



TECHNICAL PROPOSAL

TransLinguist Translation & Document Clearing LLC

For: Jefferson Parish Government

Title: Translation and Interpretation Services

Date: 15th August 2024

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1. ACKNOWLEDGEMENT

Dear Procurement,

Thank you for providing TransLinguist with the opportunity to provide its services to Jefferson Parish Government. I am confident that TransLinguist would be the ideal partner for this initiative and hope to establish a long-standing relationship between the two parties.

Jefferson Parish Government is seeking to develop a relationship with a Language Service Provider (LSP) that can effectively manage the load of Translation Services with superior quality, efficiency, client service, and fast turnaround times. Drawing from our extensive experience across multiple regions, including the Americas, EU, and GCC/MENA, TransLinguist is exceptionally placed to cater to the specific language service requirements in UNICEF. TransLinguist has successfully collaborated and secured a preferred vendor status with multiple United Nations entities, NGOs, and International Organizations, including but not limited to **DP World, Catholic Relief Services (CRS), Norwegian Refugee Council (NRC), British Council, UN Women, National Democratic Institute (NDI), International IDEA, Denver Public Schools (DPS)**, to name a few. TransLinguist has the experience and expertise to provide a comprehensive localization package to UNICEF that can effectively exceed your requirements and expectations.

TransLinguist is excited about this opportunity, and we are fully committed to helping support Jefferson Parish Government with our quality-driven Translation Services under this tender. Should you have any questions or require any additional information, please don't hesitate to contact me at any time.

Sincerely,



Jawad Khan

Managing Director

TransLinguist Translation & Document Clearing LLC

T: +44 (0) 20 3286 6786

T: +1 (0) 646 358 4386

T: +971 (0) 561 513 276

T: +372 (0) 712 1206

E: jawad.khan@translinguist.com

2. EXECUTIVE SUMMARY

TransLinguist would like to thank Jefferson Parish Government for inviting us to submit our proposal for the provision of Translation and Interpretation Services. We are ideally suited to act as Jefferson Parish Government's preferred LSP on both domestic and international basis for the following reasons:

2.1. Local Presence, Global 24/7 Support:

We have been active in the Language Services Industry for several years, and our regional footprint includes offices in the UAE, London, New York, and Islamabad. We can offer clients a unique blend of linguistic services in over 50+ languages with dedicated Account Managers, many of whom are bilingual. Partnering with TransLinguist means that Jefferson Parish Government will have access to:

- Globally located experienced resources to support all departments in initiatives to meet their strategic goals
- Production hubs situated in over 8 locations worldwide, including Dubai, London, Buenos Aires, Paris, and Islamabad, which not only give 24/7/365 coverage and access to the best linguistic talent available in the market

TransLinguist has put together a dedicated and experienced team to support Jefferson Parish Government with its localization requirements with a widespread global footprint and dedicated Subject Matter Experts (SMEs) in addition to a fully-staffed office in Dubai's Business Bay and London's Financial District. The team includes experienced Account and Project Managers in addition to native-speaking project teams with access to a constantly growing pool of native-speaking linguists with broad spectrum industry experience.

2.2. Industry Relevant Experience

TransLinguist brings over 5+ years of domestic and international experience within the Language Localization Sector, having registered its main business hub in Dubai, United Arab Emirates, and the operations hub in London, United Kingdom. From offices across four continents, TransLinguist offers a full range of services in 50+ languages to clients worldwide. TransLinguist has a diverse and experienced in-house production team consisting of native-speaking linguists with prior experience in their respective industries. Our team of professional linguists ensures strict compliance with Non-Disclosures and produces high-quality, accurate deliverables while maintaining consistency in terms of terminology alignment, style guide, and context.

TransLinguist understands and delivers localization services across a multitude of industries from Marketing, Government / Non-Profit, Finance, Engineering, Legal, eLearning, Healthcare, Media, IT, and Operations, amongst others. The team is uniquely adaptable to a varied business environment and sensitive to its geostrategic challenges based on the context of localization services required globally.

2.3. Experience with UN Entities, NGOs, and International Organizations

TransLinguist has a strong portfolio of extensive experience with multiple United Nations

entities across multiple regions, language pairs, and service types. TransLinguist supports **Catholic Relief Services (CRS)** by providing comprehensive localization services in French, Spanish, Portuguese, and Arabic, catering to their diverse language needs. As CRS operates humanitarian and development programs worldwide, our localized services ensure their messages are effectively communicated across different cultures and languages, enhancing their outreach and impact globally.

TransLinguist effectively addressed **Denver Public Schools'** ad hoc requests for Translation and Interpretation Services, demonstrating their adeptness at handling urgent and varied linguistic needs. In response to the diverse language requirements of the district, which frequently include Spanish, Arabic, Somali, Vietnamese, and Amharic, TransLinguist swiftly deployed a team of proficient interpreters and translators. They provided crucial support in real-time situations such as parent-teacher conferences and school board meetings, ensuring clear and accurate communication. Additionally, TransLinguist managed the translation of essential documents including student enrolment forms, IEPs (Individualized Education Programs), academic reports, and school notices, all of which are pivotal for maintaining effective parent-school engagement.

As part of our Long-Term Agreement (LTA) with the **British Council**, TransLinguist provides both translation and interpretation services, including hybrid interpretation for multilingual calls where participants are globally dispersed, and some are on-site. These services were provided in multiple languages including Arabic, English and French. Our innovative platform not only facilitates seamless remote interpretation but also eliminates the need for equipment rental, offering significant cost savings and ensuring efficient communication across diverse locations.

TransLinguist assists the **Norwegian Refugee Council (NRC)** by providing comprehensive localization services in French, Spanish, and Arabic, effectively meeting all their language requirements. Our tailored approach ensures that the NRC's content is accurately adapted to the cultural and linguistic nuances of their target audiences, enhancing communication and engagement across their global operations.

TransLinguist supports **UN Women** by providing comprehensive translation and interpretation services, including the provision of interpretation equipment, ensuring top-quality language support. As UN Women advocates for gender equality and women's empowerment globally, our services meet their multilingual meeting requirements and ensure accurate, impactful communication across diverse languages for their international initiatives.

TransLinguist supports **International IDEA** by providing language services with quality-vetted interpreters, ensuring effective multilingual communication in various languages such as Nepali, Swedish, Portuguese, Russian, Ukrainian, Thai, Uzbek, Spanish, Myanmar, French, Arabic and Bahasa Indonesia. As International IDEA promotes democracy worldwide through electoral assistance and democratic governance, our services facilitate clear and accurate interpretation during their multilingual meetings, enabling inclusive and transparent dialogue across diverse languages.

TransLinguist expertly delivered Simultaneous Interpretation Services to the **National**

Democratic Institute (NDI), ensuring seamless communication during their high-profile international conferences and meetings. The service involved providing real-time interpretation in multiple languages critical to NDI's global operations, including Spanish, Arabic, Somali, Vietnamese, and Amharic. This capability was essential for facilitating discussions among participants from diverse linguistic backgrounds, promoting inclusive dialogue and understanding. In addition to live interpretation, TransLinguist supported the translation of key documents relevant to NDI's work, such as policy briefs, meeting agendas, and research reports. By offering precise and efficient simultaneous interpretation, TransLinguist enabled NDI to conduct its activities smoothly, fostering effective collaboration and engagement among its international stakeholders.

TransLinguist has collaborated with **DP World** to support their linguist needs in global operations. Specializing in languages including Arabic, French, Spanish, Bahasa, and Nepali, TransLinguist has facilitated seamless communication for DP World by translating critical documents such as logistics reports, operational manuals, and corporate communications. Additionally, their interpretation services have proven essential in high-stakes meetings and conferences, ensuring that discussions are clear and effective across diverse language groups. This partnership has enhanced DP World's ability to manage and expand its international logistics and port operations with greater efficiency and cultural sensitivity.

TransLinguist has multiple agreements set in place with International Organizations such as **DP World, INTACT Insurance, Herbert Smith Freehills, ITFC-IDB, and Sorbonne University Abu Dhabi**, amongst others for Translations and Interpretation Services across multiple language pairs.

2.4. Cutting Edge Technology Solution

TransLinguist understands that it is often the translation process that introduces the biggest challenges and there is a need for efficiency improvements. We utilize the latest technology to facilitate a better client experience which involves document management, archiving of requests, end-to-end workflow and project management, translation memories, and computer-assisted translation tools. Our technology-enabled business process approach can drastically improve quality, brand vJefferson Parish Governmente, and consistency assisting in both cost and time savings.

For all of the above reasons, TransLinguist can advise you on the entire lifecycle of your project, from the start (i.e. project initiation, scope of work, documentation, etc.), through to the quality assurance and delivery mechanism for a project.

3. TRANSLINGUIST AT A GLANCE

TransLinguist is a market-leading global language service with one of the most experienced teams of Account Managers and Linguists who have represented local and international clients throughout the region with a combined experience of over half a century.

3.1. Company Information

Company Name	TransLinguist Translation & Document Clearing LLC.
Company Location	UK, UAE, US, Pakistan, Estonia
Company UBO	Jawad Khan
Date Found	UK – April, 2017 UAE – August, 2018 US – February, 2021 Estonia – November 2022
Years in Business	6+ years
Registered Address	Office # 2701-26, Blue Matrix Business Center, The Prime Tower, Business Bay Dubai, United Arab Emirates
Phone Number	T: +44 (0) 20 3286 6786 T: +1 (0) 646 358 4386 T: +971 (0) 561 513 276
Website Address	www.translinguist.com
Trade License	Please refer to the separately attached “ TransLinguist - Trade License ”
Registered VAT number	VAT/TRN: 100456122900003
Registered Number	1601135
Insurance Cover	1. Public liability insurance - £1,000,000 2. Product liability - £1,000,000 3. Employers liability insurance - € 5,000,000 4. Professional Indemnity - £1,000,000

3.2. Dubai, United Arab Emirates

TransLinguist has been active in the UAE for a few years and built our practice in Business Bay, Dubai, where we developed into a leading language service provider in the Gulf Region catering to a wide spectrum of global clients. We are the Middle East’s leading language services and technology provider and an exclusive partner to major multinational corporate clients in the region.

The UAE practice is staffed with over 12 Account Managers (including 3 Account Directors) with significant international experience with bilingual language capabilities in addition to a large-scale pool of native-speaking linguists. Our team provides clients with technical / non-technical human and machine translation advice across a wide range of industries.

3.3. London, United Kingdom

TransLinguist has been active in Europe since its inception with an office in London where major clients across the EU are managed by an experienced team of multilingual Account Managers and Project Coordinators providing both local and European language capabilities harnessing resources as a truly global firm.

Our team advises Europe's leading corporations and institutions on many of the most innovative and complex translation and interpretation services. Moreover, we have a long-standing association with Simultaneous Interpretation Centers, VJefferson Parish Governmente Over Studios, Apostille Services, and a Notary Public Network across Europe and beyond. Therefore, we can navigate our clients through their most complex localization requests across multiple industries.

3.4. Estonia, EU

TransLinguist has set up an office in Estonia under the name TransLinguist OÜ, which caters to all EU requirements. Our team advises Europe's leading corporations and institutions on many of the most innovative and complex translation and interpretation services. Moreover, we have a longstanding association with Simultaneous Interpretation Centers, VJefferson Parish Governmente Over Studios, Apostille Services, and a Notary Public Network across Europe and beyond. Therefore, we can navigate our clients through their most complex localization requests across multiple industries.

3.5. Delaware, United States

TransLinguist has a specialist office that caters to Healthcare, Legal, and Consulting localization requests working with multiple Life Sciences, Consulting, and Magic Circle law firms. Our pool of Account Directors, Account Managers, Production Managers, and native-speaking linguists have a combined experience of over 100 years. Our DTP resources cater to localization needs from web and app localization, utilizing CAT and TMS tools, vJefferson Parish Governmente-over videos, and technical / non-technical documentation.

3.6. California, United States

TransLinguist has a dedicated sales and marketing front office in California that serves as a hub for our North American operations. Our team of experienced Account Directors, Account Managers, and Marketing Specialists works closely with clients to understand their needs and develop customized solutions that meet their specific requirements. We offer a wide range of language services, including translation, interpretation, and localization, as well as marketing and sales support services. Our team is committed to providing our clients with the highest level of service and expertise, and we are proud to be a trusted partner to businesses of all sizes across North America.

3.7. Islamabad, Pakistan

TransLinguist established an IT back office in Islamabad that caters to all business development market analysis, finance ledgers, and an experienced product technology development team. We understand that Technology is a core requirement as a language service provider and have implemented an intelligent data analytics tool catering to workflow management, API integration to multiple backend CMS platforms, and ensuring an efficient streamlined localization approach across each project request.

Our global team across all geographic locations is uniquely adaptable to a varied business environment and sensitive to its geostrategic challenges based on the context of translation services required globally. TransLinguist has domestic, deep, and long-standing global expertise in the localization industry by delivering timely projects with industry-specific knowledge, well-equipped with the latest in-house technologies and language solutions.

4. LANGUAGE SERVICE OFFERINGS

TransLinguist is at the forefront of structuring and executing complex translation services across the full range of industry sectors. Members of our proposed team have delivered a broad range of translation services projects to date. The workforce of linguists at TransLinguist has the technical expertise and qualification to help incarcerated the correct language challenges and productively communicate the correct message complying with the context of the source file.

Our extensive resource panel utilizes the below tools to ensure cost-effective localization services:

4.1. Translations Services

Translations, Editing, and Proofreading (TEP) is a rigorous process that guides the translation of text from the source language to target languages while striving to preserve the richness in the chJefferson Parish Governmente of words and protect the meaning conveyed with the original language. The first step in any translation project is the interpretation of the original language to a selected (target) language. The context with which diction is used in the original (source) language is considered in this stage for a proper interpretation.

Not only are all our translators evaluated on an ongoing basis, but our translation platform also features embedded validation checks to ensure consistent quality at scale. Since TransLinguist is a technology-forward organization, we have incorporated the use of the Computer-Assisted Translations Tool (also known as CAT tool) into our workflows to boost the efficiency and accuracy of our deliverables.

4.2. Editing and Proofreading Services

TransLinguist offers high-quality expert editing and proofreading services across a wide array of language pairs and fields of study. Our certified proofreaders and editors and native-speaking in the target language, who have prior experience in their specialized fields with a vast understanding of the disciplines and Subject Matter Expertise (SMEs). Our in-house team of proofreaders and editors have undergone rigorous training in the most effective proofreading and editing techniques, utilization of Artificial Intelligence and Machine Learning tools along with Quality Assurance checks to ensure accuracy in terms of terminology alignment, cultural context alignment, and consistency across all deliverables. TransLinguist has the capability to cater to over 75+ language pairs.

TransLinguist has core expertise in providing professional Editing, and Proofreading services with extensive knowledge in the defined field of study to ensure language, formatting, and review are in alignment with client requirements and expectations. Our vetted editors go through a thorough round of review by verifying if the chosen words for interpretation are aligned with and preserve the nature of the original source text. Additionally, our editors ensure that the expressions used to achieve precision and preserve the humor, wit, and emotions follow the essence of the source text and are replicated naturally in the target language. Finally, proofreading (P) is the stage for finding and correcting mistakes with regard to spelling and grammar to ensure the final deliverables are print / publish-ready. It completes the translation project that is carried out by our professional and certified linguists.

Editing	Proofreading
Wording	Grammar
Clarity	Spelling
Context	Punctuation
Structure	Word Usage
Terminology	Consistency
Register	Alignment

4.3. CAT Tool

TransLinguist facilitates clients with Computer-Assisted Translation (CAT) tools to ensure a cost-effective solution and adherence to meeting tight deadlines while taking care of quality and consistency across all translations. The CAT tool creates and manages translation memory – TM. Translation memory allows translators to reprocess existing threads of text that were previously translated allowing our production team to reclaim content therefore reducing the requirement to replicate themselves ensuring a quicker translation route. Our CAT Tool interface provides our resources with a variety of translation tools, including terminology management, segment analysis, Translation Memory, file parsing and automatic file formatting, spellchecker, and artificial intelligence like Dynamic Machine Learning. Aside from this, our CAT Tool offers a live editor where the translations along with the leverage configurations can be utilized.

Our CAT tool analyzes files and helps our resources understand how much work each specific request will require. An analysis typically identifies what text has already been translated and what text requires translations. This data will be expressed as 100% Matches, Context Matches, Fuzzy Matches, and New Words. The more 100%, Context, and Fuzzy Matches the less translation work there is to be produced, which is picked up from the stored Translation Memory and re-used on future translations to ensure consistency and brand vJefferson Parish Governmente.

4.3.1. Translation Memory

Each TransLinguist project saves the client-approved translations to a specific Translation Memory, assigned to the project as part of the localization process on our CAT tool. Each time a string is published in a given language, the translations are added to the Translation Memory, which can be reused if a similar source string is uploaded to the tool again. This ensures that the client-approved terminologies and translations are accurately transferred across all current and future translations while ensuring efficiency and faster turnaround times.

From segment-level scrutiny and project trending to cost savings and translation memory reclaim, we will assist in documenting a precise translation report therefore ensuring accurate and timely translations. This facility proposes personalization and pertinent insight into the translation projects completed for the client.

4.3.2. Machine Translations

As per client requirements, the facility of machine translations is provided for a large volume of

content with fast turnaround times. With quality elements like terminology glossaries, translation memory saving, optical character recognition (OCR), and post-translation proofreading by human linguists, we serve clients with world-class translation services. The MT setup is trained to maximize output quality, along with using glossaries and machine learning techniques for ongoing maintenance. We recommend MT usage only where:

- Understanding the ‘gist’ of a foreign language text is satisfactory
- The content is low-priority
- Very structured, predictable source content is provided
- The content is straightforward, with no marketing element
- Screening of large volumes of foreign language content is required

TransLinguist offers a Post-Editing process that includes a review by a human linguist, leading to a higher-quality result. Standard linguistic defects, including flow and style, are corrected in the final deliverable, however, defects due to lack of context and preferences are not covered.

4.3.3. Machine Translations + Post Editing

Machine Translations + Post Editing (MTPE) combines the speed and ability of Machine Translation Engines to efficiently localize large volumes of text with the skill and expertise of professionally certified resources. On the contrary to raw Machine Translations, MTPE involves human intervention which boosts the accuracy and consistency of the final deliverables.

With MTPE, raw MT is extensively reviewed and modified to ensure that any inconsistencies or grammar/syntax errors are corrected. Accuracy of MTPE is achieved by considering multiple factors, including but not limited to:

- Stylistic and tonal consistency within the translated file in alignment with the source file
- Grammatical / Spelling errors
- Cultural adjustments in line with the target market

TransLinguist utilizes Machine Translation Quality Estimation (MTQE), an Artificial Intelligence powered tool that provides quality scores for all the MT, highlighting areas of improvement for the editors. This allows the editors to identify and prioritize core segments before the final round of proofreading.

4.4. Translation Services with an Online Interface

TransLinguist provides an easy-to-use online translation platform using our internal CAT Tool to manage all projects, suppliers, and payments in one place. We aim to aid Jefferson Parish Government’s Data by providing them with an interface where they can log in and check on the status of the current translation taking place while being able to upload and download documents to and from the interface. Since all the written translation services are completed on our Computer Assisted Translations (CAT) tool, we create translation archives, also known as “Translation Memory” for each client where all the previously translated texts are stored and utilized for future requests to ensure accuracy and consistency. If the client already has a Glossary of Words, we upload it to our CAT tool in order to reuse the client-specific terminologies.

When utilizing our CAT Tool, we ensure translation memories are created on a per-project basis for each client and store the translation archives categorically in technical, scientific, and/or academic texts for future use. These translation memories act as guidelines, enabling our linguists to complete a translation project faster and produce an error-free deliverable.

Upon completion of each request on our CAT Tool, terminologies for each approved request are automatically added and stored against each project. The terminologies added for each client create an archive that specifically caters to the client itself. However, the terminologies are also added to our database which creates a collective archive of all the previously completed requests stored within our CAT Tool. CAT tools provide the assigned translators the ability to leverage configurations and re-use previously translated content based on the % of matches as exact matches or fuzzy matches from our large Translation Memory maintained within the Translation Management System (TMS), the translators have a better visibility of client preferences and can ensure better terminology alignment.

All the assigned linguists (translators and editors) utilize the CAT tool's "Live Editor" functionality to complete the localization at a segment level and in alignment with the source file. The Live Editor allows the translators to view the source text on one side, and produce the translation on the other side of the editor. Each document that is parsed through our CAT Tool is divided into segments, making the translation process efficient and accurate. While translating the source file, the translators receive suggestions from the glossary and Translation Memory as our AI-driven CAT tool recognizes similar strings and picks up content from Translation Memories and Glossary of Words as exact or fuzzy matches.

All ownership rights for the Translation Memories belong to the client itself. At the end of the contract term, if there is no renewal of the contract, we will submit all the glossaries / Translation Memories and other reference documents back to the client and destroy all the previously translated materials from our database for confidentiality purposes.

4.5. Image / Layout / Desktop Publishing

Our teams are well-equipped to ensure localized content matches source file imagery, interactive charts, and graphical elements through our multilingual desktop publishing services. DTP / Desktop Publishing can be used to create the layout for a wide range of different publications, such as:

- Newspapers and Magazines
- Brochures, Posters, Flyer, Leaflets and Catalogues
- Books and e-books
- PDF
- Web Pages
- Banner
- Newsletter
- Design of Resume

If a document requires heavy formatting, the client will typically send the file in an exported

PDF file. Our translators will work on these files using Computer-Assisted Translation (CAT) tools. The tools allow them to focus solely on the text, ensuring quality in the translation and consistency in the terminology. Formatting is a focal point for the DTP specialists, not the linguists.

After the translation process is completed, the project goes to our DTP specialists who then import the translated text and work on the design. The main goal for DTP specialists is to mirror the formatting of the source document. They also take a look at numerical formats and ensure they reflect the local currency, time, and date. Lastly, they confirm images are appropriately localized to their target region.

Upon DTP completion, the linguist performs a post-layout review. Educated in specific rules of the target language, linguists leverage their expertise accordingly. They check for new typos, flag incorrect line breaks, and note unnecessarily truncated text before delivering the translation request.

4.6. Interpretation Services

Our pool of qualified interpreters are specialists in note-taking and memory skills that enable them to render long passages. Depending on the client's requirement we provide consecutive and simultaneous interpretations and can support conferences and over-the-phone interpretation services. TransLinguist utilizes the services of interpreters who have a proven track record of successful performance and therefore have credibility in the industry. Our interpreters are members of professional translation associations (AIIC, ATA, IAPTI) and have the ability to bring in interpreters from overseas when there is a peak in requirements. We provide complete interpretation solutions including silent translation booths, delegate interpretation headsets, interpreter desks, central control units, transmitters, and powerful radiators. Our team of multinational interpreters stays up-to-date in all linguistic and terminological matters through careful preparation for each event and exposure to a multitude of diverse events in a variety of sectors and industries.

4.6.1. Simultaneous Interpretation

Simultaneous interpreting (also known as concurrent interpreting) is a highly specialized practice that demands complete and accurate oral translation, at the same rate of speech to the speaker, with a very short lag time. It is a service popular amongst corporate customers and large organizations. We find that our services are frequently used for conferences, where the interpreter will most likely be sitting in a booth with a pair of headphones, speaking into a microphone. However, it is not infrequent for a simultaneous interpreter to be required at business and committee meetings.

Simultaneous interpreting is one of the most demanding services we provide, which is why we only employ the most experienced interpreters for such tasks. The interpreter must be skilled at translating the sentence into the target language while listening to and comprehending the subsequent sentence at the same time.

TransLinguist's qualified and certified pool of native-speaking interpreters with prior industry-specific experience ensures that accurate real-time interpretations are delivered in line with the

terminology alignment and preferences of the client. Our interpreters prioritize information and have core experience in distinguishing between primary and secondary information, activating short-term memory, and communicating the replicated source speech to the target language in real-time. Additionally, our interpreters have the capability of anticipating what the speaker might say next, which is useful especially when the language spoken by the speaker has a different syntactical structure to the target language.

Since Simultaneous Interpretations provide real-time language support, it is always completed in pairs as per the industry standards. Simultaneous Interpretations are both mentally and physically challenging for interpreters, which is why TransLinguist adheres to the industry standard of simultaneous interpreters working in pairs at any meeting lasting 30 minutes or more. To provide our clients with interpretation services of the highest possible quality, TransLinguist employs two interpreters to work in 20–30-minute shifts for longer meetings.

4.6.2. Remote Simultaneous Interpretations

In the wake of the current COVID-19 pandemic, businesses have shifted towards digitalization. TransLinguist provides Simultaneous Interpretations in a remote setting by utilizing web-conferencing technologies. Aside from utilizing third-party conferencing systems such as Zoom to provide Remote Simultaneous Interpretations, TransLinguist has launched a unique cloud-based robust remote interpretation and web conferencing platform (TransLinguist Interactive).

TransLinguist offers a new take on running multilingual events on a global scale through our AI-driven Remote Simultaneous Interpretation (RSI) feature which streamlines the interpretation process in real-time, anytime, anywhere – in any language. RSI utilizes live video and audio feeds to provide real-time multi-language support for multilingual events. This feature allows interpreters, participants, and speakers to connect to a specific event in the language of their preference in a remote setting via virtual interpretation and web-conferencing technology.

Our solution utilizes the power of Cloud-Computing and Artificial Intelligence to offer top-of-the-class remote simultaneous interpretation features, including but not limited to:

- Sophisticated Scheduling System
- Interpreter Marketplace
- SaaS-based solution
- Audio / Video Transmission
- Multi-Language Real-Time Support
- Screen Sharing
- Session and Interpretation Recordings
- In-Session Chat (Generic and Direct Messages)
- Upload Files
- Ability to Speak
- Video Fallback Assistance
- Automated Closed Captioning
- Automated Subtitles
- Handover
- Incoming / Outgoing Channel Configurations

4.6.2.1. What is TransLinguist Interactive?

TransLinguist Interactive is a cloud-based remote multilingual solution that supports both simultaneous and consecutive interpretations remotely under one unified platform.

TransLinguist Interactive's robust remote interpreting technology enables both Remote Simultaneous Interpretations (RSI) and Video Remote Interpretations (VRI) along with a stretch of core productivity tools to enhance the user experience through its one-of-a-kind technology, making TransLinguist Interactive the first cloud-based product to offer such services in one platform.

TransLinguist Interactive makes the end-to-end process of scheduling to completion of remote events seamless and efficient while enabling widespread benefits.

4.6.2.2. Why TransLinguist Interactive?

In addition to supporting both RSI and VRI, TransLinguist Interactive reduces the complexity of using interpreter services by providing a Marketplace of 40K+ certified and experienced resources along with a calling interface that encompasses multiple features, allowing clients to maximize their global reach. As interpretations are hosted virtually, TransLinguist Interactive also contributes to the Sustainable Development Goals (SDGs) by reducing interpreter travel to onsite setups and thus, reducing the carbon footprint.

TransLinguist Interactive also eliminates budget restraints in comparison to hosting an onsite event by reducing the cost of arranging travel and accommodation for the interpreters, omitting the need to set up bulky and expensive interpretation equipment along with technical setup and maintenance.

Arranging for interpreter services also has external complications such as travel restrictions. TransLinguist Interactive acts as a medium to prevent any hindrance in achieving an optimum remote interpretation experience.

Furthermore, TransLinguist Interactive offers a platform that enhances diversity & inclusion by facilitating communication between the hearing-impaired through Sign Language support and a Marketplace with no time zone or language limitations.

4.6.2.3. Features

TransLinguist Interactive enables Artificial Intelligence (AI) powered tools as part of the calling interface, along with numerous key features to ensure an enhanced user experience. These features include, but are not limited to:

- **Dashboard Management:** TransLinguist Interactive allows efficient access to organize and schedule events by populating the language requirements in a standard form.
- **Marketplace Broadcast:** TransLinguist Interactive's advanced technology configures important search queries to automatically broadcast new interpretation requests into the Marketplace. This ensures that the best-suited interpreters are found and assigned to the request without any human intervention.
- **Profile Management:** Clients are granted full visibility and access to personalize their settings on TransLinguist Interactive.
- **Adding Team Members:** Clients are also given full control to manage, add, and remove their team members from TransLinguist Interactive. Any team member added by the client

under the main admin account will have access to all the features as part of their subscription.

- **Managing Recordings:** All the recordings, interpretations, and session recordings are available for download on the client's interface for 30 days.
- **Distinguishing Attendees:** The clients are given the ability to allocate a dedicated role to organize their attendee list. TransLinguist Interactive allows the client to grant the *Speaker*, *Participant*, or *Viewer* access to the attendees, which ensures that user-specified features are made available to the attendees.
- **In-Session Chat:** Clients will have access to in-session chat to communicate with all the call members or send direct messages for separate conversations.
- **Document Management:** Clients are given the ability to attach any reference material or agenda when scheduling a call, allowing the interpreters sufficient information to properly prepare on the subject matter. In addition, all participants, including the interpreters have the option to send documents to other members of the call by uploading/downloading attachments in chat.
- **Language Selector:** TransLinguist Interactive allows the clients to stream the session in their preferred language by making their selection on the language selector available on the RSI calling interface.
- **Relay Feature:** This is a unique feature that allows the client to cater to any unforeseen language combination during the RSI call. This feature enables the interpreters to stream into the outgoing audio channel of other booths and interpreters from a common language between both booths, not only enabling the client to cater to multiple language combinations but also saving costs on requesting additional interpreters for those combinations.
- **Sign Language Support:** One of TransLinguist's core values is to ensure diversity and inclusion, and encourages the client to do the same by enabling Sign Language for RSI on TransLinguist Interactive to assist communication between the hearing-impaired.
- **AI-Powered Closed Captions:** In addition to assisting through interpretations, TransLinguist Interactive also provides Closed Captions generated through powerful artificial intelligence tools. All the participants are given the ability to view the auto-generated captions in their streaming language.
- **AI-Powered Subtitles:** TransLinguist understands that often, clients request translations that do not involve any human intervention to sustain the confidentiality of the matter, especially when communicating about plans that are yet to be made public. TransLinguist Interactive allows the client the chJefferson Parish Governmente to select human interpreters or AI-powered subtitles for their RSI call allowing the participants to understand the nature of the meeting without involving human interpreters.
- **Recordings:** As part of scheduling a request, the clients are given the ability to select whether or not they have a requirement to record the interpretations. The client can specify if interpretation recordings are necessary for all or some of the languages selected. In addition to interpretation recordings, the host of the call also has the ability to record the in-session meeting throughout the entire duration of the call or make recordings of specific sections as per their requirements.

- **Screen Sharing:** TransLinguist Interactive makes it efficient to conduct bilingual and multilingual meetings by allowing the clients to share their screens for additional assistance.
- **Volume Adjust:** Participants who join multilingual meetings are often multilingual or bilingual themselves. While TransLinguist Interactive allows the participants to stream the session in their preferred language, the chJefferson Parish Governmente of listening to both the original audio and the preferred language interpretations simultaneously is also given to the participant, allowing them to adjust the percentage of each outgoing audio stream.
- **Call Settings:** TransLinguist Interactive's calling interface allows the client to specify their microphone and camera devices by adjusting their preferences in the settings.
- **Moderator Functionality:** TransLinguist Interactives is a 'self-service' tool that allows the host of the meeting to completely control the remote session and interact with interpreters directly. Thus, ensuring a streamlined workflow.

4.6.2.4. Interpretation Process

TransLinguist Interactive streamlines the process of scheduling interpretation services and enhancing the overall user experience. The remote interpretation process of TransLinguist Interactive comprises the following steps:

4.6.2.5. Scheduling Request

Clients who have an active subscription to TransLinguist Interactive can schedule new requests, or manage already scheduled requests from their dashboard based on the pre-agreed rates between both parties before on-boarding. As part of scheduling a request, the clients are required to populate a standard form regarding their interpretation requirements. This form mainly includes the following information, and more:

- Date & Time
- Subject + Description
- Meeting Agenda (or other reference materials)
- Service + Industry Type
- Language Pair(s)
- Additional Services (recordings, AI subtitles & AI closed captions if applicable)
- Time for Instructions to Interpreters

4.6.2.6. Broadcasting Requests in Marketplace

All new requests that are scheduled on TransLinguist Interactive are automatically broadcast to our diverse marketplace of 40K+ certified interpreters. The automatic broadcast takes into account core information provided by the client as part of their request, such as language pairs, industry type, and service type along with other variables, and strategically broadcasts the request to interpreters that are best suited for the specified request.

These interpreters are notified of all new requests and have the ability to show their interest in the request by confirming their availability. Eventually, interpreters that are best in line with the client's specified requirements are confirmed for the request.

4.6.2.7. Request Initiation

The client (host) has the ability to start the call 15 minutes before the scheduled duration. In addition, if the client has specified time for any instructions for the interpreters, they can start the call to communicate and brief the interpreters. At this point, other attendees will not have the ability to join the call as this time is specified for instructions only. Once the host has initiated the call for all the participants, they can accept/decline attendees from the waitlist to start the interpretations.

Attendees can join the session by clicking on the user-specific link, i.e. Speaker, Participant, or Viewer link shared with them by the client. The calling interface for interpretations is dependent on the service type selected by the client as some functionalities are only applicable to RSI.

4.6.2.8. Call Ratings

Once the call is ended, all attendees will have the ability to rate the overall call quality. This would allow TransLinguist Interactive to make any improvements in the future if needed.

4.6.2.9. InvJefferson Parish Governmenting

When a call is scheduled, the client is given an estimate of the total cost. However, this estimate is subject to change in case the client requests additional services during the call, such as session recordings, or exceeds the specified call duration. Post-call, the client is given an accurate indication of the call cost which can be accessed from the client's dashboard.

Based on the services utilized and the total duration, TransLinguist will invJefferson Parish Governmente the client on the agreed rates. Such interactions will be conducted directly with the client and TransLinguist's Finance team via electronic mail.

4.6.3. Consecutive Interpretations

Ideal for one-on-one conversations and small group meetings, consecutive interpretation is generally bi-directional (i.e. the interpreter waits for the speaker to finish his or her statement before interpreting the language to the other party). No specialized equipment is necessary for this type of assignment.

By carefully taking in the information, our interpreters have the time to analyze the message as a whole, making it easier for them to deliver a more fluent and idiomatic output. In most cases, the consecutive interpreter will also be taking notes in the target language while the main speaker is talking, ensuring that no details are inadvertently left out. Our network of linguists spans the world, meaning that we can supply consecutive interpreters to any location at any time. If you require the consecutive interpreter at the venue a few hours beforehand, let us know and you can rely on them to be there. If you would like to speak to and get to know the interpreter, we'll gladly set up a meeting, either in person or on the phone.

4.6.4. Zoom Interpretations – TransLinguist Experience

Zoom Interpreter Plugin allows users to include interpreters in the live event to conduct remote simultaneous interpretations. This plugin allows the host to designate up to 20 participants as interpreters during the Zoom meeting.

TransLinguist has core experience in providing interpretation services via Zoom. We specifically provide training within our certified interpreter pool, ensuring our resources are well-equipped with the technical skills to provide interpretation services in a remote setting, specifically via third-party conferencing systems such as Zoom and Teams.

TransLinguist has successfully collaborated with multiple organizations, catering to RSI services via Zoom. We have secured multiple RFQs with UN Women with regard to American Sign Language, International Sign, and Closed Captioning services to be provided via Zoom. Additionally, TransLinguist has also provided similar services to Canon, and Sorbonne University Abu Dubai, including others.

4.6.5. Interpretation Call Recordings

If a session is recorded over Zoom or any other third-party conferencing system, the host (moderators) themselves can directly record the interpretation session without the involvement of TransLinguist. However, if the client requires recordings of the interpretations from the interpreter's end, then the client must request so before the event and notify TransLinguist in writing. At any point a session is being recorded by the client, the client must specify this beforehand since all interpretations provided by the resources are counted as "Trademark." Hence, the interpretation must be recorded upon written consent.

4.6.6. Value-Added Benefits

Our remote interpretations platform offers a unique Marketplace to streamline the interpretation workflow and allow resource planning and management control. This ensures that the dedicated Account Manager can monitor the activities in relation to each event in real time and assess the abilities of each interpreter in line with the specific client requirements before selecting the interpreters who will be responsible for performing the task.

Additionally, our cloud-based remote interpretation platform is hosted in Amazon Web Server (AWS) which is the industry-leading, and most secure server, ensuring end-to-end data encryption and high levels of quality and confidentiality.

4.7. 24/7 Dedicated Support Team

We can liaise in over 50+ languages and offer 24/7 dedicated customer support for any project-related query. A dedicated email address will be assigned to ensure all concerns are routed to the correct channel for resolution purposes.

4.8. Language Ability:

TransLinguist has the capability to cater to over 75+ language pairs, however, our most featured languages include the following:

Afrikaans	Croatian	Hindi	Mandarin	Slovene
Akan	Czech	Hungarian	Marathi	Somali
Albanian	Danish	Icelandic	Mongolian	Spanish

American Sign	Dari	Indonesian	Nepali	Swahili
Arabic	Dutch	International Sign	Norwegian	Swedish
Armenian	English	Italian	Pashto	Tagalog
Azerbaijani	Estonian	Japanese	Polish	Tamil
Bengali	Farsi	Khmer	Portuguese	Telugu
Bosnian	Finnish	Korean	Punjabi	Thai
British Sign	French	Kurdish	Romanian	Turkish
Bulgarian	Georgian	Latin	Russian	Ukrainian
Burmese	German	Latvian	Serbian	Urdu
Cantonese	Greek	Lithuanian	Sinhala	Uzbek
Catalan	Gujarati	Malay	Slovak	Vietnamese
Chinese	Hebrew	Maltese	Gaelic	Welsh

4.9. Client Dashboard and Data Confidentiality

TransLinguist utilizes a business intelligence dashboard which is a form of an analysis tool that uses data from various sources all on one screen. Armed with interactive data visualizations, our internal dashboards allows TransLinguist to track key performance metrics and optimize processes to achieve the goals related to translations including projects for review and completion. This is on the back end for the management staff.

Our internal CAT Tool provides the client with a “Client Dashboard View” where they are able to determine the progress on the current translation packet. Moreover, since TransLinguist utilizes real-time translation memory (created or provided by the client), and makes use of connectors and plugins to combine two interfaces in one, it ensures data security since no other party (third-party servers) can have access to the client data, except TransLinguist and the client, in this case Jefferson Parish Government. It also makes it quite simple for the client to see the progress from their end which includes word count, fuzzy matches, and new words. Our internal CAT tools entails the following component which provide clients with a real-time view:

- Linguist Accuracy
- Linguistic Consistency
- Fast Turnaround
- Lower Cost / Streamlined Efficiency

TransLinguist treats its clients as "first-class citizens" for each project it undertakes meaning our team ensures the protection of data and maintains confidentiality. With the aid of TransLinguist, the client can easily automate the localization of material that is housed in marketing automation platforms, source control repositories, and content management systems. TransLinguist can integrate with the most widely used systems on the market thanks to our expanding association with Translation Management System (TMS), a top translation memory system platform.

Integrations also simplify file management and the overall localization process by moving the content in your repository directly into the translation workflow. Once the files are localized and validated, they will be ported to the location of the client’s preference. There is no limit on the

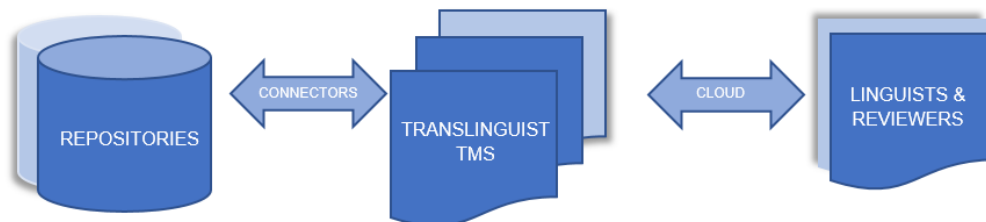
number of languages or files that can be processed.

Moreover, in the case of new files and repeat files in XML, our linguists and management apply the push and pull techniques through connectors or plugins in the translation memory system. In this case:

Connectors function based on the *pull* principle; content is pulled for translation.

Plugins function based on the *push* principle; content is pushed for translation.

Push/pull of content in and out of TMS is fully automated, so the integration can be done at regular intervals (like the first day of each month) or at a specific time defined.



Terminology and glossary of words are created for repeat files. The following systems are supported via out-of-the-box Connectors and Plugins from TransLinguist. These only need a few adjustments, and the process can usually begin once access is allowed to the location of your files. The integration with the following solutions requires a greater level of customization. The particular prerequisites for each will be disclosed to you by our experts. Among the many systems we support are Google Drive, WordPress, Magento, and Dropbox.

Lastly, for high-priority files (as in the case of Jefferson Parish Government), TransLinguist provides accurate and super-fast translation services to our clients in many industries such as aviation, life sciences (medical), finance, legal, marketing, manufacturing, and technology. Our system automatically breaks down large files into smaller projects so multiple pre-approved linguists can translate simultaneously. TransLinguist uses real-time translation memory and terminology management to ensure linguistic accuracy and consistency across multiple translators. Upon completion, our system can combine the translated components into the final document dynamically, delivering the fastest document translation and copywriting services on the market.

4.10. Data Security

TransLinguist takes reasonable precautions and follows industry best practices to make sure the client's information and data provided for processing is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed. These precautions include but are not limited to, the use of secure socket layer technology for encrypting information exchange and storage. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

4.10.1. Confidentiality

Information is deemed Confidential Information if, given the nature of the client's business, a reasonable person would consider such information confidential. TransLinguist agrees: (a) to exercise the same degree of care as he/she accords to his/her confidential information, but in no case less than reasonable care, and (b) to use Confidential Information which the client provides to TransLinguist only for the performance of Services for the client's and not for TransLinguist's benefit.

Confidential information including business, corporate, commercial, technical, or financial information and data of any nature in any form or proprietary nature furnished by the client will not be disclosed or divulged to any person outside the proposed team who is legally obliged to comply with signed NDAs.

4.11. Compliance with Turnaround Time

With the ever-changing landscape of media development and the requirement to communicate globally to a target audience of millions, partnering with TransLinguist means that Jefferson Parish Government will have access to globally located experienced resources to support all departments in initiatives to meet their strategic goals and timelines

Global Production hubs, which not only give 24/7/365 coverage and access to the best linguistic talent available in the market. TransLinguist will put together a dedicated and experienced Jefferson Parish Government team with a widespread global footprint and dedicated Subject Matter Experts (SMEs).

The team includes seasoned Account and Program Managers and native-speaking project teams as well as access to a large and constantly growing pool of native-speaking linguists with diverse subject matter expertise and backgrounds. TransLinguist always proposes an accurate turnaround time based on the complexity of the source files, the language pairs, and the total word count. It is highly unlikely that TransLinguist will deliver the completed translations with a delay than what is proposed upon allocation unless TransLinguist counters technical issues or any natural phenomenon has impacted the business (i.e. server downtime or internet issues).

Aside from the aforementioned services, TransLinguist also has the capability and core expertise to cater to a vast variety of language localization services, including but not limited to Transcreation Services, Search Engine Localization, Web / App / Portal Localization, Content Writing & Copy Writing, Copy Adaptations, and Software Localization.

5. PRE-FLIGHT LOCALIZATION PROCESS

TransLinguist can assist in documenting a localization brief (Pre-Flight Localization Process) for the proposed language service requirements for each client engagement [depending on requirements]. It is essential for the production team to identify the target audience, tone, style, and consistency of each deliverable by following the below approach:

5.1. Target Audience Identification

Our localization brief assesses the target audience of the proposed content ensuring the key demographic details are captured including age, education level, lifestyle indicators, utilization in corporate boardrooms, and formal and informal language requirements. The first step toward identifying these prospects is putting together an ideal customer profile. This is essentially a detailed description of the target demographic that includes the following characteristics:

- Age Demographic
- Gender
- Location

5.2. Brand Identity

Brand identity guides are used to clearly define the brand vJefferson Parish Governmente, which is then adapted to each department or project. Being able to refer to such guides allows all authors of brand content to gain a complete understanding of the intended message to be conveyed about the client. Some clients prefer a simple, straightforward, conversational tone in the majority of their writing, regardless of the language. Our guidelines will include preferred use of certain words ensuring the context of the translations is catered, therefore addressing the tone of localization from formal to professional. However, the decision is not solely on whether formal or informal pronouns are utilized during translations, it is also about deciding the chJefferson Parish Governmente of words in relevance to the source file.

5.3. Style Guide / Formatting Preferences

A style guide is a collection of rules about each client's preferences for content formatting, writing tone, and style that TransLinguist will implement to ensure consistency across all languages. The style guide explains punctuation, spelling, formatting, adaptations, and language-specific preferences or errors to avoid, and helps linguists and editors ensure that translations are accurate and consistent. The purpose of style guides is to clearly define the stylistic and grammatical conventions to be implemented throughout all content.

5.4. Glossaries

TransLinguist will create and maintain a glossary of approved brand terminology. This glossary will contain commonly used and client-specific vocabulary, event names, and other terms that we must adhere to in each key language. Once the glossary is finalized and approved

by the client, this will be incorporated into our technology solution to ensure the preferred terminology is always applied to each request. Glossaries are revised on an ongoing basis to accommodate all terminology that occurs across all types of content.

5.5. Linguistic Assets

Linguistic Assets are resources that help ensure high quality with fast turnarounds across each localization request. These assets are available to each linguist using our in-house technology interface as per each client's requirement. The linguistic assets that are utilized within production include Style Guides, Glossary of Words, and Translation Memories.

TransLinguist ensures that the brief / style guide is always aligned with the company values and brand proposition, however, there are instances where effective reference material from other sources or previously translated documentation are utilized allowing linguists to ensure all translation projects are accurate and consistent.

6. PROJECT APPROACH & METHODOLOGY

TransLinguist has experience working with clients across multiple industries that face similar language challenges, therefore the quality of services we provide has a direct correlation to our robust project delivery mechanism.

6.1. Translation Process

TransLinguist supports all Translation requests with an efficient and effective localization process. As a standard process, when the translations are in progress, each step is broken down to make them more manageable for quality control purposes. A standard translation process encompasses the following steps:

6.1.1. Creating and Utilizing Glossary of Words

As part of the pre-flight localization process mentioned in Section 5 of this proposal, TransLinguist will corroborate with the client to ensure accuracy and reliability in terms of the terminology preferences that are approved for utilization by the client. This glossary will be distributed amongst the assigned translators, editors, and reviewers to guarantee uniformity of style and substance. The glossary will be utilized by the assigned resources to the specific project throughout the localization process to ensure alignment, quality control, and error-free translations.

6.1.2. CAT Tool Integration

The glossary and source files are uploaded to our Translation Management System (TMS) before the commencement of localization. Since CAT tools allow the translators to leverage configurations and re-use previously translated content based on the % of matches as exact matches or fuzzy matches from our large Translation Memory maintained within the TMS, the translators have a better visibility of client preferences and can ensure better terminology alignment.

6.1.3. Live Editor

The assigned translators, editors, and proofreaders for each request will utilize the Live Editor functionality of our CAT Tool to complete the translations and review the content in alignment with the source file. Live Editor allows the translators to view the source text on one side, and produce the translation on the other side of the editor. Each document that is parsed through our CAT Tool is divided into segments, making the translation process efficient and accurate. While translating the source file, the translators receive suggestions from the glossary and translation memory as our AI-driven CAT tool recognizes similar strings and picks up content from Translation Memories and Glossary of Words as exact or fuzzy matches.

6.1.4. Proofreading and Editing

Once the translator localizes the target language, a proofreader reviews the translated content against the source file at the segment level, ensuring the terminology alignment is accurate and in line with the context. During this process, a four-eye check is completed to ensure any amendments and properly adjusted.

6.1.5. Quality Control

Quality is the prime focus for TransLinguist. Our quality control plan addresses reporting and quality control procedures in line with the Six Sigma principles and procedures namely Define, Measure, Analyze, Improve, and Control. TransLinguist emphasizes accurate reporting both internally within the Production team and externally to the client. A further Quality Assurance inspection is conducted before project delivery by our PQA team to ensure the localized content passes through our rigorous quality assurance checklist. TransLinguist's Quality Assurance Review Process includes Customer Satisfaction Analysis of CAR (Corrective Action Response), Internal Quality Assurance, Recommendations for Improvements, Log of Status Deliverables, and Amendment History. Each project is scored based on the severity of issues (if any) in line with our internal Quality Scoring Process.

6.1.6. Project Delivery

Each project delivered to the client has exceeded the minimum threshold of 95% in terms of quality assurance from our internal scoring process. Completed projects are delivered to the client electronically within the specified turnaround time for review. Once delivered, the translations usually go through a second round of review and quality checks from the client's end. Since our translation process has an elaborate step on ensuring Quality Assurance, we ensure customer satisfaction 99% of the time. However, in case the client requests stylistic or preferential amendments, TransLinguist can cater to all such changes as part of our Corrective Action Response.

6.2. Interpretation Process

6.2.1. Scope of Work Formulation:

The sends a request for interpretation services either via electronic mail or directly through a scheduling system, if available. The dedicated Account Manager(s) analyses the requirements shared by the client and assists in a competitive quotation based on the Scope of Work and agreed rates. Certain variables taken into consideration when analyzing the requirements include:

- Event Date, Time & Location
- Time Zone
- Duration
- Languages
- Interpretation Type

- Industry
- Urgency

6.2.2. Reference Material:

Once a request is made, the client needs to provide any training materials or reference documents concerning the request so that the resources assigned to the request have sufficient background knowledge regarding the topics of discussion.

6.2.3. Quotation Approval:

Once the client has submitted the request for interpretations, and the Account Managers have assessed the requirements, the client must approve the quotation for each event either through a go-ahead via email or a purchase order. In most cases, the per unit/language rates are part of the agreements with each client so the quotation is only dependent on the urgency and duration of the request.

6.2.4. Request Initiation:

Upon approval, the request is assigned to the Production team, where certified interpreters within the specified industry and time zones are allocated to the request. At this stage, any training or reference materials provided by the client are also forwarded to the assigned resources to prep for the interpretation session in advance.

6.2.5. Request Execution:

Our experienced and certified interpreter pool consisting of native speakers and industry experts assigned to the request provide either consecutive or simultaneous interpretations, as per the client's request under a remote setting or during a live physical event. Interpreters usually log in to the remote session or arrive at the physical location for interpretations at least 30 minutes before the event, or as suggested by the client, for any briefings about the session.

6.2.6. Project Closure:

Once the session has been interpreted, the client is requested for feedback regarding the overall session, including call quality, interpretations, and punctuality by the Account Managers. Similarly, any feedback from the interpreter's end is also communicated to the client via the Account Managers to ensure satisfaction from both parties.

6.2.7. Man Day Effort/ Pricing:

Man Day Effort and Pricing options as part of the Method Statement are dependent on the urgency of the request (i.e. if a prior notice of at least 72 hours ahead of the event is not given), the total duration, languages requested and interpretation type/number of interpreters requested per event.

6.3. Account / Project Management Structure

TransLinguist incorporates a highly focused Account Management Strategy for each client deliverable:



6.3.1. Client Understanding and Goals

Demonstrating deep knowledge of the client's overall business and making sure our goals are aligned with client requirements. Understand client success metrics in alignment with our drivers for growth and profitability.

6.3.2. Client Profile and Proposal

A client profile is created to keep track of progress on the project internally and a detailed proposal is drafted for the client to provide steer and go-ahead where required.

6.3.3. Planning and Projection

Prepare and gather relevant requirements for the client that can support the larger account strategy. Create a project plan that includes the end-to-end lifecycle of deliverables providing services that directly affect the client's business priorities and results.

6.3.4. Dedicated Point of Contact

A dedicated point of contact i.e. an Account Manager is assigned to each client. Having a Dedicated Point of Contact prevents problems from being addressed multiple times at different points in the Production hierarchy. This ultimately saves time and provides a uniform standard for communication.

6.3.5. Monitor Performance and MI Reporting

All the assignments and performance of all the entities are monitored carefully. Regular feedback is provided followed by monthly assessments. Employee monitoring helps us to stay abreast of employees' progress; it also assists us in finding solutions to problems that are affecting our work.

6.4. Account Management Team

We would propose a dedicated core TransLinguist team to support Jefferson Parish Government's proposed language requirements, working on a 'first priority basis' with you. Our core team will be overseen by **Jawad Khan**, an ex-Accenture Senior Manager and Director at our Dubai office who will act as a **point of contact**. Overall coordination and day-to-day responsibility will be managed by key Account Managers **Shanzeh Nauman, James Price, Masehza Awan, and Yasmine Issa**. Our account managers have extensive experience across the Americas region and have the ability to structure complex localization requirements across an extensive range of client portfolios.

Shanzeh, Masheza, and Yasmine will be supported by our Production Manager **Kulsoom Nawab** and Finance PM **Alina Wadood** in Dubai and **James Price** in London. The team will have the full resources and experience of the firm available to them to call upon when required, as well as being supported around the clock by dedicated production staff securing expedited document turnaround and market-leading project management. We will also involve associates where required to allocate work to the most appropriate level of expertise.

As TransLinguist is one unified partnership, we can assure you that our regional team can also draw on a top-tier team of TransLinguist Project Managers around the world as and when needed to deliver to our clients. All of our localization staff in the region have significant Middle Eastern and International experience gained by representing a diverse group of clients including Marketing, Education, Real Estate, Finance, Consulting, Government, Engineering, Retail, and Healthcare companies.

6.5. Staff assigned to Jefferson Parish Government's

TransLinguist has put together a dedicated and experienced team to support Jefferson Parish Government's Data for Impact for its localization requirements with a widespread global footprint and dedicated Subject Matter Experts (SMEs) in addition to a fully staffed office in Dubai's Business Bay and Delaware's Financial District. The team includes experienced Account and Project Managers in addition to native-speaking project teams with access to a constantly growing pool of native-speaking linguists with broad-spectrum industry experience.

Following is the list of employees who will be assigned to this project:

Employee Name	Job Title	Project Role	Email
Jawad Khan	Managing Director	Project Lead	jawad.khan@translinguist.com
James Price	Account Manager	Designated Account Manager	james.price@translinguist.com
Shanzeh Nauman	Account Manager	Deputing Account Manager	shanzeh.nauman@translinguist.com

Masheza Awan	Account Manager	Deputing Account Manager	masheza.awan@translinguist.com
Yasmine Issa	Account Manager	Account Manager	yasmine.issa@translinguist.com

TransLinguist brings over 5+ years of domestic and international experience within the Language Localization Sector, having registered its main business hub in Dubai, United Arab Emirates, and the operations hub in London, United Kingdom, and Delaware, USA. From offices across four continents, TransLinguist offers a full range of services in 50+ languages to clients worldwide. TransLinguist has a diverse and experienced in-house production team consisting of native-speaking linguists with prior experience in their respective industries. Our team of professional linguists ensures strict compliance with Non-Disclosures and produces high-quality, accurate deliverables while maintaining consistency in terms of terminology alignment, style guide, and context.

TransLinguist understands and delivers localization services across a multitude of industries from Marketing, Government/Non-Profit, Finance, Engineering, Legal, eLearning, Healthcare, Media, IT, and Operations, amongst others. The team is uniquely adaptable to a varied business environment, and sensitive to its geostrategic challenges based on the context of localization services required globally.

6.6. Project Management

While deliberating upon project management and how to efficiently execute, the foremost aspect that we as an organization focus on is Service Delivery Management or SDM. To better understand SDM and how operations navigate around global interactions and account management, it is important to understand the key areas and sub-areas that are directly correlated with systemic project management. Our Service Delivery Manager, also known to be the Account Manager is not only responsible for upholding effective communication with the Client, but also with the Project Managers and Resources. Being the main point of contact for the client, it is the sole responsibility of the Account Manager to work on relationship building, accessing the client's needs and requirements for a project, and subsequently, planning, and identifying any discrepancies.

Our strategies include:

Flexibility – creating a diverse range of solutions and potential alternatives that will allow the organization to shift from one paradigm to another given the changing conditions and to adjust in accordance with the new trends.

Pave way for more exposure and interaction with the changing environment, and internalizing the emerging trends to better acclimatize and adjust to them as an organization.

It is important to identify risks and construct your strategies accordingly. Once the portions of the projects that exhibit the greatest amount of risks are recognized, it is easier for the organization to strategize. Precedents from prior project schemes can be used for better risk management and change strategies.

7. QUALITY ASSURANCE AND CORRECTIVE ACTION RESPONSE

TransLinguist takes the monitoring of projects and the continuous improvement of our quality and processes very seriously. Regular auditing and evaluation of our linguists is vital to ensuring that we deliver the highest-quality services to our clients. After each project, we undergo a thorough evaluation of the production lifecycle.

Information is requested and is then analyzed to identify trends in the performance of the quality system to determine its overall effectiveness and to identify opportunities for improvement. The Quality Assurance Analyst is responsible for conducting and coordinating the analysis of data and for reporting results to top management through management reviews.

TransLinguist has an in-house technology solution to automate QA features such as spell-checks, assessment of error categories (such as accuracy, fluency, and terminology management), and marking the severity of the errors as neutral, minor, major, or critical. The quality assurance protocol ensures that the following issues are avoided on all project deliverables:

Typos & Spelling Mistakes
Glossary Mismatches
Incorrect Numbering
Incorrect Timestamps
Segment Level Inconsistency
Missing Transcriptions
Inconsistent / Incorrect Punctuation
Missing or Extra Spaces
Ineffective Vocabulary
Incorrect Units of Measure
Non-Adherence to Customer Specific Requirements

*The **TransLinguist Quality Scoring Process Document** can provide further information regarding the scoring criteria and formula used to establish the percentile rating of each project request.

7.1. Corrective Action Response

A thorough governance model framework and project communication plan is followed with daily project updates from Production. This ensures all project delivery parameters are successfully followed. A detailed CAR report (Corrective Action Response) is filled for any errors or stylistic issues highlighted by the client or QA team to ensure our Account Managers, Production Managers and Linguists are aware of the highlighted changes to avoid any future inconsistencies. Feedback received from the client is escalated to ensure further errors are avoided and the relevant client glossary is updated.

The Corrective Action Response process enables action points to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the

effects of the nonconformities encountered.

Records of all client complaint investigations are maintained. If investigation determines that activities were contributed by TransLinguist Production as per the client complaint, relevant information is exchanged with the teams / individuals involved (e.g. Project Managers, Linguists, Quality Assurance Analysts). If the client complaint is not followed by corrective and / or preventive action, the reason is authorized and recorded.

TransLinguist follows the below requirements to documents the CAR process:

1. Reviewing nonconformities (including client complaints).
2. Determining the causes of nonconformities.
3. Evaluating the need for action to ensure that nonconformities do not occur.
4. Determining and implementing action needed, including, if appropriate, updating documentation.
5. Records of results of any investigation and action taken.
6. Reviewing the corrective action taken and its effectiveness.
7. Specific actions where timely and/or effective corrective actions are not achieved.

NOTE: Examples of Corrective action opportunities include risk management, error proofing, design issues, stylistic changes reported by client and information on problems reported by external sources especially in the case of localization.

7.2. Escalation Process

The associated Project Coordinators are required to comply to our escalation matrix where a RAIDs log is populated for any project due for standard or rush delivery. A thorough governance model framework and project communication plan is followed with daily project updates from Production is required to ensure all project delivery parameters are successfully followed. A detailed CAR report (Corrective Action Response) is filled for any of discrepancy as highlighted by our QA team to ensure our Account Managers, Production Managers and Linguists are aware of the highlighted changes to avoid any future inconsistencies are avoided and therefore updated on the client glossary.

Any issue that arises during the project should be reported to the assigned Account Management team for investigation. In compliance to our Quality Policy Manual, a report is filled that is escalated to each department manager to review the escalated issues, identify the action required to resolve the complaint and implement the resolution process from start to finish.

7.3. SLA / KPI Governance

TransLinguist understands that as a preferred language service provider, we need to be constantly striving to deliver our services better, faster and cheaper. In order to achieve this,

we believe that it is important to define, track and measure metrics against goals and performance. We measure metrics against the following areas to ensure we meet certain KPIs:

Scope	Submissions, Volumes, Leverage Configurations
Quality	Overall QA scores, % of deliveries with pass scores, Changes to 100% matches
Timeliness	% of deliveries on time (KPI)
Support	Time to resolve, Times to first response
Client Satisfaction	Feedback from client (Quarterly basis)
Cost Effectiveness	% savings AI algorithms

TransLinguist allows Jefferson Parish Government to reserve the right to supervise the activities proposed in this RFP as reasonably necessary to ensure the satisfactory and timely completion of the services and delivery of the project request. Notwithstanding the supervision of Jefferson Parish Government, TransLinguist will fulfil its obligations as set out in this RFP in a professional manner, with a degree of skill and judgement that meets the highest international standards as per the languages industry.

Upon receipt of the deliverables from TransLinguist, Jefferson Parish Government shall immediately inspect the same and notify TransLinguist of any concerns within five (5) business days of receipt of deliverables via return receipt or electronic mail to an account representative.

Since translation is a subjective process through which different individuals may express the same meaning using different word chJefferson Parish Governmentes, TransLinguist will endeavor to work closely with Jefferson Parish Government in ensuring that the relevant stylistic corrections (if any) are completed within the required timeframe. Additionally, there may be “personal preferences” in word selection that may be stylistic or based on a person’s familiarity with a company- or industry-specific terminology. TransLinguist will attempt to utilize reference materials and glossaries to a commercially reasonable extent, but there remains the likelihood that Jefferson Parish Government may prefer word insertions or replacements.

The core elements of service performance are used to define a structured approach to performance measurements. TransLinguist will ensure that SLA’s will be measured and tracked against the client’s timeline requirements, however below is a generic service level agreement model which we utilized for translation services in line to client’s timeline requirements while ensuring high quality.

Number of Words	Standard Delivery	Urgent Delivery
From 1 – 1,000	Within 1 – 2 Working Days	Within 24 Hours
From 1,001 – 2,000	Within 2 Working Day	Within 1 Working Day
From 2,001 – 5,000	Within 3 – 4 Working Days	Within 2 Working Days
From 5,001 – 10,000	Within 4 – 6 Working Days	Within 3 – 4 Working Day
10,000+	7+ Working Days	5+ Working Days

7.4. Confidentiality

Information is deemed Confidential Information if, given the nature of Jefferson Parish Government's business, a reasonable person would consider such information confidential. TransLinguist agrees: (a) to exercise the same degree of care as he/she accords to his/her own confidential information, but in no case less than reasonable care, and (b) to use Confidential Information which Jefferson Parish Government provides to TransLinguist only for the performance of Services for Jefferson Parish Government and not for TransLinguist's own benefit.

Confidential information including businesses, corporate, commercial, technical or financial information and data of any nature in any form or proprietary nature furnished by the client will not be disclosed or divulged to any person outside the proposed team who are legally obliged to comply to signed NDAs. A standalone TransLinguist server is used for data backup for client information to ensure secure maintenance of confidentiality and proprietary nature of data provided by the client

8. LINGUISTIC NETWORK AND CAPABILITY

Production is a key business area for TransLinguist and provide clients globally, with accurate and thorough localization needs relating to the structuring, translation, editing, proofreading, DTP, Jefferson Parish Government-over and interpretation requirement for a variety of linguistic projects. Our dedicated production hubs provide an end-to-end linguistic capability across multiple industries and possess certified & experienced team of 4000+ linguists consisting of native speakers covering over 50+ language pairs with in-depth subject matter experience. Our production team is well-equipped with the industry's most demanding certification, the 'Linguistic Certification Program', ensuring proficiency in native-speaking of the target language. We employ internal and contract linguists, including single and multiple language vendors. All linguists are native speakers of the language they translate into and experts in a specific subject matter or type of content.

Our production team (linguists) have access to the approved glossaries, style and brand identity guides and retain the nuances and tone of the original message, and accordingly edit the translated content. Our internal Production Manager collaborates with each linguist and the Account Manager to address questions and issues of style, connotations, associations, impact and cultural context.

The total headcount for any given client project is flexible and can be easily adjusted to meet any increase in the volume of work, deadlines, or final deliverables. TransLinguist has a strict linguist on-boarding process which consists of various test stages to assess linguistic capabilities, therefore maintaining high quality standards.

8.1. Linguist On-Boarding

Our minimum linguist selection criteria is required to meet the below standards as a core requirement:

- Bachelor's in Translation and Interpretation and/or, a Master's;
- Degree in Translations / Interpretation;
- Professional certifications and memberships;
- Minimum of 3 to 5 years' experience with proven relevant experience
- Professional references and credentials.

8.2. Interpreter On-boarding

The interpreters onboarded at TransLinguist (including on-site, conference, and remote interpreters) must demonstrate the following skills:

- High proficiency/fluency in both native and non-native language. Linguists are evaluated according to their degree of control over language use in the following linguistic areas:
 - Phonology (pronunciation and intonation);
 - Syntax (grammatical structures and accuracy);
 - Lexicon (vocabulary control, accuracy, and usage);
 - Semantics (meaning);
 - Pragmatics (appropriateness of language use and sociolinguistic skills).
- Strong understanding of the culture of both languages;
- Strong understanding of industry-specific terminology;

- Ability to interpret in a factually and conceptually accurate manner;
- Memory note-taking and client service skills. TransLinguist applies a quality assurance checklist that includes the interpreter's ability to:
- Interpret every spoken statement without modifying, adding, or omitting any information from the original message;
- Replicate same intonation, pace, and register of original speech;
- Perform adequately regarding general and industry-specific vocabulary in both languages;
- Provide a complete and accurate interpretation and demonstrate problem solving techniques when a technical barrier may exist;
- Provide adequate listening, recall, and comprehension skills.
-

8.3. Linguist Recruitment

The following approach is followed by TransLinguist to ensure high calibre recruitment within our production team across a multitude of language pairs globally:

8.3.1. CV Analysis

Our prerequisites are a degree in translations or languages, at least 5 years of documented translation experience, a propelled dimension of involvement with translation tools, defined areas of specialization (industry) and references of previous projects and employers.

8.3.2. Preliminary Telephone Interview

Our in-house Production Managers (depending on the language pair requirement) short- lists potential candidates for a preliminary telephone interview assessing native language fluency and enquire about technical expertise + previous completed projects.

8.3.3. Short-List Candidates

Candidates are short-listed for a sample test assessment prioritising the command of CAT tools / Transcription Tools (we particularly value interest in technology utilisation for translation services), native language abilities and industry specialization.

8.3.4. Sample Test

Prospective linguists are asked to take a sample test concentrating on various difficulties to test their execution. The content of the test is based on their industry specialization which is later evaluated by our in-house production managers to check the quality of the translation.

8.3.5. Assessment Criteria

The assessment is marked using the following criteria: rules of grammar, mastery of spelling, mastery of the syntax, industry terminology utilisation (subject-matter field), punctuation, sentence structure formation, complexity level and the speed to complete the assessment.

8.3.6. Non – Disclosure / Offer

A formal offer is made to the linguist based upon the successful completion of the sample test, interview process and background check (references). Non-disclosure T&Cs and new-joiner training is a compulsory requirement for each resource joining our production team. All new joiner linguists undergo a 3-months' probation period and work on projects under close supervision of our experienced reviewers.

9. CASE STUDIES

TransLinguist is involved in various domains, including but not limited to the Government, Education / Digital Learning, Finance, Legal and Marketing industries, where we cater to localization projects across a broad spectrum of requirements. Below is a table that includes some of the key relevant projects that we were engaged in, along with the detail of services provided to the client:

E-Commerce	
Situation	An e-commerce company aimed to broaden its reach by expanding into international markets. This involved localizing their online marketplace to accommodate multiple languages, which included translating their website, product descriptions, and marketing materials, as well as providing interpretation services for customer support.
Challenge	The company faced several challenges in this expansion effort. Ensuring that website content and product descriptions were accurately translated while maintaining cultural sensitivity was critical. They also needed real-time interpretation services to support non-English speaking customers effectively. Additionally, the marketing team required localization of campaigns to make them relevant to diverse regional audiences
Solution	TransLinguist offered a comprehensive suite of services to overcome these obstacles. They provided precise and culturally adapted translations for the website and product descriptions. For customer support, TransLinguist delivered real-time interpretation services, facilitating smooth communication between the company's support team and international customers. Furthermore, they tailored marketing materials to resonate with various cultural contexts, enhancing the effectiveness of promotional campaigns across different markets.

Media Conference	
Situation	A large-scale international medical conference was being organized, which required seamless communication among participants from various countries. This included translating conference materials and providing interpretation services during sessions and networking events..
Challenge	The primary challenge was managing the extensive range of languages spoken by attendees and ensuring that all conference materials were accurately translated. Additionally, providing reliable interpretation services for live sessions and discussions was crucial to facilitate effective communication among diverse participants
Solution	TransLinguist delivered a range of services tailored to the conference's needs. They translated all conference materials, including agendas, papers, and promotional content, into multiple languages. For live events, they provided on-site interpretation services, ensuring that sessions and discussions were conducted smoothly across different languages. This enabled attendees to engage fully with the content and network effectively with peers from around the world

NGO / eLearning	
Situation	Our client in the Education industry aims to improve opportunities for children and young people in Jordan and equip them with the right education, knowledge, skills, strategies, and values that will allow them to excel in a fast-paced and competitive world. Through its affiliations and initiatives, they aim to push the boundaries of education across the region within and beyond the classroom, and to promote positive change and counter the stagnation and decline of quality education and learning outcomes. TransLinguist has a long-term collaboration agreement with this client to provide language solutions across a number of language pairs including EN < > AR.
Challenge	The report consisted of many technical terminologies and was expected to be delivered in a short amount of time. The challenge faced by TransLinguist was ensuring the strict turnaround times are met, while delivering accurate translations in terms of consistency and quality at the same time. The report consisted of a lot of qualitative and quantitative analysis, hypothesis and research. The main issue faced by TransLinguist in this project was ensuring the entire research report conveyed the same tone and style once translated.
Solution	To tackle the first challenge regarding urgent turnaround times, TransLinguist assigned a dedicated native-speaking linguists, who had prior experience in the education industry which also ensured accurate terminologies. The dedicated linguistic team collaborated and passed ideas internally on how to split the workload without involving too many linguists on one project to ensure consistent translations. This is because translation is a subjective field and one linguist's style of translation might differ from the other. They also created a glossary of words for the same client based on previous translations and utilized the terminologies where ever applicable. This allows TransLinguist to speed up the translation process in order to meet the turnaround time, while utilizing the preferred terminologies for the client.