

## **General Professional Services Questionnaire**

**A. Project Name and Advertisement Resolution Number:**

Translation / Interpretation Services/ SOQ # 24-028 // JPP-SOQ24-028

**B. Firm Name & Address:**

TransLinguist Translation & Document Clearing LLC  
Office # 2701-74, Blue Matrix Business Center,  
The Prime Tower, Business Bay  
Dubai, United Arab Emirates  
Registered Number: 1601135  
[www.translinguist.com](http://www.translinguist.com)

**C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:**

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](mailto:jawad.khan@translinguist.com)

**D. Address of principal office where Project work will be performed:**

Office # 2701-74, Blue Matrix Business Center,  
The Prime Tower, Business Bay  
Dubai, United Arab Emirates  
Registered Number: 1601135  
[www.translinguist.com](http://www.translinguist.com)

**E. Is this submittal by a JOINT-VENTURE? Please check: NO**

**If marked “No” skip to Section H. If marked “Yes” complete Sections F-G.**

**F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.**

N/A

## **General Professional Services Questionnaire**

N/A

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**G. Has this JOINT-VENTURE previously worked together? Please check: NO**

**H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.**

<b>Name &amp; Address:</b>	<b>Specialty:</b>	<b>Worked with Firm Before (Yes or No):</b>
NA	NA	NA
NA	NA	NA
NA	NA	NA
NA	NA	NA
NA	NA	NA

## **General Professional Services Questionnaire**

**I. Please specify the total number of support personnel that may assist in the completion of this Project**

\_\_\_\_\_

At TransLinguist, we are committed to delivering the highest quality outcomes for each project by assigning a dedicated team of professionals. This team comprises experienced Account Managers and native-speaking translators who possess deep expertise in their respective fields. Our translators are not only proficient in the required languages but are also well-versed in the specific terminologies relevant to your project. They work closely with our editors and proofreaders to ensure that every deliverable meets stringent quality standards before being presented. Additionally, our interpreters are highly trained and certified native speakers with extensive experience in international standards, including UN terminology, which ensures precise handling of language nuances. Operating from multiple offices and supported by a broad network of staff, TransLinguist provides comprehensive support tailored to your needs. Should external expertise from other offices be necessary, we have a responsive team ready to integrate seamlessly into your project. Our robust infrastructure and global team collaboration ensure that we meet your requirements efficiently and effectively.

**J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.**

**PROFESSIONAL NO.**

**1**

**Name & Title:**

Frank Barcelo  
Spanish Interpreter and Translator

**Name of Firm with which associated:**

TransLinguist Translation & Document Clearing LLC

**Description of job responsibilities:**

Frank Barcelo provides interpretation and translation services in thousands of judicial and extrajudicial proceedings, including trials, preliminary hearings, sentencing hearings, grand jury proceedings, and post-conviction hearings across various courts, such as municipal, superior, dependency, civil, family, and federal courts. He interprets for numerous depositions, representing both plaintiffs and defendants, ensuring clear communication in complex legal scenarios. Frank conducts sight translations and transcriptions for legal, medical, and business sectors, delivering accurate and culturally sensitive translations. Additionally, he testifies as an expert witness on linguistic matters in municipal, superior, and federal courts, offering valuable insights on language accuracy and cultural nuances.

**Years' experience with this Firm:**

Since 2018, for about 6 years now, Frank Barcelo has been working as an interpreter and translator with TransLinguist.

**Education: Degree(s)/Year/Specialization:**

## **General Professional Services Questionnaire**

Frank Barcelo completed the Juris Doctorate Program at both Northwestern California University School of Law and Glendale University College of Law back in 2006. Frank Barcelo holds a range of language certifications, including the CA Court Interpreters' Certificate, L.A. Co. Court Interpreter Certificate, Federal Court Interpreter Certificate, OR Court Interpreters' Certificate, NC Court Interpreters' Certificate, WA Court Interpreters' Certificate, TN Court Interpreters' Certificate, and AZ Court Interpreters' Certificate.

### **Other experience and qualifications relevant to the proposed Project:**

Frank Barcelo served as the official interpreter for a tribute to Spanish Cinematographic Director Carlos Saura, sponsored by the Academy of Motion Picture Arts & Sciences and the UCLA Film Archives, interpreting for renowned film celebrities. He interpreted for medical exams, including psychotherapy, ensuring accurate communication between patients and healthcare providers. Frank worked as a Language Specialist for the Department of Justice and various federal law-enforcement agencies, transcribing and translating for major and complex investigations and prosecutions. He directed teams in the production of Spanish-version films and multimedia communications modules, targeting the Hispanic market and enhancing cultural relevance in media content. Additionally, Frank achieved the status of Contracting Officer – Level 2, responsible for hiring Spanish and OTS interpreters for federal judiciary assignments.

## **General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Ariel Torrone Spanish Interpreter and Translator
<b>Name of Firm with which associated:</b>
TransLinguist Translation & Document Clearing LLC
<b>Description of job responsibilities:</b>
Ariel Torrone is involved in interpreting and translating for the California Superior and U.S. District Courts, specializing in all stages of criminal and civil procedures. His work includes translating legal documents and taped interviews. He develops and implements training programs, such as The Interpreter Supervisor Pilot Program for the Los Angeles Superior Court (LASC) and serves as a consultant/rater for the National Center for State Courts and Prometric. Ariel manages interpretation services for United Nations sessions, ensuring seamless communication between representatives. Additionally, he develops strategies to handle complex multilingual scenarios, considering language diversity and technical requirements.
<b>Years' experience with this Firm:</b>
Since 2019, for about 5 years now, Ariel Torrone has been working as a Spanish interpreter and translator with TransLinguist.
<b>Education: Degree(s)/Year/Specialization:</b>
Ariel Torrone earned a B.A. in Spanish Language & Culture from California State University, Northridge in 2007. Ariel Torrone holds several language certifications, including Spanish Interpreter for the California Superior Court, Los Angeles Superior Court, and Los Angeles County Superior Court. Additionally, he is certified as a Spanish Interpreter and Translator for the U.S. District Court and L.A. U.S.D.
<b>Other experience and qualifications relevant to the proposed Project:</b>
Ariel Torrone worked with various interpreting agencies in the Los Angeles area as a Spanish Interpreter and translator, focusing on labor, private injury, and worker's compensation cases. He gained extensive experience in conference interpreting, collaborating with organizations such as the Communication Workers of America (CWA), SEIU, AFSCME, Exxon, and the Judicial Council of California. His expertise extended to interpreting for major corporations like Cisco, Microsoft, and Apple, as well as educational institutions including CSUN and LAUSD. Ariel was also involved in broadcasting and voice-over talent, working with media outlets like KLCS, CBS Action News, and "America's Most Wanted," as well as networks such as Bravo, Food Network, Travel Channel, Fox Soccer Channel, DirecTV Sports, and Fox Sports.

## **General Professional Services Questionnaire**

<b>PROFESSIONAL NO.</b> <b>3</b>
<b>Name &amp; Title:</b> Jessie Z. Liu Chinese Translator & Interpreter
<b>Name of Firm with which associated:</b> TransLinguist Translation & Document Clearing LLC
<b>Description of job responsibilities:</b> Jessie Z. Liu is a court-certified interpreter with experience interpreting various legal proceedings, including criminal, civil, juvenile, traffic, and probate cases, within the California court system. She is an approved interpreter for the U.S. Courts and the U.S. Immigration Courts, providing simultaneous and sight translation services. Jessie interprets for high-profile events and conferences, including government and corporate management meetings, often requiring precise legal terminology. Her expertise includes handling courtroom and administrative hearings efficiently, ensuring accurate and complete interpretations under strict deadlines. Additionally, Jessie is skilled in simultaneous interpreting for conferences across diverse domains such as finance, electric vehicles, and international sports, adeptly adapting to fast-paced environments
<b>Years' experience with this Firm:</b> Since 2018, for about 6 years now, Jessie Z. Liu has been working as a Chinese interpreter and translator with TransLinguist.
<b>Education: Degree(s)/Year/Specialization:</b> Jessie Z. Liu earned a Master of Arts in Conference Interpretation from the Middlebury Institute of International Studies at Monterey in 2010.
<b>Other experience and qualifications relevant to the proposed Project:</b> Jessie Z. Liu worked as a Chinese Translator and Interpreter from 2015 to 2018. She provided escort interpretation services for a Chinese billionaire at a high-profile event organized by the Gates Foundation. Jessie served as a remote simultaneous interpreter for the Chinese Women's National Teams during pre-match and post-match press conferences. She acted as an executive simultaneous interpreter for high-level corporate meetings, facilitating communication among executive management personnel. Additionally, Jessie provided consecutive and simultaneous interpretation for international corporations, including FAW Group Corporation and Skyworth Group Corporation. She was an intermittent staff court interpreter for multiple court districts, handling a wide array of case types, and worked as a contract interpreter, providing simultaneous interpretation in immigration courtroom proceedings between Mandarin and English.

## **General Professional Services Questionnaire**

<b>PROFESSIONAL NO.</b> <b>4</b>
<b>Name &amp; Title:</b> Maricela Miotto Spanish Interpreter and Translator
<b>Name of Firm with which associated:</b> TransLinguist Translation & Document Clearing LLC
<b>Description of job responsibilities:</b> Maricela Miotto provides accurate and reliable interpretation services as a Court Interpreter at the Superior Court of California. She expertly manages a broad spectrum of court cases and legal interpretations, playing a crucial role in the effective administration of justice. Maricela offers interpretation services in criminal, civil, and administrative cases, ensuring clear and precise communication. She delivers accurate translations of legal documents, facilitates smooth communication during court sessions, and supports mediation and arbitration processes. Additionally, Maricela engages in conference interpreting and translation for various legal and business contexts, demonstrating her versatility and adaptability in a range of interpreting scenarios.
<b>Years' experience with this Firm:</b> Since 2018, for about 6 years now, Maricela Miotto has been working with TransLinguist, where she continues to apply her expertise as a Spanish interpreter and translator. Maricela Miotto is a Federally Certified Court Interpreter with the Administrative Office of the U.S. Courts, and a California Court Interpreter certified by the Judicial Council of California.
<b>Education: Degree(s)/Year/Specialization:</b> Maricela Miotto, a skilled Spanish interpreter and translator, graduated from <b>the University of California's Professional Interpretation &amp; Translation Program.</b>
<b>Other experience and qualifications relevant to the proposed Project:</b> Maricela Miotto has extensive experience as a Spanish Interpreter and Translator, providing high-quality interpretation and translation services across a variety of sectors, including criminal, civil, medical, and administrative fields. Her role as a Court Interpreter at the Superior Court of California allowed her to gain valuable insights into legal interpretation within a distinct jurisdiction, further enriching her expertise. During her time at the Superior Court, she developed a thorough understanding of court procedures and legal terminology, enhancing her effectiveness in legal contexts. Additionally, Maricela's experience includes delivering specialized interpretation and translation services tailored to meet the specific needs of her clients, underscoring her adaptability and commitment to excellence.



## **General Professional Services Questionnaire**

### **PROFESSIONAL NO.**

**5**

#### **Name & Title:**

Paola P. Tovar  
Spanish Interpreter and Translator

#### **Name of Firm with which associated:**

TransLinguist Translation & Document Clearing LLC

#### **Description of job responsibilities:**

Paola P. Tovar provides simultaneous and consecutive interpreting services in California State Courts for civil and criminal matters across multiple counties. She serves as a freelance interpreter in Immigration Courts, managing a range of proceedings including removal, bond hearings, and competency hearings. Additionally, Paola offers translation services for a variety of legal documents, marketing materials, and vital records, ensuring accuracy and clarity across different contexts.

#### **Years' experience with this Firm:**

Since 2019, for about 5 years now, Paola P. Tovar has been serving as an interpreter and translator with TransLinguist.

#### **Education: Degree(s)/Year/Specialization:**

Paola P. Tovar graduated from the Juris Doctorate Program at Northwestern California University School of Law back in 2009. Paola P. Tovar has completed the Juris Doctorate Program at both Northwestern California University School of Law and Glendale University College of Law

#### **Other experience and qualifications relevant to the proposed Project:**

Paola P. Tovar interprets for USCIS and Immigration Asylum Offices, facilitating adjustment of status interviews and political asylum interviews. She provides interpretation services for businesses and governmental agencies, including conferences, Revlon employment training, and Freeway Improvement Project meetings. As a freelance interpreter, Paola also works with private sector clients during court hearings, depositions, client intakes, and medical appointments, ensuring clear and effective communication across various settings.

## General Professional Services Questionnaire

### PROFESSIONAL NO.

6

**Name & Title:**

Nguyen Thi Mai Linh  
Vietnamese Translator

**Name of Firm with which associated:**

TransLinguist Translation & Document Clearing LLC

**Description of job responsibilities:**

Nguyen Thi Mai Linh is a court-certified interpreter with experience interpreting various legal proceedings, including criminal, civil, juvenile, traffic, and probate cases within the California court system. She is an approved interpreter for the U.S. Courts and the U.S. Immigration Courts, providing simultaneous and sight translation services. Additionally, Nguyen Thi Mai Linh has experience interpreting for high-profile events and conferences, including government and corporate management meetings, often requiring precise legal terminology. She is adept at handling courtroom and administrative hearings efficiently, ensuring accurate and complete interpretations under strict deadlines. Her skills also extend to simultaneous interpreting for conferences across diverse domains such as finance, electric vehicles, and international sports, adapting seamlessly to fast-paced environments.

**Years' experience with this Firm:**

Since 2018, for about 6 years now, Nguyen Thi Mai Linh has been working as a Chinese interpreter and translator with TransLinguist.

**Education: Degree(s)/Year/Specialization:**

Nguyen Thi Mai Linh earned a Master of Arts in Translation Studies from Hanoi National University of Education in 2005. Nguyen Thi Mai Linh is certified by the American Translators Association (ATA).

**Other experience and qualifications relevant to the proposed Project:**

Nguyen Thi Mai Linh translated complex legal documents, including contracts, depositions, and court transcripts, with meticulous attention to detail. She collaborated with legal teams to ensure accurate and timely translation of sensitive information. She specialized in translating legal terminology and jargon while maintaining clarity and comprehensibility. Nguyen Thi Mai Linh possessed a deep understanding of Vietnamese and Spanish legal systems and cultures. She demonstrated a proven ability to meet tight deadlines without compromising quality.

## General Professional Services Questionnaire

**K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.**

### PROJECT NO. 1

Project Name, Location and Owner's contact information:	Description of Services Provided:
<b>Project Name:</b> LTA for Translation & Interpretation Services  <b>Client:</b> Catholic Relief Services  <b>Name/ Designation:</b> Regina Hill/ Global Procurement  <b>Email:</b> <a href="mailto:regina.hill@crs.org">regina.hill@crs.org</a>	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.
Length of Services Provided:	Cost of Services Provided:
2022 - Ongoing	Circa \$250k

### PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
<b>Project Name:</b> Ad hoc request for Translation and Interpretation Services  <b>Client:</b> Denver Public Schools  <b>Name/ Designation:</b> Melissa Haran / Senior Purchasing Agent  <b>Email:</b> <a href="mailto:melissa_haran@dpsk12.org">melissa_haran@dpsk12.org</a>	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.
Length of Services Provided:	Cost of Services Provided:
2023-2024	Up to \$250,000

### PROJECT NO. 3

## General Professional Services Questionnaire

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p><b>Project Name:</b> Provision of Remote Simultaneous Interpretation Services</p> <p><b>Client:</b> The British Council</p> <p><b>Name / Designation:</b> Fella Boudjema / Head of Education</p> <p><b>Address:</b> 40 Rue des Frères Benali Abdellah, Ex Parmentier, Hydra, 16035, Algiers</p> <p><b>Email:</b> <a href="mailto:Fella.Boudjema@britishcouncil.org">Fella.Boudjema@britishcouncil.org</a></p>	<p>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.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2023- Onwards	GBP 600k

## General Professional Services Questionnaire

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Project Name:</b> Translation Services <b>Client:</b> Norwegian Refugee Council (NRC) <b>Name / Designation:</b> Elisabeth Rydland / Senior Adviser Knowledge Management / <b>Email:</b> <a href="mailto:elisabeth.rydland@nrc.no">elisabeth.rydland@nrc.no</a>	TransLinguist assists the 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.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2023- current	Circa EUR 200k

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Project Name:</b> LTA for Translation & Interpretation Services <b>Client:</b> UN Women (GCC) <b>Name / Designation:</b> Aleyda Ruiz / Procurement <b>Email:</b> <a href="mailto:Aleyda.ruiz@unwomen.org">Aleyda.ruiz@unwomen.org</a>	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.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2019- Current	Circa \$100k

## General Professional Services Questionnaire

PROJECT NO. 6	
Project Name, Location and Owner's contact information:	Description of Services Provided:
<b>Project Name:</b> Language Services <b>Client:</b> International IDEA <b>Name/ Designation:</b> Sara Linnoinen / Programme Officer - Mediation and Dialogue <b>Email:</b> <a href="mailto:s.linnoinen@idea.int">s.linnoinen@idea.int</a>	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.
Length of Services Provided:	Cost of Services Provided:
2024-Current	Circa \$200k

PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided:
<b>Project Name:</b> Simultaneous Interpretation Services <b>Client:</b> National Democratic Institute (NDI) <b>Name / Designation:</b> Judith Johnson / Internal Audit Director <b>Email:</b> <a href="mailto:jjohnson@ndi.org">jjohnson@ndi.org</a>	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.
Length of Services Provided:	Cost of Services Provided:
2022 - Ongoing	Upto \$150,000

## General Professional Services Questionnaire

<b>PROJECT NO. 8</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p><b>Project Name:</b> Translation, Editing, Proof Reading (TEP) Services</p> <p><b>Client:</b> DP World</p> <p><b>Name / Designation:</b> Sara AlJanahi/ Senior Manager Business Development</p> <p><b>Email:</b> <a href="mailto:SaraAlJanahi@dtworld.ae">SaraAlJanahi@dtworld.ae</a></p>	<p>TransLinguist has collaborated with DP World to support their linguist needs in global operations. Specializing in languages including <b>Arabic, French, Spanish, Bahasa, and Nepali</b>, 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.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2023 - Ongoing	Up to \$100,000

## General Professional Services Questionnaire

**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1.		N/A
2.		N/A
3.		N/A
4.		N/A

**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

TransLinguist would like to thank the 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 the Jefferson Parish Government preferred LSP on both domestic and international basis for the following reasons:

**1.1. 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 The Conservation International 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 The Conservation International 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



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with broad spectrum of industry experience.

### **1.2. Industry Relevant Experience**

TransLinguist brings over 7+ 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.

### **1.3. Global reach, Local expertise**

Imagine a world where language is never a barrier. TransLinguist makes this vision a reality. Our strategically positioned offices in Dubai, London, California, Delaware, and Tallinn provide 24/7/365 support. This global network allows us to tap into a pool of over 4,000 experienced linguists, including sign language specialists. This diverse talent pool caters to all time zones, guaranteeing comprehensive coverage for your unique needs.

### **1.4. Innovation at the forefront**

TransLinguist goes beyond traditional translation services. We are pioneers in language technology. Our groundbreaking product, TransLinguist Interactive, is a hybrid platform that revolutionizes multilingual meetings. It facilitates seamless communication for both on-site and remote participants, fostering inclusivity and eliminating language barriers. Whether your needs involve hybrid conferences, virtual workshops, or remote training sessions, TransLinguist Interactive ensures everyone can participate actively and effectively.

### **1.5. Security and Compliance**

We understand the importance of data security and ethical conduct. TransLinguist is fully EU compliant, guaranteeing the highest standards of data protection and privacy. Our commitment to ethical conduct aligns perfectly with the principles outlined in the United Nations Supplier Code of Conduct, making us a trusted partner for numerous NGOs and international organizations, including UN agencies, The British Council, and DanChurchAid, Norwegian Refugee Council, to name a few.

### **1.6. Staff assigned to The Jefferson Parish Government**

TransLinguist has put together a dedicated and experienced team to support Jefferson Parish Government 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:

Name	Project Role	Contact Email	Responsibilities
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## General Professional Services Questionnaire

Jawad Khan	Project Lead	<a href="mailto:jawad.khan@translinguist.com">jawad.khan@translinguist.com</a>	<ul style="list-style-type: none"> <li>Plan and oversee language service projects from initiation to completion.</li> <li>Coordinate with clients to understand project requirements and expectations.</li> <li>Assign tasks and responsibilities to team members, ensuring clarity on project goals.</li> <li>Monitor project timelines and deliverables, addressing any issues that may arise.</li> <li>Conduct regular team meetings to assess progress and address challenges.</li> <li>Collaborate with the Quality Assurance Manager to ensure high-quality deliverables.</li> </ul>
Sabine Fletcher	Assistant Project Manager	<a href="mailto:sabine.fletcher@translinguist.com">sabine.fletcher@translinguist.com</a>	<ul style="list-style-type: none"> <li>Coordinate project activities, ensuring tasks are assigned and completed on time.</li> <li>Provide regular updates to clients on project status and address inquiries.</li> <li>Maintain accurate and up-to-date records of project details, client communications, and team activities.</li> <li>Collaborate with language experts, interpreters, and translators to ensure project success.</li> <li>Collaborate with team members to find solutions to project-related issues.</li> <li>Participate in quality audits and feedback sessions to improve project deliverables.</li> </ul>
James Price	Designated Account Manager	<a href="mailto:james.price@translinguist.com">james.price@translinguist.com</a>	<ul style="list-style-type: none"> <li>Build and maintain strong relationships with clients as the primary point of contact.</li> <li>Understand client needs and communicate them effectively to the project team.</li> <li>Coordinate project kick-off meetings and ensure a smooth transition from sales to project execution.</li> <li>Provide clients with regular updates on project progress and address any concerns.</li> <li>Identify opportunities for upselling or expanding services based on client feedback.</li> <li>Collaborate with the Project Lead to ensure client expectations are met.</li> </ul>
			<ul style="list-style-type: none"> <li>Assist the Designated Account Manager</li> </ul>

## **General Professional Services Questionnaire**

Masheza Awan	Deputing Account Manager	<a href="mailto:masheza.awan@translinguist.com">masheza.awan@translinguist.com</a>	<p>in client communication and relationship management.</p> <ul style="list-style-type: none"> <li>• Coordinate with internal teams to ensure client requirements are understood and met.</li> <li>• Support in preparing project proposals, quotes, and contracts.</li> <li>• Provide timely responses to client inquiries and concerns.</li> <li>• Monitor project schedules and communicate any changes or delays to clients.</li> <li>• Collaborate with the Designated Account Manager for client satisfaction and retention.</li> </ul>
Shanzeh Nauman	Deputing Account Manager	<a href="mailto:shanzeh.nauman@translinguist.com">shanzeh.nauman@translinguist.com</a>	<ul style="list-style-type: none"> <li>• Assist in managing client accounts and addressing their needs.</li> <li>• Work closely with the Project Lead and Quality Assurance Manager to ensure project success.</li> <li>• Provide support in preparing reports and updates for clients.</li> <li>• Collaborate with internal teams to troubleshoot and resolve any client-related issues.</li> <li>• Assist in coordinating client meetings and discussions.</li> <li>• Ensure accurate documentation of client interactions and project details.</li> </ul>
Alina Wadood	Finance Manager	<a href="mailto:alina.wadood@translinguist.com">alina.wadood@translinguist.com</a>	<ul style="list-style-type: none"> <li>• Develop and oversee financial plans, budgets, and forecasts.</li> <li>• Prepare accurate and timely financial reports for management and clients.</li> <li>• Monitor and control expenses, ensuring financial efficiency and adherence to budgetary constraints.</li> <li>• Ensure compliance with financial regulations, accounting standards, and tax requirements.</li> </ul>
Yasmine Issa	Quality Assurance Manager	<a href="mailto:yasmine.issa@translinguist.com">yasmine.issa@translinguist.com</a>	<ul style="list-style-type: none"> <li>• Develop and implement quality assurance processes for language service projects.</li> <li>• Conduct regular audits to ensure compliance with quality standards and client requirements.</li> <li>• Provide feedback to project teams to improve the overall quality of deliverables.</li> </ul>

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			<ul style="list-style-type: none"><li>• Collaborate with Project Leads and Designated Account Managers to address quality concerns.</li><li>• Stay updated on industry best practices and implement improvements in the QA process.</li><li>• Train linguist team on quality assurance standards and procedures.</li></ul>
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**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

**Signature:**



**Print Name:** Jawad Khan

**Title:** Managing Director

**Date:** 15<sup>th</sup> August