st Class Russian Interpreter in Civil Service Commission examination MSc in Defence Studies, University of Madras</p>	30	<p>Continuous experience since 1992 of translating materials for marine law cases, including deck logs, ME logs, ships' papers, expert reports, insurance documentation and correspondence. A very large proportion of translation work comes from the marine world</p>	Various (20+)	>5,000,000.

Serbian / Serbian Latin	Serbian_1	Freelance	University of Westminster 2002–2003 (part-time) MA in Technical and Specialised Translation, course completed July 2003, MA awarded with distinction (February 2004) Languages: Russian, Polish, German, Dutch Institute of Chartered Accountants in England and Wales 1994–1997 (part-time) ACA 1997, first time passes, 6th place nationally in 'The Order of Merit', Arthur Swinson Prize, 'Little Prize for Taxation', 'Tax Faculty Prize' University of London, SSEES/UCL 1990–1994 (full-time) BA (Hons) Russian Language & Literature, awarded with first class, M. J. Youhovsky Prize for Russian Language and Literature, distinction in spoken Russian Subsidiary languages – Swedish (first class), Hindi (first class)	9.5	Notices to mariners, pilots/navigation guides, lists of lights, mariner's handbooks, maritime incident reports, maritime insurance documentation, logs, vessel damage reports, marine/maritime legislation.	45 agencies.	1,000,000 per year, currently.
Serbian / Serbian Latin	Serbian_2	Freelance	Diploma in Translation, IOL TESOL Certificate Dip. in Psychology	23	Adriatic Pilots, Notices to Mariners	Eclipse Translations Ltd	10,000+
Slovene	Slovene_1	Freelance	University of Westminster 2002–2003 Master's Degree in International Trade	9.5	Notices to mariners, pilots/navigation	45 agencies.	1,000,000 per year,
Slovene	Slovene_2	Freelance	Master's Degree in International Trade	13	Maritime legal articles, lawsuit	Luka Koper (Biggest Slovenian port)	ca. 10,000
Spanish	Spanish_1	Freelance	BA German/Hispanic Studies	7	UKHO documents including notices to mariners; exhibition and website texts for two maritime museums in the Netherlands	Eclipse Translations Ltd Maritime museums	>100,000
Spanish	Spanish_10	Freelance	Certified Translator, member of the Uruguayan Translators Association (CTPU)	14	Cooperation Agreement Between UKHO and the Guatemalan government Maritime insurance policies Correspondence between the UKHO and Latin American partners	Eclipse Tsakos Industrias Navales S.A./MAPFRE	>10,000
Spanish	spanish_2	In-house	BA (Hons) Applied Languages Europe (French / Spanish), Licence en Langues Étrangères Appliquées, Licenciatura en Traducción e Interpretación, IOL Diploma in Translation	4	Notices to Mariners, Sailing Directions, correspondence relating to maritime incidents and international agreements / treaties / conventions.	Eclipse Translations Ltd	582,000
Spanish	Spanish_3	Freelance	BA Hons Degree in Modern Languages	4	Notices to Mariners for France, Spain and various countries in Central and South America and Sailing Directions for France, Spain and Argentina. Notices to Mariners for Portugal, Brazil and Italy.	Eclipse Translations Ltd	300,000
Spanish	Spanish_4	Freelance	MSc, BA, FTII, Yachtmaster Offshore	35+	Notices to Mariners, Sailing directions	Eclipse Translations Ltd	>40,000

Ukrainian	Ukrainian_2	Freelance	M.S. in English philology, Ukrainian State University	25+	Translations of articles from "World Fishing", "Fishing News International", "La Pêche Maritime". Translations of instructions and Manuals for fishing and research vessels constructed at the Kyiv Shipbuilding Yard, etc.	Bureau Vertias (Fire-fighting systems); Danfoss A/S (Refrigeration & Industrial Controls); FAPMO SA (Hydraulics & pumps); Intellectual Reserve Inc. (Religion, Finance); GENZYME (Medical research); IBM (servers); EPSON (computer equipment); KATUN (business equipment); Saurier Duval (Heating systems); ICHCIC (claims and appeals processes) Saillex Ltd. (Yachts, Lloyd's Register, Contracts)	5,000,000
Vietnamese	Vietnamese_1	Freelance	BA in English Member ATA	20+	Has worked as a Navy Lieutenant. Undergone navigational training. Translation various texts in the field of maritime/navigation/ships, such as FRQ Ships Safety Signalling, MARS Vertical ERP solution for shipyards/MARS*Material (Material Management)*/MARS*Planning (Resource Planning and Control)*/MARS*Production (Production Management)	Various agencies	>50,000
Vietnamese	Vietnamese_2	Freelance	BA English BA Economics - Accounting and Finance	12	Translation for cargoes using instruction, quality specification for inspection, procedures of inspection of cargoes	Various	10,000+
Welsh	Welsh_1	Freelance	BA Hons Diploma in Translation MITI	10+	Experienced in the following fields: Reports, Minutes, Policy Documents, Legal Notices, Financial Documents, Educational Resource Materials, Publicity Material, Signage, Correspondence, Forms.	Local government/councils, various translation agencies	>1,000,000
Welsh	Welsh_2	Freelance	BA Hons	19	Navigation, anti-fouling, dockside works, regulations regarding waste deposited at sea. Also fish and maritime fishing, maritime wind farms, no-fishing zones, etc. Also, extensive experience for Environment Agency (Hydropower reports, water/flood reports, regulations, environmental damage regulations)	Environment Agency, National Parks, etc	>1,000,000
Tagalog		Freelance	* Masters in Business Administration (MBA) through Distance Learning administered in collaboration with the British Council, Philippines * Digital Marketing Diploma Program * American Translators' Association (ATA)	1	Has translated correspondence for: Contra Costa Transocean Princess Cruises CEVA	Contra Costa Transocean Princess Cruises CEVA	ca. 10,000

Spanish	Spanish_5	Freelance	BA Hons. in French and Spanish MA in Conference Interpreting and Translation Studies	3	Notices to Mariners from Spain, Peru, Venezuela, Ecuador, Mexico and France.	Eclipse Translations ltd	>20,000
Spanish	Spanish_6	In-house	BA Modern Languages	1	SDS and NMS in Spanish & French	Eclipse Translations Ltd	203,000
Spanish	Spanish_7	In-house	Postgraduate diploma in Translation and Technology Master of Arts in French and Hispanic Studies (2:2)	7	Sailing Directions, Notices to Mariners	Eclipse Translations Ltd	540,000
Spanish	Spanish_8	Freelance	Diploma in Translation of the Chartered Institute of Linguists, 1986, in Aeronautical Engineering and General Engineering and Technology.	35+	Sailing directions for France - Atlantic Coast, Chile, Mexico - Baja California, Madagascar - N-West Coast, Canary Islands, Spain and Portugal and the Magellan Strait, E and W Stretches, Corrections to Sailing Directions, Notices to Mariners, Maritime Law (e.g. MARPOL, SOLAS, IALA buoyage systems, Electronic chart systems	Eclipse Translations Ltd	>350,000
Spanish	Spanish_9	Freelance	BA (Political Science)	4	Notices to Mariners (Spanish, Portuguese, Peruvian, Brazilian, Ecuadorean, Chilean)	Eclipse Translations Ltd	>50,000
Swedish	Swedish_1	Freelance	BA Double Honours degree, II, I	19	Notices to Mariners	Eclipse Translations Ltd	150,000
Swedish	Swedish_2	Freelance	BA Hons Scandinavian Studies with German	35+	Notices to Mariners + 3 volumes of Den norske Løst	Eclipse Translations Ltd	>10,000
Tagalog	Tagalog_1	Freelance	BA in English Member ATA	20+	Marine Pollution Case and all corresponding investigations, interviews, etc	US District Courts	100+ hours
Taiwanese	Taiwanese_1	Freelance	LL.B. (Leeds 1963) B.A. (Chinese & Linguistics (Leeds 1977) Certificate of Further Studies in Chinese (Liaoning University 1978)	30+	A101 Bohai Sea and Yellow Sea (Apr. 2008), P118 Tianjin (Dec. 2009), P112 Dalian (2010), P126 Qingdao (2010), C105 Guide to China Ports S, China Sea (2010), C101 Guide to Ports Bohai & Yellow Seas (2010) etc.	Eclipse Translations Ltd	>1,000,000
Taiwanese	Taiwanese_2	Freelance	BA in East Asian Studies, Middlebury College	16	shipbuilding journal articles, navigational hazard alerts, articles on maritime security and law	firms, translation agencies	>1,000,000
Thai	Thai_1	Freelance	B.B.A., Kasetsart University	10	Letters and agreements	Eclipse Translations Ltd	ca. 10,000
Thai	Thai_2	Freelance	BA/History; BS/Political Science; US Army	30+	Naval and military procurement bid invitation and contract translations, including ship air defense systems, UAV procurement, and aircraft overhaul. All Thai government procurement contracts incorporate shipping instructions and clauses restricting shipment to Thai vessels.	Translation agencies	>100,000
Ukrainian	Ukrainian_1	Freelance	BA (Hons) Class 2A Russian with German	23	Black Sea Pilot - Russian Sea of Okhotsk Pilot Russian Black Sea Pilot Ukrainian Danube Pilot Amendments to Adriatic sailing Directions Croatian Ukrainian	Eclipse Translations Ltd	135,000

Complaint handling

Our complaints handling process is as follows:

- UKHO should report any complaint to its designated Eclipse Account Manager.
- The Eclipse Account Manager will immediately inform the Eclipse Quality Manager who will log the complaint electronically in our ISO complaints records for tracking and reporting purposes. All complaints are forwarded to the Management Team at Eclipse (Production Manager, Managing Director, Senior Production Staff).
- The first priority is to resolve the complaint quickly.
- The relevant Account Manager will investigate the complaint and contact the client, original translator and reviser for feedback on the specific points of the complaint.
- The Account Manager will then establish with UKHO the best approach to remedy the problem identified which may vary from rechecking and editing a translation through to a complete retranslation if this is required.
- Eclipse will provide a reworked version of the translation as quickly as possible and at no extra charge to UKHO.
- Where applicable, a discount will be offered to UKHO in the event that our service falls below the standard expected.
- Where necessary, the Account Manager will also contact an independent translator for an independent opinion on the final target files.
- At every step of the way the Account Manager will remain the UKHO's first point of contact and will keep them updated.
- All findings are recorded, discussed and reported on within 5 working days to UKHO. The findings are discussed within a Quality Management meeting and any corrective/preventative action taken is reviewed.
- Feedback received from UKHO will be shared with our translators and checkers and any relevant information, such as preferred terminology, will be shared and recorded for future use.
- In the unlikely event that a resolution cannot be found between the parties, mediation would be sought via a professional trade association such as the Association of Translation Companies or other qualified organisation to be agreed for the purposes of mediation.

A Professional Translation, Interpreting and Language Training Company

Eclipse Translations Limited
Birch Close, Lionheart Enterprise Park
Alnwick, Northumberland
NE66 2EP, United Kingdom

t: +44 (0)1665 511000 / 0800 376 5003
f: +44 (0)1665 511058
e: translation@eclipse-translation.co.uk
w: www.eclipse-translation.co.uk



UKHO JOB RECORD

Issue 3

PN _____

Date Due: _____

UKHO No: _____

Time Due: _____

Stage 1: Legibility check:

Signature _____

Date _____

Stage 2: Format check:

Coordinates
Depths
Tables
Numbers
Formatting

Signature _____

Date _____

Stage 3: Translation

Coordinates
Depths
Tables
Numbers
Formatting
Language Check
Spell Check

Total time spent on Updates
(incl. checking of updated text)

--

Signature _____

Date _____

Stage 4-5: Proof-reading and Coordinate Check

Coordinates
Depths
Tables
Numbers
Formatting
Language Check
Spell Check
X Bench

Signature _____

Date _____

Stage 6: Checked as complete

Format Check
Spell Check

Signature _____

Date _____

Sent to UKHO:

Time _____

Signature _____

Date _____

Commercial in Confidence

Eclipse Translations Ltd.

UKHO Quality Plan

DRAFT

Eclipse Translations Ltd

UKHO

Authorised by:

Title:

Signature:

Date:

Amendment Record

Date	Change	Issue	Authorised
27/07/12	Base issue.	1	

Contents

1.1 General

1.1 Purpose and Scope

1.2 Responsibilities

2.1 Translation Processes

2.1 Receipt of Translation Request

2.2 Confirmation of Order

2.3 Translation Production

2.4 Delivery of Translation

2.5 Agreed checking Procedure

2.6 Delivery Targets

2.7 Acceptance Criteria

2.8 Corrective Action

3.1 Management Information Reporting

4.1 Auditing

5.1 Complaints Procedure

6.1 Contract Review Meetings

1 General

1.1 Purpose and Scope

This Quality Plan describes how the contract is managed and controlled by Eclipse Translations Limited. The plan is used in conjunction with the established Quality System procedures. In the event of conflict between the Quality System and this Plan, the Plan will take precedence.

1.2 Responsibilities

Managing Director

The Managing Director is responsible for the total operation of the Company and for the definition, maintenance, and implementation of Company quality standards as defined in the Quality System Documentation and in this Quality Plan.

Production Manager

The Production Manager has overall responsibility for the efficient operation of the Production Team and for overseeing the performance and development of the team, including training. The Production Manager will work with the Eclipse UKHO Account Manager to ensure that the Production Team fully support the UKHO contract in line with this Quality Plan.

Account Manager

The Account Manager has the responsibility and authority for being the initial point of contact with the UKHO, responding to enquiries, assessing job requirements, providing quotations, allocation of translators and checkers via the Eclipse Document Management System, general management of the day-to-day contract and final sign off and delivery of translations. In the absence of the Account Manager, the Deputy Account Manager will deputise.

Deputy Account Manager

The Deputy Account Manager is responsible for deputising for Account Manager as the initial point of contact. When deputising for the Account Manager, the role of the Deputy Account Manager will be the same as that of the Account Manager.

Translation Memory Development Lead (TDL)

The Translation Memory Development Lead will be responsible for ensuring that the Translation Memory technology Eclipse deploys on this contract (Trados) will be as effective as possible. The TDL will be responsible for staff training, and will work with the UKHO nominated contact, The Eclipse UKHO Account Manager and the Managing Director to maximise the use of Translation Memory software over the duration of the contract.

Translator

The Translator has the responsibility and authority for the production of translations to the correct and for completing these on time to allow quality checks to be undertaken within the delivery deadline. The Eclipse Production Team will contain dedicated UKHO translators who have the required experience to fulfil the

contractual requirements. The translator will work with the Checker and the Account Manager to ensure that any outstanding queries are resolved within the deadline delivery.

Checker

The Checker is responsible for checking the documents produced by the translator to ensure that the documents are 'fit for purpose' and accurate.

Administrators

The Administrators are responsible for administration duties to support the Production Team in delivery of the UKHO contract. In particular they have a specific role in preparing and formatting editable and non-editable PDF files and hard copy documents received from the UKHO.

Resource and Quality Manager

The Resource and Quality Manager has the overall responsibility for the vetting, testing recruitment, and monitoring of translators and checkers.

IT Manager

The IT Manager has overall responsibility for the efficient management, maintenance and operation of the Eclipse IT infrastructure to ensure maximum availability to the UKHO.

Accounts Controller

The Accounts Controller is responsible for the efficient processing of accounting tasks relating to the contract, including invoicing, issuing credit notes, query resolution and efficient handling of the company's financial processes.

2 Translation Processes

2.1 Receipt of Translation Task

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

- 2.1.1 When a translation requirement arises UKHO staff can submit a translation quote request via our translation portal at <https://portal.eclipse-translation.co.uk> (NtMs, other electronic documentation). This is a user-friendly process and is very quick to complete.

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

UKHO@eclipse-translation.co.uk

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

Eclipse Translations Limited
Lionheart Enterprise Park
Alnwick
Northumberland
NE66 2EP

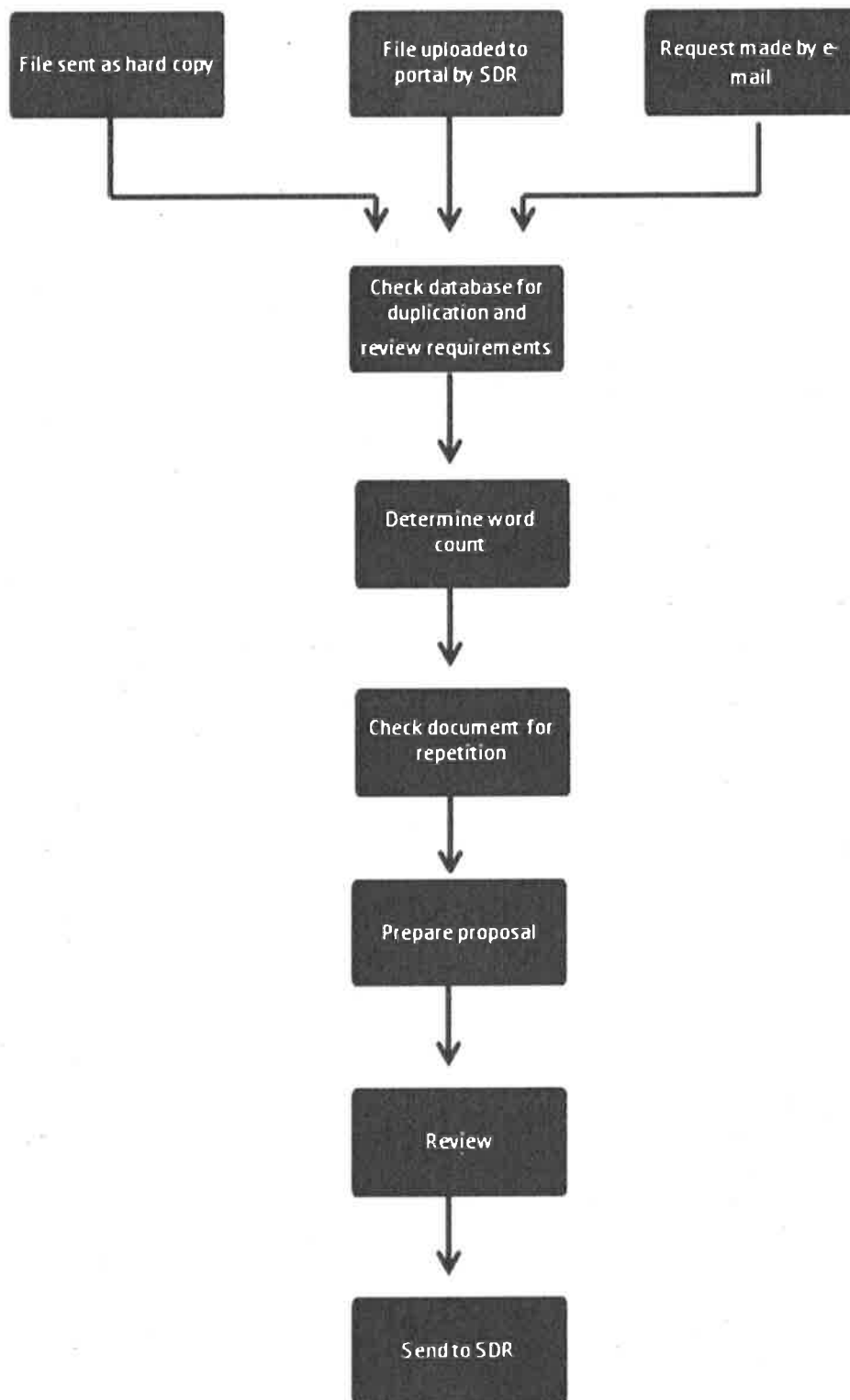
Our team can be telephoned free of charge on 0800 376 5003 at any time during the working day to answer queries. An out-of-hours number will be provided upon request for urgent requirements.

- 2.1.2 When the request is submitted, the UKHO user will receive immediate confirmation that the request was received and the Eclipse Account Manager will be notified that a quotation has been requested.
- 2.1.3 On receipt of this request, The Eclipse Account Manager will check the database for duplication and review the requirements specified by the UKHO user and check:
- ordering point;
 - source language;
 - target language;
 - UKHO ref. number;
 - number of words;
 - type of document (subject matter);
 - delivery deadline (date and time);
 - format of source document (electronic/hard copy);
 - method of delivery (including next day delivery courier service);
 - delivery point;

- special instructions (i.e. any deviation from Standard Layout Instructions or typesetting instruction if applicable);
 - document classification (non-classified / restricted / confidential / secret).
 - Legibility of the source text
- 2.1.4 The Account Manager will determine the number of words contained in the file sent for translation.
- 2.1.5 The Account Manager will check the document for areas of repetition which may yield discounts.
- 2.1.6 The Account Manager will prepare a quotation based on the above information. This proposal will confirm whether Translation Memory will be used for the translation.
- 2.1.7 The Account Manager will check the proposal and send this to the UKHO requester by email.

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

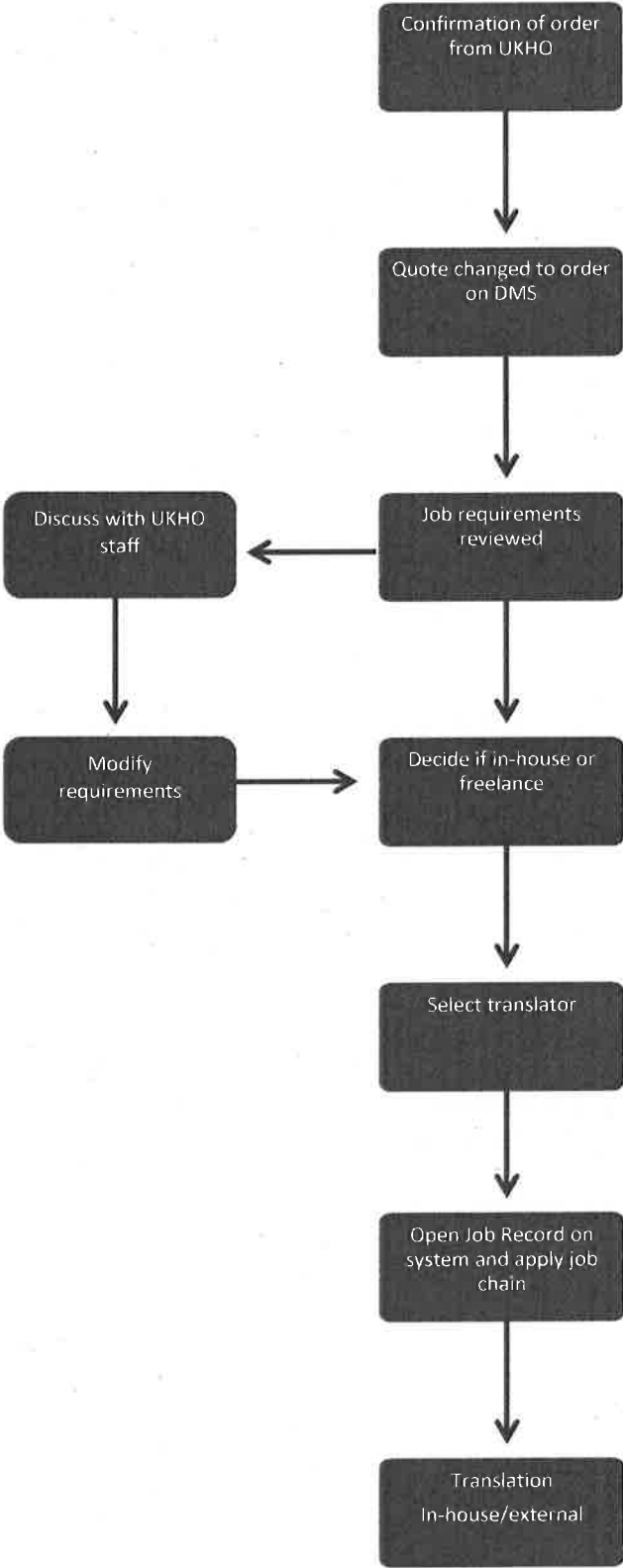
Receipt of Translation Request



2.2 Confirmation of Order

- 2.2.1 The UKHO requester can confirm a request to proceed by email or by clicking on the confirm order button in the order screen of the portal.
- 2.2.2 Upon receipt of the confirmation to proceed from the UKHO, the Eclipse Account Manager will confirm receipt in writing (same day) and convert the Request in our Document Management System into an Order. This creates a unique Eclipse order number relating to the translation.
- 2.2.3 The Account Manager checks that the requirements of the order have not changed since the quotation stage and discusses and agrees any additional requirements, as appropriate, with the UKHO requester.
- 2.2.4 The Account Manager will select the most appropriate translator available from either our in-house team or our panel of external translators. Our Document Management System has an integrated supplier database which allows selection of the best resources based on the type of document that requires translation (See Section 4).
- 2.2.5 The Account Manager proceeds to record all relevant information relating to the order onto our Document Management System including UKHO references, deadlines and special requirements. (See Section 4 for further details).
- 2.2.6 A specific UKHO job chain (workflow) is applied to each order. This contains specific mandatory work instructions that the translator and checker must follow when completing the translation. The job chain will also contain a document preparation stage where PDF conversion and formatting is required to unlock Translation Memory use.
- 2.2.7 Job records are created for each order. These contains the specific key delivery dates for each person involved in the production of the translation, purchase orders, instructions to the member of staff on what is required, glossary information and any other instructions that are relevant to the order.
- 2.2.8 The selected translator and checker are assigned to the job record and allocated to start work on the text.

Confirmation of Order



2.3 Translation Production

Translations will be produced either by a selected in-house or external translator.

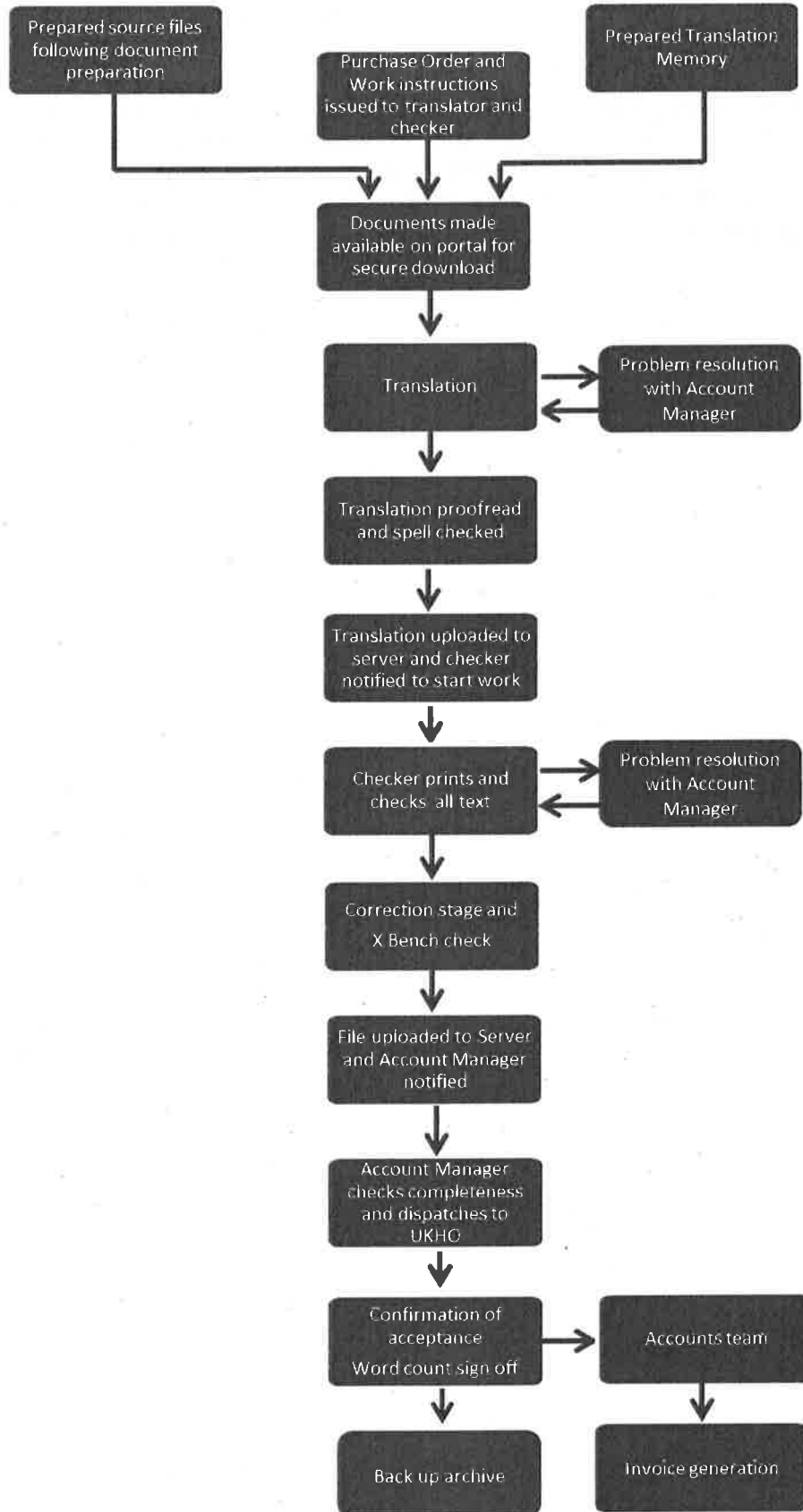
- 2.3.1 If the source files from the UKHO are not in an editable Word format, the Account Manager will request prepared source files from our Administrators (document preparation team) which consist of converted files from the original source PDFs that are then formatted for Translation Memory use where possible. All Sailing Directions hard copies received from the UKHO will be scanned prior to production to allow electronic transfer. The Administrators will check the format, accented characters and numerical date including coordinates and sign off UKHO Job record QA sheet.
- 2.3.2 The Account Manager prepares a Translation Memory translation package for the translator to use during the translation process.
- 2.3.3 A Purchase Order (PO) is generated for the assigned translator and checker from the Document Management System along with Work Instructions that contain all information relating to the task and specify the quality stages required in line with the specific Quality Plan agreed for UKHO work. (See Section 4 for more information on Work instructions).
- 2.3.4 The Account Manager sends the Translation Package (prepared source file, Translation Memory, Purchase Order and Work Instructions) to the translator and checker via the portal. The PO specifies the language combination, the subject matter, the word processing package to be used, the delivery time and any special instructions. Any relevant reference material or glossaries are also supplied at this point. *Note: all of our existing production team have the latest versions of our terminology resources.*
- 2.3.5 A physical Job Wallet containing all communications, a copy of the source and target texts and job instructions/PO is also raised. The UKHO Job record QA sheet is included in this physical wallet (Q8_Eclipse_UKHO JOB RECORD Issue 3.pdf).
- 2.3.6 The translator now commences the translation. If queries arise during the translation process the translator will liaise with the Eclipse Account Manager in order to resolve these. If necessary, the Account Manager will refer back to the UKHO Translation Manager in order to resolve issues. If anything remains unclear in the translation, the translator will flag this to the checker using a Translator's Footnote (TF).
- 2.3.7 Once the translation is complete the translator will spell check the translation, proof-read, correct and spell check again. The translator will complete all requirements specified in the Work instructions. Confirmation that coordinates have been checked, footnotes provided where required and a layout check are standard additional checks that apply will to UKHO work. The translator will complete all additional checks specified in the Work Instructions.

- 2.3.8 The translator prepares the translation for electronic transmission back to Eclipse via our portal. Each translator is required to confirm that specific checks have been completed in accordance with the Work Instructions in order to return the translation. Our portal uses 256 bit SSL encryption and work cannot be delivered unless the translator has confirmed the checks. The UKHO Job Record Sheet is updated accordingly.
- 2.3.9 The Checker receives instant notification by email from our portal as soon as the translator has delivered the translation and can start work. This avoids unnecessary delays between the translation and checking process (i.e. avoids delays from files being delivered to the Account Manager which then have to be saved and sent by email to the checker).
- 2.3.10 The Checker prints out the translation and checks the document to ensure that it is linguistically and culturally accurate. Any problems arising from this are discussed and resolved with the translator and where necessary with the Account Manager and UKHO staff and corrected by the checker.
- 2.3.11 The checker then runs our X Bench tool which validates that all numbers and coordinates have been correctly reproduced. The checker corrects any errors reported by the tool and prepares the file for upload. The checker is required to confirm that specific checks have been completed in accordance with the Work Instructions and the UKHO Job record QA sheet in order to return the checked translation. The UKHO Job Record Sheet is updated accordingly.
- 2.3.12 The Eclipse Account Manager receives an instant notification by email that the checked translation has been delivered and reviews the delivered file. The Account Manager will perform a final check for completeness, correct layout and compliance with the Work Instructions and spell check to ensure that the file can be delivered to the UKHO.
- 2.3.13 The UKHO job record QA sheet is completed by the Account Manager who then delivers the files by email to the UKHO designated contact as a standard delivery method. Files can also be made available for download via our portal where preferred. This is particularly relevant for commercial/marketing texts which may potentially be too large to email. The delivery time is recorded on the QA sheet and a date stamp is automatically recorded on the Document Management System when the file is delivered by email.
- 2.3.14 A target word count of the translation is recorded and the order is finalised on the system by recording this final word count and relevant Translation Memory discounts. A project billing sheet is produced from the Document Management System based on this information and sent to the Accounts Team for invoicing. UKHO will be sent a summary of all billable items each month with a request to confirm acceptance of the orders.
- 2.3.15 The Accounts Team will issue one cumulative invoice each month which will provide a breakdown of all orders including Translation Memory discounts. Invoices

will only be issued once confirmation of acceptance has been received from UKHO.

- 2.3.16 The task is now complete and a hard copy of the source and target text, all records and all correspondence relating to the production of the task are then archived in a Job Wallet. The source text and translation are archived electronically for future access together with the UKHO job record QA sheet. Historic orders can be accessed by the Eclipse Account Managers and by authorised UKHO users via our portal system.

Translation Production



2.4 Delivery of Translation

There are several "common" methods of delivery that Eclipse Translations Ltd offers, namely:

Routine deliveries

Translated materials will be returned to the relevant UKHO translation manager by email as follows:

SDR requests:

Commercial requests:
Sarah.frowde@ukho.gov.uk

Delivery format

Translations will be returned as attachments in MS Word (in the latest version or a version compatible with UKHO requesters) or in PDF in accordance with the individual job requirements. An appropriate naming convention will be agreed and used for all translation deliveries (e.g. SPA_3344_0712_JG).

Translations will retain the style, format and layout of the original source document (including geographic positions) in order to allow ease of cross-referencing against the source documents for the Regional Teams.

Delivery of large items

Items that are too large to email such as typeset files including artwork for marketing brochures, flyers and pamphlets will be made available for fast download via our secure portal.

Charges for deliveries

All deliveries to UKHO (including postal deliveries by First Class Royal Mail) will be free of charge.

Classified material

Eclipse will comply with the latest guidance available (JSP 440 or equivalent) in order to ensure that classified material is returned using authorised methods only. There will be no additional charge for this service.

Return of hard copy publications

Original hard copy publications sent to Eclipse for translation (e.g. FGHO Sailing Directions or charts) will be returned to UKHO on request free of charge.

Archiving

The Account Manager will ensure that the files from the Final delivery folder are copied to the backup archive.

The original document, the translation, and Job Record will be filed in the Job Wallet in number sequence for a minimum of 1 year. Electronic copies of all stages of production will be maintained in a back-up archive and available to the UKHO for the duration of the contract as a minimum.

Invoicing

The Account Controller will ensure that translations are invoiced efficiently and will contain a full breakdown of the specific projects including as a minimum UKHO and Eclipse references, a description of the task, final word counts, VAT and Translation Memory discounts. Unless otherwise requested, invoices will be provided monthly and each monthly invoice will contain projects which have been accepted by the UKHO based on a summary of billable items.

Invoices will be sent electronically in PDF format.

2.5 Agreed Checking Procedure

In order to meet the quality requirements that relate to this contract, the following quality control procedures will be adopted and implemented for all our internal and external activities to ensure 100% accuracy before translations are returned to the UKHO. All checking stages will be signed off on a specific UKHO job record QA sheet (see Q8_Eclipse_UKHO JOB RECORD Issue 3.pdf).

Legibility check

The Eclipse Account Manager will check that the source files received from the UKHO are legible and of a suitable quality to be accepted for translation. This check includes not only the legibility of the text, but also includes a check on the legibility of the coordinates. This checking stage will be carried out prior to the quotation for each translation request in order to avoid delays once an order is placed.

Format check

The Administrators are responsible for converting PDFs received from UKHO into a format that can be used with Translation Memory and/or into a Word format which mirrors the format, style and layout of the original source text. This team corrects any conversion errors by checking the layout of the file against the original source file. Hard copy print outs are used to complete this task. This stage includes a check for language specific accented characters, numbers and coordinates.

Linguistic check 1

Translators follow a three-stage approach in preparation of each translation:

1. completion of a first draft, which involves translating and typing the main substance of the text. Any problems are referred to the Account Manager when a response from the client is required. All relevant glossaries are consulted during this stage to ensure consistency with preferred terminology;
2. completion of a final draft, which involves reading back first draft for the purposes of resolving any remaining problems, and incorporation of responses to any queries highlighted in 1 above.
3. Checking the final draft for spelling errors, grammatical mistakes, omissions, incorrect coordinates and positional data. A spell check is completed and the translator has to sign off to confirm all checks have been completed before delivery of the file to the checker for Linguistic Check 2.

Linguistic check 2

All translations are subject to an independent word-for-word check. The text is controlled with regard to its:

1. completeness (no omissions or additions);
2. accuracy and consistent rendering of the source text;
3. spelling;
4. grammar, syntax, punctuation;
5. coordinates and positional marks/symbols;
6. suitability of linguistic expression;
7. compliance with agreed stylistic requirements;
8. compliance with agreed glossaries and reference material.

The Checker will complete the activity by printing the source and target text out and carefully checking the translation against the source text received. Any errors are marked on the copy. Once complete, the text is then updated by the checker to incorporate the changes made. The checker then verifies that the amendments made are correct.

Coordinate check

The Checker will use a tool called X Bench to validate the translation in terms of accuracy of coordinates. This tool provides a report on any numerical data (e.g. coordinates) that are different in the source text and the target text. The Checker will review this report and identify and update any inconsistencies. The Checker then verifies that the amendments made are correct and prepares the translation for delivery back to the Account Manager. The checker has to sign off to confirm that all checks have been completed in order for a delivery to be made via the system.

Completeness check

The Account Manager will review the file that is ready for delivery to ensure that the format and layout comply with the source text. The Account Manager will also verify that there are no obvious omissions in the text that has undergone the above QA process and spell check the document before signing the translation off on a QA form and delivering the translation.

3.6 Delivery Targets

Eclipse will comply with the requirement for 5 categories of delivery target times, namely:

- 24 hours
- 48 hours
- Four working days
- Seven working days
- 10 working weeks (publications and larger volumes)

3.7 Acceptance Criteria

Any problems relating to legibility of work will be identified by the Eclipse Account Manager at the quotation stage as part of our review of requirements and therefore before any work has proceeded. The maximum time taken to raise legibility issues with the UKHO Translation Manager/Commercial Manager will therefore be less than 24 hours in all instances.

Following receipt of a translation from Eclipse, UKHO shall have up to five working days to accept/reject FGNMs and other small items and four working weeks for publications and larger items.

2.8 Corrective Action

Any work delivered which contains greater than 1 error per 1000 words will be returned to Eclipse for correction at Eclipse's expense.

Where formal corrective action is required the Account Manager is responsible for implementing the corrective action in accordance with the following timescales:

- errors in FGNMs and small items will be corrected within 24 hours;
- errors in larger items/publications will be corrected within 10 days.

4. Management Information Reporting

Eclipse will record and monitor its contract performance and provide this in the form of a Management Information report to the UKHO. This information will allow the UKHO and Eclipse to maintain an up-to-date overview of Eclipse's performance against contractual obligations. Our management information will include as a minimum:

- Total orders completed each month
- Language combinations
- UKHO reference number
- Due date
- Actual delivery date
- Time taken
- Invoice amount
- Discounts and Savings

Eclipse will produce this information within 2 calendar weeks of the following month.

5. Auditing

ISO Audits

Eclipse will undergo an independent ISO Audit on its systems and procedures each year to validate continued compliance with the ISO 9001:2008 certification. Additional internal audits will be conducted during the year in accordance with our audit schedule.

Linguistic audits

Eclipse will organise an independent language audit to be carried out twice per year on a 5% random sample of delivered translations.

Eclipse will provide the UKHO with the details of third party professionals who will be asked to complete the linguistic audits. These translators will be members of professional associations, will not have been involved in the production of the original translation and will comply with the ITI professional code of conduct.

A report on each translation will be prepared based on a standard template to be agreed between the UKHO and Eclipse and this will be sent directly to both the UKHO and Eclipse. Any issues arising from these linguistic audits will be discussed during contract review meetings.

5. Complaints Procedure

Our complaints handling process is as follows:

- UKHO should report any complaint to its designated Eclipse Account Manager.
- The Eclipse Account Manager will immediately inform the Eclipse Resource and Quality Manager who will log the complaint electronically in our ISO complaints records for tracking and reporting purposes. All complaints are forwarded to the Management Team at Eclipse (Production Manager, Managing Director, Senior Production Staff).
- The first priority is to resolve the complaint quickly.
- The relevant Account Manager will investigate the complaint and contact the client, original translator and reviser for feedback on the specific points of the complaint.
- The Account Manager will then establish with UKHO the best approach to remedy the problem identified which may vary from rechecking and editing a translation through to a complete retranslation if this is required.
- Eclipse will provide a reworked version of the translation as quickly as possible and at no extra charge to UKHO.
- Where applicable, a discount will be offered to UKHO in the event that our service falls below the standard expected.
- Where necessary, the Account Manager will also contact an independent translator for an independent opinion on the final target files.
- At every step of the way the Account Manager will remain the UKHO's first point of contact and will keep them updated.
- All findings are recorded, discussed and reported on within 5 working days to UKHO. The findings are discussed within a Quality Management meeting and any corrective/preventative action taken is reviewed.
- Feedback received from UKHO will be shared with our translators and checkers and any relevant information, such as preferred terminology, will be shared and recorded for future use.
- In the unlikely event that a resolution cannot be found between the parties, mediation would be sought via a professional trade association such as the Association of Translation Companies or other qualified organisation to be agreed for the purposes of mediation.

6. Contract Review Meetings

Eclipse shall attend periodic contract performance review meetings in order to ensure that a long-term quality relationship is developed. These will be held at least every 6 months at the UKHO offices.

Notwithstanding the above 'formal' meetings, as with all of our clients, meetings can be called at any time in order to discuss specific requirements. Such meetings will be arranged at mutually convenient times.

The cost of attending all meetings (including travel and accommodation for Eclipse staff) is free of charge to the UKHO.

Q9_Eclipse_Sample log file[1]

Start Analyse: wed Jul 11 12:49:17 2012

Translation Memory: T:\Trados memories\UKHO\UKHO FR EN\UKHO FR EN.tmw

C:\Users\lsouthwood\Documents\UKHO\FRA_3334_0712_IE_Bulletin.doc

Match Types	Segments	Words	Percent	Placeables
Context TM	0	0	0	0
Repetitions	17	74	3	0
100%	316	848	38	0
95% - 99%	8	40	2	0
85% - 94%	32	201	9	0
75% - 84%	14	93	4	0
50% - 74%	5	32	1	0
No Match	83	928	43	0
Total	475	2,216	100	0

Chars/Word 4.16
Chars Total 9,233

Analyse Total (1 file):

Match Types	Segments	Words	Percent	Placeables
Context TM	0	0	0	0
Repetitions	17	74	3	0
100%	316	848	38	0
95% - 99%	8	40	2	0
85% - 94%	32	201	9	0
75% - 84%	14	93	4	0
50% - 74%	5	32	1	0
No Match	83	928	43	0
Total	475	2,216	100	0

Chars/Word 4.16
Chars Total 9,233

Analyse finished successfully without errors!

wed Jul 11 12:49:55 2012

=====
Create Project TM C:\Users\lsouthwood\Documents\UKHO\FR TM\FR TM.tmw
Export finished successfully. 219 of 361 TUs exported.

Eclipse Translations Ltd.

Translator Monitoring Procedure

Translation Monitoring Procedure

Contents

1 General

2 Freelance Translator Selection

1 General

1.1 Purpose

This procedure describes how freelance translators are selected by Eclipse Translations Ltd. and their performance monitored.

1.2 Scope

This procedure applies to all freelance translators used by Eclipse Translations Ltd.

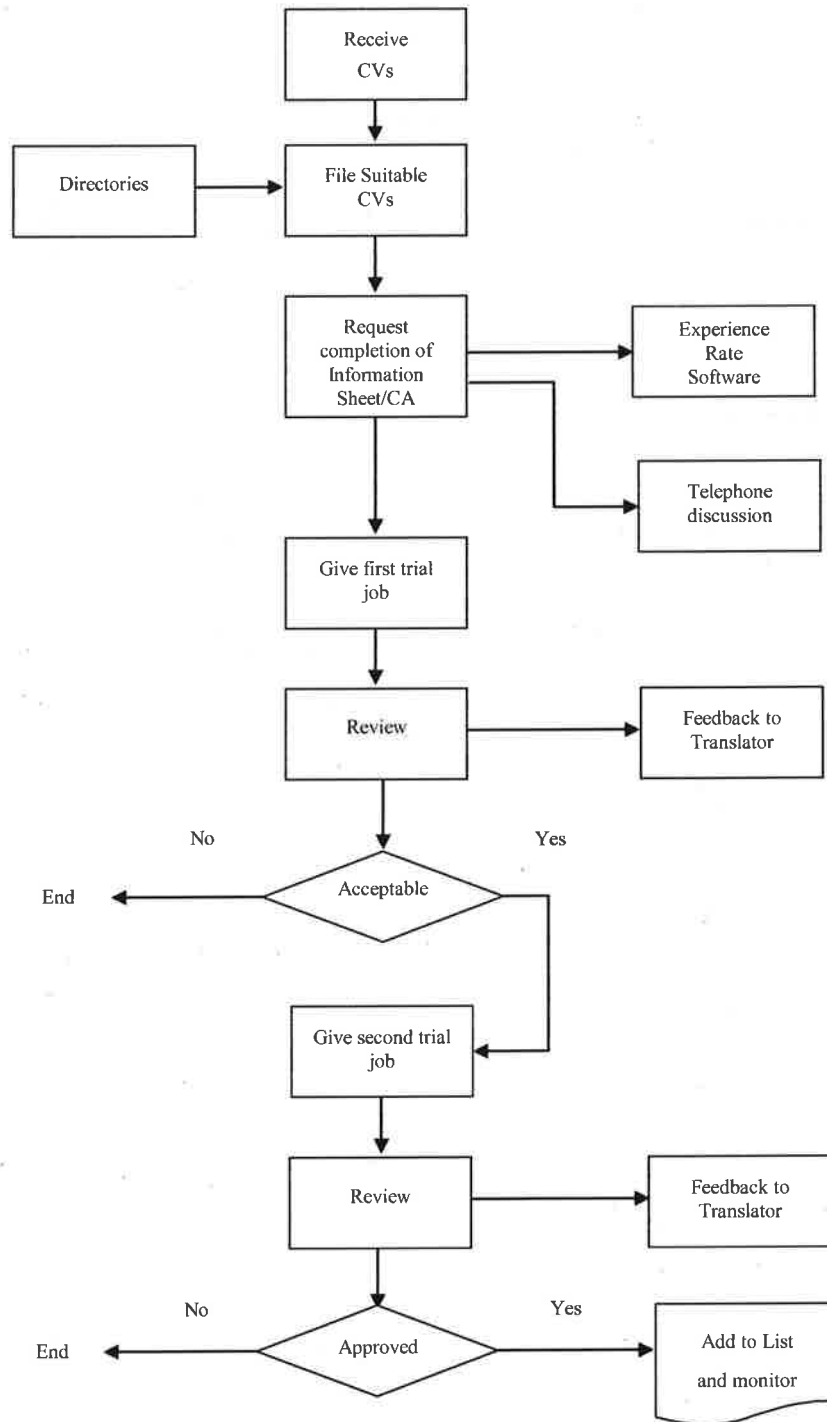
1.3 Responsibilities

The Resource Manager has overall responsibility for the recruitment, development and training of new freelance translators/interpreters.

The Senior Project Manager/Project Manager is responsible for selecting the freelance translators and monitoring their performance and for providing feedback about freelance translators to the Resource Manager.

Where not specified further, the responsibilities denoted as those of a Project Manager also apply to the Production Manager, Senior Project Manager and Project Manager.

Freelance Translator Selection



CA = Confidentiality Agreement

2 Freelance Translator Selection

Translator selection is in two phases. The first phase is reviewing the prospective translator's experience and capability.

If a translator is considered suitable they then move to the second phase of selection. This consists of establishing their translation ability and competence, and judging their suitability to work with Eclipse.

2.1 Phase 1

In general, a steady flow of enquiries is received from freelance translators requesting work. Each of these enquiries will be reviewed by the Resource Manager, in conjunction with the Senior Project Managers and a designated Project Manager, where appropriate. When a prospective translator is considered suitable, their CV will be retained on file and he/she will be sent a Supplier Information Form to document language skills, available software, etc..

When the need for a new translator arises they will be selected either from CVs on file or from translator directories. The Resource Manager/Senior Project Manager will then have a telephone discussion with the translator. The purpose of the discussion is to determine:

- experience and subjects translated;
- translation rates;
- software used and;
- other information provided on the Supplier Information Form.

If the Resource Manager/Senior Project Manager/Project Manager is satisfied with the translator's abilities to meet Eclipse needs the selection will then move to phase 2.

2.2 Phase 2

The prospective translator will be given a trial translation job. The requirements will be fully explained by the Senior Project Manager/Project Manager, and the job will be controlled via our Document Management System.

The Resource Manager or Senior Project Manager will arrange for a review to be carried out. Details of who did the review, the results, comments, etc., will be recorded on the Supplier Monitor and Feedback Log. The results of the review will also be communicated to the translator. If performance on the trial job is satisfactory,

the translator will be given a second job and either approved or rejected. Again, the results of each translation will be communicated to the translator and the details recorded on the Supplier Monitor and Feedback Log.

Once approved, the date will be recorded on the Supplier Monitor and Feedback Log, and the Resource Manager or Senior Project Manager will update the translator's details in the Supplier database and the translator will be assigned a preference rating by the Resource Manager to signify that they have been tested and approved.

2.3 Performance Monitoring

Translators are monitored by default. If a translator is performing satisfactorily there will be no need to record this. Queries, odd mistakes, etc. will be recorded either on the paper copies stored in the Wallet and/or in the revised electronic version of the translation that is stored within the Document Management System. Should more serious problems or concerns arise these will be recorded on the Translation Complaints and Feedback Log by the Production Manager/Senior Project Manager and the Resource Manager informed. The Translator will be informed by the Senior Project Manager/Project Manager and the action taken to resolve the problem recorded on the Translation Complaints and Feedback Log.

Corrective action will be taken on the basis of the nature of any concerns regarding quality of their work.

Where a translator fails to improve despite problems being reported, they will have their approved status removed.

Results of performance monitoring will be recorded in the electronic supplier database and available to allocation staff in real-time.

2.4 Translator List

All approved translators are listed in the Supplier module of our Document Management System.

Translator Monitoring Procedure

Appendix 1 – Sample Forms

Sample Forms

	Current Issue no.
Supplier Monitor and Feedback Log	2
Supplier Information Form	6

Supplier Monitor & Feedback Log

Date	O-	Client	Supplier	Translator/ Interpreter/ Trainer	New/ Existing	Monitor/ Feedback	PM	Person Reviewing	Comments/ Problems	Action Taken	Outcome	Comments added to LTC	To be monitored on next job?	Date Approved	Date Rejected	Correspondence	

To be completed electronically in excel



RESPONSE TO QUESTION 10

OF

Invitation to Tender

Tender Reference: Contract Number HA294/005/167

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

Submitted by:

Eclipse Translations Ltd
European Translation Centre
Birch Close
Lionheart Enterprise Park
Alnwick
Northumberland
NE66 2EP
United Kingdom

Tel: +44 (0) 1665 511000

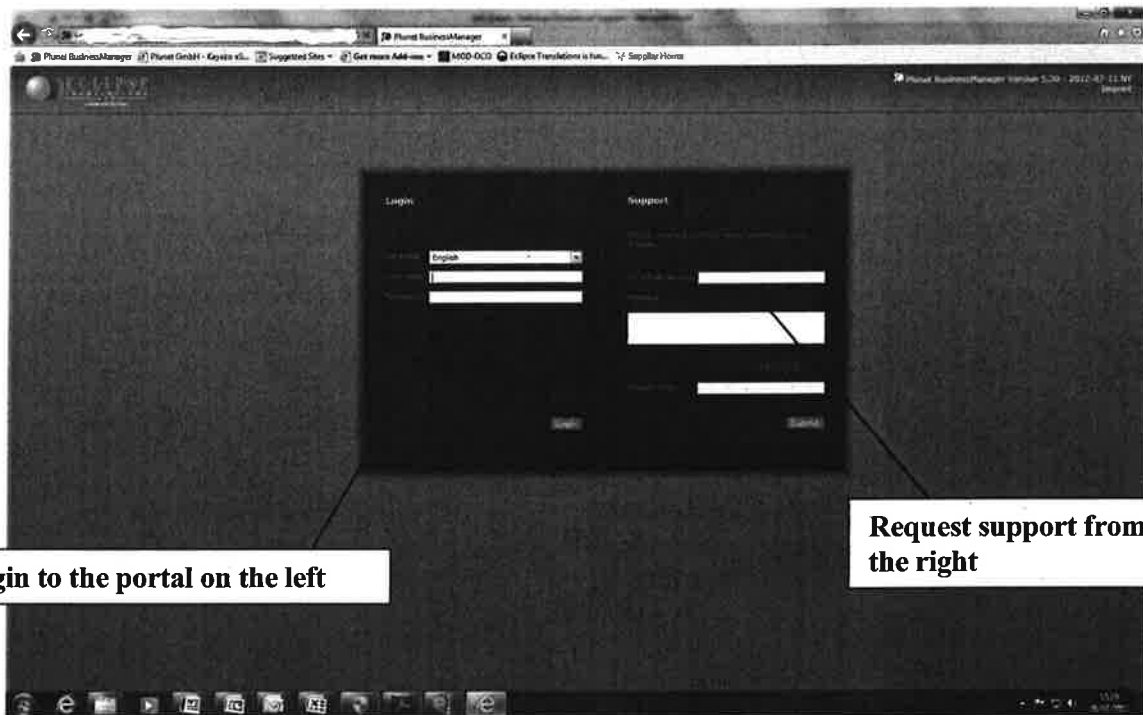
Fax: +44 (0) 1665 511058

E-mail: projects@eclipse-translation.co.uk

Website: www.eclipse-translation.co.uk

This tender is valid for 90 days from 31 July 2012

Our secure portal is located at <https://portal.eclipse-translation.co.uk>



Login to the portal on the left

Request support from Eclipse on the right

Support contact details for our IT department are as follows:

IT Manager:

Email: _____

Tel.: 01753 480205

Address: RWS Group, Europa House, Chiltern Park, Chiltern Hill, Chalfont St Peter, Bucks, SL9 9FG

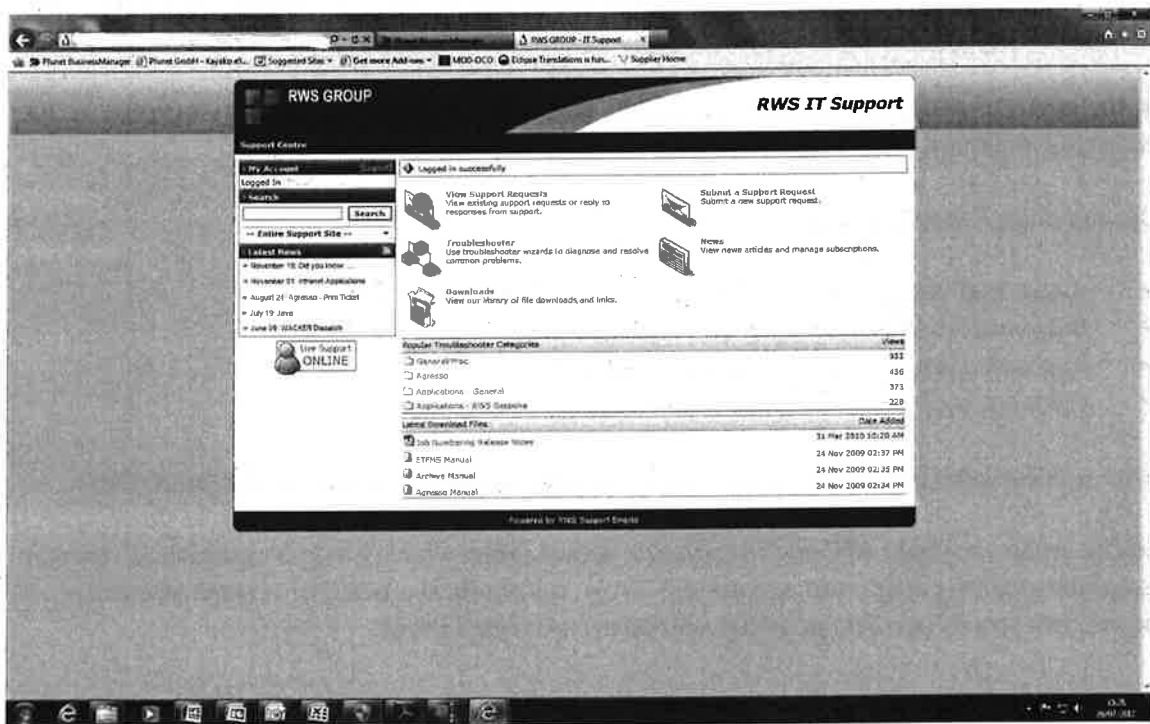
The UKHO can instantly request support via our portal login screen by typing their email address and a brief message detailing their problem on the right. This will immediately identify the systems team and identify the UKHO.

We have no plans to change our portal platform during the lifetime of this contract having recently upgraded our servers and portal platform in 2012.

Routine maintenance:

Our IT department check patches on the second Tuesday of each month and at weekends if required, although this process is automated through our WSUS server and Microsoft service. Our portal servers are patched on Tuesdays along with the Microsoft patch and rebooted at the next available opportunity. Automatically scheduled reboots are scheduled at weekends. All patches are applied outside office hours and do not affect operations. These patches ensure that all of our systems contain the latest security updates and enhancements from Microsoft and our portal software platform provider.

Internally all IT support requests are logged and managed using a job ticketing system which allows support requests to be tracked and managed. Any IT-related problems will be logged and managed through this ticket system. The system contains different priority levels and Portal and Client Server infrastructure availability receive the highest priority as business critical systems. This means that the full IT team of 19 staff will be available to respond to any problem should it arise.





Infrastructure and business continuity planning

Eclipse has identified and implemented all required controls consistent with good industry practice to protect the confidentiality, integrity and availability of systems as part of the overall system design.

Our teams are structured to withstand absences without impact to services. We have remote working practices in place for unanticipated absences for all key members of staff.

An in-house IT team monitor, maintain and manage all IT systems. System confidentiality and integrity are ensured through controlled user access, group policies/AD etc. Eclipse and our Head Office run a unified Active Directory system across all UK sites to ensure our IT authentication environment is replicated.

Eclipse utilises multiple Windows servers on site, with capacity to tolerate hardware failures. A permanent link to our head office also allows the use of their primary data centre.

The IT infrastructure team regularly audit hardware and security is managed centrally using McAfee e-Policy Orchestrator ensuring regular updates and issues are reported.

In the event of a localised incident, we would relocate somewhere else in the building. In the event of a major incident, Eclipse would relocate to our Head Office.

Our telephony systems include:

- Avaya VOIP solution
- Primary on-site ISDN30 trunk with multiple lines
- duplicate system in storage for emergencies
- company mobile phones (Blackberry devices)

If we suffered an ISDN30 trunk failure, within minutes we would reroute to our Head Office.

Eclipse utilise multiple APC UPS devices to ensure power for as long as possible. If there is extended power outage, the servers are set to automatically perform a clean shut down. If power infrastructure is lost we would relocate to our Head Office.

Microsoft Exchange Server Enterprise 2010 is deployed in an N+N configuration. Using this Exchange Database Availability Groups (DAG) provides protection and resilience.

We employ a T1 link to the internet, site-to-site connections by Cisco ASA 3DES point to point VPN.

For failover purposes we utilise an ADSL circuit. We have installed an additional T1 link by NorthNet IP backbone.



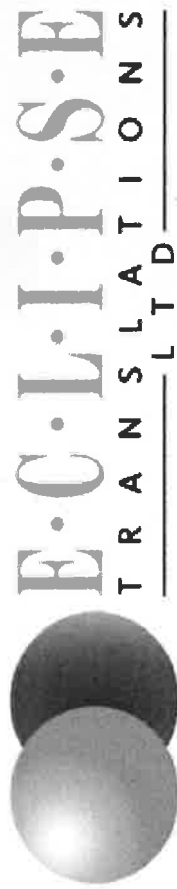
Data availability is maintained through tape backup procedures (Backup Exec). Our tape systems (HP LTO-5 Ultrium) run full backups on a daily basis (4 weekly rotational sets). Tapes are stored off site in a secure location. All user meta-data and security information is stored in our Microsoft Active Directory (AD) domain. This is replicated across all UK sites. We strive to implement ITIL industry standards.

Industrial action is unlikely to prevent any access to our services.

In the event of a fire or flood, all production will switch to our Head Office which carries the same level of protection and facilities as Eclipse.

Confidential materials are stored in a fire-proof safe on site and the fire service is located 1 minute from our site.

Eclipse Translations Ltd has all systems, procedures and personnel in place in order to ensure quality, security and delivery both now and in the future, irrespective of the internal and external incidents or disasters that may arise during the term of the contract.



A member of the RWS Group

Our Vision, Mission and Values

A Professional Translation and Interpreting Company

Mission Statement

To help the world communicate

Vision Statement

To provide outstanding service by

- delivering the highest professional standards in translation, interpreting and language training
- developing quality relationships with our customers, suppliers and the wider community
- being recognised for Quality of Service, Reliability, Security and Best Value
- being respected as an ethical employer
- encouraging the personal development of our staff



Our Values

As a company, and as individuals, we value

Relationships

- We work together in a positive way that shows mutual respect
- We place great importance on integrity and being honest and open
- We recognise the key role our suppliers play in our success
- We are flexible in our approach to the changing needs of our customers, partners, staff and the wider community

Our Values

As a company, and as individuals, we value **Performance**

- We work harder to deliver the best possible quality
- We pride ourselves on delivering outstanding customer service
- We understand the importance of delivering on time
- We strive to exceed expectations

Our Values

As a company, and as individuals, we value
Continuous Improvement

- We continuously assess our performance and look for ways to improve
- We train and develop our staff to ensure they have the skills we need
- We work closely with our suppliers and provide support to improve how we collaborate
- We are committed to finding better ways of working

Our Values

As a company, and as individuals, we value
Making a difference

- We adopt a positive approach to our customers, partners, staff and our wider community
- We seek to create a positive impact on the community in which we work and live
- We carefully manage the impact our services have on the environment
- We support the positive links our staff have within the community

Terms and Conditions of Sale

1. Definitions

'The Company' means Eclipse Translations Limited. 'Work' means translation, interpreting, DTP or any other services supplied by the Company. 'Client' means any person, firm or company to whom the Company shall supply or contract to supply Work.

2. Application

These conditions shall form the basis of all Work performed by the Company. No variation of these terms shall be binding on the Company unless specifically agreed in writing by an authorized representative of the Company. These conditions shall constitute the entire contract between the parties.

3. Acceptance

3.1 Any written quotation for Work will remain open for acceptance for 60 days after despatch unless a shorter or longer period is stated in writing.
3.2 Amendments made to the source text by the client after the quotation stage may incur additional charges.
3.3 All general price indications are given subject to confirmation by the Company upon receipt of the Client's order. No contract shall be concluded until such confirmation is given. No representative of the Company is authorised to make offers by way of oral quotation.

4. Confidentiality

The Company confirms that all material handled by the Company will be held in strictest confidence.

5. Prices and Payment

5.1 Prices quoted are exclusive of VAT. An additional charge will be made for all expenses incurred by the Company at the request of or by agreement with the Client or which are reasonably necessary for the carrying out of the Contract.
5.2 Payment for Work shall be made within 30 days from the date of the invoice unless otherwise specifically agreed in writing by an authorized representative of the Company. The Company reserves the right to request stage payment for large contracts. The Company also reserves the right to request full or partial payment in advance for Work to be executed for new clients for whom a credit rating has not yet been established.
5.3 The Company reserves the right to charge interest at the rate of 1.5% per month on all unpaid invoices. Interest will start to accrue on the date on which payment is due and will be calculated at monthly intervals.
5.4 The Company cannot alter its price or payment terms if the Client is working under the Legal Aid scheme or if the client is not in receipt of funds from a third party.
5.5 If an invoice for a Client is to be made out to a third party, the Company will require written confirmation of acceptance from the third party.

6. Translation and DTP Services

6.1 The Company undertakes to use its best endeavours to produce an accurate and idiomatic translation of the original text. The Client by placing the order accepts that a translation may read differently from good original writing. For this reason the Company will propose various alternatives at the quotation stage. No liability is accepted by the Company for any alleged lack of advertising or sales impact.
6.2 The Company shall be under no obligation to indicate or correct errors or omissions in the original material supplied by the Client.
6.3 Where the contract for Work provides for proofs or texts to be submitted to the Client for approval, the Company shall not be liable for any errors not corrected by the Client nor for any amendments or modifications made by the Client in the proofs or texts so submitted.
6.4 Where a Client has specified a particular use for translation Work and subsequently desires to use the translation for a purpose other than that for which it was originally supplied, the Client should obtain confirmation from the Company that the translation is suitable for the new purpose. The Company accepts no liability where a translation is used for a purpose other than that for which it was originally supplied and reserves the right to make a further charge for any amendments necessitated by the use of a translation for a new purpose.

7. Interpreting Services

7.1 This Clause shall apply exclusively to the provision of interpreting by the Company and all other clauses shall also apply save to the extent that they are inconsistent with any provisions of this Clause when the provisions of the Clause shall prevail.
7.2 Documentation and relevant reference materials should be supplied to the Company as early as possible and in any event to arrive not less than 48 hours before the start of the assignment so that the interpreters have time to familiarise themselves with the specific terminology needed. No complaints regarding the quality of interpreting will be considered by the Company if these materials have not been made available.
7.3 Where a Client provides accommodation and meals of a reasonable standard for an interpreter, no subsistence charge will be made. The Client will be charged the interpreter's travelling expenses and will be charged for all travelling time incurred.
7.4 In the event of sickness or injury of an interpreter prior to or during an assignment, the Company will use its best endeavours to find a replacement interpreter but no liability is accepted by the Company for failing to do so.
7.5 If for any reason the Client cancels an assignment, the Client will be charged the relevant cancellation fees as indicated in our quotation for the assignment.

8. Sub-Contractors

The Client recognises and agrees that the Company may use approved associate sub-contractors with relevant technical/linguistic expertise for some or all of the Work. Notwithstanding the fact that the Company may use subcontractors for services to be performed under this agreement, the Company shall remain completely responsible for all actions of such sub-contractors relative to the services which are the subject of this agreement. All references to the Company in this Contract are automatically extended to include such sub-contractors as appropriate.

9. Completion of Work

9.1 Should completion of Work be required sooner than the normal time requisite for its proper production, the Client will be advised of the course of action and every effort will be made to avoid any defects, but reasonable allowance must be made by the client in such cases. Should such completion of Work necessitate overtime being worked or other additional costs being incurred, a pre-agreed charge will be made to cover such costs.
9.2 The Company accepts no liability for the consequences of any delay in completion of Work caused by the client and, in such event, any agreed deadlines or delivery schedules will automatically cease to be valid and new dates must be negotiated.
9.3 Unless otherwise agreed Work will be despatched to the Client by email/portal wherever practicable.

10. Cancellation

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

11. Liability

11.1 The Client undertakes to notify any complaint in respect of any Work to the Company in writing within 28 days of the receipt of the Work by the Client.
11.2 The Company's liability shall be limited to the amount of the contract price for the Work.
11.3 The Company will accept liability for death or personal injury caused by the negligence of the Company or its employees or sub-contractors.
11.4 For publication or printing, the Company will only accept liability for any errors or omissions if the proof is submitted to the Company for a final check prior to going to print. All numerals will be left for the Client to check and the Company will not be responsible for any errors in the numerals.
11.5 The client shall indemnify the Company against all claims, proceedings, costs and expenses for which the Company may become liable in respect of Work completed under the contract.
11.6 The Company has professional indemnity insurance.
11.7 The Company and Client agree that any disagreements about the quality of the Work shall be referred to an arbitrator to be appointed by the parties and in default of agreement by the President of the Chartered Institute of Arbitrators.

12. Illegal Matter

Notwithstanding any other term of any contract, the Company shall not be required to translate, DTP or interpret any matter which in its opinion is or may be of an illegal or libellous nature. Where copyright exists in texts to be translated or DTP'd by the Company the Client undertakes to obtain all consents necessary for such work to be carried out.

13. Client's Property

13.1 All documents, paper or other property supplied to the Company by the Client will be held or dealt with by the Company at the Client's risk and the Company will not be responsible for the consequence of any loss or damage thereto.
13.2 The Company reserves the right to destroy or otherwise dispose of any document, paper or other property of the Client which has been in its custody for more than 3 months following completion of the Work to which it relates.

14. Force Majeure

In the event of Force Majeure (which shall be strike, fire, industrial dispute, civil commotion, natural disaster, acts of war and any other situation which can be shown to have materially affected the Company's ability to undertake and complete the Work as agreed), the Company shall notify the Client immediately, indicating the circumstances. Force Majeure shall entitle both the Company and the client to withdraw from the contract for the Work but in any event, the Client undertakes to pay the Company for Work already completed. The Company will assist the Client to the best of its ability to place the Work elsewhere. The Company cannot accept any liability for the consequences of any delay in completion or delivery of work as a result of Force Majeure.

15. Jurisdiction

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

UKHO SDR

Admiralty Way
Taunton
Somerset
TA1 2DN

Contact	Extension	Email	Date 20.07.2012
----------------	------------------	--------------	---------------------------

Quote No.: Q-1000185-01

Your Ref.: ITA_3340_0712_JG

Dear Janice

We thank you for your enquiry. We are pleased to enclose the following quote:

Items	Delivery time	Price in GBP
1. Italian / English - ITA_3340_0712_JG	18.07.2012 15:16h	
3740 Translation (Word) at GBP		GBP
-1 CAT Discount at GBP		-GBP
Total excl. VAT		GBP

All prices are exclusive of VAT.

Our Terms and Conditions of Business are attached to this quotation.

This quote is valid until 19.08.2012.

All payments are due within 30 days from the date of the invoice.

If you have any questions about this quotation please contact me on the number shown above.

We look forward to receiving your order.

Yours sincerely

Natasha Hope
Project Manager
Eclipse Translations Limited

Invoicing

UKHO reference	ITA 3340 0712 JG
Language	Italian
Target word count	3847
Word rate	
Full price	
Discount	

Trados discounts	%
Repetitions	70%
100% match	70%
95-99% match	70%
85-94% match	50%
75-84% match	30%
Matches below 74%	0%
No match	0%

Trados analysis	%	Cost
Repetitions	16%	
100% match	21%	
95-99% match	3%	
85-94% match	11%	
75-84%	10%	
50-74%	2%	
No match	37%	

149.01

Lang ID	SDLX Code	Language	Def Code Page	LCID
222	AB	Abkhazian	1254	1538
149	AA	Afar	1252	1539
1	AF	Afrikaans	1252	1078
2	SQ	Albanian	1250	1052
150	AM	Amharic	1252	1118
7	AR-DZ	Arabic (Algeria)	1256	5121
17	AR-BH	Arabic (Bahrain)	1256	15361
5	AR-EG	Arabic (Egypt)	1256	3073
4	AR-IQ	Arabic (Iraq)	1256	2049
13	AR-JO	Arabic (Jordan)	1256	11265
15	AR-KW	Arabic (Kuwait)	1256	13313
14	AR-LB	Arabic (Lebanon)	1256	12289
6	AR-LY	Arabic (Libya)	1256	4097
8	AR-MA	Arabic (Morocco)	1256	6145
10	AR-OM	Arabic (Oman)	1256	8193
18	AR-QA	Arabic (Qatar)	1256	16385
3	AR-SA	Arabic (Saudi Arabia)	1256	1025
12	AR-SY	Arabic (Syria)	1256	10241
9	AR-TN	Arabic (Tunisia)	1256	7169
16	AR-AE	Arabic (U.A.E)	1256	14337
11	AR-YE	Arabic (Yemen)	1256	9217
215	HY	Armenian	1254	1067
151	AS	Assamese	1252	1101
19	AY	Aymara	1252	1024
20	AZ-XC	Azeri (Cyrillic)	1251	1068
21	AZ-XE	Azeri (Latin)	1254	2092
152	BA	Bashkir	1251	1133
22	EU	Basque	1252	1069
153	BN	Bengali	1252	1093
154	BN-BD	Bengali (Bangladesh)	1252	2117
155	BH	Bihari	1252	1540
156	BI	Bislama	1252	1541
216	BS	Bosnian	1250	5146
157	BR	Breton	1252	1150
23	BG	Bulgarian	1251	1026
158	MY	Burmese	874	1109
24	BE	Byelorussian	1251	1059
25	CA	Catalan	1252	1027
26	CH	Chewa	1252	1024
29	ZH-HK	Chinese (Hong Kong)	950	3076
31	ZH-XM	Chinese (Macau)	950	1028
28	ZH-CN	Chinese (PRC)	936	2052
30	ZH-SG	Chinese (Singapore)	936	4100
27	ZH-TW	Chinese (Taiwan)	950	1028
159	CO	Corsican	1252	1155
32	HR	Croatian	1250	1050
33	CS	Czech	1250	1029
34	DA	Danish	1252	1030

36	NL-BE	Dutch (Belgium)	1252	2067
35	NL	Dutch (Netherlands)	1252	1043
41	EN-AU	English (Australia)	1252	3081
45	EN-BZ	English (Belize)	1252	10249
38	EN-GB	English (Britain)	1252	2057
39	EN-CA	English (Canada)	1252	4105
46	EN-CR	English (Caribbean)	1252	9225
160	EN-IN	English (India)	1252	6153
42	EN-IE	English (Ireland)	1252	6153
44	EN-JM	English (Jamaica)	1252	8201
40	EN-NZ	English (New Zealand)	1252	5129
47	EN-PH	English (Philippines)	1252	13321
43	EN-ZA	English (South Africa)	1252	7177
48	EN-TR	English (Trinidad)	1252	11273
37	EN-US	English (United States)	1252	1033
49	EN-RH	English (Zimbabwe)	1252	12297
161	EO	Esperanto	1252	1542
50	ET	Estonian	1257	1061
51	FO	Faeroese	1250	1080
52	FA	Farsi	1256	1065
162	FJ	Fijian	1252	1543
163	FL	Filipino	1252	1124
53	FI	Finnish	1252	1035
55	FR-BE	French (Belgium)	1252	2060
56	FR-CA	French (Canada)	1252	3084
54	FR	French (France)	1252	1036
57	FR-LU	French (Luxembourg)	1252	5132
59	FR-MC	French (Monaco)	1252	6156
58	FR-CH	French (Switzerland)	1252	4108
164	GD	Gaelic (Scotland)	1252	1084
165	GL	Galician	1252	1110
217	KA	Georgian	1254	1079
62	DE-AT	German (Austria)	1252	3079
60	DE	German (Germany)	1252	1031
64	DE-LI	German (Liechtenstein)	1252	5127
63	DE-LU	German (Luxembourg)	1252	4103
61	DE-CH	German (Switzerland)	1252	2055
65	EL	Greek	1253	1032
66	GN	Guarani	1252	1024
67	GU	Gujarati	1252	1024
166	HA	Hausa	1256	1128
69	HE	Hebrew	1255	1037
68	HI	Hindi	1252	1024
221	HM	Hmong	1252	5162
70	HU	Hungarian	1250	1038
71	IS	Icelandic	1252	1039
167	IG	Igbo	1252	1136
72	IN	Indonesian	1252	1057
168	IA	Interlingua	1252	1544
169	IE	Interlingue; Occidental	1252	1545

170 IK	Inupiaq	1252	1546
171 GA	Irish	1252	2108
73 IT	Italian	1252	1040
74 IT-CH	Italian (Switzerland)	1252	2064
75 JA	Japanese	932	1041
76 JW	Javanese (Roman)	1252	1024
172 KL	Kalaallisut; Greenlandic	1252	1547
173 KN	Kannada	1256	1099
77 KS	Kashmiri	1256	1120
218 KS-AR	Kashmiri (Arabic)	1256	1120
78 KK	Kazakh	1251	1087
174 KM	Khmer	1256	1107
175 RW	Kinyarwanda	1252	1159
79 KY	Kirghiz	1251	1024
81 KO	Korean	949	1042
80 KU	Kurdish	1256	1024
176 LO	Lao	1256	1108
219 LA	Latin	1250	1142
82 LV	Latvian	1257	1062
177 LN	Lingala	1252	1536
83 LT	Lithuanian	1257	1063
84 MK	Macedonian (FYROM)	1251	1071
85 MG	Malagasy	1252	1024
86 MS-BX	Malay (Brunei Darussalam)	1252	2110
87 MS-MY	Malay (Malaysia)	1252	1086
178 ML	Malayalam	1256	2124
179 ML-IN	Malayalam (India)	1256	1100
220 MT	Maltese	1252	1082
180 MI	Maori	1252	1153
181 MR	Marathi	1256	1102
188 MO	Moldavian	1252	1024
89 MN-XC	Mongolian (Cyrillic)	1251	1024
182 NA	Nauru	1252	1548
183 NE	Nepali	1256	1121
90 NO-NO	Norwegian (Bokmål)	1252	1044
91 NO-XY	Norwegian (Nynorsk)	1252	2068
184 OC	Occitan	1252	1154
185 OR	Oriya	1256	1096
186 OM	Oromo	1252	1138
92 PS	Pashto	1256	1024
93 PL	Polish	1250	1045
95 PT-BR	Portuguese (Brazil)	1252	1046
94 PT	Portuguese (Portugal)	1252	2070
187 PA	Punjabi	1256	1094
96 QU	Quechua	1252	1024
97 RO	Romanian	1250	1048
98 RO-MV	Romanian (Moldova)	1250	1048
188 RM	Romansh	1252	1047
99 RN	Ruanda	1252	1024
100 RD	Rundi	1252	1024

101	RU	Russian	1251	1049
102	RU-MV	Russian (Moldova)	1251	1049
103	SZ	Sami (Lappish)	1252	1024
189	SM	Samoan	1252	1549
190	SG	Sango	1252	1550
191	SA	Sanskrit	1256	1103
105	SR-XC	Serbian (Cyrillic)	1250	3098
104	SR	Serbian (Latin)	1250	2074
192	SH	Serbo-Croatian	1251	1537
193	ST	Sesotho	1252	1132
194	SN	Shona	1256	1551
195	SD	Sindhi	1256	1113
196	SI	Sinhalese	1256	1115
106	SK	Slovak	1250	1051
107	SL	Slovenian	1250	1060
108	SO	Somali	1252	1024
109	ES	Spanish	1252	1034
118	ES-AR	Spanish (Argentina)	1252	11274
123	ES-BO	Spanish (Bolivia)	1252	16394
120	ES-CN	Spanish (Chile)	1252	13322
116	ES-CO	Spanish (Colombia)	1252	9226
112	ES-CR	Spanish (Costa Rica)	1252	5130
114	ES-DO	Spanish (Dominican Republic)	1252	7178
119	ES-EC	Spanish (Ecuador)	1252	12298
124	ES-SV	Spanish (El Salvador)	1252	17418
111	ES-GT	Spanish (Guatemala)	1252	4106
125	ES-HN	Spanish (Honduras)	1252	18442
110	ES-MX	Spanish (Mexican)	1252	2058
126	ES-NI	Spanish (Nicaragua)	1252	19466
113	ES-PA	Spanish (Panama)	1252	6154
122	ES-PY	Spanish (Paraguay)	1252	15370
117	ES-PE	Spanish (Peru)	1252	10250
127	ES-PR	Spanish (Puerto Rico)	1252	20490
197	ES-US	Spanish (United States)	1252	21514
121	ES-UY	Spanish (Uruguay)	1252	14346
115	ES-VE	Spanish (Venezuela)	1252	8202
129	ES-XM	Spanish --International--	1252	1034
128	ES-XL	Spanish --Latin America--	1252	1034
130	ES-XY	Spanish --Modern--	1252	3082
131	SU	Sundanese (Roman)	1252	1024
132	SW	Swahili	1252	1089
198	SS	Swati	1252	1552
133	SV	Swedish	1252	1053
134	SV-FI	Swedish (Finland)	1252	2077
135	TL	Tagalog	1252	1024
136	TG	Tajik	1251	1024
199	TA	Tamil	1256	1097
137	TT	Tatar	1251	1092
200	TE	Telugu	1256	1098
139	TH	Thai	874	1054

201	BO	Tibetan	1256	1105
202	DZ	Tibetan - Bhutan (Dzongkha)	1256	2129
203	TI	Tigrinya	1256	1139
204	TO	Tonga (Tonga Islands)	1252	1553
205	TS	Tsonga	1252	1073
206	TN	Tswana	1252	1074
140	TR	Turkish	1254	1055
138	TK	Turkmen	1251	1024
207	TW	Twi	1252	1554
141	UG	Uighur	1256	1024
142	UK	Ukrainian	1251	1058
143	UR	Urdu	1256	1056
208	UR-PK	Urdu (Pakistan)	1256	2080
144	UZ-XC	Uzbek (Cyrillic)	1251	2115
145	UZ-XL	Uzbek (Latin)	1254	1091
146	VI	Vietnamese	1258	1066
209	VO	Volapük	1256	1555
148	CY	Welsh	1252	2057
210	FY	Western Frisian	1252	1122
211	WO	Wolof	1252	1160
212	XH	Xhosa	1252	1076
147	JI	Yiddish	1255	1024
213	YO	Yoruba	1252	1130
214	ZU	Zulu	1252	1077

