



PREPARED FOR:

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PREPARED BY:

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**WE
KNOW
HOW**

REQUEST FOR QUOTE

Professional Translation/ Interpretation
Services
SOQ 24-028
August 15, 2024

August 15, 2024

Doris Abraham
Purchasing Specialist II
Jefferson Parish Purchasing Department
200 Derbigny Street, Suite 4400
Gretna, LA 70053

Doris,

Thank you for giving TransPerfect the opportunity to participate in Parish of Jefferson's Request for Bid for Translation and Interpretation Services. After reviewing your requirements, we are confident that TransPerfect is the ideal partner for this initiative.

Parish of Jefferson is looking to establish a relationship with a qualified language services provider who can furnish superior quality, efficiency, and client service, while also providing the best value for your budget. Drawing from our extensive experience partnering with other local governments in California, Oregon, New York, and Massachusetts we have the expertise and resources to provide Parish of Jefferson with a comprehensive solution that not only meets, but exceeds, your requirements and expectations. Below are several points of emphasis on how TransPerfect separates itself from the competition:

- Translation Memory rates: While Translation Memory is an industry standard employed by most language services provider, TransPerfect is among the only vendor that offers cost savings back to the client offering decreased rates. Please refer to 2.1.1 for case studies of government agencies reaping the benefits of Translation Memory.
- All-encompassing vendor: When utilizing TransPerfect, you have access to a solution for all of your language requirements. Furthermore, Parish of Jefferson will be able to utilize TransPerfect's 20+ years of Public Sector experience in developing Language Access Plans and advising state, legal, and federal government entities

TransPerfect is passionate about this opportunity, and we are fully committed to ensuring the success of Parish of Jefferson's initiatives to support Limited English Proficient communities within its county. Should you have any questions or require additional information, please don't hesitate to contact me.

Sincerely,

Samuel Kamyszew
Account Executive
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skamyszew@transperfect.com
(773)-414-3428

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1 EXECUTIVE SUMMARY



Founded in Washington, D.C., TransPerfect’s Government Services Group has been helping clients cope with the overwhelming pace of change in the public sector since 1992. Our project managers and linguists have experience working with emergency management content and understand the diverse array of challenges that face our clients in the public sector. The following are examples of our unique capabilities that come from the depth and breadth of our experience in these services:

- **Client Service:** Among our strongest “value-added” features is our commitment to offering superior client service. Parish of Jefferson will be assigned a dedicated account management team, available 24/7/365. At TransPerfect, each and every client receives the full attention of a dedicated account team as well as hand-selected technical and linguistic resources. Furthermore, given that no client represents more than 5% of our total revenue, we are able to provide the Parish of Jefferson with the highest level of service and quality without concern for conflict.
- **Financial Stability/Commitment:** TransPerfect is a solvent, healthy, and growing company. We focus our financial resources on the continued improvement of our operations, the support of our clients and our employees, and the hiring and retention of the best talent in the industry. We have a stable client base, very little attrition, and a steady stream of new business. Due to the fact that we are privately held, we are not responsible to any outside investors, allowing us to focus exclusively on our operations and meeting our clients’ needs.
- **Certifications:** TransPerfect is the only major language services provider in the world fully certified to the ISO 9001:2015 standard in all production centers worldwide. In addition, we were the first translation company in the world to earn ISO 17100:2015 certification, the only standard specifically created to address issues of quality within the language industry.

- **Linguistic Quality:** In addition to our ISO 9001:2015 and ISO 17100:2015 certifications, our ability to provide superior translations is backed by the TransPerfect Linguistic Certification (TLC) program, which was created to ensure that only the most qualified linguists are assigned to each and every project. All linguists assigned to Parish of Jefferson will be tested according to the healthcare and legal industry jargon.
- **Workflow:** TransPerfect is a service organization in the truest sense of the word. In everything we do, we take your needs and objectives as our guiding principle. We do not tell you how to complete a task. Rather, we assess your goals and challenges in an effort to create a customized solution for each client that slots seamlessly into your overall business plan.
- **Comprehensive Support:** TransPerfect provides a complete range of language and business services. As needed, TransPerfect can provide additional services; including: on-site and over-the-phone interpretation, transcription, multilingual typesetting/graphic services, staffing solutions, website and software localization, subtitling/voiceovers, multicultural marketing, document/data management, litigation support, e-learning localization, and more.
- **On-Time Delivery:** TransPerfect's rigorous quality control processes ensure that we will deliver Parish of Jefferson's projects on time, every time. In fact, our round-the-clock production capabilities and commitment to providing the best service in the industry have resulted in turnaround times that are **25-30% faster** on average than our competitors'.

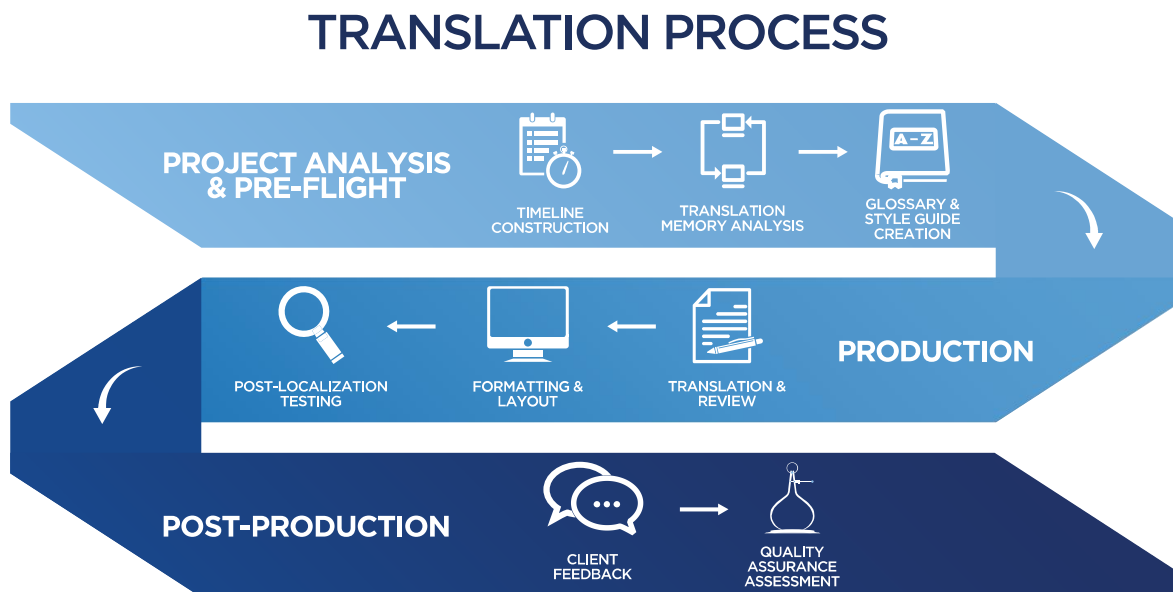
2 PROPOSED SERVICES

2.1 Translation Services

TransPerfect's quality management system – certified to both ISO 9001:2008 and ISO 17100:2015 – dictates best-practice procedures throughout the translation process.

TransPerfect utilizes a three-step process for all translation projects intended for distribution to ensure the integrity, accuracy, and overall quality of our work product. Each document passes through a translator, editor, and proofreader before being returned to the client. In cases where the scope of the source document or the speed of the turnaround time necessitates those multiple translators be used on a given project, we will always prepare glossary of terms for reference during translation process. Additionally, once the separate portions of the translations are completed, the dedicated editor will review all of the text for consistency in language and formatting. Any inconsistencies will be addressed and resolved. Finally, the project's proofreader will review the entire document once more to ensure consistency and accuracy.

Our specific translation process activities are depicted in the following graphic:



Steps

1. Job request is received from Parish of Jefferson
2. Files, instructions, materials are all reviewed to ensure full understanding of project scope
3. Documents are pre-flighted and prepared for the translation process
 - a. At this point – questions are sent back to client for anything that has not been clearly addressed or confirmed regarding files or reference material

4. Documents are run against the specific Translation Memory, containing all previous translation work done under those specific languages to ensure consistency
5. Project management team chooses an appropriate linguistic team from our database of vendors vetted specifically for Parish of Jefferson's projects – choice is made based on language, vendor quality scores, and subject matter of those specific documents
6. Project management team oversees the full life-cycle of the document translation, proofreading, and quality assurance steps, ensuring that these are all done within the given timeline and budget
7. Project management team reviews the final file, checking that all instructions have been followed, quality steps have taken place, and the deliverable meets all requirements specified by the client
8. Documents are packaged and delivered to Parish of Jefferson.

Desktop Publish and Formatting

Our resources are unmatched in the industry – whether we are providing services in character or alphabet-based languages, we deliver electronic files and any requested output to meet tight deadlines and accommodate last minute requests.

Graphics Capabilities: TransPerfect has an in-house desktop publishing department that can work on a Mac or PC platform. Our design and DTP experts have experience in Quark, Illustrator, PageMaker, FrameMaker, Photoshop and Word. We are able to typeset in virtually any application a client requests including, but not limited to, Word, PowerPoint, Excel, Publisher, FreeHand, Corel, Interleaf InDesign and Visio.

With expertise in all application, we draw upon our library of fonts in more than 100 languages including Spanish. We can typeset complex files in Mac or PC platforms and deliver the kind of electronic files you prefer.

TransPerfect can work with virtually any format, platform, or program, creating a custom solution based on Parish of Jefferson's content format and individual requirements. Below are a few of the technologies we currently utilize in meeting the varied needs of our clients:

- **Multimedia and Graphics:** JPEG, GIF, PNG, PSD (Photoshop), EPS (Illustrator), SVG, and Flash
- **Desktop Publishing and Typesetting:** Quark (qxp, qxd), FrameMaker (fm, mif), PageMaker (pm), InDesign (indd), Illustrator, Photoshop, Word, PowerPoint, Excel, Publisher, FreeHand, Corel, Interleaf, and Visio
- **Website Formats:** HTML, ASP, JSP, XML (including XLIFF and XBRL, etc.), .NET, JHTML, JS, CFM (ColdFusion), Adobe Flex, and Lotus Domino
- **Engineering/CAD/CAM:** AutoCAD (dwg, dxf)
- **XML Content Authoring:** AuthorIT, XMetaL, XMLSpy
- **Help:** WinHelp (.rtf), HTML help (.html, .hlp), RoboHelp, MadCad Flare
- **Software Development Environments:** Visual Studio, Eclipse

- **Content Management Systems/ERP Technologies:** Interwoven TeamSite, Documentum, Vignette, Percussion Rhythmyx, Ektron CMS, SAP, SharePoint, Microsoft CMS, RedDot CMS, EPiServer, FatWire, and Alfresco
- **Database Technologies:** Oracle, MS SQL Server, MySQL (all versions), IBM DB/2, TransSQL, PostgreSQL, MS Access, and any other database system that offers a JDBC connection
- **GMS:** GlobalLink®, Idiom WorldServer
- **Audio Recording:** WAV, mp3, AIFF, VOX, WMA, AU, and ATRAC
- **Operating Systems:** Windows (2000, XP, Vista, etc.), Mac OS, Linux/Solaris
- **Programming Languages:** VB, VB.net, C#, Java, Symbian, C++

Resource Formats: Windows Resource files (.rc, .resx), Java Properties files (.properties), .po files

Language Expertise: Our graphic artists, technology specialists and linguists work together to ensure that the unique requirements of each language are met.

- Different languages have distinct rules regarding hyphenation and word breaks. We apply the appropriate rules for each language.
- We can work with your layout to accommodate expansion or contraction; making it look as if your file were originally typeset in the target language.

2.1.1 Translation Memory

Translation memory (TM) technology dramatically reduces translation costs by leveraging previously translated content. It works by storing translations in an electronic database and reusing existing translations in material where duplication exists. TransPerfect employs TM tools on all projects, achieving tremendous cost savings by comparing words, sentences, phrases, or other language segments with established translations. Other benefits include improved consistency and format tagging, increased leveraging of existing translations, and decreased turnaround times.

It is important to note that translation memory is not the same as machine-translation—at TransPerfect, all translations are performed by expert human translators. Translation memory is a technology that allows content segments that have been previously translated, edited, and proofread by qualified human linguists to be stored and leveraged for all future projects. The reuse of previously translated segments results in lower costs, faster time to market, and improved consistency across all content.

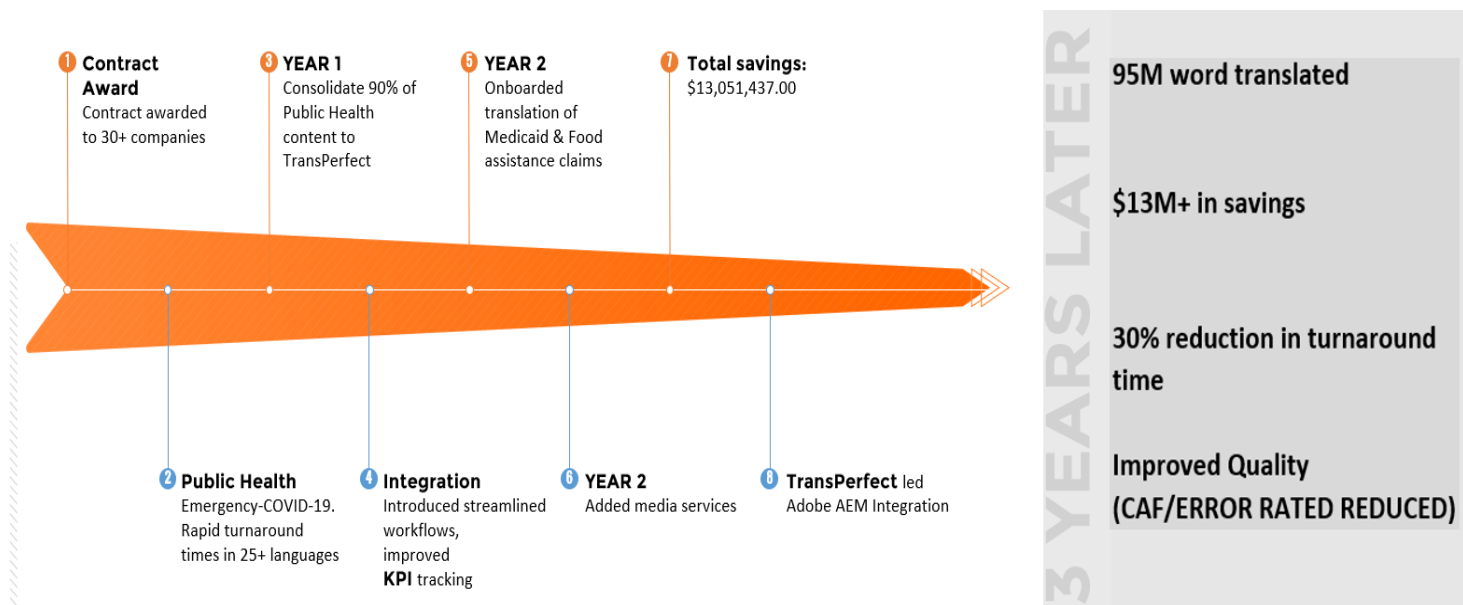
When a project is submitted to TransPerfect, it is analyzed for new text, partial (or fuzzy) matches, and 100% matches. Our pricing is based on these three brackets:

- **100% Match** is a segment that matches perfectly to previously translated text.
- **Fuzzy Matches** are those that mostly match segments stored in the TM, but have some differences, such as missing or added words or tense changes. These are carefully reviewed by a translator.
- **No Match** is a segment that does not align with any previously translated text. This material is translated and will later be updated in the TM for future leverage.

To further increase consistency and text leveraging, TransPerfect can also pre-flight Parish of Jefferson's existing translations or incorporate any translation memory databases you may have through current or previous vendors, proofreading and approving it for immediate use on all projects moving forward. It is important to note that Parish of Jefferson will maintain ownership of all translation memory files created by TransPerfect and will be able to request copies of the files at any time. All of the translation memory assets produced by TransPerfect are fully TMX-compliant, and thus completely portable.

The increased efficient workflow and cost saving benefits has become apparent across several of TransPerfect's public sector clients. Please refer to a couple case studies below:

The State of Oregon Medicaid and SNAP translations:



Santa Clara County:

From May, 2022- December 2022, Santa Clara County spent \$202,000.00 in translation with TransPerfect and realized \$34,000 in translation memory saving. That's 17% savings.

2.1.2 GlobalLink Portal: Translation Submission Portal

TransPerfect currently services all high volume contracts using TransPerfect's GlobalLink GlobalLink Portal solution. This allows our clients to initiate web-based requests with minimal to no training. We recommend that Parish of Jefferson consider using GlobalLink Portal to submit all document translation, media and transcription requests to realize GlobalLink Portal's benefits. The screenshots below depict a standard client workflow when submitting a translation request:

TRANSPORT by TransPerfect

Manage

File System

User Name

All Your Projects

On your Home screen click on "New Project" button.

New Project

All Projects

Requires Attention 10

Archived

Search Projects

Show Filters

Project Name	Source Languages	Target Languages	Due	Status	Cost	Actions
Compliance Training	Burmese	Indonesian	2015-06-22	Final Project Delivery	\$1,380.00	
Summer Card Promo	English	Spanish	Standard	Project Pending Production	\$1,860.00	
Initial Public Offering	Armenian	Turkish, Arabic	Rush	Project Pending Production	\$3,243.00	
Bond and Equity Prospectu...	Hebrew	Hindi, Arabic	Rush	Project Pending Production	\$2,415.00	
Website Localization	Polish	Turkish, Uzbek	Standard	Quote Ready for Review	\$1,380.00	
ATM Prompts	Korean	Japanese, Mandarin - Interp...	Standard	Quote Ready for Review	\$2,001.00	
Loan Application	Irish	Japanese	Standard	Quote Ready for Review	\$345.00	
IPO	Italian	English	Rush	Quote Ready for Review	\$1,900.00	
Shareholder Report	German	Finnish (Sweden), Danish	Standard	Quote Ready for Review	\$8,004.00	
Fund Fact Sheet	French	Spanish, 2 more	Rush	Quote Pending	\$0.00	

1

How to Request a Quote

TRANSPORT by TransPerfect

Manage

File System

User Name

Create New Project

Back To Projects

Upload Your Files

Drag & Drop Files or click to add from computer

Add from TransPerfect File System

Add Reference Files

Upload files from your computer.

Choose Your Language

Source Language

English

Target Language

Expected Date

Standard

Rush

Date & Time

TransPerfect standard turnaround time averages 30% faster than our competitors. If you would like, you can specify a deadline, interim deadline, rush service request by selecting "Specify deadline" option from the dropdown above.

Project Name

Special Instructions

Project Information

Please check here if Tracker needed.

Request Quote?

Cancel

Submit

Uploading Files

TRANSPORT by TransPerfect
Manage
File System
User Name

Project Details
Quote Summary
Project Deliverables
Back To Projects

Sample Project

Your Source Files
Lorenipsumipsum.pdf
Lorenipsumipsum.pdf

Your Reference Files
Lorenipsumipsum.pdf
Lorenipsumipsum.pdf

Your Languages
Source Language
Arabic
Target Language(s)
Armenian
Turkish

Expected Date
5 Business days

Special Instructions
Translate all text.

Project Information
Please check here if Tracker needed: Yes

Communications
Post comments here and your sales representative will reply promptly.

Post Message

7/26/15 9:00 a.m. You Commented: Your comments appear here.
7/26/15 9:01 a.m. Sales Commented: Sales comments appear here.

Edit Project

3
After you submit, you will be directed to the "Project Details" tab, where you can:

- Review your project details
- Edit your project details
- Add comments or ask questions.

Project Details

TRANSPORT by TransPerfect
Manage
File System
User Name

All Your Projects
New Project

4
Once your quote is ready, you can accept the quote by clicking on your desired project with the status "Quote Ready for Review"

All Projects
Requires Attention 10
Archived

Search Projects
Show Filters

Project Name	Source Languages	Target Languages	Due	Status	Cost	Actions
Sample Project	Armenian	Turkish, Arabic	2015-06-22	Quote Ready for Review	\$1,053.00	✓ ✕ ?
Summer Card Promo	English	Spanish	Standard	Project Pending Production	\$1,860.00	?
Initial Public Offering	Armenian	Indonesian	Rush	Project Pending Production	\$3,243.00	?
Bond and Equity Prospectu...	Hebrew	Hindi, Arabic	Rush	Project Pending Production	\$2,415.00	?
Website Localization	Polish	Turkish, Uzbek	Standard	Quote Ready for Review	\$1,380.00	✓ ✕ ?
ATM Prompts	Korean	Japanese, Mandarin - Interp...	Standard	Quote Ready for Review	\$2,001.00	✓ ✕ ?
Loan Application	Irish	Japanese	Standard	Quote Ready for Review	\$345.00	✓ ✕ ?
IPO	Italian	English	Rush	Quote Ready for Review	\$1,900.00	✓ ✕ ?
Shareholder Report	German	Finnish (Sweden), Danish	Standard	Quote Ready for Review	\$8,004.00	✓ ✕ ?
Fund Fact Sheet	French	Spanish, 2 more	Rush	Quote Pending	\$0.00	?

1
2

Reviewing Quote

TRANSPORT by TransPerfect
Manage
File System
User Name

Project Details
Quote Summary
Project Deliverables
Back to Projects

Sample Project

Your Files

Source Files

Lorenipsum pdf 50 KB
Lorenipsum pdf 50 KB

Reference Files

Lorenipsum pdf 50 KB
Lorenipsum pdf 50 KB

Target Language

Armenian

Source Language

Turkish Arabic

Expected Date

5 Business Days

Special Instructions

Translate all text

Translate From	Translate To	Service Type	Quantity	Units	Rate	Subtotal	Totals
Armenian	Turkish	New Text Match	900	Words	\$0.29	\$261.00	\$946.00
		Fuzzy Text Match	900	Words	\$0.15	\$135.00	
		100% Text Match	900	Words	\$0.10	\$50.00	

Project Grand Total

\$1,053.00

Expected Completion

5 business days

Note: As your project moves through our work flow, the Project Status will change from:

- "Quote Pending"
- "Quote Ready for Review"
- "Project Pending Production"
- "Project in Progress"
- "Final Project Delivery"

5 Review your quote and click Approve to alert our team to begin project.

Decline

Accept

Tracking Project Status

TRANSPORT by TransPerfect
Manage
File System
User Name

All Your Projects
New Project

All Projects
Requires Attention 10
Archived

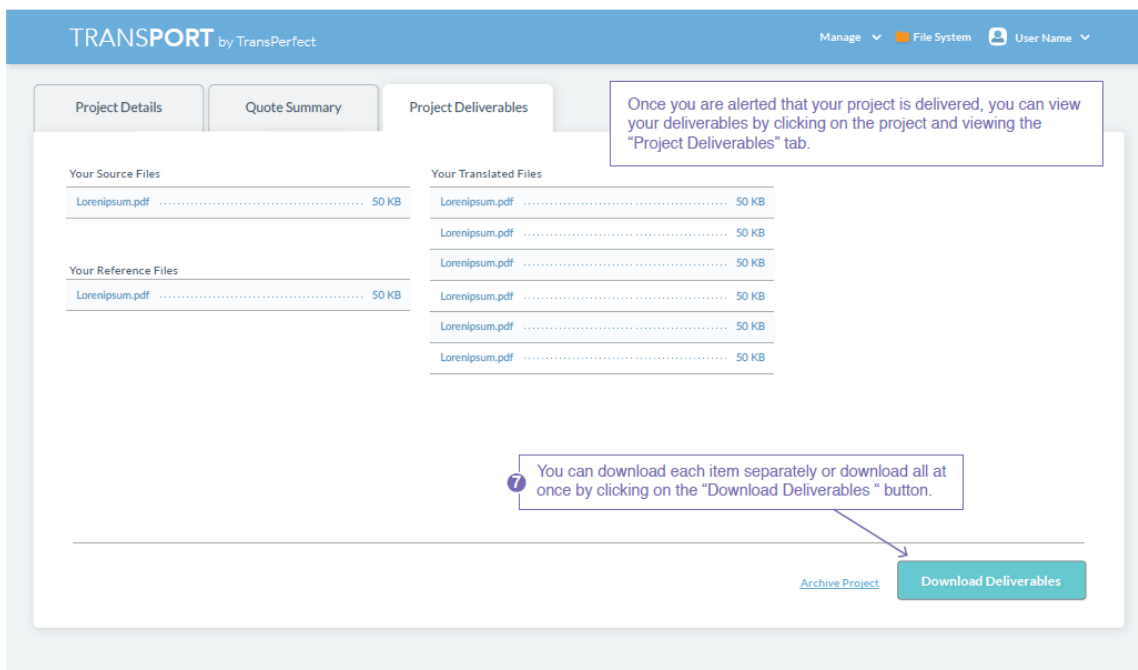
Search Projects
Show Filters

Project Name	Source Languages	Target Languages	Due	Status	Cost	Actions
Sample Project	Armenian	Turkish, Arabic	2015-06-22	Final Project Delivery	\$1,053.00	🔍
Summer Card Promo	English	Spanish	Standard	Project Pending Production	\$1,860.00	🔍
Initial Public Offering	Armenian	Indonesian	Rush	Project Pending Production	\$3,243.00	🔍
Bond and Equity Prospectu...	Hebrew	Hindi, Arabic	Rush	Project Pending Production	\$2,415.00	🔍
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Shareholder Report	German	Finnish (Sweden), Danish	Standard	Quote Ready for Review	\$8,004.00	✅ ❌ 🔍
Fund Fact Sheet	French	Spanish, 2 more	Rush	Quote Pending	\$0.00	🔍

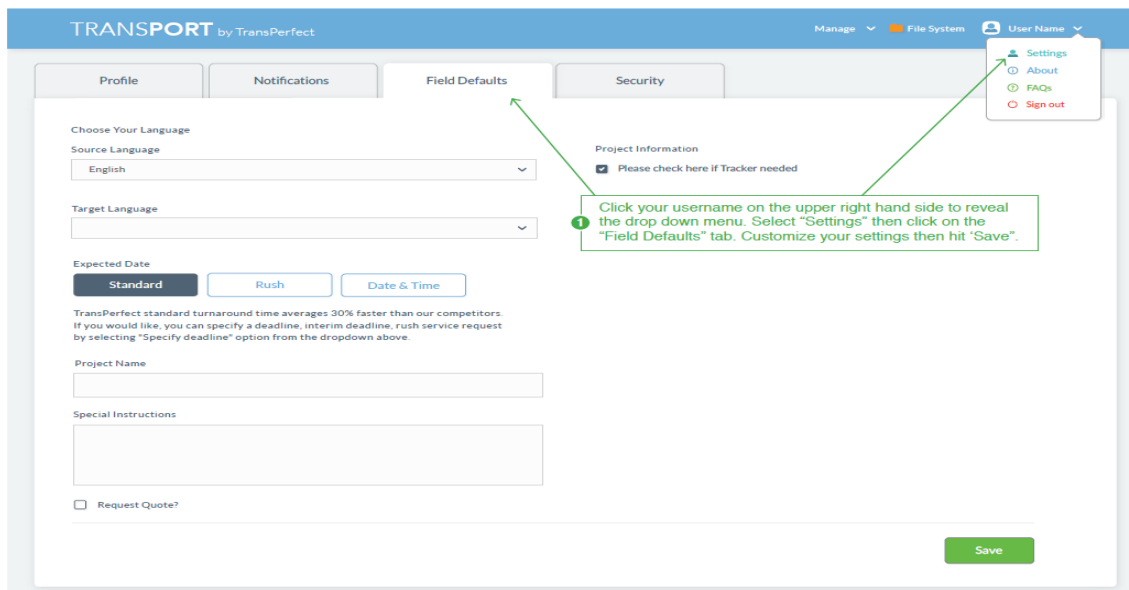
1
2

6 Once your project is done, you can view deliverables by clicking on your desired project with the status "Final Project Delivery."

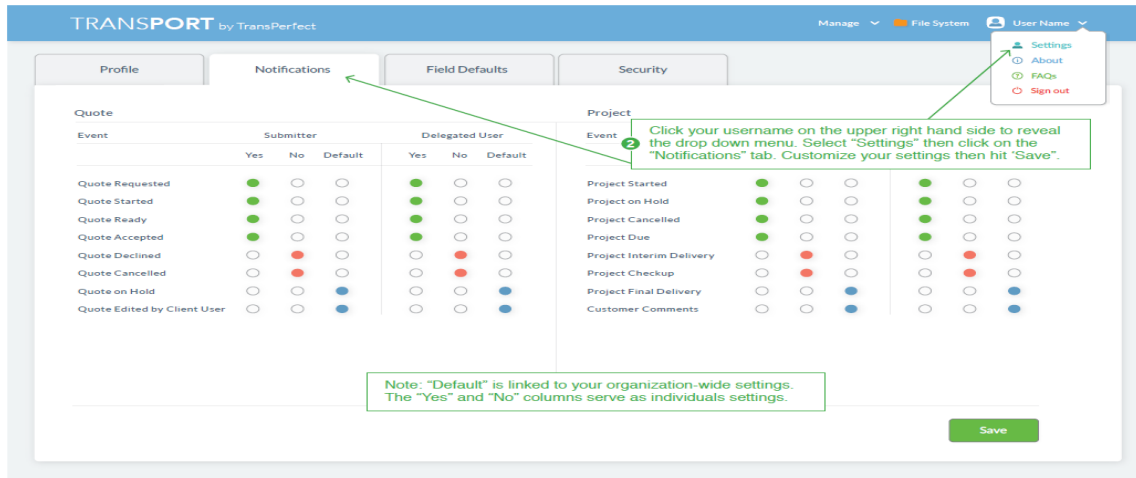
Notification of Project Completion



Retrieval of Completed Files



Ability to Customized View by User



TRANSPORT by TransPerfect

Manage File System User Name

Profile Notifications Field Defaults Security

Quote

Event	Submitter			Delegated User		
	Yes	No	Default	Yes	No	Default
Quote Requested	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quote Started	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quote Ready	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quote Accepted	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quote Declined	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quote Cancelled	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Quote on Hold	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quote Edited by Client User	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Project

Event	Submitter			Delegated User		
	Yes	No	Default	Yes	No	Default
Project Started	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project on Hold	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Cancelled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Due	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Interim Delivery	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Project Checkup	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Project Final Delivery	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Customer Comments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Note: "Default" is linked to your organization-wide settings. The "Yes" and "No" columns serve as individuals settings.

Save

2.2 Interpretation Services

Because different situations call for different styles of interpretation, TransPerfect offers three types of interpretation services: simultaneous, consecutive, and over-the-phone or video remote interpretation.

- Simultaneous Interpretation** – Most commonly utilized in large conferences and meetings, simultaneous interpretation usually requires special equipment to transmit interpreted speech to a large number of participants. Our state-of-the-art equipment includes wired, wireless, and infrared systems, as well as two- and three-person booths. We have dedicated project managers that tailor our services to meet our clients' specific needs. We can also provide Simultaneous Interpretation remotely without having to travel interpreters on-site.
- On-Site and Scheduled Remote Consecutive Interpretation** – 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. All on-site and scheduled remote consecutive interpreters have gone through our screening process, which includes confidentiality agreements and background checks.
- On-Demand Over-the-Phone Interpretation (OPI) or Video Remote Interpretation (VRI)** – In situations when in-person interpretation is not possible, OPI is an excellent alternative. Sophisticated call center technology and highly skilled staff enable us to match qualified, industry-specific interpreters with callers in more than 170 languages within 30 seconds or less for Spanish and 60 seconds or less for all other languages. TransPerfect's call center is staffed with operators, supervisors, managers, interpreter liaisons, scheduling analysts, telecom specialists, and technical engineers – 24 hours a day, 7 days per week, 365 days per year. We are equipped with CTI technology, a Screen Pop, Avaya ACD, and Hewlett-Packard computer equipment. We are also prepared with plans and procedures for disaster recovery, redundancy and power failures. All on-demand interpreters go through a screening process requiring background checks, references, and passing of language fluency for both languages with a minimum level 3 on the ILR scale and confidentiality agreements.

2.2.1 GlobalLink Live Booking: Scheduled In-Person and Virtual Remote Interpretation Portal

Agencies can choose to use TransPerfect's proprietary portal GL Live Booking for ordering interpretation services.

Submitted orders are automatically broadcast to interpreters that meet all requirements including proximity to the booking as shown in **Exhibit 4.32**. GL Live Booking's user-friendly interface is intuitive and accessible but still robust enough to solve all the primary challenges associated with servicing high volume accounts. A Project Manager is always monitoring the portal and the client will have direct access to the Project Manager.

For all large enterprise interpretation contracts, TransPerfect utilizes our proprietary on site interpretation scheduling tool, GL Live Booking. GL Live Booking provides our Interpretation teams full visibility into the status of each interpretation assignment. Through the use of Global Positioning System (GPS) technology, requests for interpretation services are broadcast to qualified interpreters that match the requirements of the assignment and are located in close proximity to the assignment. The broadcast function greatly reduces the time it takes to fill requests for interpretation as it eliminates the need for our Interpretation teams to manually call or email each interpreter. This allows our Interpretation teams to focus on time sensitive and hard to fill appointments. It has also allowed our Interpretation teams to become experts in the needs, language diversity and cadence of their clients' requests, in addition to providing robust reporting.

GL Live Booking has also proven beneficial to our interpreters. Requests are sent directly to their phones, via a mobile app. They can review all details of assignments within their geographic area and decide whether or not they can fulfill the request. If they accept, they immediately receive confirmation, a calendar update and all relevant order details. This has allowed our interpreter to easily track their activity and plan weekly/monthly schedules.

Implementing GL Live Booking has also resulted in positive outcomes on the client side. Client Project Management teams have seen a 35% reduction in time spent in submitting appointments and monitoring interpreter assignments. It has removed the requirement to build large excel spreadsheets to track all orders. This has allowed client Project Management teams to focus more value add services to internal stakeholders.

Key features	Benefits
Nationwide Footprint	Existing relationships with qualified linguists nationwide Allows for customized solutions that meet the unique needs of different hearing locations
Coverage Redundancy	By leveraging the resources nationwide, we greatly reduce the risk of nonfulfillment
Technology	Provides a proven tool utilized across countless programs to provide efficient interpretation / translation support while providing transparent visibility to our customers
Interpreter Liaison Position	Ensures interpreters have an advocate within the company Ensures interpreters grievances are addressed immediately Leads to improved retention

Exhibit 4.31: Primary Features & Benefits

TransPerfect's proprietary scheduling solution, GL Live Booking, streamlines the assignment submission, confirmation, tracking and closing of assignments. GL Live Booking's functionality adds the structure necessary to be successful in a complex environment. GL Live Booking's user-friendly interface is intuitive and accessible but still robust enough to solve all the primary challenges associated with servicing high volume accounts. As such, it has been actively embraced by TransPerfect staff, client staff, and the interpreters with whom we work. The scheduling calendar, the central element of the interface, provides real time visibility of appointments falling under a specific user's domain. GL Live Booking's full functionality is substantial and designed to minimize the complications that could result in service failure. Further, because TransPerfect's full-time technology development team maintains the technology, we have ultimate flexibility to add new capabilities to or further customize the tool at any time.

GL Live Booking's Key Functionally

Automated Broadcast: Submitted orders are automatically broadcast to interpreters that meet all requirements including proximity to the booking as shown in Exhibit 4.32.

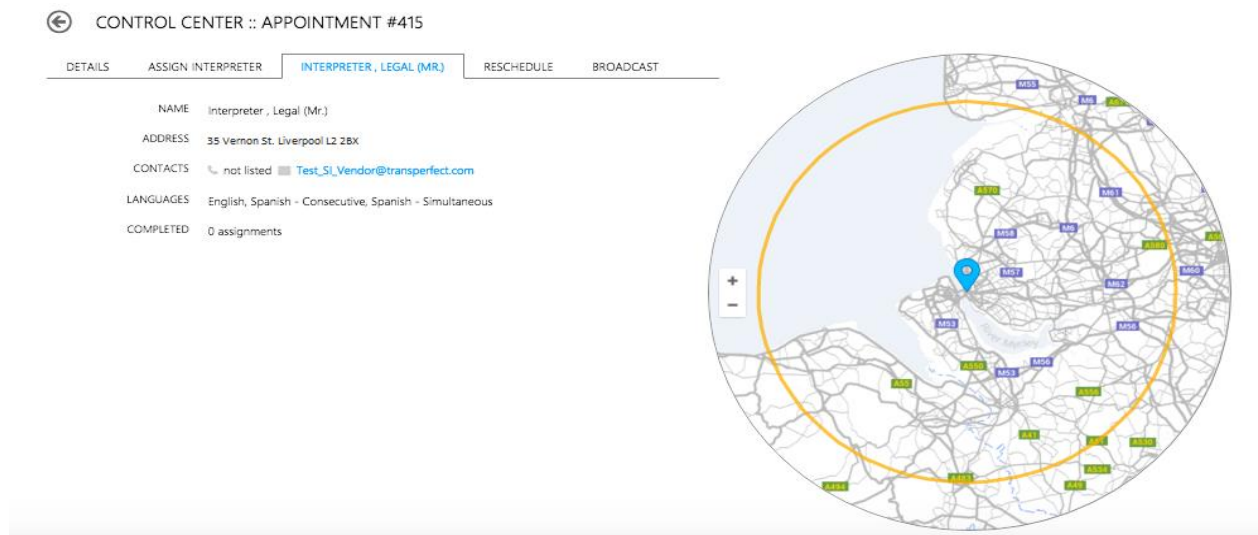
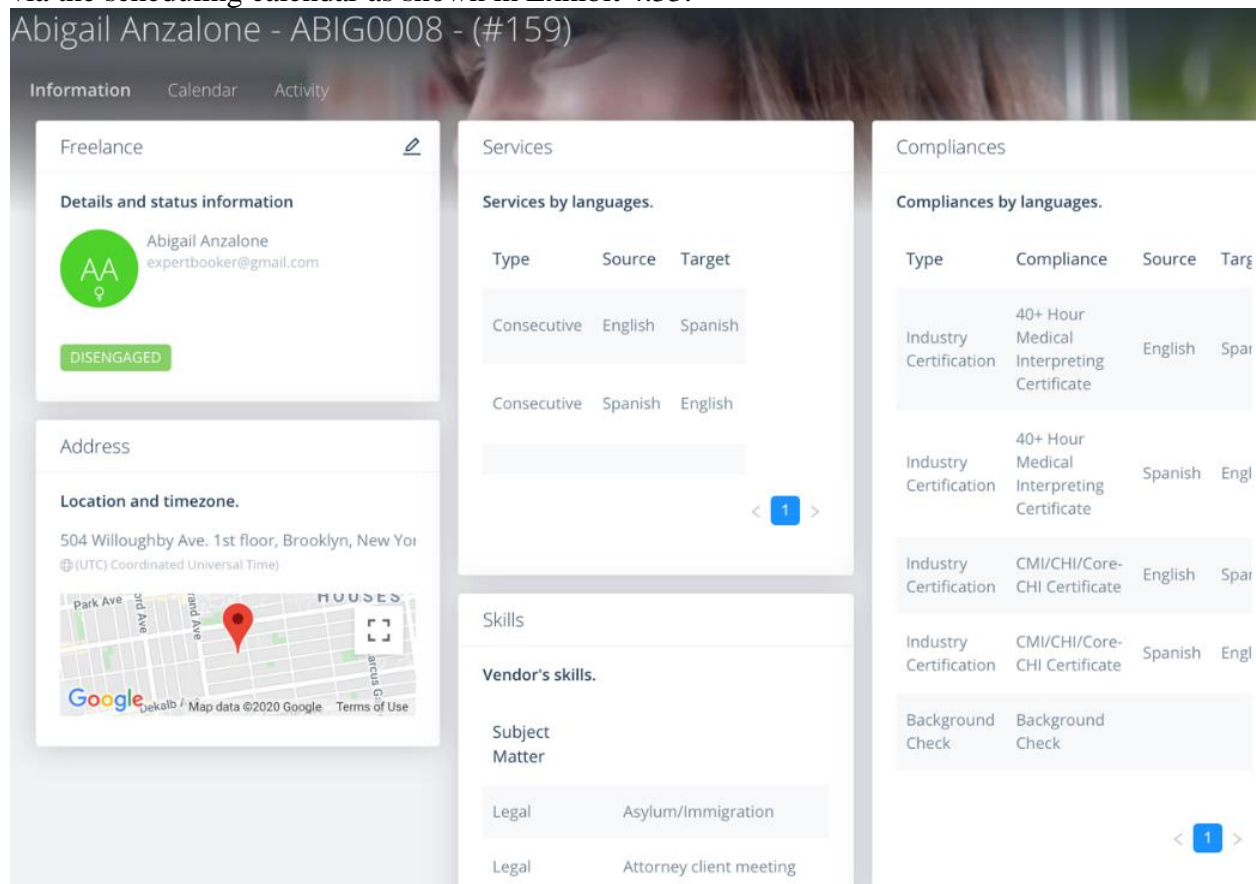


Exhibit 4.32: Interpreter Locator.

Credentials: The credentials of assigned interpreters are immediately made visible in GL Live Booking via the scheduling calendar as shown in Exhibit 4.33.

Abigail Anzalone - ABIG0008 - (#159)



The screenshot displays the profile of Abigail Anzalone, an expertbooker@gmail.com, with a 'DISENGAGED' status. The interface is divided into three main sections: Information, Calendar, and Activity. The Information section includes a Freelance profile, Address (504 Willoughby Ave. 1st floor, Brooklyn, New York), and a map. The Services section shows 'Services by languages' with a table of Consecutive services for English and Spanish. The Compliances section shows 'Compliances by languages' with a table of Industry Certification and Background Check for English and Spanish.

Type	Source	Target
Consecutive	English	Spanish
Consecutive	Spanish	English

Type	Compliance	Source	Target
Industry Certification	40+ Hour Medical Interpreting Certificate	English	Spanish
Industry Certification	40+ Hour Medical Interpreting Certificate	Spanish	English
Industry Certification	CMI/CHI/Core-CHI Certificate	English	Spanish
Industry Certification	CMI/CHI/Core-CHI Certificate	Spanish	English
Background Check	Background Check		

Exhibit 4.33: Interpreter Qualifications

Full Transparency

At any time, permission based users can access a full calendar of requested assignments to amend or cancel an order, view the credentials of assigned interpreters, and track order status as shown below by Exhibit 2.4 which shows sandbox data for a February 24th schedule overview, filtered to show a user managing two locations.

All assignments in the scheduling calendar are color-coded based on status (assigned, unassigned, confirmed, completed, and cancelled). The user can quickly and efficiently track the status of all orders with this visual snapshot. To amend an order, the user navigates to a specific order, chooses “edit”, inputs the new information and resubmits. To cancel an order, the user navigates to the specific order summary, chooses “edit” and changes the status to “cancelled”. Notifications are automatically sent via email to the user, the PM Team, and the interpreter any time an order is modified. The system is also supported by a smartphone app used by interpreters to confirm orders and keep track of timesheets.

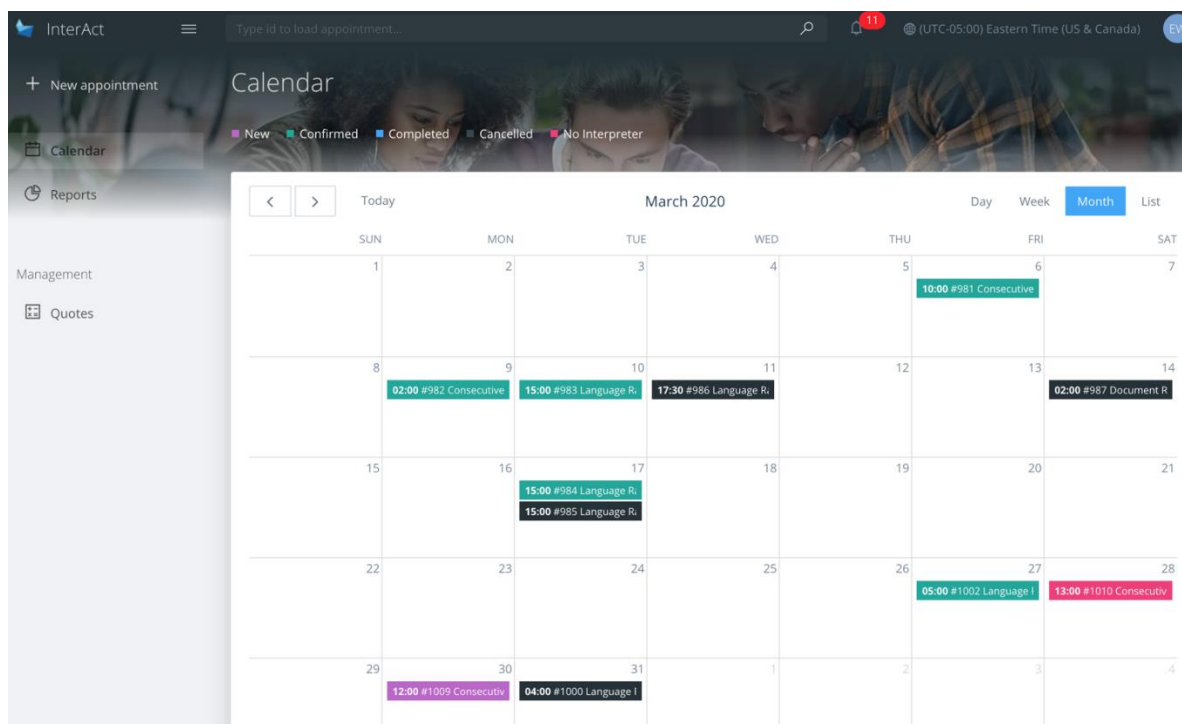


Exhibit 4.34: Order Status

GL Live Booking Feature	Benefits
GPS functionality: Identifies qualified interpreters by location and proximity to booking location.	Ensures a qualified interpreter will arrive in a timely fashion to service all assignment. Minimizes travel costs as only local interpreters are utilized
Check-in system: Allows interpreters to easily confirm status as they travel to an assignment.	Reduces number of delayed and rescheduled assignments. Time stamp provides backup data for invoicing and payroll
Real-time reporting: As orders are completed or modified; report data is updated immediately and made visible for reconciliation.	Improves the ability to reconcile invoicing and produce reporting that can identify inefficiencies and best practices. Parish of Jefferson will have full visibility of the program in real time
Qualification visibility: As an interpreter accepts an assignment their photo and qualifications are made visible to the requester.	Reduces the number of delayed or rescheduled proceedings due to under-qualified interpreters arriving at bookings.

Exhibit 4.35: Features and Benefits of the TransPerfect Solution

GL Live Booking streamlines the order request process by immediately and automatically broadcasting requests to qualified interpreters. There is no limit to the number of requests that can be made. This

process automates the assignment confirmation/fulfilment process allowing project managers to focus on difficult or time-sensitive assignments.

If Parish of Jefferson does not choose to use TransPerfect's file repository platform GL Live Booking, they can reach out to the dedicated Program Manager via email or phone who will assist with quoting, receiving information about the request/meeting and getting the service in motion for the requested deadline. TransPerfect's policy is to respond to a client within 2 hours of the original request and within 15 minutes for any rush (just-in-time) requests. Once the interpretation request is approved, the Program Manager will reach out the interpretation project managers. Interpretation coordinators around the world will pick up the request and broadcast the assignment to interpreters with the correct qualifications for the meeting. Once receiving a response, the interpretation coordinator will assign the confirmed interpreter with a purchase order and confirm them for the meeting. The name of the interpreter will be provided to the client and the interpretation team will send reminders to the interpreter until the assignments starts. For any rush/just in time requests, TransPerfect's production team prioritizes the request and reached out to interpreters who are available immediately. The first interpreter to respond with availability and accepts the assignment will be confirmed in order to fulfill the interpretation request.

2.2.2 On-Demand Over the Phone Interpretation

On demand services

In order to access an interpreter, the process is very easy. A caller just follows the steps below.



In situations when an Parish of Jefferson caller does not know the language a constituent speaks one of our Customer Services Agents (CSA) will assist in identifying the language using the following steps:

1. Parish of Jefferson personnel should contact TransPerfect's customer service department informing them that there is an individual whose primary language cannot be identified. Please note there is an option in the IVR to be connected to a CSA.
2. The CSA will ask Parish of Jefferson personnel what they think is the official language of the country of origin (for example, Spanish for someone they think is from Guatemala).
3. The CSA will bring on the line an interpreter for the official language who will determine if the individual can understand very basic questions. If yes, the CSA will begin a series of basic questions to determine where the individual was raised.
4. TransPerfect CSAs have a mapping tool that will help them identify the indigenous and other languages spoken in a given locale.
5. If the CSA and the interpreter can confirm that the individual speaks a specific language of limited diffusion, they will place a request for an interpreter from that language and bring them on the line.

Once an interpreter answers, the English-speaking individual will speak normally, and the interpreter will interpret word for word to the individual, and the interpreter will keep interpreting back and forth until no more information is needed and the call ends.

Reporting

TransPerfect performs regular Quarterly Business Reviews to ensure our customers are receiving high quality service. These reviews include: usage tracking and trending, language mix, performance metrics (Average Speed of Answer, Average Handle Time, etc.), feedback – positive and negative, system issues, complaints, concerns from customers, etc. In addition, we use these reviews to discuss new services we are offering, and to learn about any possible changes to your business that might affect our services to you. We offer both standardized and customized reports and can accommodate ad hoc report requests with 24 hours. A standardized report would include:

- Call duration
- Client pin (if applicable)
- Beginning call (billable) time
- Call end (billable) time
- Interpreter & Monitors ID/CODE
- Language requested

TransPerfect will provide details of all calls to the client on a monthly basis via email and hard copies. In addition, clients may access our web portal to generate their own reports. TransPerfect offers multiple access codes at no charge to segment your business units and their usage TransPerfect offers a “Real Time” online client portal. The TransPerfect Analytics Portal allows our clients to:

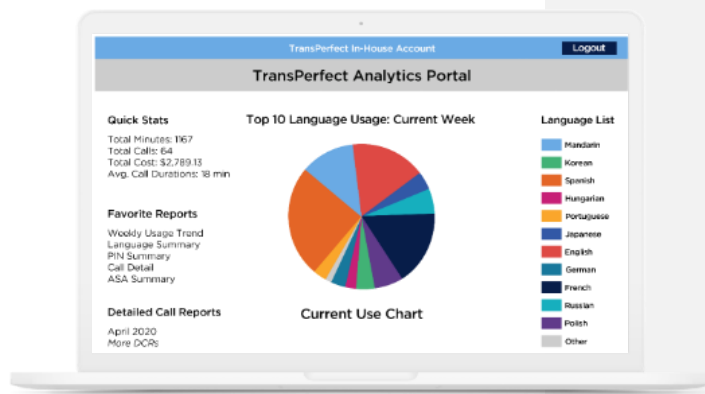
- Review call details (date, time, length, language selected, PIN's, ASA metrics)
- Track language data (language mix, % of traffic, etc)
- Define data requests by date and time
- Perform trend analysis
- Graph results
- Export data
- View past invoices
- Update account information

*Call detail is live within 15 minutes of the end of a call.

Hours of Operation

TransPerfect will provide telephone, IT and any other platform or connectivity systems access services on an as needed basis 24 hours per day, 7 days per week, 365 days per year. Our standard work hours will be 6a.m.-6p.m. Monday-Friday.

TransPerfect Analytics Portal.



- ☒ Quick Stats and Language Usage Info
- ☒ Customizable Call Metrics
- ☒ Secure Exports in Variety of Formats
- ☒ Access to Multiple Accounts from One Login
- ☒ Detailed Invoices
- ☒ Direct Customer Service Line

2.3 Transcription Services

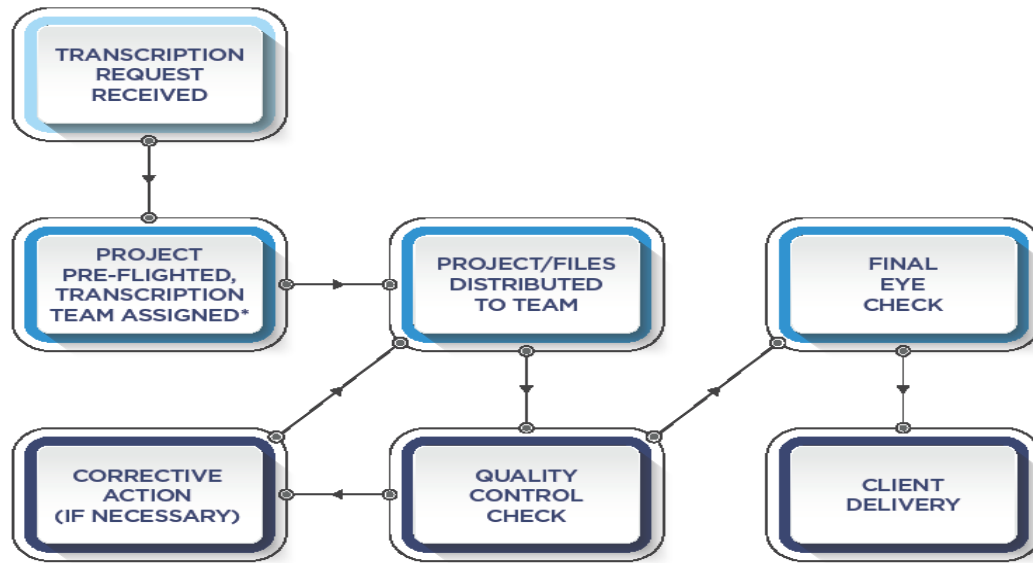


Exhibit 3.12 Transcription Internal Workflow

Steps

1. Job is received from TransPort after quoting/approval process
2. Files are pre-flighted and prepared for the transcription process
 - a. At this point, questions are sent back to the client for anything that has not been clearly addressed or confirmed regarding files or reference material
3. Project management team chooses an appropriate linguistic team from our database of vendors vetted specifically for Parish of Jefferson projects—the choice is made based on language, vendor quality scores, and subject matter expertise
4. Project management team oversees the full life-cycle of the project including quality assurance steps
5. Project management team reviews the final file, checking that all instructions have been followed, quality steps have taken place, and the deliverable meets all requirements specified by the client
6. Files are packaged and uploaded back to TransPort
7. Completed transcript/s is/are either delivered to the Parish of Jefferson or sent to TransPerfect's Document Translation Manager for translation

3 PROJECT MANAGEMENT

3.1 Contract Preparation

Needs Assessment:

Upon bid award, TransPerfect will meet with Parish of Jefferson's staff to conduct a needs assessment of what services each department would need and to what extent. This meeting will allow TransPerfect to better understand the expected volumes and identify any special requirements that each department and agency might have.

Recruitment:

After further understanding the requirements of various Parish of Jefferson staff. TransPerfect's vendor management team will make a push to recruit as many additional local resources for both interpretation and translation. As TransPerfect awaits the contract start date, our vendor management team will make sure that all new linguists are onboarded following TransPerfect's linguist qualification process. All recruitment will be drawn from the following organizations:

- The American Translators Association (ATA)
- The National Association of Judiciary Interpreters and Translators (NAJIT)
- All established state level interpretation and translation associations
- State and federally certified interpreters
- All established interpreter training programs (e.g. the University of Arizona's National Center for Interpretation, the Southern California School of Interpretation, etc.)
- For languages of lesser diffusion, educational institutions located in population centers for those languages

3.2 Contract Kick-off

Establish a Point of Contact:

Once a contract is executed, TransPerfect will introduce both the Account Manager and Program Manager. The Account Manager will handle the day-to-day requests and questions assisting with any and all administrative requirements. Some responsibilities handled by the Account Manager will be intake and delivery of translations, invoicing, reporting, quality complaints, and any questions relating to TransPerfect's services. The Program Manager will act as an escalation point of contact and will support when the Account Manager is not available. Some responsibilities handled by the Program Manager will be reoccurring quality complaints, contracting, and rate negotiations.

Train Parish of Jefferson Staff on Technology:

Should the departments and staff in Parish of Jefferson chose to utilize TransPerfect's propriety technology GlobalLink Portal and GL Live Booking, the Account Manager will train all staff interested in utilizing the mentioned requesting portals.

Understand Parish of Jefferson's Volume/Workflow:

As work under the contract begins, TransPerfect will circle back to initial discussions done during the Needs Assessment Call to confirm that no details have changed. During this phase, TransPerfect will also confirm all billing requirements and any information that should be included on the invoices.

3.3 Contract Lifespan

Performance Monitoring:

TransPerfect will ask for any feedback following all projects to make sure that we are consistently delivering our services in the best process with the best quality possible. Feedback will be noted on a per project basis in TransPerfect's Project Management System, Project A, making sure that all Project Managers and Linguists are aware of the feedback coming for Parish of Jefferson.

Ongoing Research:

Based on the successful recruitment efforts outlined in Phase 2, TransPerfect will conduct regular outreach efforts in partnership with relevant associations, training institutions, and community organizations. The goal will be to both maintain a pool of qualified interpreters to meet Parish of Jefferson needs and to develop new talent to meet future needs. As such, TransPerfect would undertake the promotion of training activities in languages of lesser diffusion in more remote locations and online to facilitate this development.

3.4 Designated Team

Program Manager, Michael Donnelly (Director of Business Development):

The Program Manager, Mr. Michael J. Donnelly will maintain full accountability for contract performance. Michael will have the authority to negotiate and make commitments on behalf of TransPerfect, and be responsible for the hiring, management and dismissal of all staff. Michael has over **10 years** of experience standing up Program Management teams for the successful execution of federal and state contracts including contracts with United States Citizenship and Immigration Services, Federal Emergency Management Agency, United States Department of Justice, United States Department of Agriculture, United States Department of Labor, etc.

Contract responsibilities:

- Serve as Parish of Jefferson's primary point of contact
- Manage all staff
- Participate in any meetings or conference calls requested by the CO or COR
- Identify deficiencies; develop and implement corrective action plan

Account Manager, Samuel Kamyszew (Account Executive):

The Deputy Program Manager, Samuel Kamyszew, will help maintain full accountability for contract performance. Sam has been with TransPerfect for **5 years** and acts as the only Account Executive on TransPerfect's Public Sector Team assisting its largest state and local government clients in California, New York, and Connecticut.

Contract responsibilities:

- Serve as Parish of Jefferson's secondary point of contact
- Report directly to the PM
- Serve as the liaison between contact center staff and PM
- Participate in any meetings or conference calls requested by the CO or COR
- Deliver all invoices and reporting
- Identify deficiencies; develop and implement corrective action plan

Interpretation Manager, Kathleen McKenna (Service Lead, Interpretation Services):

The Interpretation and, Kathleen McKenna, will manage all interpreter and language proficiency placements and quality assurance for all interpretation assignments for the Parish of Jefferson. Kathleen has worked with TransPerfect for **11 years** and has experience creating customized implementation plans for enterprise-level interpretation accounts, including New York Presbyterian Hospitals (average 30 assignments per day), New York University Hospital (average 50 assignments per day), and HomeLink (average 20 assignments per day)

Contract responsibilities:

- Serve as the team lead and oversee any interpretation assignments
- Communicate and work with the Program and Account Manager
- Delegate assignments to the interpretation project managers
- Receive any quality complaints and take the internal steps to make sure they're corrected
- Provide any updates regarding interpretation unavailability and spearhead recruitment
- Maximize interpretation workflow by providing suggestions and expertise

Document Translation Manager, Rich Harrington (Division Manager):

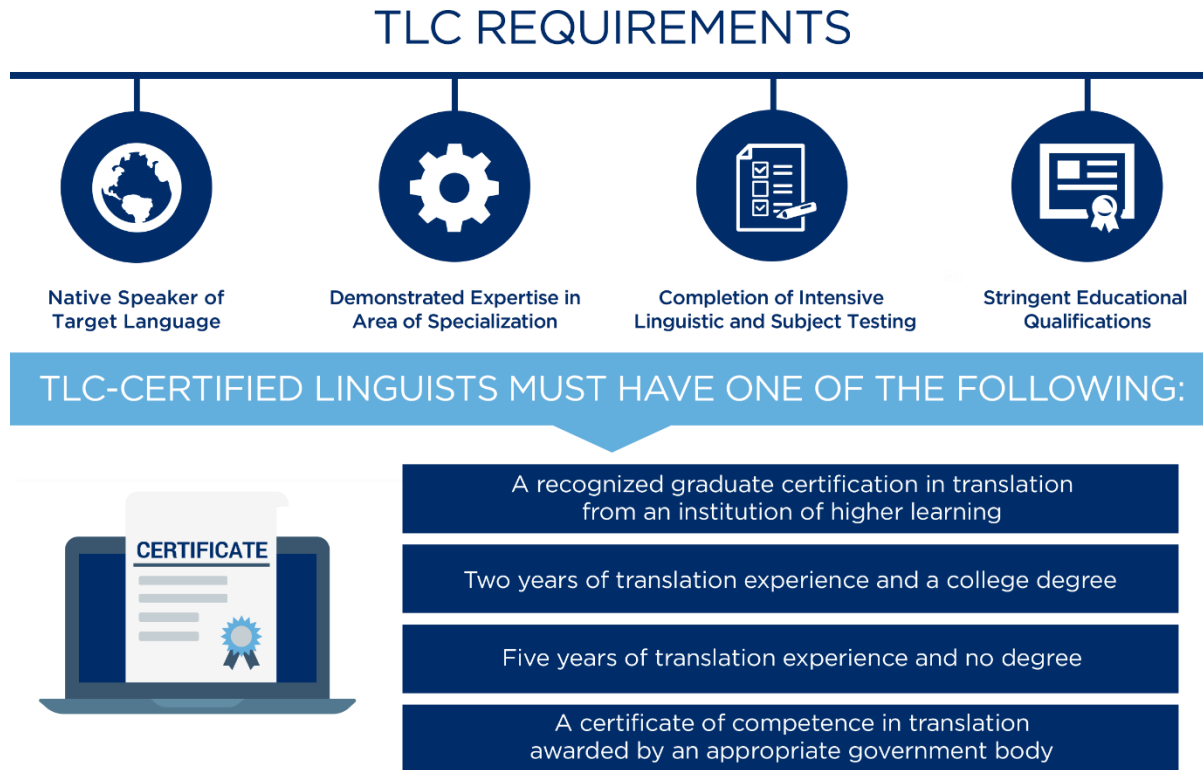
The Translation Manager, Rich Harrington, will manage a specific team of project managers and linguists for all Parish of Jefferson's translation requests. Rich has **15 years** of experience and oversees a team of 25 project managers, localization engineers, quality control, and desktop publishing specialists with a specializations in clients in the following industry: state and federal government, defense, legal, aerospace, healthcare. His team manages 15,000 translation projects annually.

Contract responsibilities:

- Serve as the team lead and oversee any interpretation assignments
- Communicate and work with the Program and Account Manager
- Receive any quality complaints and take the internal steps to make sure they're corrected
- Delegate assignments to the translators and project managers
- Provide any updates regarding language unavailability and spearhead recruitment
- Maximize translation workflow by providing suggestions and expertise

4 LINGUIST RESOURCES AND QUALITY ASSURANCE

4.1 Linguist Qualification



TransPerfect is dedicated to providing the highest quality translation services, which begins with the selection of our most valuable resources—our linguists. In order to ensure that the most qualified linguists are working on each and every project, we created the TransPerfect Linguist Certification (TLC) program, which has since become the industry standard for linguist certification. This program is designed to serve the interests of clients with specialized needs for translation. Before a project is assigned to a particular translator, they will have qualified to work within specific subject areas by taking one or more of over 80 subject-specific tests. This helps us ensure that projects are assigned to linguists with in-depth knowledge of the industry or field.

TransPerfect's linguists must meet or exceed the following requirements, which are verified by our linguistic resources coordinator as part of the initial screening:

- Candidate must be a native speaker of the target language
- Candidate must provide proof of educational background and experience through either a) five years of experience in translation or b) an advanced degree and two years of professional experience in translation
- Candidate must document translation or interpretation experience in their area of specialization
- Candidate must provide three references, at least one of which must be from an end client
- Candidate must document a recognized graduate certificate in translation from an institution of higher learning
- Candidate must document a certificate of competence in translation awarded by an appropriate government body

Once these prerequisites are met, each candidate undergoes a series of assessments intended to measure their degree of professionalism, comprehension of ethics, and proficiency in translation or interpretation in specific languages and fields. Having passed the initial screening and performance assessments, linguists are invited to partake in TransPerfect's continuing education offerings, including regular trainings and webinars.

The benefits of this program include:

- Validation of linguists' qualifications from a reliable and accountable source
- Continuous assessment and enhancement of translators' linguistic competence
- Assurance of linguists' understanding of professional ethics, protocols, and specialized terminology for a variety of fields
- Minimization of liability by ensuring the highest quality of linguistic resources

Recognized as one of the industry's most selective and respected certifications, the TLC program currently holds a 12% pass rate for linguistic experts and a 6% pass rate for highly technical specialists. As part of our quality assurance process, all of our linguists are audited on the quality of their translations and feedback is regularly assessed to maintain the highest-caliber talent at all times.

4.2 Quality Assurance



TransPerfect's quality management system—certified to both ISO 9001:2015 and ISO 17100:2015—dictates best-practice procedures throughout the course of every project. As such, we take the monitoring of our projects and the continuous improvement of our quality and processes seriously. Regular auditing and evaluation of our linguists is vital to ensuring that we deliver the highest-quality services to our clients, but it is only the first step. At the conclusion of each project, we undergo a thorough evaluation of the production cycle, starting with the linguists and concluding with client

billing. As part of this process, we solicit client feedback directly by asking our clients to assess TransPerfect according to the following criteria:

1. Quality of final deliverable: (E: Excellent / G: Good / S: Satisfactory / U: Unsatisfactory)
2. Ability to meet deadline: (E: Excellent / G: Good / S: Satisfactory / U: Unsatisfactory)
3. If you were to have additional language services needs, would you use TransPerfect again?

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

Data analyzed includes, but is not limited to:

- QTB (quality, timeliness, and billing) data tracked by the QA department in monthly, quarterly, yearly, and department-based spreadsheets
- Quality scores for suppliers and quality managers tracked respectively in the supplier control database and by the QA department in monthly, quarterly, yearly, and department-based spreadsheets
- Positive feedback forms (PFFs)
- Compliance reports (CRs)
- Service and quality control questionnaires
- Annual client satisfaction surveys
- Training completeness/effectiveness data
- Internal audit reports
- External audit reports

Specific to suppliers (linguists), quality performance objectives and the consequences of not meeting those objectives are described below in detail. The Supplier Control Database (SCD) is the primary means by which the performance of external suppliers is monitored. Within the database, a running average of quality scores is kept for each supplier. The SCD also contains a list of CRs per supplier, as well as the number of jobs performed for TransPerfect.

If a supplier's quality score falls below a certain point, that supplier is marked as restricted in the SCD and added to a separate restricted linguist list, never to be used again. Additionally, suppliers may be restricted for reasons other than low-quality scores (severity of CRs, unprofessional behavior, etc.). Suppliers who have been completely restricted cannot be removed from the restricted list.

There are strict penalties for any project manager (PM) who improperly places a project with a restricted linguist.

- The first offense results in a CR and a verbal warning for the PM.
- The second offense results in two CRs and a written warning for the PM.
- The third offense results in termination.

The performance of full-time production employees is reviewed on an ongoing basis through performance scores, CRs, and PFFs. The quality performance objectives against which all employees are assessed are set during annual performance reviews.

5 RELEVANT EXPERIENCE

5.1 Public Sector Clients

Human Services

Social Security

Administration

Department of Justice:

- U.S Attorney's
Offices in New York,
Florida, California,
Oklahoma,
Pennsylvania, New
Jersey, Washington
DC, Puerto Rico
- Civil Right Division,
Tax Division

Department of Labor

Department of State

Food and Drug

Administration

Department of Commerce

United States Postal Service

United States Forest

Service

State of California:

- City of Milpitas
- City of San Jose
- California
Department of Public
Health
- San Diego County
- Santa Clara County
- San Joaquin County
Human Services
Agency
- California
Department of Social
Services
- Los Angeles County
- City of San Gabriel

United States Treasury

Department

State of New Jersey:

- Department of
Education

- Department of
Children and Families
- Housing and
Mortgage Finance
Agency

State of Massachusetts:

- Department of
Housing and
Community
Development

State of Nevada:

- Department of Health
and Human Services

Los Angeles County:

- Department of Public
Health
- Department of Mental
Health
- Meid-Cali
- Internal Services
Department

United States Citizenship and Immigration Services:

- Asylum Division

United States Customs & Border Protection:

- Port of San Francisco
- Puerto Rico Field
Office

Center for Disease Control:

- Communications
Support and Services
Branch
- Ebola Emergency
Operations Center
- COIVE Emergency
Operations Center

United States Department of Agriculture:

- Farm Services
Agency

- Food Safety and
Inspection Service

Federal Deposit Insurance Corporation:

- Receivership Division

Santa Clara County:

- Division of County
Airports
- Office of Supportive
Housing
- Office of the District
Attorney
- Sheriff's Department
- Department of Social
Services
- Department of Child
Support Services
- Department of Family
and Children's
Services
- Department of
Planning and
Development
- Institutions Division
Juvenile hall and
James Ranch
- Office of County
Counsel
- Office of the Clerk of
the Board
- Public Defender's
Office
- Reentry Resources
Center
- Office of Emergency
Service
- Valley Health Plan
- Santa Clara County
Behavioral Health
Services
- Santa Clara County
Valley Medical

- Santa Clara County Health System
- Santa Clara County Public Health
- State of Oregon
- Oregon Health Authority
- Oregon Department of Human Services
- Oregon Employment Department
- Oregon Department of Corrections

5.2 DOJ/ Court Experience

TransPerfect has developed significant experience performing services for the Department of Justice. We are often awarded this work because the DOJ's current vendors are not able to meet expedited deadlines and/or do not have linguists with industry specific/legal specific expertise. Below is a list of DOJ Components we have worked with:

Division	Component
- Antitrust Division	- Executive Office of Immigration Review
- Office of Justice Programs	- Alcohol, Tobacco & Firearms
- Tax Division	- Drug Enforcement Agency
- Civil Right Division	- Federal Bureau of Investigation
- Criminal Division	- U.S. Marshalls Services
- Environment & Natural Resources	

We have also grown our relationship with the United States Attorney's Offices to include the regions listed below:

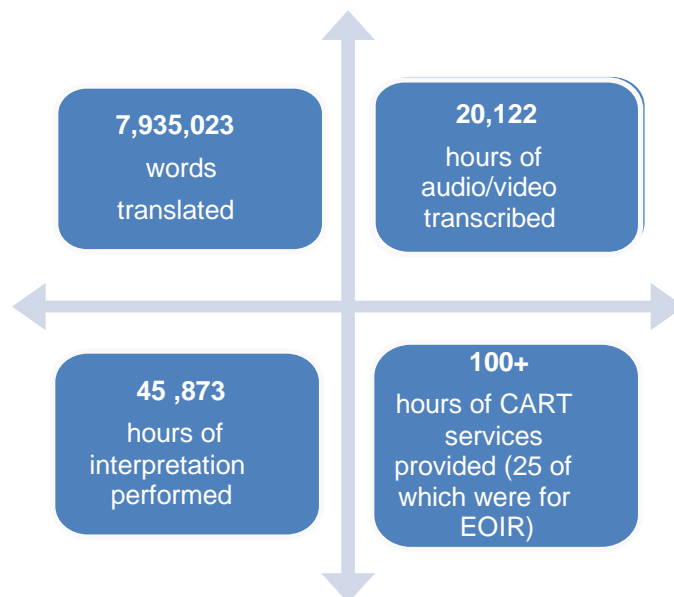
- Northern District of California	- Northern District of Texas
- Southern District of California	- Northern District of Illinois
- Southern District of New York	- Southern District of Illinois
- Northern District of New York	- Eastern District of Virginia
- Southern District of West Virginia	- Middle District of Florida
- Northern District of West Virginia	- Southern District of Florida
- Northern District of Iowa	- District of Oregon
- Northern District of Georgia	- District of Utah
- Southern District of Iowa	- Northern District of Texas
- District of Guam	- District of the Virgin Islands
- Eastern District of Pennsylvania	

Across the department, we have performed services in over 50 languages, including:

- Swahili	- Russian	- Vietnamese
- Ukrainian	- Farsi	- Arabic
- Mandarin	- Turkish	- Tajik
- Tagalog	- Uzbek	- Yiddish
- Haitian Creole	- French	- Hindi

- Punjabi
- Malayalam
- Bengali
- Portuguese
- Dari
- Javanese
- Romanian
- Hebrew
- Armenian
- Yiddish
- Khmer
- Spanish
- American Sign Language
- Punjabi
- Malayalam
- Bengali
- Portuguese
- Dari
- Javanese
- Romanian
- Hebrew
- Armenian
- Yiddish
- Khmer
- Spanish
- American Sign Language
- Serbian
- Latvian
- Japanese
- Mandinka
- Greek
- Bulgarian
- Tibetan
- Chinese (Traditional)
- Chinese (Simplified)
- Norwegian
- Dutch
- Danish
- Croatian
- Karen
- Ilocano
- Thai
- Italian
- Korean
- Serbian
- Burmese
- Hausa
- Burmese
- Hausa
- Romanian
- Gujarati
- Polish
- Amharic
- Mongolian
- Hmong

TransPerfect's relationship with the US Department of Justice by the numbers:



Past Performance 1		
Company	TransPerfect	Role: Prime
Customer Name	United States Attorney’s Office Eastern District of New York	
Point of Contact	Joey Caudill Contracts Specialist 718.254.7000 Joey.Caudill@usdoj.gov	
Contract Number	15JA0518F000000029	
Contract Value	\$1,000,000.00	
Pricing Arrangement	Firm fixed price	
Period of Performance	August 13, 2018-August 2021	
Description of Services Provided:		
<p>TransPerfect was awarded a contract with the AUSA’s office for translation, transcription and interpretation services. Since being awarded the contract we have translated over 2,000,000 words. We have provided on-site and over the phone interpretation services proffers, witness preparation sessions, and court proceedings. We have supplied both court certified and federal certified interpreters. In total we have provided over 2,000 hours of interpretation services. We have also transcribed recordings of audio captured on wire taps, body cams and prison phone calls; in total we have transcribed over 100 hours of audio and video recordings. Per the terms on the contract we’re required to provide services in all languages. To date, we have provided services in the following languages: English (transcription), Spanish, Russian, Mandarin, Cantonese, Estonian, German, Portuguese, Chinese simplified, Chinese Traditional, Latvian, Swahili, Ukrainian, Tagalog, Bulgarian, Tajik, Bengali, Czech, Italian, Serbian, Hausa, Haitian Creole, Turkish, Serbian, Hindi, Armenian, Khmer, Vietnamese, Thai and Romanian.</p>		

Past Performance 2		
Company	TransPerfect	Role: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Sub
Contract Number	DJJ-15-W-USA11-0118	
Customer	United States Attorney's Office Southern District of New York	
Contract Value	\$550,000.00	
Contract/TO Type	Blanket Purchase Agreement	
POC Information	Michelle Harris Contracting Officer 212-637-2300 Michelle.harris@usdoj.gov	
Period of Performance	2013-present When a new matter arises the contracting officer issues a purchase order against the existing BPA.	

Description of Services Provided:

In 2013, the AUSA established a Blanket Purchase Agreement with TransPerfect to provide document translations, on-site interpretation, over-the-phone interpretation, and American sign language and transcription services. Since then we have supported the AUSA on a number of high-profile matters including murder, financial misconduct, evasion of Iranian sanctions, money laundering, and terrorism investigations. To date we have translated over 600,000 words, transcribed over 100 hours of audio/video, and performed over 85 hours of on-site interpretation services on this contract, working into the following languages: Turkish, Yiddish, Spanish, Latvian, French, Korean, German, Thai and Swahili, Chinese, Ukrainian, Italian, Lithuanian, Arabic, Russian, Polish, Portuguese, Bulgarian, Serbian, Dutch, Greek, Estonian, Czech and Romanian

Sample case:

TransPerfect was retained to transcribe 11 hours of audio files (recorded phone conversations) in which the speakers switched between English and Yiddish. The speakers were being investigated for conspiring to kidnap and murder an individual in order to obtain a religious divorce.

The first phase of the project required TransPerfect to produce English and Yiddish transcripts of the conversations. The

English audio was transcribed into English and the Yiddish was transcribed into Yiddish and then translated into English.

TransPerfect utilized a three-step process to translate the Yiddish transcript. This approach was used to ensure the integrity, accuracy, and overall quality of our work product. Each Yiddish transcript was passed through a translator, editor, and proofreader before being returned to the AUSA.

In total 99,000 Yiddish words were translated into English. The transcriptions and translations were submitted as evidence in the trial leading to the arrest and eventual convictions of the conspirators.

Past Performance 3

Company	TransPerfect	Role:	Prime
Customer Name	Southern District of Iowa		
Point of Contact	Jennifer Saffell Contracting Officer (515) 473-9287 Jennifer.Saffell@usdoj.gov		
Contract Number	15JA3022F00000013		
Contract Value	\$40,000		
Pricing Arrangement	Firm fixed price		
Period of Performance	November, 16 2022-January 28, 2013		
Description of Services Provided:			

TransPerfect assisted the Southern District of Iowa with translation, transcription, and interpretation in the office's trial from trial prep to court testimonies. This project started with TransPerfect providing remote interpreters for Tigrinya, Karen, Swahili, Amharic, and Burmese and the evolved to TransPerfect flying out interpreters and having them stationed in Iowa on an as needed basis in order to have them trial prep with witnesses prior to trial and to interpret in court. Under this contract, TransPerfect has provided 20+ hours of interpretation and has translated and 30,000+ words. This work performance demonstrates TransPerfect's scalability to recruit, build a team, and service any language requirement, no matter how exotic the language. Following the completion of this trial TransPerfect has assisted the Southern District with additional Vietnamese interpretation and translation services.

5.3 Additional Experience

Past Performance 1		
Company	TransPerfect	Role: Prime
Customer Name & Address	Santa Clara County 2460 North First Street, Suite 220 San José, CA 95131	
Point of Contact	Javier Jiménez Management Analyst Office (408) 678 - 1098 Mobile (669) 677 – 1254 francisco.jimenez@ceo.sccgov.org	
Contract Number	5500003066	
Contract Value	\$7,500,000.00	
Pricing Arrangement	Firm fixed price	
Period of Performance	July 2018- Currently	
Description of Services Provided:		
<p>TransPerfect has been working with the County since 2019. During this time, we have established ourselves as a trusted partner. When the COVID-19 pandemic started, Santa Clara County’s Office of Emergency Services turned to us for assistance:</p> <p>Office of Emergency Services-TransPerfect placed translators to handle Spanish, Chinese, Vietnamese and Tagalog translations of COVID-19 content, which included written documents like FAQs, guidelines, public health information and published best practices, as well as resident questions and answers. Due to the rapidly evolving conditions and requirements of the COVID-19 pandemic, Santa Clara needed a partner who could quickly adapt and scale to meet changing language needs, both remotely and in person, while also providing a safe and responsible work environment. The TransPerfect team conducted daily strategy and planning meetings and proactively managed resources to enable maximum flexibility and full readiness to help Santa Clara meet the needs of its residents.</p> <p>We have also worked closely with the following County departments/agencies over the last 5 years:</p> <p>Division of County Airports Office of Supportive Housing Office of the District Attorney Sheriff’s Department</p>		

Department of Social Services
 Department of Child Support Services
 Department of Family and Children's Services
 Department of Planning and Development
 Institutions Division Juvenile hall and James Ranch
 Office of County Counsel
 Office of the Clerk of the Board
 Public Defender's Office
 Reentry Resources Center
 Office of Emergency Service
 Valley Health Plan
 Santa Clara County Behavioral Health Services
 Santa Clara County Valley Medical
 Santa Clara County Health System
 Santa Clara County Public Health

During our time working with Santa Clara County we have provide services in the following languages:
 Albanian, American Sign Language, Amharic, Amharic (Ethiopia), Arabic, Armenian, Azerbaijani,
 Bengali, Braille, Bulgarian, Burmese, Cantonese, Chinese (Simplified), Chinese (Traditional), Croatian,
 Dari, Farsi, French, German, Gujarati, Hebrew, Hindi, Hmong, Indonesian, Italian, Japanese, Khmer,
 Korean, Lao, Mandarin, Nepali, Pashto, Polish, Portuguese, Punjabi, Russian, Samoan, Serbian,
 Spanish, Tagalog, Tamil, Telugu, Thai, Tigrinya, Tongan, Turkish, Ukrainian, Urdu, Vietnamese, Yao,
 and Yoruba.

Total Hour of interpretation (onsite/over-the-phone) performed: 529 hours

Total words translated: 5,217,851

Total transcription hours: 56

Total Desktop Publishing hours: 1,173

We also just received notification that we have been awarded the re-compete contract to perform
 services for Santa Clara County through 2028.

Past Performance 2		
Company	TransPerfect	Role: Prime
Customer Name & Address	Oregon Publications and Creative Services Office 3421 Del Webb Ave. NE Salem, OR 97301-0366	
Point of Contact	Karen Rolin Production Coodinator 503-884-5913 KAREN.L.ROLIN@dhsosha.state.or.us 503-884-5913	
Contract Number	DASPS-3297-19	
Contract Value	\$10,000,000.00	
Pricing Arrangement	Firm fixed price	

Period of Performance | July 2019-June 2025

Description of Services Provided:

TransPerfect has been translating materials for the Oregon Health Authority and Oregon Department of Human Services through the Publications department for over 3 years. Throughout the pandemic, TransPerfect translated pertinent health materials in multiple different languages, with 508 compliance, Desktop Publishing and formatting for the public, on a standard and expedited turnaround time.

TransPerfect currently translates relevant health materials into 12 main languages on a Publications Department to date. Additionally, TransPerfect translates Medical and SNAP benefit notices daily into 11 different languages with a 5-day turnaround time. TransPerfect services this account 24 hours a day with a dedicated team of Program Managers and linguists around the world daily basis and has translated over a million words in more than 30 languages for the Publications Department to date.

TransPerfect also provides voice over services, captioning and subtitling services on an as needed basis to Oregon Publications and Creative Services Department. To date, TransPerfect has translated over 20 million words into multiple languages, the most common being: Spanish, Vietnamese, Arabic, Russian, Simplified Chinese, Traditional Chinese, Korean, Hmong, Somali, Portuguese, Marshallese, Chuukese, Khmer, Romanian, Lao, Nepali, Burmese, Tagalog, Ukrainian and Farsi.

Past Performance 3

Company	TransPerfect	Role:	Prime
Customer Name & Address	City of San Jose 200 E. Santa Clara St. San Jose, CA 95113		
Point of Contact	Marisa Diaz Language Access Manager 408-535-8261 Marisa.Diaz@sanjoseca.gov		
Contract Number	5500003066		
Contract Value	\$7,500,000.00		
Pricing Arrangement	Firm fixed price		
Period of Performance	July 2018- Currently		

Description of Services Provided:

The City of San Jose uses the contract vehicle that TransPerfect has in place with Santa Clara County to request all of its interpretation and translation services. TransPerfect assist several departments within the City including the Department of Housing Development, Office Communications, Department of Cultural Affairs, Department of Transportation, the Public Library, the San Jose Zoo, and several other entities. Although the languages coming from the City have varied, the main languages of translations that TransPerfect has delivered include Spanish, Vietnamese, Tagalog, and Traditional/ Simplified Chinese. TransPerfect has assisted with 100+ requests of both document translation and in-person/remote interpretation assignments; the projects mention in varying frequencies and expected turnaround times.

For example, TransPerfect assisted translation important information for the citizen's of San Jose during their Atmospheric river watches meeting turnaround times as quick as 4 hours.

TransPerfect was recently awarded with a contract to aid San Jose with language assistance during time of emergencies. This contract encompasses both document translations and in-person interpretation.

TransPerfect continues to aid the city with consulting matters such as the importance of transcription and CART services.

Past Performance 4			
Company	TransPerfect		Role: Prime
Customer Name & Address	United States Citizenship and Immigration Services 5900 Capital Gateway Drive Camp Springs, MD 20588		
Point of Contact	Angela Haynie Management & Program Analyst 202-272-1657 Angela.m.haynie@uscis.dhs.gov		
Contract Number	HSSCCG-15-A-00017		
Contract Value	\$10,884,724.16		
Pricing Arrangement	Blanket Purchase Agreement		
Period of Performance	May 2015-April 2019		
Description of Services Provided:			
<p>TransPerfect was awarded a Blanket Purchase Agreement with the United States Department of Homeland Security, United States Citizenship and Immigrations Services to provide over-the-phone interpretation, document translation, and services to the visual and hearing impaired. The bulk of the requirement is to provide over-the-phone interpretation services. Our interpreters are tasked with facilitating communication between approximately 400 asylum officers responsible for interviewing applicants seeking asylum in the United States. These 400 officers are located in 8 regional offices: Arlington, VA; Chicago, IL; Houston, TX; Los Angeles, CA; Miami, FL; Newark, NJ; New York, NY; and San Francisco, CA. Standard services are required between 7:00a.m.–7:00p.m (EST,MST,PST). We are also required to possess the resources to perform services 24/7/365 to meet any surge requirements.</p> <p>In addition to providing interpretation services our linguists are responsible for monitoring affirmative asylum interviews in which asylum applicants provide their own interpreters. Our linguists monitor these interviews to ensure the applicant’s interpreter accurately conveys the conversation. Per the contract requirements TransPerfect is required to perform services in the following languages:</p>			
1. Spanish	11. Albanian (incl. Cham	21. Urdu	
2. Mandarin	dialect)	22. Hindi	
3. Punjabi	12. Somali	23. Armenian	
4. Arabic	13. Amharic	24. Burmese	
5. Russian	14. Mam	25. Korean	
6. Bengali	15. Portuguese	26. Q’anjob’al/Kanjobal	

- | | | |
|---------------------|--|---------------|
| 7. Haitian Creole | 16. Quichean dialects (esp. K'iche') | 27. Turkish |
| 8. French | 17. Romanian | 28. Cantonese |
| 9. Gujarati | 18. Farsi-Afghani; Farsi-Iranian/Persian | 29. Fuzhou |
| 10. Nepali/Nepalese | 19. Tigrinya | 30. Akan/Twi |
| | 20. Tamil | |

In addition, TransPerfect is expected to maintain the ability to provide services in the following languages upon request: Bantu, Assyrian, Turkish, Foo Chow, Bulgarian, Kirundi, Soninke, Azerbaijani, Ukrainian, Jula/Dyula, Igbo, Uighur, Garafuna, Mina, Tagalog, Kanjobal, Kinyarwanda, Fulani, Yorba, Georgian, Hmong, Moldovan, Wenzhou, Belarusian, Balochi, Ewe, Kachiquel, Vietnamese, Kiswahili, Moghamo, Thai, Swahili, Akatek/Acaeteco, Mongolian, Sinhalese, Dari, Oromo, Tajik, Chaldean, Bambara, Garifuna, Khmer/Cambodian, Wolof, Krgyz, Pidgin English, Zomi, Hausa, Tibetan, Hassaniya, Pashto, Uzbek, Lithuanian, Mandingo, Hungarian, Kurdish, Bosnian, Malinke, and Polish.

In order to start performing services on this contract, TransPerfect was required to have 50 linguists—at least one for each of the required languages—processed through e-QIP. To do so, linguists were required to complete a full security package, which included:

1. Position Designation Determination for Contractor Personnel
2. OF 306 Declaration of Federal Employment
3. Foreign National and Associates Statement
4. Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act
5. Contract Employee Code Sheet
6. Non Disclosure Agreement
7. Fingerprint forms

All paperwork was then uploaded to e-QIP by TransPerfect's e-QIP administrator.

Training/Quality Control:

TransPerfect uses both employee and independent contractor interpreters to service the USCIS phone-interpretation contract. All interpreters must demonstrate adequate proficiency in both English and their other language, familiarity with asylum terms and concepts, and the ability to accurately interpret in that setting. Linguists who pass initial language proficiency screenings and submit their eQuip security clearance package then receive appropriate training and further testing in anticipation of eventual security clearance approval.

Employee Interpreter Training:

All employee interpreters working on the USCIS contract have at least 90 hours of general interpreter training and over a year's experience working as an interpreter. Additionally, all employee interpreters receive at least 16-hours of asylum interpretation training, which includes an overview of the asylum process, stakeholder objectives, interpreting and

monitoring expectations, key terminology and concepts and extensive role-play and simulations based on current asylum applications. Training materials include such resources as the USCIS website, RAIO training manuals, documentaries such as Well Founded Fear, and legal websites focused on immigration law. Special terminology that is introduced relates to torture and physical abuse, weapons, drugs, gang/criminal activity, religious concepts, law enforcement, and military organizational structure among other things.

Upon completion of the training, interpreters must successfully pass the Asylum Subject Matter Assessment and the Asylum Interpretation Performance Assessment, which measure their ability to interpret accurately and completely on asylum calls.

Independent Contractor Preparation:

Independent contractors must also possess the necessary interpreter training and have at least one year of interpretation experience to be considered for the position. Candidates who pass the language proficiency screenings are then provided self-instruction guidance to prepare them for both the Asylum Subject Matter Assessment, delivered via TransPerfect's learning management system, and the Asylum Interpretation Performance Assessment, delivered over the phone. Successful candidate's must also then complete the TransPerfect USCIS interpreter 2-hour orientation, delivered via webinar, that reinforces all key policies, procedures and best practices, before they are able to take any calls.

Past Performance 5		
Company	TransPerfect	Role: Prime
Customer Name & Address	Center for Disease Control 1600 Clifton Rd. Atlanta, GA 30329	
Point of Contact	Claudia Diaz Kukucka Multilingual Services Team Supervisor 404-639-0750 gbi7@cdc.gov	
Contract Number	GS-10F-0076S	
Contract Value	\$3,000,000.00	
Pricing Arrangement	Blanket Purchase Agreement	
Period of Performance	August 1, 2019- Currently	
Description of Services Provided:		
<p>TransPerfect is currently providing all language services to the CDC’s Division of Communication Services, Multilingual Services Activity. These services include:</p> <ul style="list-style-type: none">• Translation of written materials to every possible language and in every possible format, including print, digital, web, and others.• Editing/certification and proofreading of materials already translated.• Translation memory management and terminology create and support.• Oral language assistance (interpretation) in any language and in any available interpretation format.• Sign Language interpretation.		

- Desktop publishing (graphics and layout) support in any language requested.
- Video captioning (subtitling), voiceover, and transcriptions of scripts.
- Multicultural marketing.
- Other translation and interpretation support services as outlined in individual task orders.
- Over-the-phone interpretation

Since the recent outbreak of the COVID-19 virus in the United States, the demands of this contract have increased significantly. TransPerfect has proven its ability to provide all required services during this state of emergency. In fact, we have sent interpreters onsite to record public information videos.

Results:

Translation: 2.49 million words

Interpretation: over 1,000 hours

Services provided in 69 languages, including but not limited to: Amharic, Arabic, Bengali, Burmese, Chinese (Simplified, Traditional), Dari, Farsi, French, German, Gujarati, Haitian Creole, Hausa, Hindi, Hmong, Indonesian, Italian, Japanese, Karen, Khmer, Kinyarwanda, Korean, Krio, Kurdish, Lao, Luganda, Mandingo, Maninka, Marshallese, Nepali, Oromo, Pashto, Portuguese, Polish, Russian, Samoan, Somali, Swahili, Tagalog, Tigrinya, Tongan, Turkish, Ukrainian, Urdu, Vietnamese, and Wolof

Number of linguists utilized on contract: 232

6 PRICING

6.1 Translation Pricing

6.1.1 Full Human Translation Rates:

Class 1 \$0.16 per word/fuzzy match \$0.09/repeat \$0.06				
Spanish				
Class 2 \$0.20 per word/fuzzy match \$0.11/ repeat \$0.06				
French	German	Italian	Portuguese	
Class 3 \$0.22 per word/fuzzy match \$0.12/repeat \$0.07				
Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	
Class 4 \$0.25 per word/fuzzy match \$0.13/repeat \$0.08				
Afrikaans	Gaelic	Khmer	Nepali	Tagalog
Akan	Gujarati	Korean	Nyanja	Tamil
Albanian	Hebrew	Kurdish	Pashto	Taiwanese
Amharic	Hindi	Lao	Punjabi	Telugu
Arabic	Hmong	Latin	Q'anjob'al	Thai
Armenian	Icelandic	Lingala	Quechua (K'iche)	Tigrinya
Azerbaijani	Indonesian	Macedonian	Romani	Trukese
Bengali	Japanese	Malagasy	Romansch	Tswana
Burmese	Javanese	Malay	Rundi	Turkmen
Cambodian	Kannada	Maltese	Samoan	Urdu
Chinese (Simplified)	Kazakh	Marshallese	Sinhalese	Vietnamese
Chinese (Traditional)	Khalkha	Marathi	Somali	Welsh
Dzongkha	Chuukese	Marshallese	Sotho	Yao
Farsi	Zulu	Mongolian	Swahili	Yiddish
*Please note there is a \$125 minimum per language				

6.1.2 Machine Translation + Human Post-Editing Rates (MT+PE):

Class 1 \$0.10 per word/fuzzy match \$0.10/word/repeat \$0.05				
Spanish				
Class 2 \$0.11 per word/fuzzy match \$0.10/repeat \$0.05				
French	German	Italian	Portuguese	
Class 3 \$0.12 per word/fuzzy match \$0.11/repeat \$0.05				
Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	
Class 4 \$0.14 per word/fuzzy match \$0.12/repeat \$0.05				
Afrikaans	Farsi	Khmer	Nepali	Tagalog
Akan	Gaelic	Korean	Nyanja	Tamil
Albanian	Gujarati	Kurdish	Pashto	Taiwanese
Amharic	Hebrew	Lao	Punjabi	Telugu
Arabic	Hindi	Latin	Q'anjob'al	Thai
Armenian	Hmong	Lingala	Quechua (K'iche)	Tigrinya
Azerbaijani	Icelandic	Macedonian	Romani	Trukese
Bengali	Indonesian	Malagasy	Romansch	Tswana
Burmese	Japanese	Malay	Rundi	Turkmen
Cambodian	Javanese	Maltese	Samoan	Urdu
Chinese (Simplified)	Kannada	Marshallese	Sinhalese	Vietnamese
Chinese (Traditional)	Kazakh	Marathi	Somali	Welsh
Chuukese	Khalkha	Marshallese	Sotho	Yao
Dzongkha	Zulu	Mongolian	Swahili	Yiddish
*Please note there is a \$125 minimum per language				
** All per word rates are not to exceed costs				

6.1.3 Desktop Publishing Pricing

Languages	Price per hour
All	\$65

6.1.4 Turnaround Times

Below is a standard delivery schedule for standard translation, editing and proofreading projects. In cases where the subject matter is highly technical, or when desktop publishing/formatting is required, additional time will be needed.

Number of Words in Document	Suggested Turnaround Time (in Business Days)
2,000 or fewer	2 days
2,001 to 4,500	3 days
4,501 to 7,000	4 days
7,001 to 9,500	5 days
9,501 to 10,500	6 days
10,501 and over	7+ days

In the event that a project is needed on a more accelerated turnaround time, TransPerfect customizes rush delivery times to help our clients meet the most urgent of needs.

6.1.5 Rush Premium Rates

# of Words	1 Day (business day)	2 Days (business days)	3 Days (business days)	4 Days (business days)	5+Days (business days)
700 or fewer	0%	0%	0%	0%	0%
701 to 2,000	15%	0%	0%	0%	0%
2,001 to 4,500	25%	0%	0%	0%	0%
4,501 to 7,000	50%	25%	0%	0%	0%
7,001 to 9,501	75%	50%	25%	0%	0%
9,501 to 10,500	100%	75%	50%	0%	0%
10,501 and over	n/a	100%	75%	50%	25%

*Above Rush Premium Rates are standardized for translation services (translation, editing and proofing), if additional services are required (i.e. desktop publishing, formatting or multiple language pairs) rush rates will be negotiated at the Task Order Level. All other services are available at a 50% rush fee.

6.2 Interpretation Pricing

6.2.1 Consecutive Interpretation Pricing

Class 1 \$95/ hour (Remote) / \$150 (In-person)
Spanish

Class 2 \$115/ hour (Remote) /\$185 (In-person)				
French	German	Italian	Portuguese	
Class 3 \$125/ hour (Remote) /\$200 (In-Person)				
Belorussian	Estonian	Lithuanian	Turkish	
Bosnian	Flemish	Polish	Ukrainian	
Bulgarian	Georgian	Romanian	Uzbek	
Catalan	Haitian Creole	Russian	Slovene	
Croatian	Hungarian	Slovak		
Czech	Latvian			
Class 4 \$145/ hour (Remote) /\$250 (In-Person)				
Afrikaans	Fuzhou	Korean	Nyanja	Tamil
Akan	Gaelic	Kurdish	Pashto	Taiwanese
Albanian, Albanian (Cham dialect)	Gujarati	Lao	Punjabi	Telugu
Amharic	Hebrew	Latin	Q'anjob'al	Thai
Arabic	Hindi	Lingala	Quechua (K'iche)	Tigrinya
Armenian	Hmong	Macedonian	Romani	Trukese
Azerbaijani	Icelandic	Malagasy	Romansch	Tswana
Bengali	Indonesian	Malay	Rundi	Turkmen
Burmese	Japanese	Maltese	Samoan	Twi
Cambodian	Javanese	Mam	Sinhalese	Urdu
Cantonese	Kannada	Mandarin	Shanghaine	Vietnamese
Dzongkha	Kazakh	Marathi	Sotho	Welsh
Farsi (Afghani/Iranian)	Khalkha Mongolian	Marshallese	Somali	Yao
Fukienese	Khmer	Nepali	Swahili	Yiddish
Danish	Italian	Serbian	Tagalog	Zulu
German	Greek	Swedish	Dutch	Finnish
Norwegian	Chuukese			
*Please note, there is a 2-hour minimum for consecutive interpretation services				

6.2.2 Simultaneous Interpretation Pricing

Class 1 \$140/Hour (Remote)/ \$200 (In-person)				
Spanish				
Class 2 \$170/Hour (Remote)/ \$250 (In-person)				
French	German	Italian	Portuguese	
Class 3 \$200/Hour (Remote)/ \$300 (In-person)				
Belorussian	Danish	Greek	Polish	Swedish
Bosnian	Dutch	Haitian Creole	Romanian	Turkish
Bulgarian	Estonian	Hungarian	Russian	Ukrainian
Catalan	Finnish	Latvian	Serbian	Uzbek
Croatian	Flemish	Lithuanian	Slovak	
Czech	Georgian	Norwegian	Slovene	
Class 4 \$250/hour (Remote)/ \$350 (In-person)				
Afrikaans	Fuzhou	Korean	Nyanja	Tamil
Akan	Gaelic	Kurdish	Pashto	Taiwanese
Albanian, Albanian (Cham dialect)	Gujarati	Lao	Punjabi	Telugu
Amharic	Hebrew	Latin	Q'anjob'al	Thai
Arabic	Hindi	Lingala	Quechua (K'iche)	Tigrinya
Armenian	Hmong	Macedonian	Romani	Trukese
Azerbaijani	Icelandic	Malagasy	Romansch	Tswana
Bengali	Indonesian	Malay	Rundi	Turkmen
Burmese	Japanese	Maltese	Samoan	Twi
Cambodian	Javanese	Mam	Sinhalese	Urdu
Cantonese	Kannada	Mandarin	Shanghaine	Vietnamese
Dzongkha	Kazakh	Marathi	Somali	Welsh
Farsi (Afghani/Iranian)	Khalkha Mongolian	Marshallese	Sotho	Yao
Fukienese	Khmer	Nepali	Swahili	
Chuukese	Tagalog	Yiddish	Zulu	
*Please note there is a 6 hour minimum for simultaneous interpretation services and a minimum of two interpreters for all simultaneous interpretation assignments.				

Simultaneous Equipment:

Interpretation Booth	1/day	\$1,200.00
Headsets	1/day	\$15.00
Microphones	1/day	\$200.00
Portable simultaneous interpretation system	1/day	\$250.00
Equipment Management Personnel	1/day	\$500.00

Simultaneous Interpreting Additional Terms:

- If interpretation is recorded with intent to distribute, a 25% recording fee applies
- 25% rush fees apply for any engagement approved 3 business days in advance
- 50% rush fees apply for any engagement approved 2 business days in advance
- 75% rush fees apply for any engagement approved 1 business day in advance
- 100% rush fees apply for any engagement approved same day

Cancellation fee: If the client cancels within 4 days before the scheduled date, the Client shall pay TPT 100% of the fees. This our standard cancellation policy but can be negotiated.

Overtime: Any time beyond four hours will result in a full-day (8 hours) being charged for each linguist. Any time beyond 8 hours will be billed at \$375.00/hr.

6.2.3 On Demand Interpretation Pricing

Over the Phone Interpretation

Language	Rate Per Minute
Spanish	\$1.25
All Other	\$1.50

Video Remote Interpretation:

Language	Rate Per Minute
Spanish	\$1.25
Mandarin	\$1.25
Vietnamese	\$1.25
Russian	\$1.25
American Sign Language	\$2.50

*There is a \$150 monthly minimum for on-demand OPI and VRI services - Monthly minimum only applies if the total volume of minutes used in a given calendar month does not exceed the minimum dollar threshold

**There is \$150, One-time Account Setup Fee for on-demand OPI and VRI services

6.3 Transcription Pricing

Class 1 \$191.44 per Audio hour				
English				
Class 2 \$297.23 per audio hour				
French	Spanish	Italian	Portuguese	
Class 3 \$392.95 per audio hour				
Bosnian	Danish	Greek	Norwegian	Slovak
Bulgarian	Dutch	German	Polish	Slovene
Catalan	Estonian	Hungarian	Romanian	Swedish
Croatian	Finnish	Latvian	Russian	Turkish
Czech	Flemish			
Flungarian	Lithuanian	Serbian	Ukrainian	
Class 4 \$498.74 per audio hour				
Belorussian	Chinese (Simplified)	Georgian	Japanese	Taiwanese
Cambodian	Chinese (Traditional)	Haitian Creole	Korean	Vietnamese
Cantonese	Fuzhou	Indonesian	Mandarin	Uzbek
Class 5 \$599.50 per audio hour				
Afrikaans	Gujarati	Lingala	Quechua (K'iche)	Telugu
Akan	Hebrew	Macedonian	Romani	Thai
Albanian, Albanian (Cham dialect)	Hindi	Malagasy	Romansch	Tigrinya
Amharic	Hmong	Malay	Rundi	Trukese
Arabic	Icelandic	Maltese	Samoan	Tswana
Armenian	Javanese	Mam	Shanghainese	Turkmen
Azerbaijani	Kannada	Marathi	Sinhalese	Twi
Bengali	Kazakh	Marshallese	Somali	Urdu
Burmese	Khalkha Mongolian	Nepali	Sotho	Vietnamese
Dzongkha	Khmer	Nyanja	Swahili	Welsh
Farsi (Afghani/Iranian)	Kurdish	Pashto	Tagalog	Yao
Fukienese	Lao	Punjabi	Taiwanese	Yiddish
Gaelic	Latin	Q'anjob'al	Tamil	Zulu